



MIDWAY CARE GROUP LTD
ACCOUNTABILITY • TRANSPARENCY • DIVERSITY

NEWSLETTER



SPRING EDITION 2023

www.midwaycaregroup.co.uk

 Midway Care Group

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Welcome from Leanne

Welcome to the spring edition of Midway Care Group's new look newsletter which we have revamped and will be producing quarterly to share news and updates from across our Group. In this edition we reflect back on the last few months and share some exciting updates, news and stories from across our services and central support team.

It's been just over a year now since we were acquired by the City & County Healthcare Group. We have been delighted to be part of this family of organisations who are helping us to grow and develop across the West Midlands and into other regions.

In this edition we look back at our first ever MCG care awards that were held in November and share with you our fantastic winners from across our services. We are also proud to announce our employee of the month and quarter, it's wonderful to be able to celebrate the brilliant work and best practice of our colleagues.

We take a look at some of our new developments that are opening over the coming months which will offer some fantastic bespoke accommodation, enabling us to support and enhance the lives of more people.

Nominations are open for the Great British Care Awards. Details on how to nominate are in this edition allowing you to recognise and reward your colleagues who you think are amazing!

And finally, a big thank you to our staff for everything you are doing and continue to do for the people we support.

Leanne Owen

Chief Operating Officer



Congratulations Millie!

Congratulations to Mille Dennett, our Employee Relations Partner at MCG who won The 3 R's Great British Care Award for the 2022 West Midlands Region



This category recognises individuals who have adopted an innovative approach to Recruitment, Retention and Recognition. As a regional winner, Millie then attended the National Awards as a finalist where her fellow HR Team members and some of our Locality Managers joined her for the grand event. Unfortunately she was not a national winner this time - but we are so proud of her and her incredible achievements and contributions.

HR Director, Ian Smith, said: “Winning the regional award is an amazing achievement. Millie has been, and is, an exceptional team member to Midway Care Group, she is incredibly well thought of, loved and appreciated by all of that work with her”.

GO MILLIE!

Nominations are now open for the 2023 awards. See details in this edition about how to nominate your colleagues.



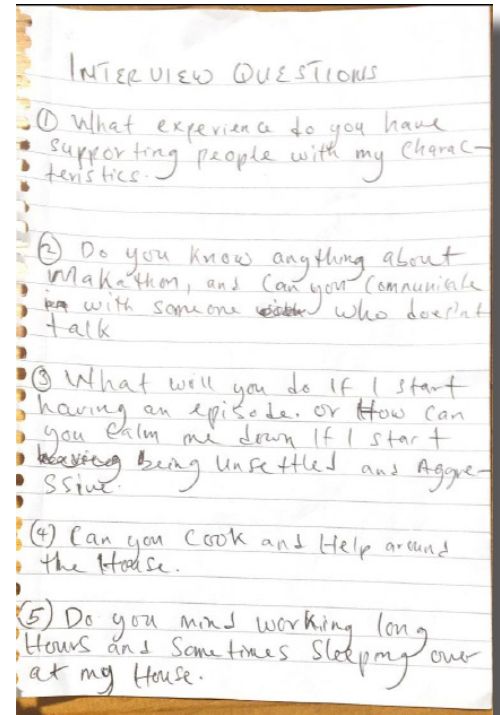
Joe Helps Recruit Staff

Shout out to Joe who has been working with us to recruit staff for his service at Moor Lane.

Joe took the role very seriously, thinking of his own questions to ask candidates - making sure he could get the right staff with the right values and skills.

Well done and a big thank you to Joe for supporting this important recruitment process.

Thanks Joe!



We hope to see more of the people we support get involved in recruiting - we encourage our teams to help people to do this.

Matthew - Keeping it Clean

Matthew takes great pride in keeping his property nice and tidy with support from his team at Dunkley Street - keeping him active, engaged and increasing his daily living skills.

Here he is tending to his outside area, making sure his home is in tip top shape!

Well done Matthew!



Quality Improvement Team

The Quality Team work collaboratively with all departments across Midway Care Group. The members of the Quality Team are Kirsty Peachey, Maria Bailey and Tracy Hammond-Morrall. Maria and Tracy (Quality Improvement Leads) are aligned to the two regions and provide support in the following ways;

- Regularly visiting services to check and sample quality of work produced and provide support to sustain improvements.
- Completing audits and inspections, whilst supporting and advising in preparation for Local Authority and Regulatory inspections.
- Managing documentation notifications in line with CQC requirements.
- Submitting proofed notifications to CQC and monitoring responses and updating ENQ numbers.
- Storing all CQC correspondence, report of actions, registration certificates.
- Collating information from Escalating Upwards to update to the relevant safeguarding / whistle blow / complaint logs.
- Collating Risk Score Card data and quarterly analysis.
- Preparing data so it can be analysed by our Regional Directors - including information on safeguarding, complaints, compliments, accident incidents, behaviour / restraint.



John's been on Holiday!

John who is supported to live at one of our Birmingham services has been on his first holiday in many years.

