



Spring is here!

Hello...As we welcome back the season which is as uplifting as it is beautiful, this latest newsletter puts the spotlight on a team that receives some of the most complimentary feedback from our service users.

Coming up to my tenth year at Medvivo, I could not be more proud to lead the Mobile Response Team. However, we cannot do what we do without the support and encouragement of our leadership team.

We provide services 24/7, 365 days of the year, and whatever challenges we face, including that of the ongoing coronavirus pandemic, we do so with dedication and total commitment to ensure service users receive the best possible care and support.

Whether you are out on the road, coordinating visits or managing and supporting other parts of the service, we all come together as one for the benefit of those coming into our care.

That's why our Integrated Urgent Care service is rated as outstanding by the Care Quality Commission, and our Response team continues to be certified to the TEC (Technology-Enabled Care) Services Association Quality Standards Framework.

As you read on about this part of our business, I hope you will appreciate why so many of us thrive on being part of this quite amazing work family.



With best wishes.

Sam Moulder

Deputy Service Lead, Mobile Response

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Quality Standards Framework
Accredited Organisation

Mobile Care Service

The Response Team provides a 24/7 comprehensive care service that includes basic life support, personal care, support for end of life care and stoma and catheter care.

Cases are brought to the team through one of two channels:

Telecare Alarms

Service users are monitored in their homes or place of residence. Whether as a result of a fall or other kind of risk factor (fire, water,

medication reminder or wandering, for example), an alert is raised into the monitoring centre which is managed by a company called Appello. When a call out is confirmed, the Response team is contacted and dispatched to provide care or support.

Urgent Care at Home

This is an emergency service for carer breakdown and individuals in crisis. The service is available to anyone in Wiltshire who is registered with a Wiltshire GP.

As an integrated rapid health and social care service, the team assists with non-clinical

assessment and support, including short-term intermediate domiciliary care provision.

The service can be referred into Medvivo's Access to Care team from any local healthcare service, GP surgery or hospital. This team then assesses and coordinates appropriate support with the Response team both in terms of remaining at home, but equally escalating clinical concerns.

"Each time I make an Urgent Care at Home referral, I have been overwhelmed by how friendly, helpful and professional the service is."

GP at Lansdown Surgery

The TSA Quality Standards Framework

The Mobile Care Response service is regulated by the TEC Services Association (TSA).

The TSA ensures the quality and safety of technology-enabled care (TEC) by setting and developing standards. They also provide independent and trusted audit and certification, not dissimilar to how the Care Quality Commission regulates health and social care.

An audit is carried out annually to look at key performance and any changes to procedural documentation. Every three years, there is a more in depth audit that not only looks at detailed processes, but also reviews service user touchpoints and staff wellbeing and satisfaction.

A full audit was carried out in October 2021, and the full report released in March 2022. The TSA concluded that the Medvivo Response service would continue to be certified to the TSA Quality Standards Framework.

Considering the challenges of the past two years, this has been a phenomenal achievement and is a testament to Medvivo's ongoing commitment and investment in providing excellent services.

The following are a few highlights from the auditor's report:

“Governance is very structured and defined with clear parameters and accountability.... Safeguarding and safe services are central to the ethos of Medvivo ”

“The team are customer centric and make full use of the tools they have to provide a safe service for customers...

Services are underpinned by an excellent risk based and quality driven infrastructure with accountability at each layer of the business, alongside stringent governance...”

“Communication is excellent within Medvivo...the intranet is an accessible resource that provides not only a repository for 'live' information, but also an interactive shared space for colleagues to access up to date news and information, to celebrate success, to share experiences and to recognise each other's achievements.”

Meet the Team... Based in Chippenham, Amesbury and Trowbridge, each team member may have a different background but they all have one thing in common when it comes to going the extra mile...



“Working here gives you a real sense of achievement.” Anna

Having spent many years working as a mental health support worker, Anna joined Medvivo to develop her existing skills and gain experience working in another field.

Caring for people is what Anna really enjoys and although it may sound strange end of life care is her preference. Spending time with the person and their family makes such a difference to all involved in their care, and this should never be underestimated.

Recently Anna took her genuine care and compassion to extra lengths when she walked through brambles to check the safety and welfare of a service user.



“It's so much more than just caring for people.” Matt

Working here comes with both emotional and personal rewards and challenges.

What responders do is more than just providing care. It's not just a job, it is a vocation; and one which comes so naturally to the team.

Matt's background is not in care, he left his 18 year career in Recruitment after being furloughed because of COVID-19.

Recruitment's loss is Medvivo's gain, and Matt won everyone's hearts with a 2021 Star of the Year Award. After being called to lift and assist a service user who had fallen out of bed, Matt needed to resuscitate the service user's wife who has “asleep” on the bed.



“What we do is a team effort... I'm so glad this is my job.” Jacqui

During the pandemic, Jacqui saw a community that was struggling and wanted to help.

Interacting with service users and their families is an important part of this role. Whether supporting those who are approaching the end of their life, or living with illnesses like dementia makes the work challenging but also fulfilling.

Jacqui recently went above and beyond to ensure a couple who had been together for 22 years were married at home, before the husband moved into a hospice.

The compassion and empathy shown here is just one of many examples where the team really goes the extra mile.

Risk Committee Recognition

Complaints and compliments enable us to have a better understanding of how our services are being provided.

Feedback is extremely valuable It helps to influence our organisational and service development, and provide feedback to our staff.

We encourage people to comment, compliment or complain about their experience, www.surveymonkey.co.uk/r/medvivoservices, and this feedback is reviewed at regular Risk Committee meetings.

The team receiving the best examples of patient and service user feedback receive a Risk

Committee Recognition Award.

