

COSGROVE

supporting independent lives



SPRING 2022 NEWSLETTER
FRIENDS AND FAMILY EDITION

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Welcome to the Spring Family Newsletter

We are pleased to be sharing our Spring Newsletter which brings you up to date with progress, next steps and important information across our organisation.

The past two years have been hugely challenging for everyone in Cosgrove, and we have had to adapt and find new ways to survive and thrive. We are grateful to every single team member for helping us do just that and pleased that we are able to start business as usual. This newsletter brings you up to date with many of the changes and plans that will help secure our future and contains important information about our direction and focus over the coming weeks and months.

There have been many developments over the last two years: we have created a new strategy: ***Transforming Lives - Building Cosgrove Back Better*** which sees us focus on quality and innovation, being the employer of choice and being sustainable and financially healthy. Many of the actions that we have taken and progress we have put a focus on these three vital pillars. We have had to make some tough decisions to ensure we survive but we are confident the organisation has a bright future because of those changes. At all times, we will continue to put the people we support at the centre of our actions and planning.

In this newsletter you will read about the introduction of our new system for scheduling

and some new faces and changes to roles around the organisation. You will also read about our new fundraising strategy, changes to infection control and health and safety and how we are working with our Employee Forum, Cosgrove Champions and Family Forum to improve communication through our Charter for Involvement. Collaboration and relationships are at the heart of our actions.

Our key priorities are to develop a digitally engaged workforce, value and reward our teams, focus on recovery and on developing new business and services. We want to future proof Cosgrove Care to ensure we can be ready for the new National Care Service signalled by the Scottish Government of Independent Review of Adult Social Care Services.

As ever, Pauline David and I want to hear from you if there is anything you believe we should be doing to improve our organisation and welcome you getting in touch. We are all back in the office and are happy for you to drop in and see us or ask us to come and meet up with you.

Thank you for continued support. It is really appreciated and valued by the Board of Directors and by Pauline, David and I.

Heather Gray.

CEO.

Changes in Health & Safety & Covid Rules

We have received updated COVID-19 Guidance via the Health and Social Care Partnership, as a result of changes to the guidance for the general population. The Winter (21/22), Respiratory Infections in Health and Care Settings Infection Prevention

and Control (IPC) Addendum remains the key guidance for our sector.

In order for COVID-19 transmission risk to remain low, the key points to note are:

- ❖ **Cosgrove staff no longer have to carry out daily asymptomatic (work day) Lateral Flow Device testing. They will do LFD tests twice weekly, as we support individuals who are at an increased risk.**
- ❖ **Cosgrove staff will continue to submit results on the NHS portal, but also on our internal Cosgrove tracker. This is a requirement of us as a regulated care service and will be a featured of forthcoming inspections by the Care Inspectorate.**
- ❖ **Physical distancing requirements remain in place in our care settings.**
- ❖ **Physical distancing may be reduced amongst staff to 1 meter or more when face masks are in use. If masks are removed for any reason, e.g eating, drinking, it is advised that 2 metres or more be maintained.**
- ❖ **Physical distancing may be reduced amongst visitors to services to 1 meter or more with continued adherence with use of face coverings or face masks by visitors.**
- ❖ **Supported Individuals who live together do not need to physically distance.**
- ❖ **Continued uptake of regular testing by staff and recommended testing for visitors.**
- ❖ **Standard Control Precautions (SICPs) must be maintained in line with current practice and the National Infection Prevention and Control Manual (NIPCM).**
- ❖ **Staff and supported individuals are also encouraged to complete COVID-19 vaccinations to further help reduce the risk of COVID-19 transmission.**
- ❖ **Staff are also reminded to encourage and where necessary support individuals to perform hand hygiene regularly and practice good respiratory hygiene.**
- ❖ **Staff who are not fully vaccinated* and test positive for COVID-19 will need to self-isolate for 10 days with no option of test to release early.**
- ❖ ***Fully vaccinated: An adult (18 years and 4 months or older) who has had three doses of MHRA approved vaccines: either through completing a two-dose course of approved vaccine and received a booster, or three doses of an approved vaccine (e.g. in the case of someone who is immunocompromised), at least 14 days prior to their contact with the index case, where day 1 is the day of the most recent vaccination.**

Wellbeing - Participation & Inclusion

We are please to share an overview of some of the initiatives that we have been working on to enhance wellbeing, participation and inclusion recently. If you would like any further information on anything that you see here, please get in touch!

Cosgrove Champions is our supported peoples' Advisory Group. The group meet to discuss issues that are important to them, to learn and share information and to influence the work of Cosgrove and the wider community. The group members have a lot of important views to share... and are not shy in doing so!

The group has been discussing serveral issues over the last year such as:

- ❖ **National Care Service Proposals**
- ❖ **Being a co-trainer**
- ❖ **Recruiting Staff**
- ❖ **COVID-19 - staying safe and well**
- ❖ **What is advocacy?**
- ❖ **Speaking up for yourself**

Co-training: We have recently introduced Cosgrove co-trainers, who are people that we support who are now adding their skills and experiences to our training programmes. Our co-trainers look forward to continuing their presentations on our values training course, which has been very well recieved by new and existing staff.

