

Thinking Outside the Box

*A newsletter dedicated to the achievements
of Jennifer M Whittall Ltd - The Team and Clients*



New challenges as lockdown restrictions ease

As we see lockdown restrictions ease and people returning to work/visits, the team acknowledge the new challenges this will pose. The increase in anxiety for clients and staff where they welcome people into the home for face to face visits and fatigue as staff return to travel.

There is anxiety for those who are returning to activities they have not had to do for a while and those who have felt safe not leaving home and now find themselves feeling awkward or nervous having to commute, talk to people outside of their home or see crowds of people.

As a team it is important to try to be "kind to ourselves" and maintain a sensible work-life balance so we do not burn out. I like to encourage my Associates to consider time off and a flexible work day. For our clients and staff, we need to provide reassurance and support as life changes and we need to maintain and encourage the same level of infection control.

We appreciate some people feel conflicted about still using masks, taking tests etc. However, although the vaccine reduces the chance of suffering from COVID-19, it is not clear that it will stop us from catching or passing on the virus, so there is a chance we may still get or spread coronavirus even if we have had the vaccine. Therefore, it is vital we must continue to follow public health guidance, to reduce the anxiety levels that will increase as life starts to return to 'normality'.

Furthermore, as a Registered Provider with the Care Quality Commission, we are expected to follow relevant testing and infection control protocols.



Public Health Guidance - Importance of Infection Control

It is vital we all continue to follow public health guidance:

- Keep a safe distance from others and where that is not possible to wear a face-covering.
- Wash your hands frequently and carry hand sanitiser when you are out.
- Keep the home well ventilated
- If we develop symptoms (high temperature, continuous cough, loss or change in taste or smell) then we must isolate immediately and take a test as soon as possible.

To further reduce anxieties, we encourage our Associates and staff supporting our clients to continue to test regularly to provide reassurance to clients and fellow team members.

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>



Direct Employed Packages

We have seen an increase in clients making a decision to directly employ their care staff and we made a conscious effort last year to ensure we were best placed to do this by registering with the Care Quality Commission (CQC), but it has not stopped there.

We are keen to ensure we are facilitating high-quality care and support for our clients and want to make sure we are providing the care workers with appropriate employment support on behalf of the client, which consists of regular supervision, team meetings, identifying and arranging appropriate and meaningful training, in addition to considering career opportunities.

This year, we plan to really try to engage with the staff and bring them into the fold in the form of information sharing via a dedicated area in our quarterly Newsletter, "**Quarterlyworks**" virtual meetings and Annual Questionnaires. The intention is to be able to share ideas, cascade information and support staff to understand the importance as a Registered Provider and what is required in order to achieve best practice.

We would like clients and staff to feel part of our team and we invite where possible, the client and their carers to visit the office either to collect their paperwork (i.e. care diaries etc) or collect PPE - feel free to drop us a line on 01952 290353 to arrange a visit and we can put the kettle on!



3 Peaks Challenge

A client 'R' has been making fantastic progress at TRU Reab Unit and is currently in training for their 3 Peaks Challenge to raise money for Headwise Brain Injury Trust.

His recent training walk saw him cover some 16km in 4 hours - here is a photo he shared with us of the beautiful view.



Gaining Independence

Recently, we have seen a number of our clients recently, starting to enjoy some independence. We would like to congratulate:

One of our younger clients 'B' who is living with a spinal cord injury (C8 complete) is transitioning into adulthood and gaining her independence by moving into her own rented property closer to College. B has been a client for over 10 years and it has been a pleasure to watch this young lady grow.

Client 'F' is a young client with chronic pain that we have been supporting for nearly 2 years. She has just completed her first year of an Open University degree and has recently begun to regularly leave her house to meet up with friends for the first time since her accident 6 years ago. Both are terrific achievements.

Meanwhile, Client 'D' is a recent referral and a client with a TBI. Having spent some time with D, he has started to share his singing, drum and guitar playing talents. It is fabulous to see how this client transforms when involved with his music and we look forward to seeing his interests develop even further.



Osseo Integration

We are currently working with a second client who has been recommended for this procedure. 'C' who is early into post-accident rehabilitation has exceeded all expectations and is working hard with her rehab team at Dorset Orthopaedic and Morello Neuro Rehab Experts to reach her goals.

Osseointegration is said to have a number of advantages including:

- Increased prosthetic use
- Longer walking distances
- Better sitting comfort
- No skin problems
- Stable and safer standing and walking
- Better quality of life

We wish 'C' best wishes with her forthcoming surgery and are excited to see the results.



'C' does it again!

Are there no ends to this man's talents?

You will have seen 'C' feature in our previous Newsletter as we recognised the many achievements he had made during lockdown. The next project 'C' has been working on is, creating a business, creating personalised items from keyrings, to door signs to lamp bases. Website currently under development www.gallowaydesign.co.uk or visit his facebook page for more information.



Welcome to our Rehab Assistants



Introducing Carys

"I have spent my working life as a hairdresser, however, for the past 4 years I have been working towards a career change. Having recently completed a BSc in psychology, I have realised that my passion lies within giving something back. The role of rehab assistant appealed to me as it encapsulates aspects of my degree, along with long-term career goals.

The responsibility of working with the rehabilitation team is something that I will take great pride in. I enjoy the prospect of a challenge and can't wait to get stuck in."



Introducing Jo

"I graduated in 2005 with a BA (hons) in Textile design and worked freelance as a knitwear designer and pattern writer while running a boutique Haberdashery business in Oxford.

I moved to Shropshire in 2015 and worked as a retail brand manager for a creative Social Enterprise working with those referred through mental health services. After some months off work in 2018 /2019 due to ill health, I retrained as a personal trainer, with a special interest in mental health conditions recovery.

I am really interested in the positive impact strength training and physical exercise can have on our mental health and emotional wellbeing, particularly following traumatic life-changing events. This is one of the many reasons I was attracted to this position and am delighted to be part of such a welcoming team!"



If you would like to contribute to the Newsletter please get in touch by calling Racheal on 01952 290353 or email racheal@jmw-ltd.co.uk