

#makingnews



Winter 2016

Cover image
**Dementia Law
Clinic Success
P08**

Latest News

Keith Hussey Joins Making Space,
New Merseyside Service Won,
Fantastic Award Wins
and much more...

Sector Insight

A look at how we should illustrate
mental health plus new charters
and legislations.

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Hello and Happy New Year!

Welcome to the first making news magazine of 2016. As ever, we want to keep you up to date with any recent changes happening within the adult health and social care sector as well as any official Making Space news involving our services, staff, events and of course the real life stories that emphasise how valuable our services really are.

It is always a busy time for us but since our last issue we have had a lot going on, even by our own standards. We are continuing to grow our existing service offering as well as trialling ground-breaking new services that service users and staff have identified as necessary.

In this issue read about our recently appointed Director of HR, Quality Assurance and Corporate Services as well as our fantastic double award wins and outstanding rating we achieved for one of our services.

We received such a lovely response to Colin Evans story in the last issue that we have included two case studies inside as well as a glimpse into the working day of our Business Support Administrator.

We are proud to say we are continuing to make a difference and see 2016 as a very exciting year for us.

Elaine Parker-Johnson, Chief Executive



Contents

Headline News

- 04 Keith Hussey Joins Making Space
- 04 New Merseyside Service Won
- 05 Fantastic Award Wins
- 06 Outstanding Rating for Rivacre
- 07 A Day in the Life of: Holly Knight



Feature Stories

- 08 Dementia Law Clinic Success
- 10 Case Study: Richard Christie

Sector Insight

- 12 Autumn Spending Review
- 12 Mental Health Equality
High Profile Backing



More News

- 13 Introduction to Our Dementia
Space Team
- 14 Care Certificate Implementation

Get Involved

- 15 Events
- 15 We are a Social Bunch

...we are making news



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Your news and views. If you have any stories you would like to share with us, or if there's anything you would like to see included in our next edition, please contact mnews@makingspace.co.uk

Thank you to our friends at Sunny Thinking for designing our newsletter (www.sunnythinking.com).

Photo: Keith Hussey



Keith Hussey Joins Making Space

We are thrilled to announce that Keith Hussey has recently joined Making Space to take on the role of Director of HR, Quality Assurance and Corporate Services.

Keith has over 30 years of experience in HR, and has gained a wealth of knowledge across a range of business sectors. These include multi-national corporations, engineering and manufacturing at Europe’s largest privately owned aerospace company.

Keith has joined our Executive Management Team and will play an integral part in the delivery of our ambitious plans for the future. He will be responsible for the strategic and operational management of HR, Quality Assurance and Corporate Services functions to help us maintain our continuous improvements and adding value.

Welcome Keith!

New Merseyside Service Won

We are pleased to announce that towards the end of last year we won another new service based in Knowsley, Merseyside.

Bailey Court was named after local man Mr Bill Bailey who was one of the founding members of ‘Knowsley Older People’s Voice’ as well as an integral part of the community for over 50 years.

The service is made up of 34 purpose built apartments available for social rent. All of the apartments are currently occupied and there is also an active waiting list. They are predominantly targeted towards people over the age of 55, however with some being one and others two bedroom they are also well equipped to accommodate younger residents with physical, learning, sensory and mental health needs.

Making Space colleagues will provide individually tailored care and support for residents dependent on their requirements. The residents at Bailey Court also have access to communal gardens, spa bathroom, library, communal lounge, hairdressers and a bistro and dining area.

Gaynor Chisnall, Director of Operations, spoke warmly about our new service:

“I have really enjoyed facilitating the transition of Bailey Court Extra Care Scheme into the Making Space family. The staff and service users have been incredibly supportive through, what can be, a very unsettling time. Transfer involves the co-operation of a range of departments and without the help of Human Resources, IT, Business Support, Operations, Quality, Development, Marketing and Finance, it wouldn’t happen as well as it has, despite some technical difficulties! The positive attitude displayed by everyone involved has been brilliant and the proximity to another Extra Care Service, Crawshaw Court, will enable us to support both services even better.”

We look forward to our future making a difference to the residents of Bailey Court.

Photo: LaingBuisson Award winners

Fantastic Award Wins



It has been a busy few months for various Making Space teams, and that hard work has paid off as we have been presented with a LaingBuisson award in addition to a Great British Care Award.

The nationally renowned LaingBuisson was awarded to our team at Cheshire based Ashwood Court Independent Hospital who specialise in rehabilitation for people with bipolar disorder or schizophrenia.

By teaming our existing experts with a Golborne based GP we have developed a new physical healthcare pathway to ensure that patients' physical health is monitored as well as their mental health whilst they are in our care.

