



Complete Group's New Charity Creator

Telford based leading live-in care provider The Complete Group, has pledged its support to a midlands based fundraiser who is completing the Lands End to John O'Groats journey, with a difference.

Fundraiser Colin Javens was paralysed from the shoulders down in an accident in 2000. With minimal movement in just one wrist, Colin last year launched "Driving Home" an inspirational fund-raising journey, with him at the wheel, from Stoke Mandeville Hospital to Cape Town.

Now back home, Colin is setting out again on a fundraising journey from Land's End to John O'Groats. While on route Colin will be making presentations across the country informing people about the Driving Home expedition and the brand new West Midlands branch of the Spinal Research Charity which the trip inspired Colin to set up.

David Burton from The Complete Group comments: "We have known Colin for some time through his inspirational work with spinal injury charities. As a provider of live-in care for people with this type of injury, we were more than happy to pledge £1000 to Colin's latest expedition. We are delighted our money will go towards helping Colin educate people throughout the country regarding spinal injuries and more specifically this new charity.

"We wish Colin and the team he is travelling with all the best."

During the two week journey, Colin will be driving his bespoke Land Rover while **Driving Home's project manager Caroline Orange and husband Jonathon** (two of his team mates from the Driving Home journey) will be cycling the 874 mile route. They hope to raise £5000 for the Spinal Research Charity.

For more information or to make a donation visit www.drivinghome.co.uk or call The Complete Group on **01952 293 449**.

Payroll

If any employees use childcare providers, child minders, or before or after school clubs, we are introducing **child care vouchers**. These will help with childcare responsibilities and enable employees to have the first £55 a week free from both tax and NICs if the qualifying conditions are met. If you are interested in using this benefit, please contact me for further information.

This year we will again be participating in **Operation Christmas Child**. For those that are not familiar with this, the process is simple. It involves packing a shoe box with toys and donations for a needy child. Firstly wrap a medium size shoe box with Christmas wrapping paper. Then decide whether the gifts inside will be for a boy or girl and the age category: 2 – 4 years, 5 – 9 years, or 10 – 14 years. You then need to fill the shoe box with appropriate gifts such as pencils, a small toy, jigsaw puzzles, colouring books, soap, toothbrush, hat, gloves and sweets. You will also need to ensure that the box is not sealed. It would be convenient if the Managers/Care Co-ordinators could bring the boxes into Head Office where we will send this to the charity for distribution. All boxes need to be completed by the middle of November. Last year was very successful and we hope to continue on from that success.

Orly Gozani-Nicklin
Payroll Manager

Pay Reviews – Care Co-ordinators and Personal Assistants

Please be advised that annual pay reviews will be looked at by the end of this month to take effect in November. Please direct any queries to your Line Manager.

Sharon Withers
Personnel Officer



Internal Vacancy – Rapid Response Team £9.00 per hour

We currently require 2 Rapid Response members to join our existing team. So if you're looking for a new and exciting challenge please read on...

The successful applicants will be expected to work as part of a team liaising day to day with the Rota Department. You must be able to respond quickly at short notice and flexible to cover days, nights, evenings and weekends. All successful applicants will receive a 30 hour retainer plus additional hours worked. Applicants must be drivers with their own vehicle and be prepared to travel. The positions available are within the North and South of England.

As specialist care providers, ongoing training and development is seen as an essential requirement for the successful candidates and including support to NVQ 2 and 3 in Care.

For more details and how to apply, please contact the Recruitment Department on **01952 293449**.

Training

Dates for Moving and Handling Updates and First Aid Refreshers for the remainder of the year have been sent to all Managers and Care Co-ordinators.

Managers will liaise with the Department for occasions where Moving and Handling Updates can be done in the client's home. If this is not possible, they will be held at Telford Head Office – please note the change to the November date:

Monday 23rd October
Thursday 26th October
Wednesday 22nd November
Wednesday 20th December

First Aid Refreshers will be held at Telford Head Office:

Wednesday 25th October
Tuesday 21st November
Tuesday 19th December

Vikki Penny
Training Administrator

Rotas

We will be adding to our Rapid Response Team and the advertisement is in this Bulletin edition detailing how to apply.

Many thanks again to all those PAs who helped us fill shifts in September. In August the Rota Department along with the assistance of those who helped covered a total of 112 shifts. This does not include the on call. Well done to all and thank you for your hard work.

I would like to take this opportunity to clear up any queries relating to Taxi Authorisation Forms. The Rota Department will only get involved in filling these out when we have made the placement. If you require a taxi in your normal place of work, individual managers will authorise these.

Louise Profetto
Rota Manager

Commission for Social Care Inspection

In November we are having our annual CSCI inspection. The inspectors will be contacting clients and PAs to gain feedback on the services supplied by the company. This report will then be available for everyone to access through the CSCI website – www.csci.org.uk

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