



### Latest Covid Update

Visitors are always welcome in our homes, masks no longer have to be worn. However, we still have to be cautious, so please be mindful and do not visit the home if you have any Covid-19 symptoms and always test before hand if you do show any symptoms. It would be appreciated if you feel unwell that you wear a mask when you visit.



Welcome to our Spring Newsletter in which you will find lots of fabulous news articles and stories about what has been happening in each of the services. As always, there is lots of work happening in the background to ensure that we continuously strive to improve and build upon our successes. The big focus at the moment is around implementing the new Digital Social Care Record system (Nourish). This is progressing very well and we now have all care plan information transferred into the electronic system and staff are inputting daily notes into this instead of using paper based systems. We are adding more and more detail into the system to allow us to then extract more data which we will hopefully be able to use to evidence the achievements of people more effectively and efficiently. As you can imagine, this is quite an undertaking and I would like to thank all of the management and staff teams for their ongoing commitment towards making this work. We anticipate that we will be continuing to develop the system throughout the remainder of this year.

Congratulations to Sandhurst Court for achieving Good in their first CQC inspection. We don't know when CQC might visit the other services but we hope to build upon the current ratings of each of the homes given the improvements made since the last round of inspections.

A big thank you also to Mandi Gallagher and Kath Howitt who stood in for me at the Care Show at the Excel in London recently. They contributed to a panel discussion on behalf of the Outstanding Society discussing activities for people in residential care homes. The differences in how our services approach this area meant that many older people's care home services took away lots of ideas of how they can adopt similar methods to support their residents through enablement and a real focus upon person centred thinking. Mandi and Kath were quite a hit – many thanks!

PLEASE NOTE: Consent has been given for all news items, names and photographs used in this edition of Horizon News

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### Well done to all the team at Sandhurst Court—A superb result

At the end of 2022 Sandhurst Court underwent their first CQC Inspection; the inspection was completed over 3 days by 3 inspectors and an "Expert by Experience", someone who has personal experience of using or caring for someone in the type of service being assessed. The inspection was unannounced and one of the 3 visits was outside of normal working hours. All five areas, is the service safe, effective, caring, responsive and well-led were awarded the rating of "Good" with an overall rating of "Good".



This is a massive achievement and everyone at Sandhurst Court, and those who support them should feel exceptionally proud of what has been attained with this outcome. Well done everyone

Below is a section of the summary report from the CQC

*"People's experience of using this service and what we found We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it. Right Support: People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way. The service was well maintained and met people's sensory and physical needs. There was evidence of partnership working with health professionals to ensure people were supported in the most appropriate way. Staff supported people to pursue their interests and develop meaningful skills. Right Care: Staff had received appropriate training to carry out their roles effectively. The care people received was appropriate to their individual needs. Communication tools were being used to enhance communication between the staff and people. People's choices and preferences were considered, and rooms were personalised. The service was clean and well-maintained. Right Culture: There was a strong person-centred culture within the service and people were encouraged to make decisions around their care. Staff had good knowledge of people and knew how to support them when they were distressed. Staff and relatives were complimentary of the registered manager and the staff were described as approachable. Service users were supported with activities in the community. The service had good links within the local community. For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)"*

**Just in case** If you enjoy reading this edition of our newsletter and would like to find out more please visit our Twitter page or You Tube channel so you can see what is happening in all of the homes. Both can be accessed through our website [www.horizoncareservices.co.uk](http://www.horizoncareservices.co.uk) We are now on Facebook under Horizon Care Services



### Investors in People Review

It has been two years since Horizon was assessed and awarded Gold. Ian Hartley, from IIP, met remotely on 26th January 2023 with Russell Leese, Director, Michael Craven, Operations Manager, and Kath Howitt, Training Coordinator. Following a "light touch" review in 2022 this review provided the opportunity for an in-depth discussion about the many areas of progress made over the last year. At the previous review the effect of the Covid-19 Pandemic and the achievements made which included the opening of a new service and developing the Team Leaders programme had been looked at. During this review the focus points for the last year and achievements were discussed including the development of the Day Centre, the implementation of Nourish and digital care planning and monitoring, the training programme progression, and the Christmas party. Focus points for 2023 were discussed and agreed with a view to achieve the Platinum Level Award at the full three year review in 2024.

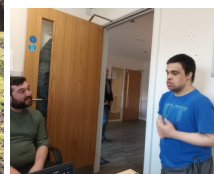
This review is seen as being very positive, and everyone should feel very proud of all that is being achieved within Horizon with the ultimate goal of achieving the best outcomes for the People Supported.



During February Becksidge Lodge had a visit from "Abels minis" a mobile petting service that takes their small animals to your venue, "We bring the farm to you". Everyone had a good time even though some people looked terrified!



