

VP Forensic Newsletter

A cost effective and quality focused agency

“Here is a powerful yet simple rule. Always give people more than they expect to get.”

- Nelson Boswell

Our new CQC report

In May last year we welcomed the CQC to our office and we are proud of the report that was developed. You can access the full report through our website homepage.

| | | |
|-----------------|------------|--------|
| Overall Good | Safe | Good ● |
| | Effective | Good ● |
| | Caring | Good ● |
| | Responsive | Good ● |
| | Well-led | Good ● |

Read overall summary

Sharing feedback from our clients

Here at VP we proactively seek feedback from our clients, their families and the MDT, here is what people are saying about our teams.

“VP Staff have proved invaluable within our team and together work exceptionally well.”

“Your support in helping us through this difficult time has made things much easier for the team here”

“I also wanted to say how impressed I was with the staff, they were extremely thoughtful, reflective and engaged.”

Thanking our team!!

We have continued to recognise the hard work and the efforts of some of our most dedicated staff.

Ruvimbo Muzuva, Bakary Badjie, Clive Young, Emmanuel Asabre and Mark Jordon have all received a gift of their choice as a thank you.

Congratulations!!!

If you would like to provide feedback about any of our team you can email samantha.harper@vpfn.co.uk who will always ensure that we are acting on the feedback we have. Alternatively, you can call us on 08708504265.

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

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We are dignity Champions



Meet the Meerkats Take 2.

For the second year, Our Director, Phil Walters, has helped to promote client inclusion in activities and encouraged them something new. This meant that three of our previous meerkat guests returned to our office, and the brought some new friends with them to spend time with our clients and their support workers.

This time our clients and their support workers were treated to a falconry experience along with the meerkats.



For people with a mental health illness, learning disability or an acquired brain injury, new experiences can be difficult to undertake. Without a safe environment to be in and their required support network, new experiences can be unenjoyable and intimidating.

As the meerkats arrived along with their winged friends, the excitement of our clients was evident and a joy to see. As the day progressed, we saw our clients openly talk to people even those that they had never spoken to before and began making connections with those around them.

For a second year in a row our Director, lead the way for inclusive practice.



What makes a good nursing agency: what to look out for?

By Dr Shelley Parkin

As with all organisations, there are differences between a good healthcare agency and a poor healthcare agency. It is important to know that you are working with a reputable and ethical company.

Characteristics of a professional and ethical agency:

- Registration with the Care Quality Commission (CQC) & receipt of good reports
- Good working conditions for employee's e.g. competitive rates of pay, travel pay etc.
- Requirement for references, enhanced CRB, proof of qualifications etc.
- Comprehensive policies & procedures
- Comprehensive staff training programme
- Provision of supervision & appraisals for staff
- Long & established record within the industry: denotes experience & success
- Recommendations: from staff; client testimonials (services & service users)

There are other ways of evaluating the quality of a company

Is there an experienced & multi-disciplinary team at the core of the company?

Are they professional?

Read the literature and website, do you like what you read?

Speak to them/email them: are they polite, courteous & helpful?

Is support provided to staff that will be working with you?

Does the company listen to you about the staff you like and fit in well with your organisation?

If you would like to work with an agency who are committed to working with vulnerable people, please call us on 0870 850 4265.

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
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Tel: 0870 850 4265
Website: www.vpfn.co.uk
Email community@vpfn.co.uk

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

The importance of making sure support staff have the right training

By Danielle North

Recently in the news we can see that staff working in the health and social care sector, particularly those supporting others with mental health issues are now more at risk of harm than ever before.

The BBC reported that assaults on mental health staff are up 25% over the last 4 years, with England accounting for more than a third of reported assaults. 42,000 attacks were reported by mental health staff in 2016-17 with incidents ranging from minor to fatal. It must be said that although these figures are high, they are undoubtedly even higher as unfortunately there still seems to be incidents / assaults that are not reported in the way they should be.

An investigation by 5 Live: Attacks of Mental Health Staff reported in the Struggling to Cope report, that a third of mental health staff blame staff shortages and the placement of untrained staff. It appears it is still common practice for some organisations to put staff on shift because it makes up the 'numbers' and use agencies that do not ensure the right training and checks are carried out on the competency of their staff. Without the vital training many struggle without the knowledge and skills they need to keep themselves safe and de-escalate risky situations. Ultimately, the quality of care provided by these staff falls below standards and it is the patients they support that must pay the price.

Here at VP, no staff are permitted to work with any client / patient in any secure environment / high risk environments, where risks of challenging behaviours are present, without having carried out all mandatory, Therapeutic Management of Violence and Aggression (MVA) or Management of Actual or Potential Aggression (MAPA) training.

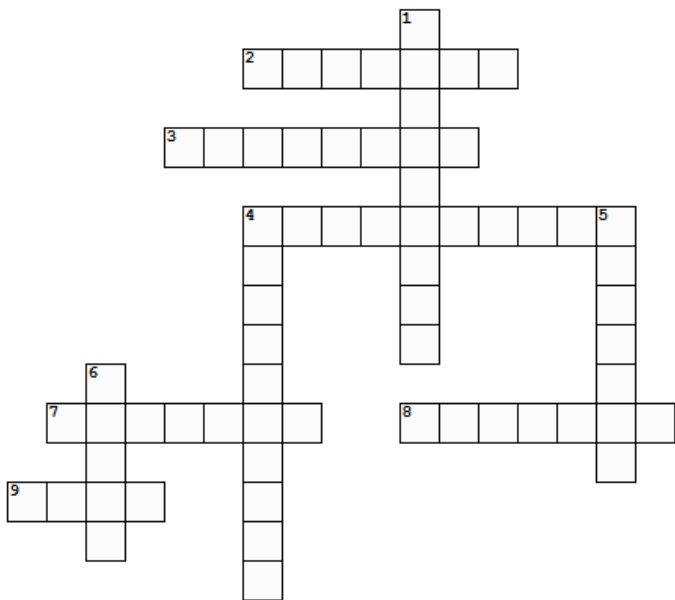
We also provide our staff with specific training to meet the needs of our clients including, Brain Injury, Learning Disability, and Autism and we are not stopping there, during 2019 we are now building in Positive Behavioural Support into our training program.

We care about the service we offer to our clients and ensuring that the support staff we provide have the training required to meet the needs of the patients they support and seamlessly fit into the teams on the wards. Many think that because we are an agency we will send any staff member to cover shifts to increase the numbers, but it is absolutely the opposite. As an agency the safety of our staff is as high a priority as the safety of our clients. We take into consideration what our staff need to keep themselves safe and importantly, keep the patients safe.

If you would like to work alongside an agency that genuinely cares about the quality of our staff and would like talk to us about your staffing needs, please call 08708504265. Alternatively you can email us on vp@vpfn.co.uk

All about the Complex Care!!!!

Complete the crossword below



Across

2. What is our Director's surname?
3. Dr Shelley Parkin is our _____ Psychologist?
4. Which city is our central office based in?
7. What does the V stand for in VP?
8. Which of the lobes of the Brain is known as the Brain's Executive?
9. What rating did the CQC award VP in 2018?

Down

1. Fill in the blank Positive _____ Support?
4. Where can VP provide support packages?
5. What furry friends visited our clients at our offices last year?
6. What is the Name of our MAPA trainer? (clue - pop on our meet the team page of our website)

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