The results speak for themselves, says our director of services Andy de Vares. "Since the physical health pathway was introduced in July 2013, type 2 diabetes has been found and treated in four previously undiagnosed patients."

A spokesperson from the LaingBuisson Awards said: **"Ashwood Court has displayed its prowess through the innovative approach which deals with managing the physical health of its clients as well as the mental health needs."**

There were over 500 nominations for the annual national health and social care awards, with 187 projects shortlisted. As well as being a finalist in this category, we were privileged to be selected as finalists in two other categories; healthcare outcomes and innovation in technology. Well done to everyone involved!

Photo: Great British Care Award winners

We were also nominated for a Great British Care Award. Our Dementia Space Team attended the regional ceremony in Manchester and were delighted to be announced as winners! Our Dementia Space Team manages our free dementia law clinic that was piloted during 2015 and is set to continue this year.

The recognition is well deserved as the clinic offers free legal advice to the family and friends of people with dementia. The clinic which was operated from our Warrington headquarters, is the first free legal advice clinic in the country to offer three services simultaneously: legal advice, Admiral Nursing and communication/activity support for families living with dementia.

Kathryn Penrith, alongside colleagues Rachel Yates and Micheal McLaughlin, set up the clinic in July 2015 to advise on the many complex issues that can arise when caring for someone with dementia, including care home disputes and powers of attorney.

Kathryn said: "The clinic is already making a real difference to local families who don't know where to turn."

As well as being a finalist in this category, we were thrilled to be selected as finalists in four other categories.

We would like to wish the Dementia Space Team luck for the national finals of the Great British Care Awards which are being held in May.

Congratulations once again to the team, and to our other finalists, Karen Robinson and Andy de Vares.

To read more about Our Dementia Space Team and their future plans, see our article on page 13.



Outstanding Rating for Rivacre

Rivacre House is one of our care homes, based in Ellesmere Port. This service provides supported accommodation for people with mental health needs and was recently deemed outstanding for the responsiveness of its service by the Care Quality Commission, the independent regulator of health and social care.

The 12-bed facility, was recognised for the high quality and personalised care it provides to a mix of short and long-term residents resulting in the first top rating in the region.

Our residential manager Dreena Davies took over the reigns in 2013 after coming out of retirement from a 27-year career with Cheshire County Council learning disabilities team.

She said: "I was never going to spend my retirement in front of the TV and so had been doing some occasional shift work at Rivacre. When the residential manager position came free, I decided to go for it.

"I already loved the place and saw real potential for improving things further.

"We've done so much in two years, from major refurbishments and completely overhauling the garden, to staff training and most importantly, focussing everyone's efforts on providing individualised care for every resident.

"It's testament to the team's dedication that we've received this top rating."

Gaynor Chisnall, our Director of Operations for adult social care, who manages the service, said: "The team has done a superhuman job in transforming Rivacre House into a first class facility.

"From supporting residents to rebuild relationships with their families, to developing independence and increasing life skills, Rivacre House residents are well-placed to grow as individuals and continue in their journeys."

This rating, in addition to the awards we have won over the past few months, is testament to the hard work and passion to our staff and volunteers. Well done to Dreena and all at Rivacre House.



A Day in the Life of: Holly Knight

Business Support Administrator



A little bit about Holly...

Holly was first introduced to Making Space and the work we do back in March last year, when she was referred by her GP to the CCBT team. Holly was struggling with depression brought on by spending the majority of the past three years unemployed.

After gaining some confidence through CCBT, Holly decided to give herself the challenge of finding something productive to do with her time. Knowing that Making Space's head office was near where she lives, Holly decided to enquire about our volunteering opportunities. This is when she first met the Business Support team.

Since then Holly has spent three days a week helping out with various duties within the team, and was recently made a part time employee as a Business Support Administrator!

A typical day

"I arrive at Making Space head office around 8:30am and I'm greeted by a cup of tea, made by whoever is most desperate for caffeine in the office. I then log on and start my day by checking the Business Support and Operations inbox. Typical things may include train tickets that need booking or ID badges that need making. These are done while I'm sat at the reception desk ready to greet anyone visiting or phoning head office.

"The calls I receive range from your average sales calls, to people who desperately need the help of our charity.

"After lunch, which often consists of cake and sweets that magically appear in the kitchen, the office tends to calm down a bit. This is when I can help with any larger projects that the department are working on. Currently, I'm helping create a database of various Health and Safety information from audits. I have also been assisting in analysing and updating the Accident and Incident report".

I asked Holly a couple of questions...

What is your favourite aspect of your job?