Roxburgh Lodge have been encouraging their People Supported to achieve personal goals. Thomas Mason was accompanied to the local park without the use of the bus, it was a great success; he walked nicely with 2 staff crossing three roads, had a run in the park, and walked back with a stick he picked up.



Zaid Hussain, whilst doing his daily attempt to go to the foyer got very adventurous and joined Richard and Ryan in the office. Since then he has progressed even further by going out on the minibus.



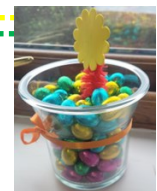
Both actions are amazing achievements for those involved and the team at Roxburgh Lodge are very proud of them.



And she said yes! Love was in the air at Fixby Lodge when Dominic asked Chloe for a ceremony of commitment on Valentines Day. It was a beautiful moment and everyone sends their best wishes and congratulations, the staff will be busy planning the event for the special couple.

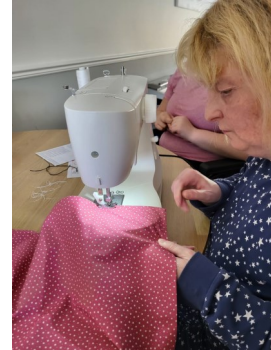
Heather, Registered Manager at Langley Lodge, set an Easter Challenge for all Horizon Staff and People Supported.

**"WE HAVE AN EGG PLANT IN THE OFFICE BUT I CANNOT EAT THEM ALL AS I WILL NEED MORE EGGERCISE!! TO WIN ALL THE EGGS PLEASE TELL ME HOW MANY ARE IN THE JAR!! GO ON TAKE A WHISK!"** The winner was Mandi Gallagher with her guess of 92, there were 97 in the jar, everyone joined in with guesses and egg related comments.





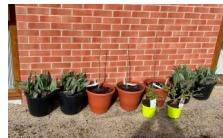
Crafty Stars have been busy, Naomi delivered the sign that had been completed for Sandhurst Court which Zoe gratefully received. Becksidge Lodge purchased a new sewing machine for Kathryn to use; she was helped by Trish from Windsor Court to produce some amazing clothes protectors and as we can see Kathryn is very proud of her achievements, just look at the concentration whilst she is sewing!



Roxburgh Lodge celebrated Mother's Day with the People Supported and guests, everyone involved had a lovely afternoon being treated to tea and gifts.

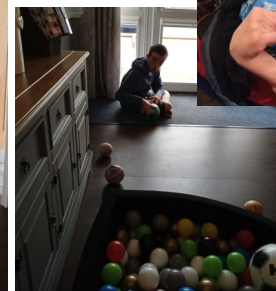


At Windsor Court, David the Driver/Maintenance person and the People Supported have been busy preparing for the spring and summer with growing their own fruit, vegetables and flowers. They have 30 different types of fruit bushes so people supported can pick their own fruit and make some smoothies or add it to their breakfast, as well as a cherry, plum, apple and pear tree; Garlic, onion and potatoes are already planted and they want to start growing more vegetables such as beans, beetroot, carrots, broccoli, sprouts and cauliflower in raised beds which People Supported can access. Plants are also being prepared for the hanging baskets ready to sell in a few weeks. The April sunshine prompted David that it was time to plant the runner beans



**It has been busy at Fixby Lodge**

Emma enjoyed herself playing Pool at the Day Service, Anthony was very helpful making coffee for himself and others, Paul, Dom and Chloe enjoyed themselves in the sun on a day out in Liverpool and during the Easter weekend the People Supported had fun collecting easter eggs on the easter egg hunt. Andy spent time interacting with staff by playing with the ball pool which is a massive thing for Andy as he doesn't interact very often, and finally, Chloe and Dom enjoyed themselves on a night out in Huddersfield.

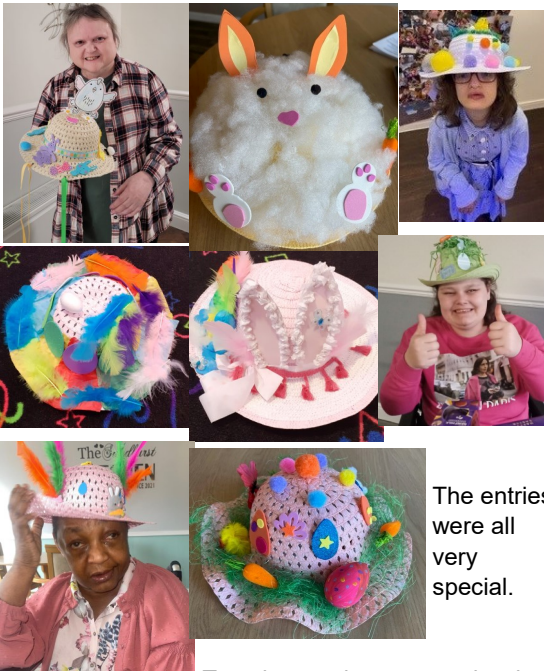


The Day Service has been keeping the People Supported who attend busy making their own "Pitta Pizzas" for lunch which they really enjoyed and baking. Leona has also been encouraging People Supported to paint leaves for the centre's Tree of Kindness; this will be displayed in the Crafts Room and show the People Supported acts of kindness towards others, especially from different services when mixing during their visit.



