

Sahara Care News

Summer 2024

A Bumper Summer!



Sahara Care
Pathways to Positive Outcomes

Welcome

Welcome to Sahara Care's Summer newsletter, bringing you updates on recent events, activities and developments from our assisted and supported living services in east London.

A note from Alan Betts, Director and Nominated Individual

Welcome to the Summer Edition of the Sahara Newsletter.

We extend a warm welcome to the Summer edition of the Sahara Newsletter. Firstly, we would like to express our gratitude to everyone who has shared their suggestions on what they would like to see covered in our publications. We have incorporated some of these ideas in this edition and are diligently working to include more in our Autumn edition.

It is our pleasure to formally welcome Mel Purcell to our operational management team as the Registered Manager at Sahara Parkside. Mel brings a wealth of knowledge and experience in managing services for individuals with learning disabilities and complex needs, along with innovative ideas for the future of the Parkside service. We are confident you will all extend a warm welcome to Mel as you meet her around the organisation.

In recent months, we have seen a notable increase in the provision of regular respite support across all our services. While we have always supported local authorities by offering respite for family members, both routinely and in emergencies, this service is becoming a robust part of our ongoing support. Families and commissioners alike have praised our respite services for their personalised approach and excellent value. Well done to everyone involved for this achievement.

We would also like to congratulate Admire Quist, Team Leader at Sahara House, and Karen Lappin, our Executive Assistant, for winning the Employee of the Quarter award. Both Admire and Karen have demonstrated exceptional dedication to their roles and to Sahara Care, going above and beyond their duties to support, develop, and enhance our services. Admire was particularly recognised for her support to the staff team at Sahara House, while Karen was acknowledged for her relentless efforts in supporting the organisation with compliance action plans, recruitment, and supplier engagement. Well done to both of them.

Lastly, we wish you all a pleasant summer. For those taking a well-deserved break, we hope you have an enjoyable time with family and friends. For those unable to take time away, we hope you can enjoy some pleasant weather during any downtime you have.



Sahara Lodge and Gardens Summer Fete

Residents, staff, family and friends enjoy a wonderful afternoon raising money for charity

Sahara Lodge & Gardens are known for throwing a great party and their recent Summer Garden Fete was no exception.

Staff and residents were thrilled to see so many family and friends of past and present residents. The fete gave the opportunity for our whole community to come together and to share memories and recount stories of loved ones who are no longer with us. It really was a special afternoon.



Our residents at Sahara Lodge and Gardens are heavily involved in the local community garden in Forest Gate and also enjoy planting and helping to look after the gardens at the service. They helped the staff to prepare the gardens for the fete and did a wonderful job all round! The gardens looked lovely and staff prepared some delicious food from the BBQ.

We would like to thank all the staff with a special mention for Nijo and Priyanka for manning the BBQ on such a hot day!

Everyone enjoyed some delicious food and we dusted off the karaoke machine with residents, family and staff eager to show off their singing skills and in some cases the fun was extended to dancing moves to go along with the tunes!

Sahara Lodge and Gardens decided to hold a raffle on the day to raise much needed funds for the NSPCC. This was a great success with some fabulous prizes being won by many residents, staff and family and over £160 raised for the charity, including a donation made by Sharon Kaur, our Managing Director. Thank you to all for the support given to this worthy charity.

Sahara Lodge & Gardens would like to thank everybody for coming together and making this such a wonderful and memorable day.



Sahara Lodge and Gardens – South coast trip

Residents from SLG enjoyed a well-deserved break to Eastbourne

At Sahara Care, our approach is to encourage and support our service users to take control of their lives and the decisions that shape it. Gaining, maintaining and developing life skills underpin the journey towards greater independence. Travel and experiencing new environments and places is a key foundation towards this goal.

Following this principle, some of our residents from Sahara Lodge and Gardens chose to travel as a group and enjoyed an early Summer trip to Eastbourne.



All the group rose early and navigated public transport to make it to their destination. They then spent a hugely enjoyable time in Eastbourne on the beautiful south coast. Day trips to Brighton were included as well as lunches out and a visit to a local market.



There really is no better place than the seaside to relax and recharge!

Spotlight on John

John is a cherished service user in our Sahara House service in Gants Hill

John initially came to Sahara House over eight years ago for a respite stay and events developed so that he has remained in our care since that point.

Manager, Sophie gives us a little background to John and how the team work closely with his family and external agencies to support John to live his best life.