"My favourite aspect of my job has to be sorting out the promotional cupboard, it's sad but it's true! I can spend hours organising the various items in there; nothing gives me a sense of satisfaction quite like a fully stocked cupboard!

"However, what I love most about working at Making Space are the people. As someone who has found it a real challenge to just attend an interview, let alone secure a paid job, it's amazing to know there is somewhere I can go where people will go above and beyond to help me achieve my goals."

What would you say to someone thinking about volunteering?

"Do it. Volunteering helped me turn my negative of being unemployed into a positive. Having a reason to get out of bed each day and make a difference, albeit a small one, allowed me to break out of my negative cycle. It gave me something to talk about in interviews, reducing my anxiety towards them and giving me the confidence to apply for jobs.

"Being given the respect and responsibility to do tasks in the workplace helped me gain much needed self confidence, as well as allowing me to develop skills which I will be able to use in the future.

"During my time volunteering, I have been amazed at the generosity and caring nature of the people surrounding me. This is something I will never take for granted and I can honestly say that Making Space has changed my life. Without the support of the charity, and more importantly, the support of the people who work here, I wouldn't be who I am today.

"To be able to say that I am a Making Space employee fills me with great pride".



“Without
the law clinic,
I wouldn’t have
had a clue
what to do.”

Dementia Law Clinic Success

Carol is one of our area managers, however, she recently accessed the Dementia Law Clinic as a service user rather than a staff member.

Carol's mum is 91 and was diagnosed with dementia three years ago. After her father, who was her mum's main carer, sadly passed away last year her mum's condition significantly worsened, resulting in her needing to rely on residential care. It was at this point that Carol started to struggle to manage her mum's financial affairs.

Carol was listed as her mum's appointee, which means that according to the Department of Work & Pensions as well as the local authority she is officially authorised to be able to manage her finances. However, when Carol tried to approach the bank to order a card so she could pay the fees for her mum's care, they had no idea what permissions being an appointee gave her and had to Google it!

The bank eventually told Carol that she would only be issued a card if her mum's account balance was reduced to a specific amount. She felt a huge moral dilemma as she felt her only option was to continue using her mum's card which she felt wasn't right.

She heard, through the organisation, about the Dementia Law Clinic and arranged a Skype appointment with our solicitor to discuss her worries.

Carol made the following comments on the service, "Straight away, he put me at my ease. He talked me through all the options, and recommended that I go for a deputyship, rather than power of attorney. He went away and did some more research, and then within a few days he'd sent me a huge amount of information, along with all the relevant forms to complete. A few days later he got back in touch to make sure that I understood everything and had everything I needed.



"Without the law clinic, I wouldn't have had a clue what to do. I'd probably have applied for power of attorney, which would have cost quite a lot of money and taken a long time to sort out. The deputyship won't cost anything, and the law clinic did all the work for me."

Carol has now been able to resolve this situation and she is able to care for her mum rather than worrying about the complications handling her affairs.

To read more about Our Dementia Space Team, see their introductory article on page 13.

"A few days later he got back in touch to make sure that I understood everything and had everything I needed."

"Yes, it's definitely been an emotional rollercoaster.. but if I hadn't had the experience of going into mental health services I wouldn't be here now to tell my story."



Richard Christie

Richard Christie, 34 and from Blackpool, is former vice chair of Making Change, a group of service user champions who work with us to help us shape our services.

In 2000, Richard was incorrectly diagnosed and sectioned under the Mental Health Act. This was the first of many labels he was given, being incorrectly treated for psychosis, schizophrenia and hypermania before finally receiving a bi-polar disorder diagnosis in 2008.

“There’s such a stigma associated with being sectioned under the Mental Health Act,” he says. “I want to show people that life does go on, and there can be a positive outcome for anyone who finds themselves in a similar situation to me.

“Upon reflection, I realised bereavements I’ve suffered had a very big part to play in my ill-health, but I had been self-conscious of people’s feelings towards me and that people thought I was crazy and didn’t understand where I was coming from.

“During my final admission to hospital, I worked with an advocate from Blackpool Advocacy who helped me to appeal my section enabling me to leave the hospital. This intervention and help was the turning point for me – having someone speaking on my behalf helped me to get through things. For the first time, I accepted my illness and care plan and from that moment on I decided that I would start my own bipolar support group.”

As soon as he was able to go home, Richard contacted us. “They agreed to help me make my dream come true and set up a support group,” he says. With the charity’s help, Richard held his first meeting in 2008 and, seven years on, is still holding two meetings every month.

As well as running his support group, Richard plays a leading role in Making Change, a group of service user champions who work with us to help us shape our services. Previously as vice chair of the group Richard maintained direct links with our Board of Trustees and had the opportunity to influence change.

