David Marshall – Interim Chief Executive

David became interim chief executive of Epilepsy Society in February 2016, bringing 20 years of healthcare management experience within the public and private sector in the UK, Australia and the Middle East.

From 2009 to 2015, David was the chief executive of the Hospital of St John and St Elizabeth and its onsite hospice St John's, both of which are in central London. Prior to this, he was their finance director. David has extensive knowledge of the UK healthcare sector and, in addition, has achieved both turnarounds and culture change within the sector.

Here is a reminder new email address - Services.Committee@epilepsysociety.org.uk for you to submit any questions that you would like us to discuss and answer during these meetings. Please note that we will not enter into individual discussions with you but will ensure that all matters discussed are recorded within the minutes of the meeting.

I hope you find this newsletter useful. We would welcome any suggestions, or your feedback, to carol.duerdoth@epilepsysociety.org.uk

Competition Winner

Congratulations to Nicola Davies who won our competition of naming the newsletter. Nicola wins a £20 gift voucher.

Great Name Nicola!
Welcome to the second edition of our Care Services Newsletter. As I write, the sunshine is coming in through the windows, so I hope that this is a positive sign of the weather to come!

Thank you to those friends and family members who have provided us with feedback on our first newsletter. Your feedback is very important to us and will enable us to provide you with the information that is most important to you.

Since our first newsletter was published, we have welcomed our new Interim CEO David Marshall. We have also welcomed back Sarah Vibert from her maternity leave. Sarah is taking on a six month role as Director of Strategy and Business Development and will be leading a full and consultative strategic review over the next six months. Matthew Sowemimo, our Interim Director of External Affairs, will be remaining with us during this time and also absorbing the Fundraising team within his Directorate. Our new Finance Director, Artur Dzido, will also be joining the Senior Management Team on 25th April 2016.

We also have some management changes within Care Services over the next couple of months. Firstly, we are saddened that Marzena Choinkowska will be leaving Epilepsy Society in May. Marzena started working here in 2004 as a Support Worker and worked her way up through the ranks to become Manager at Greene House. We wish Marzena all the best in her new role and her relocation to Hertfordshire.

I would like to welcome Annette Ajofu as the new Manager for Milton House and Claire Leahy as the new Manager for Russell House. Rebecca Salviaterra will also be joining the team as the new Manager for Queen Elizabeth House in May together with Cosen Sayi as the new Manager for Greene House. Jenny Long, the current Manager for Queen Elizabeth House, will be taking up her new post within our central team in May as Operational Support Manager. Further details about our new starters and the role of Operational Support Manager will be provided in future editions.

Over the past three months, three of our services have been inspected by CQC. Congratulations to Jenny and the team at Queen Elizabeth House for obtaining a ‘good’ rating. This is a great achievement and is not always easy to achieve! Greene House was inspected in January and was given an ‘Requires Improvement” rating. Russell House was inspected in March and we are currently awaiting the draft report from this inspection although the verbal feedback received was largely positive.

Finally, a reminder that the Services Committee meeting dates, agenda, papers and minutes are available on our website. Should you have any questions you wish to be discussed at this meeting, please send them to services.committee@epilepsysociety.org.uk.

Happy reading!

Adam
Rosemarie Finley, Chief Operating Officer for Medical Services, has been working positively and collaboratively with our GP surgery. Dr Patel who has taken over from Drs Brodie and Webber, is engaging positively with us to ensure that our residents receive the GP service that they are entitled to. Some medication reviews have recently been undertaken on site by Dr Patel and it is hoped that a weekly surgery will be re-instated on site in the new future. The practice will now also consider new patients from the society.

In our last newsletter, we reported that we were working with University College London Hospitals (UCLH) to employ Advanced Nurse Practitioners to provide nursing support to our residents. However, on further negotiations it became apparent that UCLH would only support this for epilepsy related issues and not for general medical support.

Rosemarie is currently having discussions with Bucks Healthcare to review possibilities that are appropriate for our Residents and meet CQC regulations and governance.

