

# HFHC!

No 0021 • SEPTEMBER 2016 • FREE!



**HFHC STAFF GOING THE EXTRA MILE!**  
*see back page for full story of Hannah's special day*



## KNOWING ME, KNOWING YOU!

HFHC STAFF TEAM SPECIAL EDITION

**PLUS: KAPOW! EXCLUSIVE PICTURES FROM THE HFHC SUPERHERO MAY BALL**





HFHC builds a staff team around the needs of each individual...

# meet my staff team



Staff are the cornerstone of delivering exceptional care and support every day and HFHC builds teams around each person they support to deliver a truly personalised service. Compatibility is key: matching personalities, understanding preferences and working collaboratively towards long term aspirations is just as important as understanding an individual's health & social care needs. The focus is on empowering each person to reach their potential through meaningful and stimulating activities. Staff bring their enthusiasm and passion to work with them so that they can make a difference, and each person being supported can lead a socially inclusive and meaningful life within the wider community.



## Creating Core Teams...

Each individual being supported has a Core Team of staff built around them, matched to reflect their needs and aspirations. Each Core Team is made up of four people, each of whom has an area of responsibility: Coordination, Wellbeing, Activities and Documentation. They report and record progress and achievements and look at new opportunities through monthly meetings. Assistant Manager Lisa explains:

*that she loves to do. Zoe loves theme parks, so it would be no good to have a member of staff on Zoe's Core Team who doesn't have the same passion for thrill rides as Zoe does!*

*Her team have planned a holiday for Zoe in London where she will go on a Shrek Adventure, see Mamma Mia, visit the London Dungeons and spend a day at Thorpe Park. Having the right team to take her there and interact with her means that Zoe will get the most out of her holiday."*

*"Zoe's Core Team get together every month to talk about what is going well for her, activities she is enjoying as well as possible new activities, holidays and days out she would enjoy (and who she would enjoy going with), along with her general well-being in terms of how is she feeling.*

*Core Teams work well because they match personalities: having a good rapport and enjoying the same activities means that Zoe has busy and active days full of the things*



## Compatibility is key...

Matching individuals with staff who have similar interests and personalities is really important. Sarah loves to go swimming and enjoys completing lengths, so her support worker swims lengths alongside her! Emily loves Disney, so any member of Emily's Core Team needs to know a good repertoire of Disney songs, as activities usually take place whilst singing!



## Nursing Care vs Social Care

For young people who have complex health as well as social care needs, nursing care is often not the right environment for them - so we put specialist training in place around our staff to support clinical needs such as cleaning a tracheotomy tube or hoisting.



The difference between *support* and *care*... is the difference between making the cup of tea for someone, or supporting *them* to make it for *themselves*. Empowering an individual to be involved in doing their own laundry gives them control & ownership of their life.



James' Core Team are supporting him to develop his independent living skills, including cooking (left) and room management





HFHC's Resource Planner carefully manages the multiple teams of in-house staff, a task that is crucial to making sure that the right staff are consistently available, as well as filling any staff absences. Staff who work in the homes are recruited, trained and employed by HFHC. They know the individuals they are supporting, are trained appropriately and bring a level of consistency that agency staff cannot achieve.



## GOING THE EXTRA MILE HFHC's EXTRAORDINARY STAFF

HFHC staff teams are focussed on ensuring the best possible outcomes for the people they support. Daily, staff often go that extra mile to help the people they are supporting to achieve personal goals and create wonderful memories.

It can sometimes be by doing something which seems so small, yet means the world to the individual. This includes: the staff member who coaches football to a number of residents in his own time; the support worker who went above and beyond to inform and reassure parents while an individual was taken ill and in hospital, staying multiple nights with them for consistency and support; the staff team who went that extra mile to make an individual's 21st birthday party away from home the best it could possibly be. The list is - we're proud to say - very long!



Hannah's parents wrote to HFHC following a special family occasion:

"We just wanted to thank you again so much for accompanying Hannah to Sam and Fern's wedding on Thursday. Her attendance made it such a special family day, and you worked so hard to make it happen, both in preparation beforehand and on the actual day.

I know you started early, it was a long drive, then you had not only to wrestle her into her outfit but also cope with a couple of short seizures before we took her downstairs, and that was all before the actual wedding took place!

You entertained Hannah during the quieter moments and encouraged her to do her thing on the dance floor later on - all the while looking composed and elegant yourselves! Quite honestly, I don't know how you did it, but you both made it look so effortless. Thank you so much, we are very grateful and appreciative of all you did.

Fern's family hadn't met Hannah before. As I was chatting to her parents, uncles, aunts and cousins, many of them were astonished to learn that you were her professional carers rather than family

members or friends. I don't think they imagined that such levels of care and attention, to say nothing of obvious affection, would be part of your remit. I was happy to tell them that this was the norm, and that we've come to expect nothing less of Hannah's care team.

...there was a moment when Hannah was on the dance floor surrounded by Sam and Fern, and Lucy and Mike, all dancing around her - and I got quite emotional (but they were happy tears). It struck me that this was a moment in my life where all three of my children were as happy as I could hope for them to be. How fortunate am I to be able to say that? That's why I wanted to write to you today, because you two helped make that happen, and we're so grateful to you."



## SUPERHEROES IN ACTION... ...AT HFHC'S ANNUAL MAY BALL

Everyone had a blast at Home From Home Care's superhero-themed May Ball! This fabulous annual event brings together all the HFHC Micro Communities, as well as families of the individuals we support, who travel from all across the UK to attend.

This year everyone celebrated the occasion dressed in fabulously creative costumes from all different types of Marvel and DC Characters. Residents chose the theme during house meetings and the HFHC Marketing & Events team worked alongside HFHC Day Opportunities to transform the hall into a superhero wonderland, with coloured balloons, pop-art signs, table decorations and an inflatable Spiderman guarding the door.

Leading up to the event, Day Opportunities organised workshops for HFHC residents and individuals who access day services from the wider community, to design and create table decorations, place mats and bunting, which all really added to the party atmosphere in the hall.



## CELEBRATING AT NOCN GRADUATION CEREMONY



What an inspirational night it was at this year's National Open College Network (NOCN) Graduation ceremony. The hard working graduates were beaming with pride as they received their well-earned certificates of achievement for their NOCN courses. Congratulations to Kelly, William, Adam, Andrew and Angela for their outstanding achievements. Deputy Mayor of Lincoln, Chris Burke, along with the Chairman for West Lindsay District Council, Councillor Roger Patterson, very kindly came along to present the awards to graduates.



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