Richard explains his experiences within the group. “We met every six weeks for a few hours to look at the different projects Making Space was running. We discussed the policies behind them, and any ideas we had that could make a difference to the lives of people with mental health issues and adults with disabilities. Our feedback was then written up into action plans that helped shape services.”

This positive attitude and commitment to helping others has seen Richard transform his life. He met his wife, Michelle, in 2006 and this stable and loving relationship helps Richard to embrace his future.

“I have my voluntary work with Making Change and the bipolar support group, I have the right medication and I have support from my friends and family. Yes, it’s definitely been an emotional rollercoaster that has had a vigorous impact on my life, but if I hadn’t had the experience of going into mental health services I wouldn’t be here now to tell my story.

“Hopefully, it can help other people and stamp out the stigma.”

**If you have a story to share, or think your service users might want to then please contact either:
Mark Thornton on 075952 71557 or
involvement@makingspace.co.uk**

sector insight

Autumn Spending Review

Towards the end of last year we saw the highly anticipated release of the autumn Spending Review.

Our teams at Making Space were watching the coverage, live from Parliament, and have summarised below the key points regarding our industry.

- Health budget in England to rise from £101 billion to £120 billion by 2020/2021.
- The NHS England will receive an upfront cash injection of £3.8 billion next year as part of the £8 billion addition funding agreed between 2015/2016 and 2020/2021.
- NHS England are expected to make £22 billion in efficiency savings while Department of Health resource budget to fall by 25%.
- An extra £600 million will be earmarked for mental health services.
- Grants for student nurses will be scrapped and replaced by repayable loans, saving £820 million.
- The cap on training places for nurses will be scrapped, and a goal suggested of increasing numbers by 10,000.
- New social care ‘precept’ in council tax of up to 2% to allow local councils to raise £2 billion for social care.
- Better Care Social Fund to be increased by 1.9%.
- £15 million that will be raised from charging VAT on sanitary products to be given to women’s health charities.

Feedback to the review seemed to suggest people were shocked that the chancellor didn’t broach the subject of extra support for those planning and funding their own social care. This was surprising as that number is increasing hugely year on year.

On a positive note, healthcare in general seems to have received more support by a Conservative government than it has received in years, which will hopefully start to relieve the pressure various trusts and organisations have been under and enable more collaborative and integrated service offerings.

Mental Health Equality High Profile Backing



A recent campaign calling for an increase in funding for mental health services in England received backing from over 200 celebrities. They believe that mental health should be treated as seriously as other illnesses.

The campaign was launched by former mental health minister Norman Lamb, Conservative MP Andrew Mitchell and former Labour spin doctor Alastair Campbell. Alan Rickman and Emma Thompson are among the more high profile signatures.

Jeremy Hunt, Health Secretary, said treatment has made ‘great strides’ but more could be done to improve the services.

Overall, the government increased mental health funding to £11.7bn in 2014/15. Mr Lamb said people with mental health ‘don’t get the same right to access treatment on a timely basis that everyone else gets’ and called it a ‘historic injustice’.

Introduction to Our Dementia Space Team

Our Dementia Space Team at Making Space is made up of Kathryn Penrith, Rachel Yates and Micheal McLaughlin.



The team is responsible for our award winning Dementia Law Clinic as well as delivering Dementia Space training across our services. Our Dementia Law Clinic is run in partnership with the University of Manchester and is supported by Trustee member and barrister Neil Allen. The teams liaise regularly to ensure both parties are providing accurate, actionable advice to service users.

To give some insight on the three members of our Dementia Space Team, below is a bit of information about their experience and how they came to work with us at Making Space.

Micheal originally started his career in engineering and after some time travelling decided on a change in profession. He is now part of Our Dementia Space Team alongside Kathryn and Rachel.

Kathryn is a registered Mental Health Nurse and Dementia Care Mapping Approved Licensed Trainer with the School of Dementia Studies at Bradford University. Having worked in many areas of older people's mental health, specifically dementia care, for the past 22 years, she is currently a Consultant Admiral Nurse and team leader for Our Dementia Space Team.

Rachel is our dementia development coordinator. Rachel has worked for Making Space for 12 years in various roles, but her passion for dementia grew when she was asked to set up dementia cafes for Making Space in 2010. She is also heavily involved in the development of our new dementia based services.

We caught up with the team to discuss their future plans and needless to say they have lots of exciting plans.

The team are driving a campaign to encourage staff to become Dignity Champions, ensuring they all promote person centred, efficient and compassionate care.

