

BEACON

CASE MANAGEMENT

NEWSLETTER

WINTER 2024

WE WANT EVERYONE IN THE BEACON FAMILY TO BE A PART OF, AND AWARE OF, ANY CHANGES AND UPDATES AT BEACON. THE BIENNIAL NEWSLETTER OFFERS KEY UPDATES TO THE SERVICE.

Congratulations!

We would like to congratulate some happy news across our teams:

Our Director, Sophie Benko Jones began her maternity leave in April of this year, and has had a baby boy, named Leo.

Hassan, support worker for our client in Bolton, welcomed his baby girl to the world in September.

Nicki, team leader for our client in Northwich, became engaged to her partner in October.

Billy, support worker for our client in Bolton married in August and the client DJ'd the evening event.



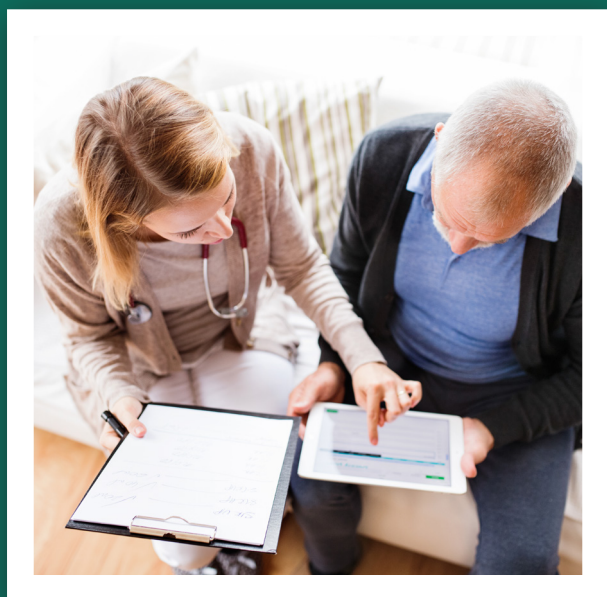
CQC HAS A NEW SINGLE ASSESSMENT FRAMEWORK

CQC have changed the assessment framework, meaning there are changes to how they inspect and score services.

Previously, the CQC operated two separate assessment frameworks, one for healthcare services and the other for adult social care services. However, this new single assessment framework now applies to all providers, local authorities and integrated care systems regulated by the CQC.

It has made significant changes to how the CQC now inspects, scores and rates all services. At Beacon we have ensured we understand how this framework operates and its key changes, so we can ensure the service we provide to our clients, is high quality and that we are prepared for future inspections.

As a result, we have adjusted how we gather and audit feedback and data across the service, so we are in line with CQC expectations. Our clients, staff and families should expect the same high-quality service, and where this falls below that expectations please get in touch with us.



Contact us: 01204 469294
office@beaconcasemanagement.com



KEEPING WINTER WARM

Winter is now upon us. Warm cosy evenings by an open fire and hot chocolate sounds romantic but it is important to remember that being cold can raise the risk of increased blood pressure, heart attacks and strokes, particularly in those aged 65 or older, and people with long-term conditions such as heart or kidney disease, COPD (including emphysema and chronic bronchitis), asthma or diabetes.

The cold and damp weather, ice, snow and high winds can all aggravate any existing health problems, increase the risk of a fall, and make us more vulnerable to respiratory winter illnesses. But there are lots of things you can do to stay well this winter.

- COVID and Flu Vaccinations
- Try to reduce draughts – you can fit draught excluders around doors cheaply.
- Keep your bedroom windows closed at night.
- Wear several layers of thinner clothing – this will keep you warmer than one thicker layer.
- Ensure you are eating enough and having hot drinks.

THE BEACON CARERS AWARDS 2024

This month we launched the 2024 Carer Awards, where we invited clients, their families and friends, support teams, professionals and case managers to vote for a support worker they feel have gone above and beyond in their role.

We have really enjoyed reading your feedback and will soon be announcing the winner. We love to shout about how amazing our support teams are, so we can shine a light on the life changing and meaningful work they do.

WHAT DO OUR CLIENTS SAY?

When talking about support packages our clients and families say:

"It has been a very busy week, that has flown by, [two new support staff] have both worked hard and it's so nice to be at home at the moment. The house is filled with fun and laughter. It's great. Thank you to you all. The team is looking fantastic and it sure is a nice feeling."

"Since moving away from agency care to direct employment that the clients periods of loud vocalisation have reduced, and the client appears happier in himself. [mum] attributes this to a consistent care package, well led by the team leader and case manager. [mum] feels that the family as a whole are benefiting from this, and the family home feels calmer."

WHAT HAVE WE BEEN UP TO?

This year we have supported our clients with major life events, such as going on holiday, to festivals, moving home, changing jobs, sourcing new therapists and employing new support staff.

LOOKING AHEAD

Our Case Managers and office team have attended festive events over the past couple of months and have more planned over December. This is a great opportunity for us to promote and support important services, as well as forming and maintaining our important relationships with key stake holders, professionals and therapists:

JMW Solicitors Charity Lunch - with Thanks to Karen Howarth and Genevieve Faulds for our invite

Advance OT Afternoon Tea

The Rainbow Ball with Fletchers Solicitors

Look out for our service improvement feedback questionnaire that will be issued over December, we want to hear from you about the service we provide and your experience.



AND FINALLY, MERRY CHRISTMAS FROM THE BEACON TEAM!