

future notice board

Future's 10 Year Anniversary!

It has indeed been 10 years and to celebrate this milestone a special event has been planned for Future employees and their families.

The party will take place on Monday 28 August 2006 at The Botanical Gardens, starting from 1 pm.

Come and join us to acknowledge the hard work of everyone who has had a hand in bringing Future to the heights at which we stand now and let us toast the planned expansions to the service.

Food and entertainment for all ages has been arranged so make this a date to keep!

Erma's Jamaica Hospital Appeal Fund

This year will be the 8th Anniversary Charity Ball. We are supporting this cause and have booked a table, but if you would like to attend make it known and if necessary we will arrange for another table to be booked! The Ball will take place on Saturday 16 September at the Centennial Centre, Icknield Port Road.

First come, first served, so hurry!!!!

Basketball Team

Future is now the official sponsors for 'City of Birmingham Athletics Junior Basketball Club'. We have signed a 3 year deal to provide funds which will help young people participate in this scheme. Future is proud to be associated with CBAJBC and is maintaining its ethos of working with the community and developing the futures of young people.

New Website

Future has a new website which is fresh, informative and now includes all our services. So check it out and see what you did not know about Future Health & Social Care.



Future Games

Fancy a game of pool or ten pin bowling? How about a regular (perhaps monthly) get together, a team building event where we can let off steam. The venue will be Broadway Plaza, 5 ways and the teams could be representing the various departments of future i.e. Home Care, Housing, Mental Health etc.

Let Uzma know what you think!



Future Wellbeing

REIKI

Reiki (pronounced Ray Key) is a Japanese word that means 'Universal Life Energy'. Reiki's origins stretch back to Dr. Mikao Usui, who founded the system of Reiki in Japan at the end of the 19th Century.

Reiki is a Japanese method of hands on healing. Through the use of certain techniques the practitioner administers healing energy via the hands to another. Reiki is a tremendously powerful holistic healing system that can deal with problems of any kind, whether physical, mental, emotional or spiritual

and often succeeds where other treatments have failed. Reiki is safe to use anytime, anywhere, and in any situation.

INDIAN HEAD MASSAGE

The traditional art of Indian Head Massage is based on the ancient system of medicine known as Ayurveda, which has been practiced in India for thousands of years. The word 'Ayurveda' comes from Sanskrit and means 'the science of life and longevity'. Ayurveda is recorded as the world's oldest Indian healing

system. With early texts dating back nearly 4000 years. The whole aim of Ayurveda is in prevention, and with promoting positive health, beauty and long life.

Indian head massage can provide relief from the symptoms of stress and tension.

If you would like further information about either of these treatments, or want to book an appointment, contact **Denise Robinson** on extension 228.

future health & social care newsletter

Issue 1 July 2006

the growth of future

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**Future Health
& Social Care**

www.futurehsc.com

welcome

Welcome to the first edition of our Newsletter which we will endeavour to publish on a quarterly basis.

With Future growing at such a rapid pace a newsletter is a perfect way to communicate these changes and keep you updated on current activities within the organisation.

We would encourage all staff to share and contribute information for future issues and this can be done by contacting Uzma Shaikh on 0121 410 6085.

Roger Telpia
Chief Executive



board members

Bernadette Lynch

Bernadette spent many years teaching academic law after a period in legal practice as a solicitor. As a result of her lived experience of mental distress, her life has taken a new direction and she now delivers training in mental health awareness to a variety of voluntary and statutory organisations. Bernie has found that this offers a unique opportunity to combine the skills gained as a University lecturer with the insight provided through her own life experience. Bernie feels that her work now gives her the opportunity to reach audiences on a subject about which she feels passionate, and hopes that her training courses go some way to increasing understanding and confronting taboos surrounding mental suffering.

Rose Angus-Scott - B.Ed (Hons), M.Ed

Future is an organisation that embraces and develops their staff to ensure the services delivered are always striving for the highest quality. This is why I have been on the board of Trustees for several years. I believe education is the key to realising ones dreams. That education can come from life experience, on the job training and the more formal setting of school and college. Holding this belief dear I have "put my money where my mouth is" and have worked in several schools across the West Midlands educating and developing pupils from age 11 to 19 in both their academic and vocational studies. In order to widen my experience I spent 18 months as a consultant working for the DiES implementing the National Strategy in Solihull. I trained and coached staff and supporting senior managers to continue to improve the quality of their service. I have since returned to school and now work as part of the leadership team in a school in Leicester.

