

April 2022

 With head  
& heart

# Ark<sup>®</sup> Newsletter



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Ark<sup>®</sup> People Housing Care

[arkha.org.uk](http://arkha.org.uk)

# Welcome



Bobby Duffy

Welcome to the spring edition of the Ark Newsletter.

I hope you are well and continue to be satisfied with the services we provide to you.

In previous editions of the newsletter, I told you about the **Programme for Improvement 2021/22**, our programme for delivering the quality improvements we have identified across Ark

We have again made steady progress delivering the improvements detailed in our business plan, particularly the recruitment of our employees. We have identified the key issues employees told us is important to them in their employment experience with Ark and we will work to put measures in place that ensures Ark remains a good place to work.

I would like to focus on our people in Ark, their commitment and resilience over the last two years in striving to deliver excellent customer service has remained a key priority for Ark.

I first want to thank our people for everything they have done, their efforts have been tremendous during what had been a very challenging period and we must recognise their commitment and determination to continue to provide excellent services.

For anyone in employment, the pandemic has thrown up many challenges as they have had to adjust to significant and immediate changes to working practices and had to balance that between following Government rules, particularly around self-isolation and worrying about the impact of Covid-19 on themselves and their families; this is a lot of pressure for anyone to contend with and our people that work for Ark are no different, this too has been their experience of working throughout the pandemic.



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## Our Tenants & Supported People

I have no doubt that you experienced some disruption to the services we provide to you at the beginning of the pandemic, as we moved to providing critical services only.

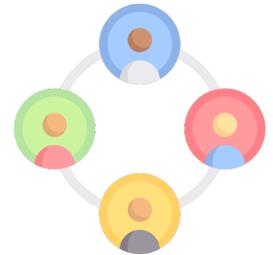
The rollercoaster of the pandemic throughout 2021 and the increase in restrictions meant that our people had to continually change or delay some services.



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One of the main themes is that employees have re-evaluated what is important to them in their employment and many have made decisions to move employer to ensure their changed employment expectations can be met. What employees now want more than before is flexibility and work life balance.

The pre Covid-19 time spent travelling to and from a work place is now seen as unnecessary and not a good use of time. Some colleagues have made decisions to move jobs and we have brought in new colleagues to take on their roles.



## So what does that mean for our customers?

I would like to think the disruption to your service has been kept to a minimum. Delivering excellent customer service remains a key priority and if we are not meeting your expectations, please tell us about it. Despite the many challenges they have faced throughout this pandemic from both a work and a personal perspective, our teams have worked very hard to ensure good quality customer services continued to be provided and it is right that we recognise that.



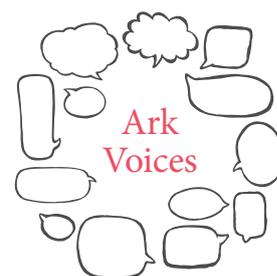
I would like to thank all Ark customers for your patience and understanding for the changes we have had to make to your services at times, over this very challenging period; to ask you to join me in saying a massive thank you to every single employee in Ark for their huge efforts and commitment and for doing their very best during this period and to reassure you we are working very hard to ensure we can recruit and retain excellent people in Ark, that will deliver the high quality services to you, our customers.

**Bobby**

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# Voices Group

An open forum for everyone who gets support from Ark.



**When:** Thursday the 14<sup>th</sup> of April

**Time:** 11 am to 12 pm

**Where:** on Zoom – use your laptop, tablet or mobile phone!



We last met in the Priory in October to talk about **The National Care Service**.

Due to Covid-19 restrictions we haven't had any more meetings since then in the Priory.

We hope that after April, the Priory meetings may start up again, we will keep everyone updated about this.

In the meantime Voices meetings continue to be virtually on Zoom. We took part in **Global Movie Day** in February where everyone came along to talk about their favourite movies, actors and actresses. In April we have a member from the **Highland folk museum** hosting an interactive workshop where people can learn about some Scottish history.

There are many other workshops that will be happening on zoom over the next few months from Scottish Museums. From Egyptians to Aviation and Highland life to Days gone by, there is something for everyone to enjoy.

# Speak Out Groups

News from our local groups.



## New Speakout Workers

We have welcomed 4 new speakout workers in the last 3 months.



**Helen** is from **Forfar** and she has been with Ark for 6 months. She has taken over the role while Alannah is on maternity leave. In her spare time she enjoys **spending time with her kids** and **8 pet rats**.



**Chris** is from **Hoseasons** and he has been with Ark for 7 years. He has also worked at **Broomhouse** service. He enjoys spending time with his son, pet cat, building and gaming on computers, listening to rock and metal music, watching documentaries. He has a keen interest in space and aviation.