We are currently undertaking a review of the dental services on site. We are asking all of our residents, with support from our activities team, to complete a simple questionnaire that will allow us to ascertain the views of the appropriateness and effectiveness of the current service provision.

Adam Went
Director of Care Services
1. What did you do before you joined us at Epilepsy Society?

In the last eight years I have been based in Bucks working in the NHS - both community health services and acute provider services. Two of my roles during these years were Associate Director of Nursing and Associate Director of education, learning and development. Prior to this I worked as a Publishing Director for Emap Healthcare, using my nursing and health care background to lead health publishing and conferences. Throughout my career I have focused my special interests towards innovation and developments in practice and safeguarding children and adults.

2. What’s your current position and how long have you been in this position?

I am Chief Operating Officer for Medical Services and joined Epilepsy Society on 1st February this year.

3. Why did you want to join us at Epilepsy Society?

I have known about the Epilepsy Society for as long as I can remember as I used to be brought here as a child by my Mum to visit the farm shop...it was always a great treat. I have lived locally for most of my life and have therefore been very aware of the great work that has been achieved at Epilepsy Society and I wanted to be a part of the Epilepsy Societies future.
4. How do you think you can make a difference at Epilepsy Society?

Firstly, I am a registered nurse and ensuring delivery of the highest quality of care to people is my key motivator. My new role at Epilepsy Society gives an opportunity to share quality improvement projects, reflect on how we make a difference, identify how we can use experiences to make ourselves more effective and enable positive thinking. Another key component of making a difference will be developing and maintaining a high level of partnership working with a wide range of individuals and agencies involved with epilepsy.

5. In your new job at Epilepsy Society...what is really important to you?

I have already stated that the quality of care we provide is the most important issue for me but it is also really important that we all work together with a clear vision of the future. We need to understand where we have gaps in our expertise to achieve the vision and then provide the right training and support to staff to close those gaps. Good leadership is fundamental to our future success in Epilepsy Society and it is really important to me to lead well. James Kouzes an American leadership guru identifies five core practices that are common to leaders when they are at their personal best and my ambition is to follow these principles in the way I work.

I am very much looking forward to the exciting work ahead

Rosemarie Finley
Chief Operating Officer
Medical Services
Epilepsy Society
Therapy Department

Therapy supporting safe and enabling care....

The Therapy team are working closely with the Services teams to manage risk and enable residents.

Seizure detection:

The pulse rate monitoring system “Pulseguard” is being offered to another resident through collaborations with Pulseguard’s designers Adris Technologies who are improving their product following our feedback. We are looking at whether this will be a useful tool in reducing SUDEP risk.

Accessible information for Residents:

Lori Lynn, the Society’s Speech and Language Therapist is supporting residents, staff and managers to get the best out of the government’s directive to ensure our information is accessible and can be understood by everyone.

Staying able:

The Physio team are receiving recognition at the celebration of achievement ceremony for their impact on “getting people moving”. Being still and having little opportunity or motivation to move have a seriously negative effect on the health and well being of residents. The Physio team have taken a fresh look at the needs of residents and how best to meet them. Exercise bike sessions, rebound sessions, basket ball exercise sessions and Fitness for Fun are some of the many ways that residents are being enabled to get moving. The results are people feeling happier, keeping skills and having fun in Physio.

Thank you:

To all residents and staff whose commitment and collaboration has influenced the impact the Therapy team can make.

Sarah Prothero
Head of Therapy
How long have you worked at the Epilepsy Society?
I came to the Epilepsy Society as an interim recovery manager in July 2015 for 12 weeks supporting Russell House with the action plan in response to the CQC inspection report. As I enjoyed working at the Society and their values echoed my own, I decided to apply for the post of Operations Manager in August 2015 and was successfully interviewed for this role which I took up formally in September.

What services are you responsible for?
I have operational responsibility for Russell House, Greene House, Micholls House, Croft Cottage, Activities and Placements.

