

Our Birmingham News

Hello everyone...



Hello everyone, and welcome to summer! It's now the holiday season and I know that many of the people we support are planning holidays or are now on holiday. I am inundated with heat alerts via email daily, so stay safe, it's hot out there at the moment.

Voting has now closed for our Staff Awards which will be held in October- many thanks to everyone who nominated staff from our local areas, and I am thrilled to see that we have several very worthy local nominees shortlisted this year. Invites are out and we have several people we support locally handing out the awards this year, we are all very much looking forward to the ceremony.

Finally, we have had a few changes to the local management structure recently; please check page 4 for all contact details and who's who. As always, I visit the Firs every few weeks, and I always enjoy catching up with staff and the people we support- I look forward to seeing you all soon!

Anita Warner, Head of Operations, Rehability UK

Congratulations Katie and Ijah



Katie

We were very sad to see Richard Dolman depart for a new job recently but thrilled to announce two internal promotions. Firstly, our new Deputy Area Manager, Katie Brown has accepted promotion to the Registered Area Manager role and Ijah Bogle, who was the Team Leader at the Firs, has moved into the Deputy Area Manager role to replace Katie. Their contact details are on page 4 and I'm sure everyone will provide them with a warm welcome as they find their feet!



Ijah



Theresa from Wychall Rd enjoying the sunshine out and about



The Firs took the coffee morning in the road recently and ended up in Tesco!



We love this photo of Kevin getting active at Harewood Close recently



Happy retirement Terri - we will miss you!



Chris loves buses and is waiting patiently for the next one to come along 😊



It's great to see Hong, Robbie and Anthony celebrating at one of the recent birthday parties at the Firs



Great group photo of everyone from the Old Fire Station!

More birthday celebrations!

The summer is a busy time for birthdays; in late May both Nat and JD celebrated (JD was 60!) ,Hong has his birthday in June as does Stephen from the Fire Station, so plenty of celebration over the coming months.

Happy Birthday everyone 😊

You said, we did...

Rehab UK
YOU SAID.
WE DID.

- More appreciation by higher up in the organisation**

we change the staff awards and made it more interactive; we introduced Wish upon a Star for our employees; we will reimburse all employees for the Blue Light Card costs in July 2023; we introduced a health and wellbeing programme "Health Heroes", which will enable employees to schedule health appointments and access emotional support and counselling.
- Have a better HR that understands their role**

we have changed the whole team and have a new HR Manager, Sarafina Farrell and new HR Advisor, Isobel Quaynor. We have also engaged with Guardian to provide further HR and Legal support.
- Better training**

we have overhauled our training systems and have introduced an annual training planner making training more accessible to all. We now have a blended approach of e-learning, face-to-face and virtual training.
- Automated recording and less paperwork**

we have introduced Nourish Care Planning system which will eliminate the need for any paperwork. Rota Cloud has also been introduced which eliminates the need for manual rotas.
- Promote the right culture**

we have reviewed our values and are working on a project to re-launch it across the organisation.
- Improve communication**

we acknowledge that communication needs to be better across the board and information cascaded down appropriately and for this reason we will be developing our own intranet that should be ready to be introduced late in the year.
- Organisation appears to be cutting costs**

like any other care provider Rehab UK looks for efficiencies to ensure the organisation continues to be financially viable and offer job security to our employees and continuity of care to the people we support. In the last year we have invested highly in automation, such as: Nourish, Rota Cloud and Talos (Recruitment system) which are all up and running. We will continue to look at efficiencies across the board so that more investment can be made in our systems and processes to enable us to work more effectively and give our support workers more time to spend with the people we support.
- Increase the pay structure and ensure seniors are on the same rate**

we have reviewed our pay structure and continue to pay over NMW. All seniors now across the organisation are on standardised pay.

Thank you to all our staff who completed the staff survey in late 2022.

We had many helpful suggestions and comments and some constructive feedback regarding job satisfaction. Many of you were overwhelmingly positive about the people we support locally; many commented about the pride of seeing those we support develop and flourish and stating that they felt that their contribution made a real difference to peoples' lives.

These comments were heartwarming and certainly emphasized the fact that we have some great staff out there doing a great job and we thank you.

You will see the poster (opposite) displayed in local offices, please do take the time to read it and keep an eye out for the next survey - the link is usually shared throughout September.

Please note that it is anonymous, but we do appreciate it if you put the area you work in on the form- e.g., 'Birmingham Supported Living'. This helps us to spot any trends in any particular area and then formulate a localized plan.

Colleague Announcements

There have been a few management changes locally this quarter and we are thrilled to announce the following:

Welcome Madje- Team Leader for Wychall Road, who joined us in April and has already made a huge difference to the lives of the ladies she supports.

Welcome Janika Peoples - Team Leader for Oxford Rd, who joined us in July.

Welcome Emma Nicholson, Team Leader for Scribers Lane, who has also joined us in July.

Finally, Welcome Robin Mahoney - Team Leader for Harewood Close, who will be joining us in late July.

We have also welcomed some new tenants too- a big Hello to Harriet, Richard and Emily who very recently moved into the Old Fire Station in Old Hill and welcome to Nathan who moved into Oxford Road in Moseley recently.



Don't forget, you can follow us on Facebook, Instagram and twitter. We regularly post good news stories and photos of everyone we support across the organization. Here's Rob spotted on Facebook recently standing in front of the knife angel in Gloucester. Follow us- you never know who you might spot



LOCAL STRUCTURE

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Katie Brown Registered Area Manager- based at
The Firs - 07762 463163

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Ollie Jarrow- regional administrator- 07894474312



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