**Angela & Katrina** are from **Lochgelly**. **Angela** has been with Ark for 11 years, she loves going on holiday, listening to rock music, spending time with her grandkids, watching movies and around the west coast of Scotland. **Katrina** has been with Ark for 5 months. She has 2 children and 4 grandchildren. She loves cooking, baking, sunny holidays and relaxing with her kindle reading crime stories.



# Welcome!

# Blairgowrie



Support Worker Annmarie joined in with being festive with Caroline on Christmas Day, she came to work dressed up as Santa.



Caroline and Karen went on a day trip to Livingston shopping centre over the Christmas period.

They went on the bus trip from Blairgowrie to Livingston with Fishers tours.



## A Very Special Announcement



Dougie & Charlie would like to announce their happy news that they are engaged!

They got engaged in December 2021 and have set a date for their wedding.

Dougie & Charlie are both supported by Ark and when they met each other they sparked up a friendship which blossomed into romance.

It is lovely to see you both so happy and we all wish you well. Congratulations to you both!



# Galashiels



Layla  
Speak Out Worker



Snap to Chat photography and walking group have been busy exploring the Scottish Borders in search for great images to feature in their 2023 Calendar.

The group have managed to catch some really beautiful photography and all will be revealed towards the end of the year when the calendar is on sale. The money raised from the sales is going to be donated to the “Cash for Kids” charity, a charity close to the supported peoples hearts.

The group have visited Cove Harbour at Cockburns Path, Leaderfoot viaduct at Earlston, Smailholm Tower, Scott’s view, Abbotsford Abbey and Temple of the Muses.

Layla says “There is so much more to see right here on our doorstep, we can’t wait to venture out together and display all of our photos of the changing seasons.”



Galashiels, Hawick and Peebles managed to all get together before Christmas to have a party.

It was great they managed to do this as the Covid-19 restrictions changed not long after the party.



It is nice to see that supported people and their support workers managed to have some fun.



There was karaoke, bingo, a raffle and lots of yummy food for everyone.

Money that was raised was donated to “Cash for Kids”.



# Stornoway



Laura  
Speak Out Worker



## Poem for my Support Workers

By Cheryl McCormick

I wake up in the morning till the day I see you's, I looking forward to the day , which makes me happy to see you's.

I always say to myself, how much you's mean to me, I always smile and make my days count when I am with you's which means alot to me.

You's make me happy, you's make me smile, you's take care of me, that I havent felt that for along while.

You know the plans thats best to help me, you know the future thats wonderful to me.

But most of all, I love you's and you's are the best thats happened to me.



Rozanne and support worker Laura enjoy making cakes together.

This is their latest cake they baked, it looks delicious!

Well done!



# Arbroath

Well done to Sarah who 'Braved the Shave' to help raise money for Macmillan Cancer Support.



Sarah decided to do 'brave the shave' in honour of everyone that's either lost their life to cancer or are currently battling it. She knows a few people with cancer and thought she would do something to help.

Sarah has done a variety of fundraisers such as Dundee's Kilt walk as well as absailing down the tower of the city university.



Everyone has been enjoying the discos that were back up and running in Forfar before the year end.



Ian and Courtney have been having fun playing pool with their friends at the local pool hall.



# Hawick



Susan  
Speak Out Worker

HAPPY  
BIRTHDAY



There was a special 70th birthday arrangement for Irene.

She was picked up in style by limo then driven to Dryburgh Abbey for a lovely meal.

Then she returned home to a lovely birthday cake.

This was all arranged by her keyworker Carol.

Irene was overjoyed with her special birthday surprise!



“Artbeat is such a fantastic place for our supported people to go and get creative.” - Susan, Support Worker



Olivia enjoys going along to meet people and chat, she recently done a lovely painting of flowers.

Sandra has been supported to the classes and has recently made this beautiful peacock



# Forres



Jayne  
Speak Out Worker



THANK YOU!



Geoffrey wanted to donate his iPad somewhere where it will be used and looked after, he decided he would like to donate it locally.

Emails were sent to a local school - Pilmuir primary to ask if they would like to have it. They accepted his offer, so the iPad was dropped off to them with much appreciation.

The school have thanked Geoffrey for the very generous donation and have advised it will be linked to the school system and used to help the children with their learning journey.

A letter of thanks has been sent to Geoffrey from the school pupils.

“Very proud of him, safe to say he is also very proud of himself.”

Ali - Support Worker, Forres

A support worker has retired from Ark in Forres.

Lynn is a well loved member of staff and support worker, she has worked at Ark for many years, she will be missed by everyone greatly.

Supported people came along to a surprise retirement gathering for Lynn that was organised by Nancy.