Locality Manager Jo said:

“Due to John’s anxiety and OCD diagnosis, holidays in the past have been difficult. This is something myself and the staff at Sutton House have been working towards for sometime - enabling him to have new experiences.

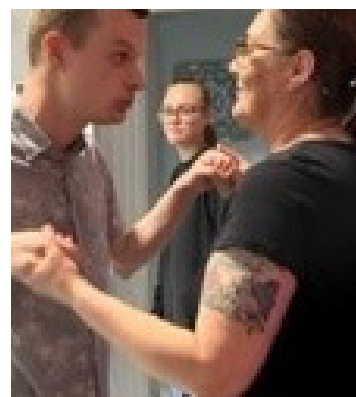
The fact that John is on his holiday and looks to be enjoying it so much is a huge achievement.”

Well done Jo and the team!



Coronation - celebrations at Highfield

The rain didn't stop Highfield House celebrating on the Coronation bank holiday weekend.



Castle Road Roundup



Scott and Trevor visited their local pub over the Bank Holiday Weekend to watch the Coronation take place.



Lyndon has taken a trip to visit the transport museum in Birmingham - he really enjoyed looking around supported by his team.



Trevor turned 42 on 28th April and completed his first ever overnight stay with his support team in London. It was very successful...he explored London City and visited lots of tourist attractions. Amazing achievement!

Nung – out and about



Nung who lives at Castle Road has enjoyed making his Lego tower, at college and enjoyed the Coronation bank holiday weekend with his parents - going out for cake and a cup of tea!

CQC Inspections – Alcott Lane

Alcott Lane was inspected in November 2022 and received a Good rating with CQC. Well done to the team on achieving this great result.

Extractions from the inspection report are detailed below:

“The service was able to demonstrate how they were meeting the underpinning principles of Right support, right care, and right culture. Staff understood how to protect people from poor care and abuse.”

“There were enough appropriately skilled staff to meet people’s needs and keep them safe. Staff assessed people’s risks appropriately and encouraged and enabled people to take positive risks.”

“People could communicate with staff and understand information given to them because staff supported them consistently and understood their individual communication needs. People’s care and treatment support plans reflected their range of needs and this promoted their wellbeing and enjoyment of life.”

Bench Mark Audits

Here are some extracts from our recent Bench Mark Audits:

Forge Mill - February 2023

“All staff interacted with service users respectfully and with care. Discussion with staff indicate a good understanding of people’s needs. Staff were working with people on things they liked to do – making a curry, getting ready to go to the disco. One service user is the DJ at a local disco on a Tuesday and others attend and there is a lot of excitement about the event each week”.

Sutton House – February 2023

A person we support was asked the questions included on the ‘voice of the customer survey, this is what they said:

I feel safe in my home

😊 ‘staff look after me well’

I like living at Sutton House

😊 ‘It’s a good place to live’

I am treated with dignity & respect

😊 ‘staff say please’

I like who I live with

😊 ‘I’m going on holiday with XXX’.



Toler - January 2023

“The person talked warmly about that support her and her house mate and detailed how the support has impacted on her life”.

The Lodge - January 2023

“I observed some positive interactions between staff members and the people we support. Staff members were calm, used low tones and offered reassurance when a person was becoming anxious”.

Voice of the Customer Survey 2023

All people using Midway services will have an opportunity to complete a Voice of the Customer survey, independently or with the support of someone over the coming months.

The quality team will analyse the feedback in a way that allows us to learn from it. The Locality Managers are responsible for ensuring people are supported to give their feedback and return the information to the quality team.



Once the feedback has been received and analysed we will be inviting people we support to join a 'user group' to advise what we need to do differently to improve the outcomes for the people that are provided support by Midway Care Group

Coronation Weekend 2023

Services across Midway enjoyed celebrating the King's Coronation in May. Here are some photos from the Lodge's celebration party!



Get Voting - National Awards

Nominations for the Great British Care Awards 2023 are now open - celebrating successes of individuals, services and businesses across the care sector in the UK.

There are lots of award categories including support worker; manager; making a difference; supported housing; front-line leader; positive behaviour and great autism practice.

This is your opportunity to recognise and reward your colleagues who go above and beyond.



Go to <https://www.care-awards.co.uk/> for a full list of categories and descriptions.

HOW TO VOTE

We will submit centrally so **PLEASE EMAIL** your nominations instead of applying direct to **lyndsay.parsons@mcg.care**

Send team or individual name, award category, a brief overview of why you think they should be nominated and, if possible, a photograph of the person/team.

We will then submit these centrally.

PLEASE SHARE WITH YOUR TEAMS

MCG Awards 2022

Last November saw the first ever MCG Care Awards taking place at Edgbaston County Cricket Ground in Birmingham.

The Awards evening was the final celebration following months of marketing, assessing nominations and judging. We received 300 nominations from across the business, which was remarkable considering it was our first ever awards!

The evening itself was a real celebration – we teamed up with some of our most trusted business partners who sponsored and joined us at the event to bring together colleagues from right across the organisation.



Guests included all finalists and teams from the shortlisted services, along with the Midway Leadership Team, the Exec Team and our Board of Directors.

