



VP Complex Care Newsletter

A cost effective alternative to Nursing or Residential care

VP Complex Care 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!



Supported holidays in the summer sun

By Danielle North



Now that summer 2017 is on the way, and the cold, wet wintery British weather will soon be gone, we get thinking about this year's holidays in the sizzling hot sun.

Whilst some individuals still get the chance to escape to the warmer parts of the world during our wintery seasons, many of us are left dreaming about our future holidays in the sun or even a place away from home.

Many vulnerable members of our community are unable to go on holiday independently and without support would miss out on this opportunity.

VP Complex Care has provided support to many clients with their summer holidays to a variety of locations including: Centre Parcs, Blackpool, Great Yarmouth, Wales, Isle of Wight, Majorca, Tenerife, Spain, Florida and more.

Wherever our clients wish to go we provide them with the support they need to make this wish a reality, from the initial point of planning and organising, right through to packing their cases.

There are many people who are able to live independently in the home and familiar environments, and as a result only need support once a year to go on holiday. VP has successfully supported many clients in this way over the last 10 years.

Where some of us dislike the wintery seasons and get the winter blues, it is the future planning for our holidays that make us feel positive about what is to come. However, for some this comes with the added stress of making all the arrangements. VP are able to help with organising holidays within the UK or abroad and develop risk assessments and support plans to ensure that our client is safe and happy whilst away. We can support with organising sufficient amounts of medication whilst being away and back up plans for accessing medication in an emergency, make suggestions of how to book a holiday and even support to book the holiday itself. The level of support we provide enables our clients to look forward to the positive experiences of going away, making new

friends, engaging with new activities and just feel comfortable and safe to be themselves.

If you are someone or know someone who needs support to go on holiday, even if it is just once a year, and you would like to discuss your/their needs with someone who understands, please call one of our friendly team on 0870 850 4265 who will do what they can to help you get over the winter blues.

VP Training

As an independent training provider we can 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

Frequently asked questions about VP and the care we provide.

By Samantha Harper

When it comes to choosing a care provider, 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. VP consistently achieves 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 and what level of service does this include?

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.

VP provides a range of services that best suits the client's needs. We can be at the forefront of a client's care providing risk assessments, care plans, goals and monitoring. On the opposite end of the scale we can simply provide you with a safety net for a directly

recruited team, acting as an agency for as and when we are needed.

Q. What client needs do you support?

A. We work with a range of client needs including ABI & TBI, Autism, Learning disability, spinal injuries and mental health needs.

Q. How will VP choose the staff that works with my client?

A. The real answer here is; how will your client choose the staff that works with them. Whilst VP will discuss client preferences and screen candidates based on these preferences, the final decision as to who works with your client, comes from the client themselves.

VP screen candidates and conduct competency based interviews.

We then send profiles to the client, case management and family members to review and provide a shortlist of those appropriate for meet and greet.

We arrange a date and time for our support staff to spend time with your client, who then ultimately makes the decision to go ahead or not.

Q. Does VP assign supervisors to oversee the quality of care provided to clients?

A. Yes. Each individual support package is tailored to the needs of our clients and each of our Care Coordinators has the right management skills to proactively supervise our staff. We consistently achieve and maintain excellent standards of care.

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:

"Lovely support from Danielle... Danielle works hard and is always there to listen. Very comfortable talking to her"

"The team offers continued support with genuine interest and concern."

"VP Staff member went down a storm with my client! He spoke very highly of her. She appeared very comfortable patient and proactive."

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



A. Many care organisations can tell you that they do a good job; many can sell you the dream support package. 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 Care Coordinators 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 social work teams and case managers who have used multiple care providers in the past that just can't make it work. Their clients look like they are quickly on their way to admission again and then they call VP. Our caring and client focused support has worked wonders with many clients. Many of whom have now been living in the community for 10 years when all other care providers failed after only 12 months.

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

Phone: 0870 850 4265

Email: community@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

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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