This Award has been presented to the Mobile Care Response Team on numerous occasions. To highlight the nature of the heart-warming feedback the team receives, we have selected a few recently received comments:

“The responders were so helpful, kind and professional.”

“It is obvious that for the carers, it is a vocation and not just a job.”

“They were unfailingly cheerful and helpful, carrying out duties with exemplary efficiency.”

“The responder was very good because my husband can be quite difficult at times.”

“The whole team is wonderful, I am very impressed with the service.”



“The responders are by far the best I have ever encountered.”

The team also successfully applied for funding internally to recognise their immense hard work during the pandemic.

As a thank you for all their hard work providing an excellent service during the most difficult of circumstances, the team received tickets for a day out on Medvivo at Monkey World.

Stars of 2021

Peer-to-peer recognition is a way to show appreciation or gratitude between co-workers.

In addition to enhancing the company culture, a recognition programme emphasises diversity and inclusivity, strengthens team moral and increases employee engagement.

In January 2021 a new Special Thanks And Recognition (STAR) Awards initiative was launched for staff to nominate colleagues to receive up to 50 award points, which are accumulated and then redeemed for prizes.

Star Awards have been run as an initiative for a number of years, but this new scheme saw an increase of over 300% in the number of nominations received.

A STAR of the month is awarded for each of our Operational and Support teams, the winners of which are put forward for an overall Star of the Year Award. The winners are voted for by representatives of the company's Employee Forum.

Last year, the overall winners were Responder Matt for the life-saving home visit mentioned previously, and Urgent Care Coordinator Kelly for calmly and empathically dealing with a recently bereaved caller.

Stars of Excellence

Nominations also receive additional recognition by being shortlisted against company values.

These finalists are then voted for by the workforce which enables a cross section of the business to receive well-deserved recognition.

So many congratulations to:

- **Teresa** for supporting the team with all sorts of tasks, additional work and support
- **Sarah** for support and guidance given to a service user and their family from a challenging situation in the community
- **Kathy** for sharing incredibly valuable respiratory specialist skills to support colleagues

- **Paul** for demonstrating kindness, professionalism, teamwork and natural empathy on every shift
- **Sean** for re-organising a complex document into a more logical and helpful tool
- **Tina** for keeping calm at the base when things don't go to plan, and all the other little things she does
- **Abbie** for stepping up and supporting the COVID @home logistics and admin to cope with increased activity
- **Fran** for being efficient with rota management and being so understanding and accommodating when needed

Together we really do achieve amazing things!



Stress Awareness Month

April is stress awareness month and a time to increase public awareness about stress, one of the great public health challenges of our time.

Stress plays a significant part in our mental wellbeing and yet we still don't take it as seriously as our physical health.

Research from the Mental Health Foundation found that 74% of UK adults have felt so stressed at some point over the last twelve months that they felt overwhelmed or unable to cope.

That is 3 in every 4 people.

What can we do to combat stress?

There are lots of tools and resources available online to help with recognising and managing personal and workplace stress.

A great place to start is the Stress Management Society, www.stress.org.uk and there is a dedicated area on the NHS website: www.nhs.uk/stress

Top tips featured across both websites include:

1. **Talk about stress** with friends, family and colleagues. Professional help is also available from the [Samaritans](http://www.samaritans.org) (call 116 123 or email jo@samaritans.org).
2. **Set time aside** for yourself, whether that's relaxing, doing something you enjoy and/or getting active by exercising.
3. **Assess your diet** as food is our energy source but can aggravate stress. Make sure your diet is healthy, balanced with at least 3 meals a day. Keep hydrated, drink at least 1-1.5 litres of water a day.
4. Use **time management techniques** and look at ways to manage your workload better - for example break down tasks, keep a to do list to show you what you're achieving, although make sure you add ad hoc tasks that crop up that may delay the completion of others.
5. Get a **good night's sleep**. The [Royal College of Psychiatrists](http://www.rcpsych.ac.uk) has a useful website with information on sleeping well which includes these tips:
 - Ensure the bed and bedroom are comfortable - not too hot, cold or noisy
 - Make sure your mattress supports you properly
 - Get some exercise, but don't over do it
 - Take time to relax properly before going to bed
 - If something is troubling you or on your mind, write it down before going to bed so you can deal with it in the morning.
 - If you can't sleep, get up and do something relaxing until you feel tired enough to go back to bed.

We all experience stress and anxiety, so be nice to those going through it, especially to yourself.

Fundraising Update

For 2022, staff voted to support children's hospices who provide much-needed services to children with life-shortening illnesses.

As Medvivo provides services across Bath and North East Somerset, Swindon and Wiltshire, this year we are proud to raise awareness and funds for:

- [Julia's House](http://www.juliashouse.org)
- [Jessie May](http://www.jessiemay.org)



The fundraising campaign kicked off with an Easter Raffle, and new Tuck Shop home delivery and Gifts of Kindness services.

More activities are planned which include a charity car wash, blind auction and even more raffles!

Plus the team will join in activities being arranged directly by the charities, such as:

Great Wiltshire Walk

Take in panoramic views and walk amongst Avebury's World Heritage Stone Circle on 17th July with Julia's House.

[Read more at www.juliashouse.org/great-wiltshire-walk-2022](http://www.juliashouse.org/great-wiltshire-walk-2022)

Cotswold Way Challenge

Join Jessie May on the magical Cotswold Way which provides a stunning setting for a testing challenge – with 25km, 50km and 100km routes available on 25th-26th June.

[Read more at www.jessiemay.org.uk/event/cotswold-way-challenge-2022](http://www.jessiemay.org.uk/event/cotswold-way-challenge-2022)