



VP Forensic Newsletter

*A cost effective and
quality focused agency*

VP Forensic raises money for Children in need.....

In case you missed our emails, tweets, Facebook announcements....15th November was our #VPudsey Children In Need event.

Thank you to all who attended & donated. Following the bake sale, tombola, competitions and art auction we raised a fantastic £384.85!



The best job in the world By Toni Saxton

From my experience it is the people that make the job. By surrounding yourself with good people, they can make the most mundane of jobs fun and meaningful.

So, to have the best job in the world, you need to work for and with the best people. Here at VP Forensic we are all about the people, in case you missed it, our name stands for Valuing People.

The secret about valuing people is that all people are important. In the fast-paced, corporate and media frenzied world that we live in, it can be difficult to show how we value one another. In the office this can be as simple as making a cup of tea or asking 'Can I help'. At home, this is washing your pots and giving your loved ones a hug before you leave. As a company we ask – how do our employees know that they are valued members of the company?

From day one of their recruitment we are honest about the role they are applying for, what the recruitment process consists

of and whether we think they are right for the position. This is where I come in. I am a Recruitment Administrator; alongside the administration it is my responsibility to resource, screen and recruit new people to become our Support Workers & Qualified Nurses.

During screening we look for our candidates to give us a snapshot of their personality. Are they loud? Are they funny? Are they relaxed? But most importantly in our line of work, do they care? For those that pass this initial test we arrange for an interview with one of our consultants. The interviewers are not only looking for specific knowledge, competency and experience, they try and get a feel for the person too. Our support workers and qualified nurses represent our company; they are the face our clients see each day. We are a company that recruits only the best with a focus on people talking to people.

The person centered approach is not only found in the recruitment process, it is throughout the entire company. We are in regular contact with our nurses and support staff and routinely check in with our clients to make sure that our service is running smoothly, or even just for a good catch up. If an incident occurs

(which can happen in health care) we are focused on service development and improvement. Constantly striving to make sure the vulnerable adults and children we support are safe and well looked after

So, is VP Forensic the best company in the world?

Personally, I know that when I come to work I am surrounded by people who will make me laugh, encourage me, understand that I have a life outside of work, support & help when I am struggling, push me to do better. For me, these are the best traits that people can have. Here's the secret, when you surround yourself with such people, you begin to cultivate these same traits. You can become one of the best versions of yourself.

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Frequently asked questions about VP and the service we provide.

By Samantha Harper

When it comes to choosing an agency, how do you know which one to trust with the responsibility for your clients care and wellbeing? The responsibility you have to make this decision, can impact greatly on your clients. To try and make this decision as easy as possible, we've provided you with the most frequently asked questions and their answers

Q. Are you CQC registered?

A. Yes. Through VP Care we are registered with the CQC and consistently achieve a good rating.

Q. Will I be charged for VP's time for the initial query I make?

A. No. Absolutely no charge will be made to any support until support workers have started working.

Q. Does VP have someone to contact in an emergency 24 hours per day, 7 days a week?

A. Yes we do. Our clients' needs do not start at 9am and finish at 5pm, and neither does our work. Our dedicated on call is operated by a caring, empathetic and motivated team that also works in our office. This means that they are the people who work with our clients daily and know how to effectively support any of their needs, whenever they arise.

Q. What are your fees?

A. The costs involved with VP support vary according to the complexities of the clients we support. Costings are provided on a case by case basis and can be requested by contacting our offices.

Q. What client needs do you support?

A. VP began working in secure mental health units in 2001 and since then we have developed to working with a range of client needs including ABI & TBI, Autism, Learning disability, spinal injuries.

Q. How do I know I can trust the recruitment process of an agency?

A. VP screen candidates and conduct competency based interviews.

We seek a full 10 year working history for all candidates and actively seek references covering aspects of the candidate's ability and character.

A satisfactory DBS must be received and right to work documents must be seen before starting any training with VP. All identification is checked under UV light before being accepted and must be accepted by two individuals within our recruitment department. These are then routinely checked annually for all staff.

All candidates must complete and pass our Mandatory training and Therapeutic Management of Violence of Aggression Training. All training is reviewed annually.

We offer further training from our clinical Psychologist Dr Shelley Parkin for ABI & TBI.

We also offer training around learning disabilities, mental health needs, autism and people moving and handling.

Q. How does VP oversee the quality of care provided to clients?

A. Each client is assigned a dedicated staffing consultant who is responsible for ensuring that they are satisfied with the work that we do.

Furthermore, we routinely examine the quality of care that we deliver by sending out and reviewing customer service questionnaires. Some of the comments we receive are:

"I have had dealings with other agencies where they say they will help and then have heard nothing back."

