We’ve also appointed new management in branches and within our Support Team, to strengthen our teams as we look to the future.

As we look forward to 2017 we’re continuing our participation in campaigning activity to improve funding in social care. This includes engagement with local authorities and local politicians, as well as nationally through our work with the United Kingdom Homecare Association (UKHCA) and the DH Taskforce Group.

We will continue to update you on developments in the coming months.

Thank you!

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FUNDRAISING ROUND-UP
Amazing efforts from our teams in Coventry and Mercia House!

LIVE-IN CARE
More info on our Live-in services from Jay Symons

CHRISTMAS CARD COMPETITION
We announce our winners!

We will act openly, honestly and deliver what we promise, we will promote loyalty and trust in ourselves and our colleagues.

The Radis Values: integrity.
**LIVE-IN CARE**

Radis’ Live-in care service provides Support Workers to people who may have care needs but wish to remain in the comfort of their own home. Our Support Workers live with the service user providing high quality specialist care, practical support and companionship. Over recent years more and more people who need care and support have been choosing to stay in their homes for as long as possible. This gives them control over their care and helps them to remain independent in their home.

For someone who needs support, moving to a place that is unfamiliar and strange can cause upset. That is why Live-in care can provide a good alternative to residential or nursing care. It allows people to remain as independent as possible whilst still living in their own home, safe in the knowledge that full time support is on hand when needed. The service provides a flexible care option for many. Some people require short-term respite care whilst a family member might be away, while others may require longer-term support but do not wish to move into residential care.

Jay Symons, National Live-in Manager for Radis, said: “We are committed to supporting people to live in their own homes for as long as they choose. Our service is fully personalised and tailored to meet the needs and choices of the individuals we support and we do our very best to enable Service Users to live a full and independent lifestyle. Our staff are chosen for their qualities and skills in the job and we strive to match our Service Users with the right person.”

The Live-In care service, which is led by Jay (pictured) and supported by Live-in Manager Maria Climie, is based at our Mercia House HQ in Tamworth and we support individuals throughout England and Wales. If you are considering live-in care for yourself or a loved one, please call 0330 100 8199 or email livein@radis.co.uk

**ADVICE ON: CARING FOR SOMEONE WITH DEMENTIA**

People who care for someone with dementia can often find situations upsetting or stressful, particularly if you’re caring for a loved one or someone close to you. Even with training, it can be very difficult caring for someone who is living with dementia. However, there are some practical tips for communicating with someone who is living with dementia, or Alzheimer’s that can be very helpful.

Here are a few things you can do:

**Be clear** - Try to use simple words, speak slower and be aware of your tone of voice.

**Try to maintain eye contact** - This helps the person to focus on you and notice your facial expressions. Non verbal communication is important.

**Keep questions simple to answer** - If you are asking questions then keep them simple to respond to. Asking yes/no questions or giving simple choices is helpful.

**Try not to stand too close to someone when communicating** - By giving them a sense of space you will make them feel less intimidated. Try to avoid any sudden movements as this may cause distress.

**Be patient** - If you are asking questions, or having a conversation, be patient and give someone the time to respond. Someone living with dementia can take longer to process information so don’t rush them or prompt just be patient and let them respond.

**Keep including them** - It’s important to make sure the person is included in conversations. Try not to speak on their behalf or complete sentences for them.

Lots of helpful advice on caring for someone with dementia is available at www.alzheimers.org.uk

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**CQC REPORT ON THE CARE SECTOR ‘TIPPING POINT’**

As many people will know, the Care Quality Commission (CQC) regulates the adult social care sector and works to ensure services are providing people with safe, high quality and compassionate care.

In its recent report ‘State of Care’ the regulator has raised concerns over the pressures rising on demand, access and cost of adult care. In 2015, Age UK estimated that more than a million older people in England were living with unmet social care needs - a significant rise from 800,000 in 2010. CQC has raised concerns that the sustainability of the adult social care market is approaching a tipping point. This view is based on the evidence of inspections, information received through CQC’s market oversight and a variety of external data.

The report says that some care providers are starting to hand back care contracts to local authorities as they believe them to be undeliverable. This is due to the pressures on fees that funders of care are able or willing to pay and include the cost pressures of the National Living Wage.

Despite these pressures CQC found much good and outstanding care and there is still much to celebrate. Radis is a member of the United Kingdom Homecare Association (UKHCA) – the professional association of home care providers – which continues to lobby Government and highlight the risks to the social care sector and those people who should be able to depend on good state-funded care.

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**FUNDRAISING ROUND-UP**

Staff at Mercia House held a Macmillan Coffee Morning to raise funds for Macmillan Cancer Support. The event was organised by Helen Thompson (Payroll) and staff brought in homemade cakes, biscuits and cheesecakes along with samosas, Krispy Kreme doughnuts and other treats. Plenty of cakes were eaten and lots of coffee was drunk throughout the morning. A total of £180 was raised for the charity.

Well done to our Burton branch who recently held a coffee morning in aid of The Silver Line charity. After the coffee morning they presented lovely food hampers to two clients. The team raised £90 for the charity, which provides free, confidential advice and support to older people. Great effort!

Our Coventry team has also been busy fundraising for The Silver Line charity. The branch organised a sponsored 15-mile bike ride, fancy dress days and a fete in Nuneaton. They’ve raised an amazing £1,000 with more fundraisers planned. Well done to everyone involved!

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“We will show respect to others, we will promote inclusiveness, tolerance and diversity, we will encourage learning and development in ourselves and others.”

Radis Community Care. Tel: 0330 100 8150. www.radis.co.uk
We will take pride in our conduct, protect confidentiality, present a positive impression of ourselves and our organisation, we will present ourselves and our workplaces in the best possible manner. *The Radis Values: Professionalism*

**CHRISTMAS CARD COMPETITION**

The students of a Staffordshire primary school showcased their creative talents when they were asked to design a Christmas card for Radis. The staff at Jubilee Court – an extra care housing facility in Stafford - asked Berksworth Primary School if the students would design a card that could be sent out to over 5000 Radis staff and customers.

Hundreds of excellent designs were completed, making the selection process very difficult.

Jubilee Court residents spent a very tough afternoon selecting a shortlist of the three favourite designs from each class - before an overall winner from each class was selected by the Support Team at Mercia House HQ. Directors Sam and Deepesh then had the difficult task of selecting one winner from Key Stage 1 and one from Key Stage 2.

After some deliberation, the final designs were submitted by Mitchell Manning from the Nursery class, and Matilda Sema in Year 3. Mitchell’s card will be sent out to over 1,800 staff and Matilda’s to over 3,500 Service Users supported by Radis.

Those children who did not win the competition will still get the chance to see their cards ‘in production’, as individual packs of each child's design are being sold to friends and family, in partnership with Fat Chilli Cards and Gifts. A percentage of the profits from each pack sold is being donated to the Silver Line charity, with a matching percentage benefitting Berksworth Primary School.

The winners and their winning card designs were revealed at a special assembly where they were each presented with a gift and a certificate.

**WE’RE SOCIAL!**

Did you know that we have a Facebook and Twitter page where we share lots of our news? Thank you to all of our colleagues and friends who have liked our Facebook page, sent us content and shared our posts. It’s helped us to spread our messages far and wide. We’re also growing our Twitter followers as well so please do follow us if you’re a tweeter yourself.

To find us on Facebook and Twitter just search for us!

[@RadisCare](https://www.facebook.com/RadisCare)

[@RadisGroup](https://twitter.com/RadisGroup)

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