"At Sahara House, we take pride in supporting our clients to make their own choices. John has dysphagia, which means that he has difficulty swallowing and therefore is at high risk of potential choking. He has been advised on several occasions by his speech and language team that he should have a PEG feed. A PEG feeding tube allows you to receive nutrition through your stomach when you have difficulty swallowing or cannot get all the nutrition that you need by mouth. This is not a solution that John feels comfortable with and he has not given his consent despite hospital admissions and being unwell at times.

At Sahara House, we have taken on board John's wishes and his choice not to have the procedure and have worked in partnership with this GP to complete an advanced care plan detailing agreed actions that support this decision and assist in supporting his health. John has agreed to this advanced care plan and has thanked staff at Sahara House for supporting the decisions and choices that he has made.

John enjoys being a valued member of the Sahara House family and is grateful that he can make his own choices about his daily life. This empowers John to have the best quality of life possible."

John's family recently submitted the following review of our Sahara House service:

'Our brother has been a resident of the Sahara House care home for eight years now. Initially coming here for a respite stay, John has remained in their care since that time and is happy and settled in his home with his extended family. The management, care givers and all the support staff have been amazing and continue to support John in everything he does and in everything he wants to do. We cannot praise their dedication enough and thank the team for all the care and attention they give to John. They are all truly angels.'



Sahara Care invests in care management software

Over 12 months ago, Sahara Care took the decision to invest in a software care management system that would ultimately transform the way that we log and record the care that we give to our service users. This system enables our staff to create records for our service users on the go and hence our administration processes are more efficient, allowing staff more time supporting our service users directly.

We were recently asked to participate in a case study of our experiences in using the tool and Sophie, Manager Sahara House talked to Flaka of the Log My Care Customer Success team. The following provides an excerpt of the conversation giving the background to our decision to select Log My Care as our partner and some of the key benefits that Log My Care has brought to our business. The full Case Study will be published shortly on the Log My Care website.

Sahara Care Case Study Overview

Background and Objectives:

Over the past year, Sahara Care has utilised Log My Care to streamline operations and enhance the quality of care provided. Our primary objectives were to improve record-keeping efficiency, reduce administrative burdens, and provide better oversight of care delivery.

Key Benefits Experienced:

- **Improved Efficiency:**
The platform has significantly reduced the time spent on administrative tasks, allowing staff to focus more on direct care. The digital records have streamlined workflows and made it easier to access and update information in real-time.
- **Enhanced Compliance:**
Log My Care has helped ensure compliance with regulatory standards through comprehensive documentation, which has been crucial for the team.
- **Data-Driven Decisions:**
Access to accurate data and reports has enabled the management team to make informed decisions, optimise care plans, and track the progress of the Service Users.

Customer Feedback:

The Sahara Care team has highlighted the intuitive nature of the platform, which made the transition smooth and allowed for quick adoption. The support and training provided by the Log My Care team has also been appreciated, helping to address any initial concerns and ensure effective use of the system.

Conclusion

The case study underscores the positive impact Log My Care has had on Sahara Care. Log My Care are delighted to hear that our platform has contributed to improving your operations and the quality of care delivered. We look forward to continuing our partnership and supporting your ongoing success.

Special interests

Leigh of our Sahara Care Parkside service is excited to tell us about his military collections

Leigh has enjoyed over two years at our Parkside service and over that time he has delighted in sharing with staff his passion and interests in all things military.

Our Parkside Deputy Manager, Anne has taken time to talk to Leigh about the background to his special interests and documents Leigh's story.

Leigh was born and grew up in Bishop's Stortford as an only child. Leigh's dad was conscripted to complete his two years of military service and from that time both of Leigh's parents developed an interest in American military jeeps. The family purchased a Willy's jeep that were made famous during WWII and they attended rallies around the country where they dressed up in American military clothes and entered competitions. Leigh's Mum and Dad went onto win some of the rallies they attended.



These experiences ignited a passion for military memorabilia in the young Leigh. Over the years, Leigh has gone to collect a variety of items that he proudly displays in his apartment at Sahara Parkside.

Another benefit to attending the rallies with his Mum and Dad was that Leigh was given the opportunity to work on the fairground organs, feeding music into the organ. Leigh volunteered at the St Albans Organ Museum feeding the music books into the organs and continues this interest in organs to this day.

Leigh proudly displays a tartan blanket that he has hand sown all his military badges that he has collected over the years onto. It is quite a display!

A warm welcome to Sahara Parkside

Mel Purcell joins the Sahara Care senior management team as Service Manager, Parkside

My name is Mel Purcell and I have recently joined Sahara Care as Service Manager, Parkside. I have nearly 30 years of experience in health and social care, specializing in services for individuals with learning disabilities.