We all wish you well in your retirement.



# Buckie



Iain is a keen darts player and participates every week in Elgin.

He was delighted to win the competition and bring home the trophy.

Well done Iain!



Supported people wanted to do something to make their patio windows more brighter and eye-catching for Valentine's Day.

A support worker who is very arty helped to decorate, this is the finished result.

Supported people all came together and had a meal too for Valentine's Day.

It looks really good, well done!



# Kelso

## Ailsa & Suzanne Speak Out Workers



Margaret enjoys being supported to prepare her meals in the kitchen, she feels this encourages her to try new foods. She's very proud of the fact that she's made the dishes.

Margaret likes to welcome visitors to her home, chat about her day and what she has planned.



Marvyn recently went on holiday to Berwick in Northumberland.

She took her iPad so she could take some photos and use it when she was away.

Marvyn took part in many organised activities on the caravan park, she also visited places of interest in Berwick.

When she returned she brought a lovely mermaid paperweight for the Kelso office.

She made this at a craft group and was extremely proud of it and is delighted that it is being used.



# Glenrothes



Allie  
Speak Out Worker



Allie organised a healthy eating taster session for the supported people of Glenrothes.



Supported people enjoying trying tasty healthy foods. Looks delicious!



Glenrothes service enjoyed this event and they think it would be a good idea to start up a healthy eating group to allow supported people to come along meet friends, try new healthy foods and share recipes. What a fantastic idea!



# Health & Safety Update



## About reporting an accident or incident



Always remember to speak to someone if you have suffered an injury, had an accident or been involved in an accident.

- An **accident** is an **unplanned event** that leads to injury damage or loss
- An **incident** is an **unplanned event** that had the potential to injure but didn't on this occasion.

## Why do I have to report and talk about accidents and incidents?



- If you are being supported by Ark at the time of the incident or accident Ark has a legal duty to document this to investigate what went wrong and to try and prevent it from happening again.
- Talking to Ark staff about incidents and accidents that have happened to you lets Ark staff know if you are having too many accidents and incidents during support. When not being supported, there may be a reason for this that needs to be discussed with other people.
- It may mean that there may have to be changes to your care plan to keep you and Ark staff safe
- Ark will help you to make your home and daily activities as safe as possible for you after an incident or accident.

# Active Citizenship



The National Involvement Network has a new membership scheme where people with additional support needs can sign up to receive news and information about NIN meetings and activities.



The NIN have been meeting since 2007 to promote involvement and share ideas about things that matter the most to everyone.

“Our aim is that everyone who has a disability or support needs has their voice heard and is involved in the decisions that affect them.”

Sign-up online at [arcscotland.org.uk](http://arcscotland.org.uk) to receive your free membership pack full of goodies.

If you have any questions contact [nin@arcuk.uk](mailto:nin@arcuk.uk) or call Diane on 07498470223

Scotland's Learning Disability Week 2022  
Monday 2nd – Sunday 8th May.

## Get Involved!



The SCLD have released their theme for 2022 learning disability week. This year's theme is “We all have human rights!”

For more information visit the website [www.sclld.org.uk](http://www.sclld.org.uk) or call 0141 248 3733

# Complaints Update



Between October & December Ark received 20 complaints..

Out of the 20 complaints-

- 16 about Care and Support
- 4 about other departments

Of these complaints-

- 11 we agreed with
- 3 we partly agreed with
- 6 we did not agree with

15 of these complaints were handled within 5 working days.

4 of these complaints required more investigation and were dealt within 20 working days. 1 of the complaints needed more examination.

If you would like further information you can visit Arks webpage and go to the “About Us” section.

There is now complaints training for staff. The Compliance and Improvement Business Partner will continue to provide support to individuals that manage complaints to ensure the procedure is followed.

If you want to know more about the complaints process please contact the Compliance and Improvement Team who will be happy to help.

David Boucher  
Compliance & Improvement  
Business Partner  
07510923318



You can view the full Complaints Handling Procedure guide here-  
<https://bit.ly/3KC1Jq7>

Or you can get intouch with your Care & Support Manager or Participation Officer

Our office remains closed due to Covid-19 restrictions.

Most staff are currently working from home.

Please contact head office if you have any enquiries.



0131 447 9027

The Care Inspectorate checks that service providers like Ark are doing a good job supporting people.

Many of you who get Ark support have spoken to a Care Inspector and told them how you are getting on with your support. Remember you can always get in touch with them if you are unhappy with your support.

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)  
0345 600 9527



If you made a complaint to Ark and you want something more to be done, you can ask the Ombudsman to look at your complaint.

[enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)  
0800 377 7330