Staff well being

The wellbeing of staff is very important to us. Our Well-being Hub has shared resources and information on wellbeing; information and support resources to our staff and will continue to do so. Cosgrove have dedicated Mental Health First Aid contacts who are available to staff for a chat at anytime.

Co-trainers work alongside the trainer to present their personalised input which helps our staff to learn and understand the perspectives of people who receive support.

Lesley Gold - 07841 486032
Lorraine Wilson - 07841 461263

We are pleased to have recently secured £5k from the Scottish Goverment Wellbeing Fund. We have gathered ideas on how how best to use this. Please feel free to contact your Staff Forum rep if you wish to add any suggestions.



We have recently circulated information on Able Futures - a new confidential Mental Health support service for staff. There is no charge to use the services and over nine months support from Able Futures can help

you build self-care and wellbeing routines, tackle issues and feel better and learn new ways to manage your mental health throughout the ups and downs of life.

Independent Review of Adult Social Care The National Care Service - Scottish Government

Cosgrove Care have been active in contributing to the Scottish Government consultation on the Derek Feeley Review which was published earlier this year.

People we support, staff and family members help put together our response to ensure we had a say in shaping the future

and you can read our response here on our website at www.cosgrovecare.org.uk.

The review represents the biggest changes in how social care services will be delivered in a generation and it is vital that Cosgrove is ready for these changes and best placed to be part of future provision of services.

The key messages are:

- ❖ **Social care is an investment**
- ❖ **We need to ensure we enable rights and capabilities**
- ❖ **Care should be preventative and anticipatory**
- ❖ **Conditions for social care workers should be consistent and fair**

Cosgrove's Strategy 2021-2024 helps ensure that Cosgrove is ready for these changes and actions such as the introduction of Tagtronics, the focus on recruitment and supporting staff and on career pathways will help us on our journey to success.



The Kiltwalk

The Kiltwalk took place this April, and is an event that Cosgrove has enjoyed taking part in over recent years. The event is a great way to meet with other like-minded organisations and charities in a friendly, welcoming and positive environment, and also a fantastic way to raise funds, with a 50% boost on all sponsorships from the Hunter Foundation.

We are proud of Cosgrove's track record over recent years of people we support, families, friends, staff, board members and of course our fantastic volunteers taking part in the event, even over the last few years when the walks have had to be "virtual" events. This year, however, the event is back to being a full on mass participation event and was a great day with lots of sunshine.

Events such as the Kiltwalk allow the people we support, their families and Cosgrove staff to reconnect in a unified activity that allows new friendships to form, a shared understanding of supporting one another and just as importantly give us all a time to have some downtime and fun!

Boccia

In addition to getting ready for the Kiltwalk, some of the Cosgrove family have recently taken up Boccia to great effect! Boccia is a sport designed for athletes with high support needs and has no Olympic equivalent. It is a target sport played indoors with soft leather balls. It is a sport of intriguing tactics, incredible skill and nail biting tension. Once you see it, or play it, you will be hooked!

Cosgrove have been attending a Boccia group on Mondays recently which is currently facilitated externally, and it has been so successful that we have decided to create our own group to enable increased access. Facilitated by Lianne O'Mara at the Wellbeing Monday group, this is a great chance for more people that we support to get involved in this fun sport!

You can find out more about how to take part, or support our Kiltwalk team, here:

<https://www.cosgrovecare.org.uk/event/kiltwalk/>



Rohan who we support, is a really keen walker, and will be taking part for the first time. Rohan has previously walked the Conic Hill with Tony our support worker throughout the Covid lockdown. Tony has now moved to Germany, no doubt hiking around the alps! In addition to his walking, Rohan also recently took up climbing at the climbing centre on a weekly basis – well done to Cosgrove support worker Chris Smith, who undertook a special course to support Rohan closely as he developed this new skill.



Cosgrove Fundraising Events

Cosgrove's Fundraising activities provide funding to help supplement Cosgrove's core services and also provide vehicles, additional resources and equipment, fund volunteering initiatives and community support work. Cosgrove's fundraising activities for 2022 have already begun in earnest, starting off with an Afternoon Tea, which took place on Sunday 27th February with the help of Mark Deli and the support of the Cosgrove volunteer team and Fundraisers Sharon and James.

To date, over 1,000 Kosher Afternoon Teas have been ordered, delivered and enjoyed across Giffnock, Clarkston, Newton Mearns, Glasgow and Renfrewshire, raising valuable funds for Cosgrove Care to sustain the organisations work.

Cosgrove also recently launched our Spring 2022 raffle, with lots of great prizes up for grabs, including generous donations from supporters including the O'Hara Family, Queens Terrace St. Andrews, Chakoo West End, Stirling Distillery to name but a few! Tickets are available at the Cosgrove website. www.cosgrovecare.org.uk.