This experience has proved valuable to me in supporting Future to become one of the leading health and social care enterprises in the country.

Tessa Griffiths

Tessa was born and grew up in Birmingham and has worked in health for over twenty years. She began her working life as a medical secretary and subsequently completed an MA in Health Management. Tessa's experience is wide and varied: from basic clinical research to more developed community involvement. She has worked with carers' organisations including North Birmingham Mental Health Trust Families and Friends Support Group and currently chairs Future Health and Social Care. Tessa's specific interests and experiences are in long-term medical conditions, older adults, carers, health inequalities, Black and Minority Ethnic communities and mental health. She has contributed to many taskforces such as the ABLE project for the National Kidney Research Fund, Diabetes UK (Wales) Minority Ethnic Groups project and Future Housing. She worked on various aspects of the National Service Framework for Diabetes including Inequalities, Renal Complications, Management of Pregnancy and Ethnicity. Tessa is a Non-Executive Director for the Heart of Birmingham teaching Primary Care Trust, a role she finds both challenging and enjoyable. Her other interests include community development, social inclusion and workforce development.

About Future:

Future is a membership organisation with the membership consisting of Future members, Board of Trustees, employees, service users and carers who have associations with the company for three years or more.

Membership is free and each member may vote at Future's Annual General Meeting. The maximum number of trustees at any time is seven and are

elected from existing members. The trustees meet on a monthly basis to oversee and monitor the business of Future. Day-to-day running of Future is the responsibility of the Chief Executive, staff and our three sub-committees:

- Finance**
- Health and Safety**
- Childrens Services**



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training department

The Training Department has undergone a series of significant changes and staff re-structuring. The objective of this change is to ensure the continued improvement in the quality and context of the programmes which we deliver to audit agencies such as the Learning and Skills Council (LSC), Adult Learning Inspectorate (ALI) and City & Guilds.

A new award incentive has recently been implemented by the Training Department which will see for the first time one of our current learners being singled out for their outstanding achievement

within their programme of learning. A certificate will be presented with a cash prize incentive. The announcement of the first winner will coincide with our organisations ten year anniversary celebrations.

The Training Department would like to bring attention to the recently revised Learner Handbook and Charter which is being circulated to all current candidates. The handbook is a useful guide to all of the services delivered and also informs the candidate of their commitment requirements to Future Health & Social Care.



Future HR



Lorraine Francis is the recently appointed Human Resources manager who heads our newly formed HR department. The new department will deal with all issues relating to Human Resources including the management of the Employment Project.



To date the department has met all the criteria set.



Housing Management

The Future Housing team consists of **Tina Patel** (Manager), **Tresha Telpia** (Housing Support Worker) and **Rashid Nassa** (Maintenance Man).

The Housing Management team are responsible for ensuring that all properties are kept to a good standard and all repairs are carried out promptly, as well as ensuring housing benefit payments are received on time.

The team maintains a good relationship with all our landlords as well as the different departments within the organisation.

The housing team manages 55 properties, 6 of which are owned by Future, enabling us to offer over 100 bed spaces for our service users.

The 55 properties are made up of:-

- 3 Probation Services**
- 10 Mental Health Resettlement**
- 6 Respite homes**
- 35 Learning Disabilities**
- 1 General Rented**

Future maintains a positive and active working partnership with Birmingham City Council. They fund a majority of



our properties and monitor our performance on a quarterly basis, looking at our staffing levels, occupancy and voids.

future families



Paulette Brown

Paulette graduated from UCE in 1992. Her first social work post was within a generic social work team. In 1993, she joined a busy child protection team in an inner city area of Birmingham, where she secured her status as senior social worker.

Moved into the field of adoption and fostering with Barnardos.

A panel member for two separate and distinct panels one considering matters in relation to fostering the other matters in relation to adoption.

Also worked together with colleagues to develop and deliver anti racist training for social workers.



Pauline Wellington

Pauline Wellington has worked within health and social care for over 30 year. Qualified as a social worker in 1982 and joined Barnardos Adoption and Fostering team in London.

Worked with Barnardos New Families developing services for Black children and Families.

In 1999 nominated for the Windrush Award and in 2002 was invited to Downing St. as Pauline has acted as panel member for Birmingham and The Children Society. Pauline is also an adoptive parent.