### Horizon Easter Bonnet Competition

Several of the services encouraged the People Supported to decorate and make an Easter bonnet to enter into the competition.



The entries were all very special.

To select a winner was a hard task but Ulinda from Sandhurst Court was chosen for the bonnet and the sassy way she wore it! Entry Bonnet 6 from Windsor Court came runner up.

Hampton House had some new arrivals over Easter when the eggs they were incubating hatched into their own special Easter chicks.



The team at Hampton House arranged for an entertainer to attend the service for a Yvonne's birthday party, this was enjoyed by staff and People Supported alike with lots of smiles and dancing.



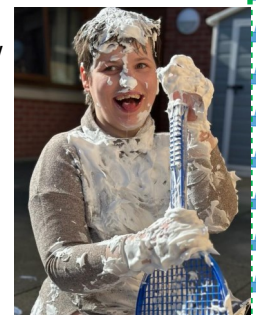
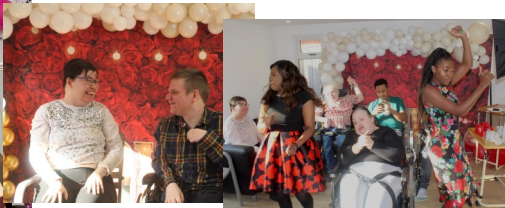
It was spring at Cranmer Court when they had a visit from some baby lambs. Colin thoroughly enjoyed the experience especially as he was able to feed one of the them.



Akvile had a great time out in the sun with a messy play activity, just look at her happy smiling face.



Cranmer Court also celebrated Jeanette's 60th birthday and held a party in their new summer house with singing and dancing.



Telegraph & Argus



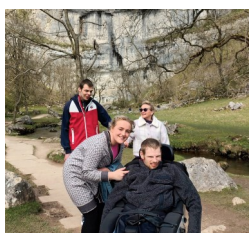
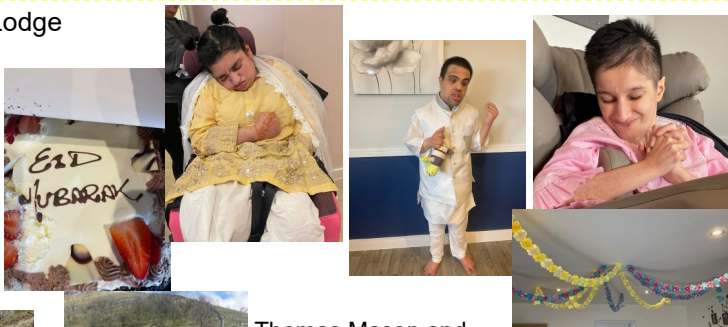
**BECKSIDE LODGE**  
 199 Cooper Lane, Bradford, BD6 3NU  
 Rating: 5  
 Hygienic Food Handling: Very Good  
 Cleanliness and condition of facilities and building: Very Good  
 Management of food safety: Very Good  
 Previous rating: 5, in December 2018



Beckside Lodge were in the local newspaper again at the end of January when their food hygiene rating, was reported on, well done to Michelle and all the team for this high achievement.

**Eid at Roxburgh Lodge**

The team and People Supported celebrated Eid with a special cake, decorated the home; Izra, Fozia and Zaid dressed for the occasion



Thomas Mason and Paul Collier along with staff from Roxburgh Lodge experienced a day out at Malham Cove in North Yorkshire. Not sure it was quite the weather for shorts although Richard obviously had other ideas!

Ferndale Lodge have been encouraging David and Aaron to be helpful and fulfil their "Champion" roles as receptionist and delivery man, both look very professional and organised. Thomas Carter celebrated National Carrot Day by holding a hunt the carrot and other games



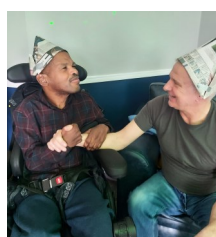
The team at Ferndale also organised a Valentines Dinner for everyone to enjoy and have created a "Tree of Kindness" for recording acts of kindness between everyone.