Reflecting on the past 3 months since joining Sahara Care, I am so pleased to be working and leading such a dedicated team and am really enjoying getting to know and interact with the service users.

I have always been a strong advocate for person-centred care, inclusive communication, and positive behaviour support and the values that I have found at Sahara Care are aligned perfectly with my ethos.

I lead an active lifestyle outside of work, with a focus on fitness and spending quality time with family and friends. This includes balancing a busy personal life with a teenage son, who has a keen interest in football and a lively cocker spaniel, who like to walk for miles and miles!



Education, education, education

We are proud to announce some great achievements and results from the team

Anna has been a resident at our Parkside service for a number of years and has continued her studies during that time. Our team have worked closely to support Anna in developing and continuing her education and to encourage her to build on her skillset. As part of her personal development, Anna spent a week completing work experience at her College, supporting the teachers and assisting in the café. This experience has only added to Anna's independence and lifeskills and we are all proud of her achievements.



Our Finance team continue to produce results all round with Mirian, our Finance Assistant recently passing her AAT L2 exams. Mirian worked extremely hard combining her duties for Sahara Care with her studies. She is pictured here with our Chairman, Terence Brown, who was delighted to present some gifts to celebrate Mirian's achievement.

Employee of the Quarter

We share news of employee rewards and recognition

Admire, Team Leader at our Sahara House service provides an exemplary support system to the management team. She has volunteered for additional responsibility and duties, including being the central co-ordinator for family queries.

Admire is a key member of our people management team, striving at all times to keep a strong working bond between our team members. She is also part of the management team that meets regularly with our staff to discuss and implement actions to continually improve the service.

Admire has demonstrated that she is calm, collected and professional when dealing with emergency situations and has provided invaluable support to our service users, their families and our staff during such times. We would like to thank Admire for her complete dedication to her role.



Admire receiving her certificate from Paul Ryan, Operations Manager.



Chairman, Terence Brown is pictured here presenting our second recognition reward for this quarter. Alongside her duties supporting our Managing Director, Karen has helped Sahara Care in producing compliance action plans, recruitment activities and liaising with suppliers. She demonstrates a common trait among our employees of being able to roll up her sleeves to get the job done.

Charity

Sahara Care supports Ambition, Aspire, Achieve at their annual fundraising gala

Ambition, Aspire, Achieve is a local charity that we hold dear and support on an on-going basis. Our Chairman, Terence Brown is one of the Patrons of the charity, who do great work to support the most disadvantaged young people in the Newham area. In late Spring, we attended the 7th annual benefit evening at the Brick Lane Music Hall. Vincent Hayes MBE and the cast put on a tremendous show and the charity raised over £17,000 on the evening. An incredible achievement by all involved with all funds going to further the work ensuring that many vulnerable children will benefit from a whole range of opportunities and experiences.

Terence and our Managing Director, Sharon Kaur had the pleasure of presenting a donation to Jonny Boux, Chief Executive of AAA and Christine Bowden, Chair of the Board of Trustees.



Pictured (L-R): Sharon Kaur, Christine Bowden, Terence Brown, Jonny Boux

Special birthdays

We have been delighted to share in some birthday celebrations over the past months. We never miss an opportunity for cake!



Robert enjoyed a chocolate cake to celebrate turning 65!



Janette, Service Manager at Sahara Lodge & Gardens had a special lunch to celebrate her milestone birthday.



What a special day we had celebrating Derek turning 70!



Eileen received some super gifts from family and friends to mark her 75th birthday!

Some of our favourite activities from the past few months!

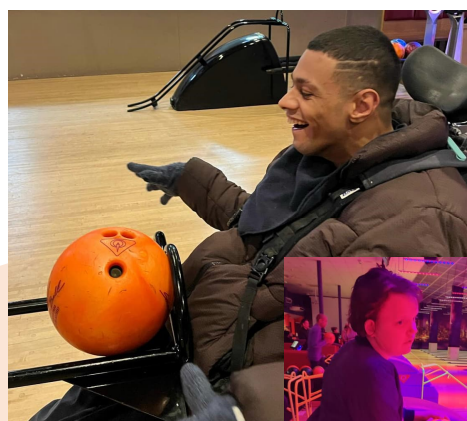
At Sahara Care, we believe in encouraging and supporting our residents to live their best lives.

Line dancing!



Horse riding!

Bowling!



Karaoke!

Sahara Care, 101-113 Longbridge Road, Barking, Essex, IG11 8TA

T: 0208 507 5802

E: info@saharacare.com

W: www.saharacare.com

 [saharacare_official](https://www.instagram.com/saharacare_official)

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