Rurkinder Sidhu

Rurkinder has worked within the voluntary sector for over 17 years, working in the following roles;

Youth worker, community education worker, outreach worker, supervisor of play schemes for children with special needs, undertaking training and research for a women's refuge, case worker for Tyne and Wear Racial Equality Council, management committee member for Women's Aid, Newcastle Asian Arts Movement and Shakers and Movers, project worker with children facing exclusion from school, social worker within a Family Placement Project, community researcher and trainer for the University of Newcastle, senior practitioner in an adoption and long term fostering agency and research consultant for the University of Wolverhampton.

Future Families is an independent fostering agency launched in February 2006 and is the latest addition to Future Health & Social Care. A department of three with over 40 years combined experience in family placement work, make up the future families team. Over the years they have successfully placed children from babies to teenagers, with a variety of needs in a range of foster placements.

Future Families aim is to recruit a broad range of families including single people, married couples, cohabittees and people in civil partnerships who can care for black, asian, mixed heritage and white children.

At present, 7 families are going through the assessment process, and, once approved children are placed with these families and will continue to be supported by Future Families throughout their fostering career.

If you or someone you know wants to become a foster carer, or you would like to know more about Future Families, please call on **0121 410 6080**.

mental health services

The Mental Health Services has been in operation for approximately 9 years. The department consists of four sections namely: The Respite Units which is managed by **Denise Robinson**; The Resettlement Units – managed by **Mpume Mpofu**; Carers Support Team Coordinated by **Cheryl Clarke** and Floating support Managed by **Sarah Beckles**.

The aim of the Mental Health Department is to deliver a high quality of care and support to people who are experiencing mental health difficulties. Future Health and Social Care ensure that all members of staff receive mandatory training as well as training that is appropriate to the needs of the group of service Users that they work with.



The Carers Support Service:

In response to the Government's National Strategy for Carers, Future Health and Social Care set up the Carers Service to reflect the needs and aspirations of Carers and to work in close partnership with other service providers. The aim of the service is to provide practical and emotional help, support and guidance to Carers and other family members, to act as a link between carers and service providers and provide information to carers about mental ill health, treatments and specialist training programmes. The team is based at 41 Calthorpe Road and consists of 5 members of staff who work hard to meet the needs of the carers as well as taking part in outreach work and open communication with all agencies and carer groups and empower carers to play an active role in service delivery and provision.

The Floating Support Service:

Another community service based at 41 Calthorpe Road who deliver support to people suffering from mental health distress and vulnerable people in their own homes. Funded by Supporting People, the aim of the service is to help the Service Users to maintain their homes and tenancy to the best of their abilities. The team consists of 8 members of staff who hold a case load of approximately 5-6 people at any one time.

The department is growing from strength to strength and very soon you will hear of the new developments within this area.

The Respites:

There are 6 Respite Units which cater for Service Users of Birmingham and Solihull Mental Health Trust who are in mental health crisis and need a suitable alternative to hospital admission. The units are situated in the Heart of Birmingham: 1 in Handsworth, 1 in Edgbaston, 1 in Spark Hill, 1 in Spring Hill and 2 in Moseley. And then they provide a warm relaxed and homely atmosphere which is conducive to a speedy recovery. Each unit is staffed by 5 members of staff.

The Resettlement Units:

There is one 8 bedded unit based in the Handsworth area of Birmingham which provides supported accommodation to Service Users with Mental Health problems. There are also 6 other satellite units around the Birmingham area which offer support to Service Users who are less dependent. The aim of resettlement is to (re)develop the skills and confidence necessary to gain and retain an independent tenancy in an area of their choice.

Future

Home Care

Future Home Care was established on 1st April 2004 in order to support learning disabled people within our community to live with a high degree of independence. Registered with the Commission for Social Care Inspection (CSCI) as a Domiciliary Care Agency it is our aim to support people to live independent lifestyles in the community of their choice and to access affordable quality housing that they are able to call home. Within our first year we successfully supported over 30 people with differing needs to access a package of care and support with us; many of these people were supported to move from the family home, residential home, hospital or temporary housing in to their own accommodation for the first time.

Future Home Care currently supports over 50 learning disabled adults in Birmingham and has quickly gained a reputation amongst professionals and social work teams as the principle provider of such services in the city. We support people of all abilities and disabilities including a high number of

people with complex needs, behaviour that challenges and those with a forensic history.

