



Bloomsbury News



Second Operations Manager

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Bloomsbury has appointed a second Operations Manager to help to support its growth.

Tracey Wallace joined the company in February and will be responsible for all of the teams outside Lincolnshire, namely Cheshunt, Hertfordshire, Birmingham, Worcestershire, Ipswich, Clacton-on-Sea, Southend, Purley and Mill Hill.

Rob Sturch is now focusing only on Lincolnshire, with the teams in Stamford, the Deepings, Bourne, Spalding and Grantham.

Nick Christodoulou, CEO, said: "We are delighted to announce the appointment of Tracey as our second Operations Manager.

"Tracey has an extensive and senior background in home care, both in the public and private sectors.

"Tracey has worked in the care industry for 28 years. She spent 11 Years working for social services departments in their in-house home care teams.

"Six years were spent working for the social work team for people aged over 65.

"For the last 11 years Tracey has worked in the private sector as a Registered Manager and Care Manager, in home care.

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• New Operations Manager Tracey Wallace



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"This has included the day to day running of home care companies, trouble shooting, compliance work and opening new home care companies.

"We will now focus as a company on identifying and developing opportunities in Tracey's region, which has huge potential.

"We will also consider developing new teams, both within existing county areas and in new counties across the country. There is and will continue to be high demand for good quality home care.

"In Rob's region, we will continue to secure top quality provision of the Lincolnshire County Council contract, whilst providing superb support to the health service, private and individual budget clients across the area.

- It's a credit to the existing teams in Lincolnshire
- Major recruitment campaign starts
- Transferring staff welcomed

Website update

"Are you looking at changing your website?"

Rob Grant, one of the newer support assistant in the Market Deeping team, came into the office a few weeks ago.

He asked Nick Christodoulou if he had been considering developing the company's website.

It was one of those serendipitous moments.

Nick had in fact been considering updating the website, because most of the work on it had been done many years ago.

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He is now gathering text and images, and will be presenting his ideas in the next few weeks.



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Living wage— an update

The beginning of April will see the next in a line of significant increases in the so-called "Living Wage".

The government has announced its intention to raise the level in pay of the poorest workers to a minimum of £9.20 per hour by 2020.

Readers of this newsletter will know that Bloomsbury welcomes the initiative, but is pressing local authorities and health trusts to match the increase in wages with a corresponding increase in prices.

"We believe the increases will come." said Rob Sturch, operations manager for Lincolnshire.

"Local authorities Are fully aware of the costing pressures faced by providers.

providers. Central government has allowed authorities to increase council tax to help to fund the rate rises.

"We must now keep the pressure on them until it yields results"



Annual quality assurance questionnaires

Bloomsbury has recently sent out quality assurance questionnaires to each of the hundreds of clients visited by staff.

The response rate was excellent—thank you to all who sent one back.

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is clear that clients feel their support assistants do a remarkably good job, often in difficult circumstances, and the praise for their dedication and devotion to the cause was heartfelt

and fulsome.

Areas that needed more focus from the management team included:-

- calling clients when staff were running late
- punctuality of some visits
- dealing with complaints promptly

Compliments were many and varied.

One client's relative stated: "Excellent. They go above and beyond to look after my Dad. If they have concerns about him they ring me to discuss it. They make him feel looked after and are always supportive if he's having a bad day."