Professional background
I originally trained as a Learning Disabilities nurse over thirty years ago, when I qualified I was supporting people who had a dual diagnosis of learning disabilities & mental ill health and this led me to also undertake training as a mental health nurse. With the closure of long stay hospitals I left the hospital where I was working as a ward manager and joined a community behavioural team and trained as a nurse behavioural therapist at Wolverhampton University.

What motivates me?
My particular areas of interest are in supporting people who are on the autistic spectrum, also people who present behaviours which may challenge.

I enjoy supporting people and their staff teams in developing functional behaviours which support greater independence and increases life skills.

An area in which I have enjoyed playing a key role is in supporting Russell House in its recovery as quality in service delivery underpins everything I do.

How do I see the future?
Reflecting some of the current referrals to the Epilepsy Society I would like to be instrumental in the development of a staff team who have specialist knowledge and skills working with people who require support with behaviours which challenge, whilst encouraging access to everyday activities we all enjoy and not being stigmatised or hindered by those behaviours.

I believe there are many skilled people who already do this in the Epilepsy Society, to build on this reputation as a specialist provider would benefit current and future residents.

Karen Simpson
Operations Manager
The activity team

We have been planning ahead for 2016 with central activities and in house programmes and our volunteer coordinator has attracted many more corporate enquiries than before. Eisai pharmaceuticals providing huge teams to run a themed Cupids bar for Valentines and Paddy o’ Murphy’s Bar for St Patricks.

We kicked off our central events programme year with a ‘Shake off your winter blues event’ in January in the rec hall. Our social club on Fridays have some fresh new entertainment from the ‘battle of the voices’, to play your cards right and some competitive multi sports. In February we brought back Zoolab, the rangers introduced the residents -some braver than the staff- to a small travelling army of creatures from across the world in a series of workshops. Our Valentine’s Day celebration also reached a record 70 residents with a big band entertainer and a blind date guessing who’s who competition.

In March the Gold Hill Church celebrated our Easter service with residents in a celebration of lights and renewal of faith. And ST Patrick’s Day bathed everyone in green with a record 76 residents joining in a massive atmospheric drumming and singalong to all the Irish Favourites, followed by beef in Guinness and Irish dancing from the Ceimoir dancing school.

Our Phoenix team have started to compete across the country again and Graham Judge who runs the team has been shortlisted for a dignity award in Buckinghamshire out of 70 nominees he is down to the last 9.
HE needs all our votes of support to get him though for the last bit. http://www.bucksc.gov.uk/votedignity

WE as a team will be reaching our first year together on the 1st of April and we will be welcoming you all to some drop in events in April and May where staff can come and meet the team and seek advice on activities for residents across the houses.
Thank you to you all for all the support we have from all the staff in the houses who are making sure that our residents can join in all the activities we have centrally. It’s been a great year so far. Please look out for the new events lists for the next three months.

Anne Eykyn
Activities Manager
‘SURGERY’ for relatives to speak to, or meet with, an Operations Manager

1-4 pm

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<tr>
<th>Shorai Dzirambe</th>
<th>Karen Simpson</th>
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To make an appointment for a telephone conversation, or to meet with Shorai Dzirambe or Karen Simpson, please contact Carol Duerdoth, Care Services Co-ordinator, on 01494 601372, or email her at carol.duerdoth@epilepsysociety.org.uk

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SERVICES COMMITTEE MEETINGS
Venue: Sir William Gowers Seminar Room
11:00-13:00 hrs

Thursday 5 May
Thursday 30 June
Thursday 1 September
Thursday 3 November

Please check the website as these dates may be subject to change

All meetings of this sub-committee are open to the public.

The agenda and minutes of previous meetings can be found at:

http://www.epilepsysociety.org.uk/services-committee

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Phoenix Games 2016
IMPORTANT NOTICE

The Phoenix Games is normally held in September, but this year it will be on Saturday, 23 July 2016

If you would like to volunteer to help with the event, please email:
Tim.wright@epilepsysociety.org.uk

If you would like to attach something to the ‘Notice board’, please email details to: carol.duerdoth@epilepsysociety.org.uk