Sandhurst Court were all busy rabbits over Easter. The Easter Bunny came in secret and delivered eggs to all staff and People Supported. The team also held a competition where they used egg boxes & eggs to design something that was special to the individual Person Supported, People Supported were encouraged to join in and they were all "eggstraspecial." The 1<sup>st</sup> prize winner was Reece, well done to Reece and everyone who joined in the activity. We had plenty of Easter games, including Pin the Tail on the Rabbit, Easter Bingo and Easter crafts. Everyone consumed a "Chicky" amount of chocolate from families and the home.



In order to celebrate the recent excellent achievement of a CQC rating of 'GOOD' the team at Sandhurst Court held a party at the home, this was filled with bucks fizz, music, dancing and laughter. Thankyou to all of those that were able to attend and celebrate with everyone.



We look forward to making many more positive changes in the future.



In April myself and Fixby Lodge Manager Mandi, travelled to London to take part in panel discussions at the Residential and Home Care Show at the Excel Centre. We took residence in the learning lounge along with members of the Outstanding Society to discuss our approach to activities. It was a great opportunity to meet lots of new faces from across the sector and hear what methods other providers take. We had a full (actually overflowing) audience which was fabulous, who were keen to hear about how we approach person centred activity planning from an LD perspective. It was lovely to be able to showcase what we do to a wider audience and many were surprised to hear that we do not employ assigned activity coordinators in our homes. Instead our amazing support staff who know our people so well, are able to identify those activities that are meaningful and that the people we support actually want to participate and be involved in. We outlined how our person centred approaches are instilled through our values as well as our formal and informal training which many other providers do not. Mandi and I were both proud to represent Horizon and talk about all the fabulous things our staff do. So a huge thank you to you all, it's down to your continued hard work that we were able to brag about what we do so very well to such a large audience. **Kath Howitt, Learning and Development Manager**



**Horizon Healthcare Homes Ltd and The “Outstanding Society”** The article below, sharing his experience with Horizon Healthcare Homes Ltd and the care sector, was written by Andrew Womack, a proud parent of a one of our people supported and an employee,

*“As I sit down pen and paper to hand, I find myself smiling as my brain computes my experiences so far: if I was in a public place, I’m sure people would be thinking ‘what’s up with him’, just like they would if I was upset! Little would they know, or even guess where I worked, and how much gratitude you receive for the little things that would mean very little to others. If you would have asked me two years ago that I would be working in the care sector, I would have laughed; but here I am working for [Horizon Healthcare Homes Ltd](#), wishing I would have done this years ago.*

*I discovered Horizon Healthcare Homes when my stepson became a resident in one of the company’s homes. The journey for him, me and his mum was made so much easier by the initial support from the management team, covering all our areas of concern and facilitating a smooth transition. Overall, it has been the best decision that we have made on his behalf and we are 100% confident that if he could have made decision himself, he would have done the same, though probably much sooner.*

*I have worked in the finance sector for many years and have managed client’s financial affairs, which is a seemingly important role that has a relatively high status. I now work in the social care sector, amongst some of the most wonderful people, who make a huge difference to residents day to day lives by bringing joy, fun, and assisting them to get the best out of life, with no restrictions and the overwhelmingly positive attitude that anything is possible. I am now experiencing how the homes work from ‘behind the scenes’ and I am witnessing the dedication, love and support that staff give to all of the residents, which has confirmed my desire to be a part of something meaningful and more rewarding than my previous career. I am certain that this is more rewarding than many other high profile careers that I might have chosen.*

*After my second attempted application, here I find myself, working for Horizon Healthcare Homes; with the rather unique perspective as a parent and now as a member of staff. I feel I contribute just a small part within the different teams in the organisation, and it is such a pleasure working with dedicated staff whilst I am still getting to know all of the residents. Every day I leave with a big smile and a treasured memory. I am keen for the next day to arrive for another dose of the same. From the senior management team through to all of the different roles in the organisation everyone has been approachable and supportive, which has made my journey so very easy and very welcoming, just like my stepson’s own journey. My observations of the care sector workforce is that it is predominately female, leaving me thinking there are a lot of men out there are missing a trick! My friends are most surprised at my change in career, and almost invariably say: ‘I couldn’t do what you do’. This leads me to challenge them and ask: ‘why not’? Often, they cannot answer, but all are keen to know more when I start to describe what I do, in the same manner as I am trying to describe to you. People who know me well have seen a big change in me; I am much more relaxed and I would say more fun to be around. This can be only put down to working in an environment that is truly fulfilling and rewarding.*

*My conclusion as to why males are so underrepresented in this industry is not of fear, but about understanding. Men appear to have impression that it’s not a typical role for males, so by educating them about a role in social care, will hopefully one day change this perception. I hope that by writing a little about my experiences as a parent and now as an employee will contribute to more males (and other underrepresented groups of people) being attracted to this sector. Men and women, young and old, regardless of colour or faith, or sexual identity, all have something to offer, and the sector has a great deal to offer them!*