Not only that but they are also compiling several training courses and packages that range from cultural awareness to dementia care management and mapping, not forgetting achieving qualified 'host organisation' status for Making Space.

We hope to provide regular updates on the exciting future plans of this ambitious team in the next issue of Making News.

Photo: BellyFlop.tv

Care Certificate Implementation

The Care Certificate – What is it?

The Care Certificate was developed as part of the Cavendish Review work, jointly by Skills for Health, Health Education England and Skills for Care. It was introduced throughout the UK in April 2015 and is relevant to roles within the Health and Social Care Sector.

The reason for the introduction of the Care Certificate, is to provide clear evidence to employers, patients and people who receive care and support that the individual providing the care has been assessed against a specific set of standards and has demonstrated they have the relevant skills, knowledge and behaviours to ensure that they provide a consistent, compassionate and high quality care and support.

The Care Certificate replaces the previously used Common Induction Standards and is made up of 15 standards that cover areas that range from the individual understanding their role to their awareness of mental health, dementia and learning disabilities.

The main difference between the two is that the Care Certificate requires the learner to demonstrate through assessment, “knowledge” of the standards and then also “competence” through observation in carrying out associated tasks. The certificate itself is a recognised standard of induction to the sector that is transferable throughout an individual’s career in care.

Implementation

In October 2014 we decided as an organisation that we wanted to be a step ahead and began immediately planning around the Care Certificate. The delivery of the certificate presented two major differences in the way that the learning is undertaken and assessed in comparison with the Common Induction Standards.

The Care Certificate required the learner to not only complete learning within 15 Standards of Care but to also be able to demonstrate and evidence knowledge and skills within each standard. With this in mind our teams looked at the best method to deliver this learning in a way that was favourable for the learner and could also benefit the Training Supervisor / Assessor by saving time and resource.



We discovered that our current e-learning provider, Skillsoft were working on an e-portfolio that offered the Care Certificate. This choice was more accessible to a variety of learning styles and also support different learning needs in addition to our staff already being familiar with the platform.

The package works by testing the learner’s knowledge in each of the 15 standards whilst they are undertaking the learning, this in turn saves the assessor time reading and assessing the work produced. This saving of time around the knowledge element of learning would then give the assessor more capacity to focus on the observations associated with the certificate which is where the learner will demonstrate their knowledge in practice around the delivery of care.

We implemented the Care Certificate as an organisation in September 2015, and to help this process run smoothly and support the people directly involved, we hosted a number of assessor workshops that would give people an overview of the Care Certificate and the resources available through Skillsoft to help achieve successful completion. These workshops proved very positive and beneficial as it created a forum for people to work together to share ideas and thoughts on working with the change that the certificate presented.

As a whole, even though the introduction of the Care Certificate has presented some challenges to the Health and Social Care industry with its implementation, it’s a very positive change that will help ensure further that people that are new to care will have the basic fundamental skills, knowledge and behaviours to achieve the delivery of consistent, compassionate and high quality care and support for people that access our services.

Get Involved

Our Events

Have Your Say Forum
 10th February & 27th April
 1.30-3.30pm
 Lyne House, Warrington

Dementia Care Mapping Course
 (internal & external places available)
 9th-12th February
 Shrigley Hall, Cheshire

Hearing Voices Group
 8th March
 Sainsburys Conference Room,
 Talbot Road, Blackpool

Mental Health Forum
 10th March
 Benn Partnership Centre,
 Railway Terrace, Rugby

National Events

National Make a Friend Day:
 11th February

Random Acts of Kindness Week:
 14th-20th February

World Autism Day:
 2nd April

Mental Health Week:
 12th-18th May

To find out more about what activities and events Making Space is running for each of these national events please visit www.makingspace.co.uk and follow us on **Twitter @MakingSpaceUK**.

We are a Social Bunch

It's a year since we launched our website and we have received some really positive feedback on its simpler navigation, brighter appearance and the use of our service specific photography.

The 'News and Events' section is proving particularly popular. This part of the site is where we can share our take on sector news as well as stories directly from our services. Whether it be an award win, an anniversary or birthday that's being celebrated, or a thank you to our staff teams and volunteers we are making a concerted effort to publish more of our positive news, as there's plenty of it.

Our service specific pages are still being added to and our marketing team will be continuing this throughout the coming months, so keep revisiting as we are adding and improving content all the time.

We have also built ourselves an extensive audience on social media that continues to grow. Follow us and keep up to date with our events, news and celebrations.

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we are proud...
we are supportive...
we are friendly...
we are respected...
we are active...
we are stronger...
we are better...
we are caring...
we are here...
we are a community...
we are making a difference



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