Future Home Care has taken the values, principles and 'can do' attitude of Future Health & Social Care to set up an award winning service in the field of Learning Disabilities.

Our service continues to grow very quickly. By working closely in partnership with FH&SC we are able to support our clients to access quality housing and accommodation options - this is vital to our service and without this partnership Future Home Care would not be able to support the high number of people we currently do. Our partnership with FH&SC goes beyond housing; our staff access NVQ training and personnel advice via FH&SC too.

By employing our own Social Work and Nursing professionals we are also able to ensure that our care and support service meets the highest possible standards. Our service is both challenging and demanding and

we employ 11 Care Co ordinators who have just completed their NVQ Level 4 Registered Managers Awards to manage the 120 plus full time support workers who are out in the community supporting our learning disabled clients. Future Home Care's care and support service was awarded 'Green' status at our first CSCI Inspection; this is the highest award that CSCI can award an organisation of our type.

We continue to set our service challenging targets; we want as many people as possible to be able to access and use our service. We moved from our first office in the Jewellery Quarter to our Head Office in Highfield Road last August, less than a year later we have now opened small branch offices in Coventry, Wolverhampton and Sandwell. It is hoped that we can repeat our huge success in Birmingham in all of these areas as well as new areas outside of the Midlands! Watch this space.

FUTURE TENANCY SUPPORT TEAM

The Tenancy Support Team work alongside Future Homecare and other organisations such as Mencap Housing Pathways to provide specific focused support with individuals to identify appropriate accommodation and then support the individual with the complexities of setting up and maintaining a tenancy.

Many people who use our service wish to achieve qualifications and or work in order to achieve greater independence. Our Tenancy Support Service can support the individual to

achieve these aspirations by:

- Supporting the individual to identify educational experiences to suit the persons needs. This may include mainstream colleges and education centres or specialist services
- Supporting the individual to apply for courses
- Supporting the individual to identify appropriate work opportunities

These are just a small selection of the support services that the Tenancy Support Team offer. The team is funded through Supporting

People and it is hoped that in the coming months the team numbers will increase to allow us to support more clients throughout Birmingham with learning disabilities.



FUTURE ADMIN

The Admin team which now consists of 4 people is responsible for the day to day running of the office and provides support to the various departments based at Calthorpe Road.

Uzma Shaikh – Office Manager

Uzma joined Future in April 2006 and comes to us from Birmingham City Council. She has a background in media and marketing with a solid grounding in business management and practices. We hope to use her skills in raising

the profile and marketing Future Health and Social Care to new and existing partners.

Uzma will manage this team and work with department managers to ensure that administrative support is accessible to everyone.

The A team:

- Uzma Shaikh
- Mandy Morris
- Maxine Blake-Jones
- Taiasha McClean

FUTURE FINANCE

Future Finance is based at head office and is a team of three which is headed by **Kwame Senyah** the Finance Manager. **Li Li Vas** is the Payroll and sales ledger officer, and **Debra Manyozo** is the Purchase Ledger officer.

The department also maintains the organisations IT network. To assist in covering

such a broad remit finance will be welcoming **Sherman Christie** in August 2006.

Sherman will be joining Future during his gap year from studying for a degree in Computer Networking. His role will be to maintain the organisations IT infrastructure by providing technical and support services to employees at head office and the various projects.

FUTURE DEVELOPMENTS

Future Health and Social Care has successfully acquired a new site which will be our Employment Resource Centre.

The Resource Centre Co-ordinator will be **Linda Francis** who currently is our Outreach/Project worker.

"The Resource Centre is expected to be a multi-faceted building which will offer resources to assist clients with employment issues, training and general lifestyle management issues. The Centre will have employer participation and library resources

for clients and staff. While the remit of the Centre is vast, its implementation will be in two parts with the first year concentrating on establishing the Centre while maintaining our remit of health care with our current client group. The second year will see an expansion of activities to include various employment and training opportunities".

Linda Francis
Resource Centre Co-ordinator

The Centre is scheduled to be operational in the last quarter of 2006.

FUTURE APPOINTMENTS

2006

- Lorraine Francis** – HR Manager
- Uzma Shaikh** – Office Manager
- Maxine Blake-Jones** – Admin Officer