The next fundraising event is the return of the Kiltwalk, which takes place on 24th April this year – to date there are 25 walkers signed up as part of Team Cosgrove, including people we support, staff, family members, friends and supporters. We are looking forward to this being the first Kiltwalk in a while where people will be able to get together and walk in groups, it should be a special day!

After that, just in time for the Queen's Jubilee, will be the next edition of the Afternoon Tea, which takes place on Sunday 29th May. Once again catered by Mark's Deli, who said:

"It's always a pleasure to work with Cosgrove to help them raise funds for the charity. Some of my customers have mentioned how much they enjoyed their last afternoon tea – I'm looking forward to doing the next one!"

You can find out more information about all of our fundraising activities, including how to buy raffle tickets, Afternoon Teas and supporting the Kiltwalk, at www.cosgrovecare.org.uk.



Enjoying an afternoon tea!



Photos from Care Phone Day!



Introducing Tagtronics

Our new scheduling and support management software

Cosgrove Care is working hard to return to "business as usual" after the pandemic. Our Strategy; **Build Back Better**; maps out the approach we are taking, with efficiency being key to this. To support this we are introducing a new scheduling and support management software across our services - Tagtronics.

Tagtronics is a social care specific software solution which; at its heart; does three key things:

1. Simplifies scheduling of the supports we provide and communicates changes in real time
2. Captures task completion and support notes for each support we have undertaken
3. Automatically generates invoices directly from the support which has been provided.

Most importantly, the people we support and their family will have access to the Tagtronics App. Through the app you will be able to view timetables and any changes in real time. Ultimately, the Tagtronics App will also play an important role in enhancing our engagement with you as we will be able to share support notes with you via the app.

Our support staff will also be using a new app on their mobile phones to view their timetables, manage the tasks they complete and capture support notes.

The introduction of Tagtronics represents a step change for how we operate at Cosgrove Care. Not only will it make us more effective and efficient in our operations, it will improve our ability to communicate with you and engage you in the support we provide via the Tagtronics App.



What will change for you and when?

We are introducing Tagtronics on a phased basis between April and the end of July:

- ❖ From late April: timetables will be generated from Tagtronics. For those who will receive a copy, they will come from a new email address and will look a bit different.
- ❖ From early summer: our staff will start to use the mobile app to manage their supports so you will perhaps see their phone a bit more prominently when they're providing supports
- ❖ From mid summer: we will introduce you to the Tagtronics family app to view timetables - this wil replace the emailed/paper copies you receive today.
- ❖ From mid summer: for those who receive invoices, these will be generated from Tagtronics and will look a bit different

We will keep you informed as we introduce these changes, guide you through what is changing for you, what you need to do (if anything) and how to do it.

Increased Support Options & Activities

Over the past 2 years, Cosgrove has adapted quickly to ensure that the people we support were supported safely and as effectively as possible, while keeping in line with government guidance regarding Covid-19 restrictions. This meant our staff went above and beyond to deliver the best possible support while keeping everyone safe. The changes in practices often meant that some of the experiences that the people we support were used to, such as interacting with other members of the Cosgrove family, group activity and in general social settings, were not possible. Our team worked hard however to ensure that people we support were as engaged as possible through 1:1 or 2:1

supports, and we provided visual art, drama and social groups online to keep people connected, entertained and informed.

As we now move on from the restrictions of the past 2 years, Cosgrove has secured new spaces where we can bring people together again, following the format of our successful previous groups, with some new ideas based on the feedback from focus groups such as our Cosgrove Family Forum.

Our group activities will help people reconnect again, re-establishing old friendships and creating new ones. Some of these plans include:

- ❖ A wellbeing Monday group at the YES Gardens in Rouken Glen Park in a specially adapted area working with Lianne O' Mara, a mindfulness and meditation and yoga specialist, and cooking and baking sessions with Cosgrove Support worker Sean.
- ❖ Art sessions with Cosgrove Art facilitator Susan Kennedy
- ❖ A music group to provide therapy and entertainment



There will be wide range of activities happening simultaneously at these wellbeing groups that will provide a variety of options, while retaining the opportunity for 1:1 support for those who require it.

There will also be several activities taking place across Giffnock as we look to encourage the people we support to get out and about again.

- ❖ Cosgrove Walking Group
- ❖ A Friday Morning Movie Club with Cosgrove's Stephen Paton
- ❖ Friday afternoon Drama sessions with Cosgrove facilitator Clare Hume
- ❖ After School Clubs
- ❖ Board Games at Barrlands with Cosgrove's Johnny Darroch
- ❖ Cosgrove Girl's Club, being driven by Gael and Sascha, who have been a part of many previous Cosgrove group activities



Photos from the
Drama Session!





THANK YOU FOR READING!

**Cosgrove Care
The Walton Community Centre
Giffnock
G46 6LD**

**0141 620 2500
care@cosgrovecare.org.uk**

www.cosgrovecare.org.uk