
The Chronicles of Neuro Partners

North West and Cumbria Community Services

Issue 11.1 Winter 2011/12

A "PERSON CENTRED" APPROACH TO PANEL

Neuro Partners' first Accountability and Governance Panel was set up in Cumbria, and the panel met for the first time in July 2011. Since then the members have been busy working towards goals for service users in the North West Community Division.

The primary aim of the panel is to bring the views of Neuro Partners' service users into the heart of the company, and to build a bridge of communication to those we serve, offering assistance on relevant issues such as disability benefits and where to find information on outside services such as physiotherapy, community dental services, podiatry clinics. The Governance Panel will have an input on new protocols introduced by Neuro Partners, and work alongside

managers to develop new and advance current services.

Chairperson, Steve Crelling, is keen to take the panel forward and commented; "The panel will have found its feet by early to mid 2012 and we want to start planning and organising events for Neuro Partners' service users and their families to attend. We will also be looking at fundraising events throughout the year to raise money for a local charity nominated by service users and their families.

"As the panel grows in stature within the service we will be looking to increase the number of members who sit on the panel, and in the longer term, I would like to see the panel holding "surgeries" around the



county, taking the service into the community where service users and their families have the opportunity to come and meet the panel members face-to-face and have an informal chat."

For further information regarding the Governance Panel contact Jackie Moore, Public Relations Manager at head office, telephone 0191 491 1735.

PARKINSON'S UK TAKE A HOLIDAY IN BLACKPOOL

Two of Neuro Partners' Occupational Therapists, Laura Carrigan and Nicola Simpson, were invited to join Parkinson's UK on their annual holiday to Blackpool in early November.

Parkinson's UK organise the trip each year as opportunity for people with Parkinson's disease, and their families and carers, to get together, attend informative talks, take part in exercise classes with physiotherapists, talk to a specialist PD nurse, and generally just enjoy themselves. All of the staff at the Savoy Hotel have even undergone PD awareness training to ensure maximum comfort for their guests.

Nicola and Laura were delighted to be part of the week and provided an in-depth understanding of occupational therapy and the benefits it can provide for people who have Parkinson's disease.

Laura explained; "Many of the guests initially thought that occupational therapy was just about providing equipment, but as we made our way around, explaining our role and how we can help with hand-writing, anxiety management, domestic tasks, self care, prompts and many other things, the interest soon increased.

"The feedback we received from the talk was that a specialist service provider with a person-centred approach and knowledge of the condition provides huge benefits for the individual and their family members."

And we are delighted to be invited back next year to do it all again!



OT's Nicola Simpson & Laura Carrigan

COMMUNITY HEALTHCARE SPECIAL INTEREST GROUP

Cels HealthConnect, in partnership with Neuro Partners, is hosting an inaugural event for the new Community Healthcare & Assistive Technology (CHAT) Special Interest Group. The event will take place at Weetwood Hall in Leeds on Thursday 26 January 2012.

Cels say the group has been formed following requests from members, and will focus on sharing best practice & information relating to changes in legislation & procurement. It's the ideal forum to discuss changes in legislation & share both market information & best practise in treatment, reducing the need to spend hours reading white papers to find this information!

Those who would benefit from attending include lead academics, senior clinicians, nurse managers & senior staff from community health-care, rehabilitation and assistive technology companies.

For full information on the conference and to register your place, visit Cels website:

www.celsgroup.com



HIGHLY COMMENDED BY DURHAM COUNCIL!

Neuro Partners were honoured to be highly commended in Durham County Council's Annual Personalisation Awards, which celebrate excellence across the care and support sector and promote best practice, paying tribute to service providers who have demonstrated outstanding excellence within their field of work.

Neuro Partners were highly commended in two of the three award categories at a ceremony held at Durham's Gala Theatre on Thursday, 10 November;



- The best example of personalised services in a community setting
- The best example of a service that promotes dignity.

WEDDING CONGRATULATIONS!

Congratulations to Alanna and Adam who were married on 31 October 2011. The ceremony took place at the elegant Comlongon Castle in Annan, Scotland. The couple have postponed their honeymoon to move into a new family home together.

Alanna is the Complex Needs Manager for Cumbria; her surname changes from Ingham to Charlton.



CONGRATULATIONS TO THE GRADUATES!

Many congratulations to Lorraine Hetherington and Sarah Henderson who've recently graduated from Carlisle College with an NVQ Level 4 in Leadership and Management for Care Services.

Lorraine, who is Senior Head of Service for Neuro Partners, commented "I was thrilled to be given the opportunity to complete this qualification after missing out on going to college or university when I left school. It was hard work, but well worth it in the end."

Sarah Henderson is Community Services Manager for Cumbria, added "It was great to get a qualification which recognises the hard work we put into the management of our services. I found the whole experience very positive, except perhaps for being photographed at the end with "hat hair"!!



CHRISTMAS GREETINGS

The management and staff of Neuro Partners would like to extend their warmest wishes for the festive season, and wish you all the very best for 2012!

Our offices will be closed from Friday 23 December 2011 and will re-open on Tuesday 3 January 2012.

Support will continue as arranged, and our "On-call" numbers will remain contactable 24 hours per day throughout the entire holiday season.



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