"Since working with VP I have found them to be very responsive to our service needs and the communication has been excellent"

"The amount of contact and communication we receive makes us feel like a priority"

Q. What makes VP different to any other care organisation?

A. Many agencies can tell you that they do a good job; many can sell you the dream staffing systems. However, there are very few that can actually deliver what they promise. They have set the bar so high that inevitably they let you down.

Here at VP, we do not do this. We are not an organisation made up of sales reps who know all the buzz words that need to be used in order to "secure new business". Instead we are an organisation made up of carers. From our Director, to our consultants and admin team. We have all been support workers; we have all worked in care and recruitment for many years.

We often find ourselves receiving calls from hospitals and residential teams who have used multiple agencies in the past that just can't make it work. Many of them concerned that the standards of care are falling because they have to use an agency. It doesn't have to be this way when you use agency, our caring and client focused support has worked wonders with many clients. We aim to contribute towards and compliment your team not reduce your standards.

If you have any queries about a support package, you can contact us on:

Phone: 0870 850 4265

Email: bookings@vpfn.co.uk

Website: www.vpfn.co.uk

VP Complex Care

Nationwide providers of specialist community care and rehabilitation

For any queries relating to setting up any support package please do not hesitate to contact us via email with your referral.

Units 11, H20 Business Park, Lakeview Drive, Sherwood Park, Nottingham NG15 0HT

Tel: 0870 850 4265

Website: www.vpfn.co.uk

Email community@vpfn.co.uk

Specialist Client Care and Cognitive Behavioural Therapy

By Dr Shelley Parkin

Cognitive Behavioural Therapy (CBT) has been shown to be effective for many psychological difficulties including anxiety disorders and depression.

According to CBT the way we feel and behave is influenced by our thoughts. Our subsequent behaviour then reinforces our thoughts and feelings.

Although we behave according to our thoughts, we often do things without actually thinking about them, in an 'automatic way'. We can become stuck in these patterns without realising it. A problem occurs if what we are doing is unhelpful.

CBT should be tailored to meet the needs of individuals but should adhere to the following structure: the first couple of sessions are spent gathering information about the client and their struggles. A shared understanding is then developed.

By understanding ourselves and our difficulties, we can start to make improvements and feel better. Different ways of thinking and

behaving, and specific coping strategies are explored.

Like everything in life, the more we do something, the easier it becomes and the better we feel about it. This means that clients need to keep practising techniques outside of sessions so they feel confident and any residual difficulties can be addressed.

If a client is not able to commit to CBT due to the extent of their head injury or learning disability, it is still useful to use elements of the model in order to help the family and staff understand and support the client more effectively.

If you are professional seeking psychological services for your client, or you wish to organise teaching or supervision for your staff group, please contact Dr Shelley Parkin on shelley.parkin@vpfn.co.uk to discuss your needs.

If you would like to know more about our Brain Injury Services, Learning Disability Services, Autism services or Client Centred Care please browse our website.

If you have any queries about CBT, you can contact us on:

Phone: 0870 850 4265
Email: shelley.parkin@vpfn.co.uk
Website: www.vpfn.co.uk

CLINICAL PSYCHOLOGY SERVICES

We provide support with:

- **Developing/regaining skills**
- **Anxiety**
- **Depression & self-esteem**
- **Relationships**
- **Physical health & disability**
- **Post-traumatic stress**
- **Anger management**
- **Behavioural difficulties**
- **Carer distress**
- **Grief & loss**
- **Cognitive difficulties**
- **Physical & sexual abuse**
- **Eating disorders**



**Dr Shelley Parkin, BSc (Hons),
 MSc, DClInPsy, CPsychol,
 AFBPsS**

**Practitioner Psychologist with
 the Health & Care Professions
 Council**

**Chartered Clinical Psychologist
 with the British Psychological
 Society**

0870 850 4265
shelley.parkin@vpfn.co.uk
www.vpfn.co.uk

VP Training

As an independent training provider we provide flexible and cost-effective training for your existing staff at your organisation including:

- No force first – passive supports, conflict management, de-escalation
- Therapeutic management of violence and aggression and breakaway
- Moving and handling
- ABI, Autism, learning disability, mental health training
- First aid – emergency, at-work and paediatric

To make a query please contact our office or email vp@vpfn.co.uk

VP Event Fixtures

15th March 2017

Jacqueline Webb Conference
 Macdonald Botley Park Hotel, Nr Southampton

4th May 2017

Headfirst conference – Riding the Rapids
 Central Hall, Westminster London

11th & 12th May 2017

BABICM, CMSUK and VRA together Conference
 East Midlands Conference Centre, Nottingham