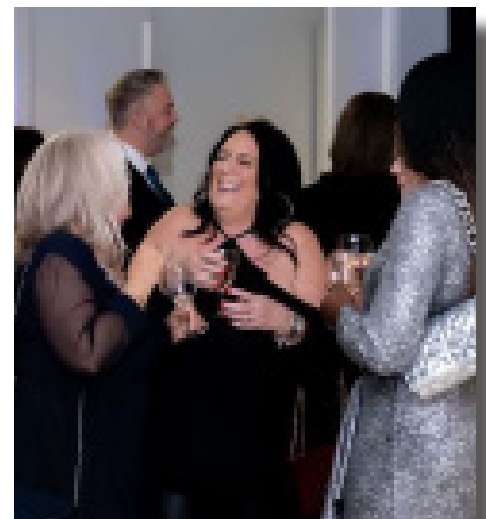
We are very much looking forward to repeating the Awards this year when we hope to make it an even bigger and commemorative event.

Keep your eyes peeled for the launch of the **2023 awards over the summer – we'll hopefully see you there!**

MCG Care Awards - **Winners!**

- **Jennifer Ghent, The Rowan** who won **Support Worker of the Year**
- **Millie Dennett , ER Partner** who won the **Specialist Support Award**
- **Team Merecroft** who won **Most Improved Service of the Year**
- **Jodie Davis, HR Coordinator** who won the **Excellence in Office Award**
- **Sarah Meah, Locality Manager** who won **Locality Manager of the year**
- **Owolabi Oyakhire, Hawes Lane** who won the **Changing Lives Award**
- **Matt Harrison, Director** who won the **Outstanding Contribution Award**
- **Team Burton Crescent** who received a highly commended and runner up acknowledgement in the category of **Service of the Year**
- **Team Victoria Road** who won **Service of the Year**

Well done everyone – we hope you are as proud as we are!



HR Team member (**BEAST!**) of the Quarter

Our Human Resources (HR) Beasts of the month and quarter are new recognition awards set up by the HR team to recognise our amazing colleagues with a focus on:

- B** **Business Comes First**
- E** **Experts in our Passion**
- A** **Accountable for Information, Advice & Guidance**
- S** **Solutions Driven**
- T** **Transformation Leader**

A colleague wins each month and then out of the three finalists a HR beast of the Quarter is announced. The votes have been counted and verified.....

WE HAVE A WINNER...

The winner of the HR Beast for Quarter 1 of 2023 is

JULIE WESTON!

The judges were impressed by Julie's recent work:

“The On Boarding team have had a challenging first quarter but delivered some fantastic results; including our record-breaking January for new starters. With a few people leaving the team we have seen Julie take on the additional workload and maintain a persona of calm and productivity. Well done Julie for getting your head down, cracking on and showing high levels of perseverance”



Congratulations also to our HR Beasts of the month for last quarter:

January: **JOSH HOUGHTON**

The win is well deserved after working on different skills supporting on resourcing team and assisting with induction!

Well done Josh!

February: **NICOLA STAPLETON-TULLY**

The win is well deserved after providing voters with extra support and listening to their problems when in the services and when at Harmac, coupled with updating changing courses, running extra courses and service specific training!

Well done Nicola!

March: **JULIE WESTON**

The win is well deserved after taking on extra candidates following the departure of other members of the team, helping candidate through the process with plenty of Information, Advice & Guidance, whilst taking Annual Leave and providing excellent communication to the candidates. Julie has also worked with Ian on potential changes to streamline the process over the coming months.

Well done Julie!

YOU DID IT!
CONGRATULATIONS!

New Developments

ASTON ROAD

This is a 4 bed residential service in a flat model to enable step up or step down transitional care and support. We have several referrals for the service, and the manger has been busy recruiting and preparing the service for its opening day.



UXBRIDGE AVENUE

This is a new 6 bed supported living service in Coventry for individuals with complex needs, mental health, learning disabilities and autism. The service is currently supporting an individual and a further two individuals are currently going through transition into the service.



New Developments

BREWERS MEADOW

Brewers Meadow is a brand new purpose built building situated along the Titford Canal in Oldbury, West Midlands. It includes 9 x 2 bed self-contained flats (3 flats on each of the 3 floors).

There are also staff stations on each floor which consist of a staff shower/WC, staff station and communal meeting room. This set up will offer options for individual sleep support or extra internal space.

All flats will have the full range of private facilities which will include level access bathrooms, spacious living accommodation, assistive technology (sensors, talk to staff station, CCTV, and door access).



ELM CROFT

Also known as Pink House - Elm Croft is a new block of 5 self-contained flats, which will be a new supported living service in Marston Green, Birmingham, for people with a range of needs including learning disability and autism. These are due to open over the coming months and we look forward to hearing more from our Business Development Team about the individuals moving in to the new scheme and making the flats their new homes.

Latest Vacancies

We are recruiting for a number of positions throughout Midway Care

Scan the QR code below to see what opportunities we have **throughout our services...for any queries regarding our latest vacancies get in touch with our Recruitment Team.**

