

COSGROVE

supporting independent lives



SPRING 2022 NEWSLETTER
STAFF EDITION

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Welcome to the Spring 2022 Staff 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 new mobile strategy, 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.

Cosgrove Staff Updates

There have been some changes and new additions to the Cosgrove Care team in recent months and we wanted to keep you updated on some of the new faces that you might see around the office, and some familiar faces in new roles!

Welcome to our new Head of Finance & Corporate Services, David Pryde. David is an experienced Financial Leader who brings knowledge from a range of sectors including more recently the Care Sector. David's strategic leadership skills, experience of

digital transformation, governance and policy development will be key to supporting the ongoing success of Cosgrove and help us deliver our strategy.

Welcome to our new Administration & Resource Officer, Hannah McOmish. Hannah was already part of the Cosgrove as part of our Childrens Services Team, and part of our Employee Forum team, and has recently moved into a role in Head Office to provide support to our administrative department.

A huge welcome to both David Pryde and Hannah McOmish into their roles in head office!



There have also been some changes which offer an opportunity for existing staff members to take on a broader range of responsibilities, which are:

- ❖ **Gwen Russell moves into the position of Acting Registered Manager, Supported Living**
- ❖ **Jonathan Walker moves into the position of Operational Manager, Supported Living**
- ❖ **Susan McAneney moves into the role of Business Information Lead, within the Finance and Corporate Services Team**
- ❖ **Pinky Monaghan moved into the role of Fundraising Officer.**
- ❖ **Louise Davidge & Shannon Ward have moved into the position of Assistant Team Leaders within Supported Living**
- ❖ **Catriona Rennick, who was a sessional support worker, is now an Assistant Team Leader with Childrens Services, and we also welcome another new team member Michael McLaughlin to Childrens Services in the coming weeks**

We also look forward to saying hello to our new support workers in the office, around the houses of the people we support, and other support spaces as restrictions ease.

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 meters 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.

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

For more information on how to get involved in these groups, contact Lorraine Willson by emailing LWilson@cosgrovecare.org.uk or call 0141 620 2500 (option 5) to register your interest.

Cosgrove Fundraising Events

Cosgrove's Fundraising activities provide funding to 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's 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.

A key fundraising event was the return of 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 was back to being a full - on mass participation event, and it was a great day - there was even a wee bit of sun! Events such as the Kiltwalk allow the people

Kiltwalk, which took place on 24th April this year - 30 walkers signed up as part of Team Cosgrove, including people we support, staff, family members, friends and supporters. This was the first Kiltwalk in a while where people will be able to get together and walk in groups, you can read more below.

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.

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!

A big "thank you" to the staff that supported people at the event this year, including teams from Childrens & Adults Services, Homecare & Supported Living that took part in the Wee Wander with people that we support. This meant that this year's event had the most participants from Cosgrove to date, over 30, and managed to raise over £4,000 which is a fantastic achievement for the organisation.

Who's up for Kiltwalk 2023...?



Mobile Phone Policy Update

Following the recent I.T. review, one of the areas marked for further development was Cosgrove's Mobile Phone Policy – this review considered the existing policy, and the comments and concerns of staff.

The Employee Forum also had their input to the review. With the introduction of the Tagtronics App, mobile phones will become

increasingly vital for support staff to do their job -support notes, holiday scheduling and hours worked, with tablets being used across our supported living services for the same purpose. The Mobile Phone Policy will change as follows:

❖ **Contracted Outreach Staff, have the choice of taking up a Cosgrove Device or Bring Your Own Device**

❖ **Sessional Staff, Bring Your Own Device (BYOD)**

If Using a Cosgrove Device: Cosgrove will pay the rental and standard call, text, and data allowance costs for business and personal use. Cosgrove will also cover the costs of the device. However, if a Cosgrove device is lost or damaged due to an act of negligence, the individual responsible may be liable to contribute to the cost of replacement or repair.

If using BYOD: Cosgrove will pay £10 month allowance to staff, which is taxable - Cosgrove's IT supplier will need to install software applications (Apps such as Tagtronics) on your mobile phone.

Cosgrove has already begun implementing the policy through testing with "Early Adopters" to ensure that both systems work smoothly, so if you have not already decided to ensure that you have a phone that you can use when working, please contact either your team leader or head office at **0141 620 2500** so that we can get you set-up ASAP!



Rate of Pay Increase

In March 2022, it was announced that the hourly rate for Scottish Adults Social Care staff will increase to £10.50. Cosgrove Care has applied the £10.50 to all our front-line staff from April 1st 2022.

This increase to the Scottish Living Wage, which will be implemented in other sector, of £9.90 per hour.

❖ **Contracted Staff, your basic salary will increase in April 2022. Please note overtime paid in your April salary will relate to March so will be paid at the rate of £10.02 and then £10.50 in the following months.**

❖ **Sessional Staff, your April salary will relate to your March hours and will be paid at £10.02/hr. Your May salary will then relate to your April hours and will be paid at £10.50/hr**

This increase in hourly rate does mean that there will be a change in the rate charged to families for our support and we have been

in touch with families advising them of these changes.

Tagtronics

Our Tagtronics journey - where we are and what's next.

By now you should all be aware of our introduction of Tagtronics to Cosgrove Care.

As a reminder, Tagtronics is a new system which we are introducing from early early summer this year. Through the Tagtronics mobile app, you will be able to view your schedule for the day, manage the completion of your tasks for each support, and capture support notes.

The Tagtronics app is designed to make your life easier and we recently showcased it via a series of demos where staff had the opportunity to see how the app will look on your phone and how you will use it, the sessions were really useful. Those who attended were comfortable that the app looked easy to use and the session was also a great opportunity to gather feedback about how it would work in practice.

If you didn't have the chance to come to one of the demos please take the time to view the recording we made so you can familiarise yourself with it. Your Team Leader can provide you with more details. If you have any further feedback or questions after you've watched it then you can email us at:

tagtronics@cosgrovecare.org.uk



Tagtronics

Work is continuing in the background with your team leaders and managers to get us all set up for using the app from early summer.

We are committed to supporting you with the transition to using Tagtronics when the time comes. Between now and then you will hear more about it via team meetings and emails directly from the Tagtronics email address.

Everyone should attend or watch online, where we will guide you through how to set up and use the app as well as taking some time to consider how we capture our support notes.

In the meantime if you have any questions or feedback you'd like to share with us then please send an email to **tagtronics@cosgrovecare.org.uk** and we'll come back to you.

Wellbeing - Participation & Inclusion

Here is 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 several 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 received by new and existing staff.

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.

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.

Lesley Gold - 07841 486032
Lorraine Wilson - 07841 461263

We are pleased to have recently secured £5k from the Scottish Government Wellbeing Fund. We have gathered ideas on 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.

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

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

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.





THANK YOU FOR READING!

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