

HFHC!

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This issue is dedicated to Stella and Jonathan



2020 - OUR EXTRAORDINARY YEAR

KEEPING BUSY AND ACTIVE DURING LIFE IN LOCKDOWN...

CREATIVITY IS KEY!

2020 was an extraordinary year navigating the COVID-19 pandemic - it's given us some serious challenges, and also unlocked some incredible creativity leading to exciting new initiatives. Facing the first lockdown in early Spring, it was quickly apparent that HFHC needed to develop new Covid-safe approaches to staying busy and active. Our incredible ONE TEAM rallied with inspiring ways to make life not just bearable, but purposeful and rewarding for the complex individuals we support.

Numerous fun and exciting activities were planned to help individuals stay engaged and continue to have goals and achievable outcomes, on their own terms. This included competitions to grow sunflowers, design cards, bake cakes and build scarecrows. Individuals continue to be directly involved in planning their own activities through Activity Coordinator roles and online TEAMS meetings, which have thrown up some of the most creative ideas, including an inflatable pub and kebab delivery service! Staff have responded with great energy to these challenging times and have embraced an amazing range of new skills from tie-dyeing to puppetry!



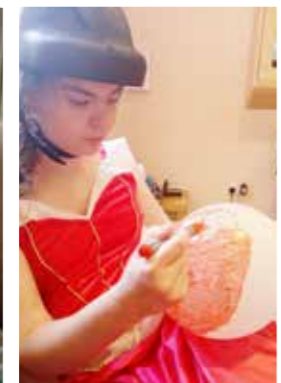
ACTIVITY PACKS - COOKING & CRAFTS

Keeping busy and staying engaged during the long weeks of lockdown brought about the introduction of our Activity Packs. At least two of these are put together each week by a dedicated Activities Team and sent out to every home. They contain an amazing variety of crafts, cookery and activities such as scavenger hunts and bingo games, and are often supported by a Care2Watch demonstration (see right).



THINKING OUTSIDE OF THE BOX!

Finding alternatives to much loved routines and activities has needed a completely different approach, especially as missing out on these can be significantly impactful for individuals with autism and learning disabilities. This includes opening a 'corner shop' in the garden so individuals can keep their regular visits (as well as an in-house Co-Op and a 'supermarket' at the Social Care Exchange), to putting together a fast food 'fakeaway' drive-through. Other more unusual activities have included an inflatable pub ('Randall's Bar'), indoor bowling, discos and rollercoaster rides!



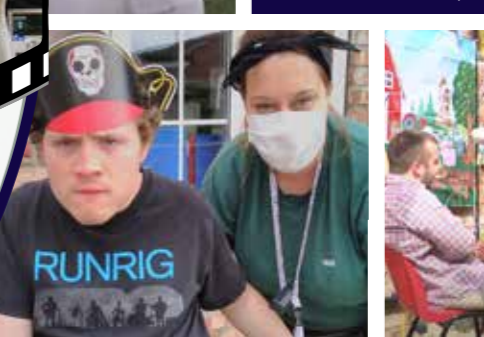
STAYING FIT & ACTIVE

Getting out & about has definitely been much trickier over the last year, but staying active has never been more important for both physical and mental health. Individuals have been supported to take regular exercise in different ways, taking into account their own preferences, from countryside walks and bike rides to garden games and at-home gym sessions!



EVENTS AND CELEBRATIONS

Birthday parties and celebrations such as Easter, Halloween and Christmas (see back page) as well as main HFHC social events such as the Summer Festival, are all really important milestones in the calendar for the individuals we support. With a little creative thinking, and the fantastic support of staff, these have still been able to go ahead, albeit in a new and Covid-safe way!



When lockdown started in early 2020, we made the decision to document our journey through this COVID-19 crisis on film. Launching our Social Care Diary on YouTube - now with over 600 films - meant we could share our experiences with families, staff and a wider audience. This also supports our commitment to transparency. As well as films showing activities and creativity in the homes, we have shared Senior Management Team meetings and films addressing issues including recruitment, food supply, PPE and infection control.

Summer 2020 saw the launch of our first Care2Watch broadcast on a new YouTube channel which features content specifically produced for - and with - individuals in the homes and across the wider YouTube community.

Since our first programme - a live cake-baking session - it has been great to see individuals in the homes watching and joining in. The channel continues to develop through trialling a number of programmes, including craft workshops, exercise sessions, a video quiz and a virtual coffee morning with picture bingo. December saw the launch of Care2Christmas, with a daily advent calendar of seasonal programmes.



OUR WINNING YEAR!

HFHC DELIGHTED BY
INDUSTRY RECOGNITION!

2020 was an extraordinary year for everyone - and for us it was also a year of some fantastic professional accolades.

We were delighted that, following inspection by the Care Quality Commission (CQC), 9 of our 11 services are now rated 'Outstanding', which is 20 times the national average!

In November we received the news that we had been awarded Investors in People Platinum status - becoming one of just 150 international companies to receive this prestigious award.

Finally, we celebrated the announcement that Home From Home Care had won Best Care Home Group at the 2020 National Care Awards.

These awards are a reflection of our amazing ONE TEAM, all of whom contribute to providing a service of which we are extremely proud, and one that continues to improve lives of extremely complex and vulnerable individuals.



Inspected and rated

Outstanding ☆



INVESTORS IN PEOPLE®
We invest in people Platinum



Best Care Home Group 2020



A MAGICAL HFHC CHRISTMAS...

...WHERE COVID DOESN'T STOP
THE FESTIVE FUN!

Christmas is always a busy and fun-filled celebration, and at HFHC, the excitement didn't stop for COVID! From early December, activities were planned and delivered to all the homes, including kits to make food and decorations. This tied in with a daily 'Care2Christmas' advent calendar of YouTube programmes with songs, stories, dancing and quizzes as well as crafts and cooking. In place of the usual large HFHC Christmas Party, each home had an 'Elf' themed party delivered with festive party packs, games and delicious food for everyone to enjoy.

This year each home held their own 'Elf' party, with party games and festive food



No-one missed out on seeing Santa Claus as ONE TEAM sprang into action, decking out a special 'Grotto-mobile' and driving the man himself around to all the homes to make his deliveries!



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