

# The Choice

ISSUE 8 SPRING EDITION 2008



## CareSys User Groups

### Special Interest Articles:

- User Groups
- A word from the MD
- Consultancy Case Study

Thank you to everyone who attended the Southern user group on Tuesday 5<sup>th</sup> February. The day was very productive with all customers actively participating in the various topics.

Tony Hoare, Development Manager at ISS opened discussions on the development work that has been undertaken to improve functionality in a number of the CareSys modules. The feedback was positively received together with the suggestion for future editions for the CareSys suite. A little later in the morning Jon Kearsley, Support Manager joined the team and talked about the support department. A new process has been implemented as a result of this and you can read his article in the support section of the newsletter. An informal discussion over lunch concluded the session.

We are now planning dates both for the next Northern and Southern user group and will inform everyone of dates soon.

Again, thank you for all of those who took the time to attend.

## A word from the MD

I would like to make a personal request for your help please. By way of introduction, my family is closely involved in an evangelical Anglican church in our home town of Dorking. This church supports a few closely related missionary families around the world as part of our outward giving. A couple of years ago our associate vicar, Rev Amanda Johnson, visited churches and taught at a diocesan conference in Kisumu in Western Kenya. She worked with Bishop Francis Abiero and the Bishop's chaplain/youth officer Joshua Opondo. Joshua oversees all the youth work in the diocese and runs conferences for training and refreshment for the young people of the region. Amanda also visited Margaret Auma from the Head of Springs Ministries, who runs rehabilitation courses for AIDS widows; vocational classes for orphaned teenage girls and an orphanage for 30 children aged 3-17.



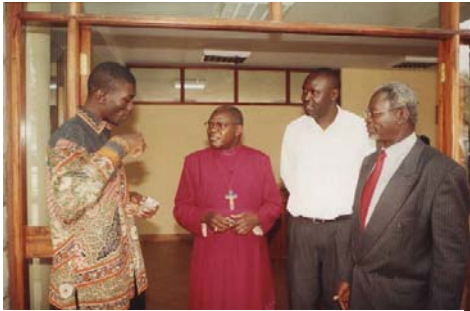
*Displaced people wait at the Kisumu Cathedral camp. This three year old girl appears lost. Camp Officials confirmed she has no information on her parents whereabouts*

I am sure you will all be aware of the difficulties Kenya has suffered from as a result of the hung election in December. Kenya had been making economic progress before December, but the orphanage was still in demand as a result of the much longer standing problems created by AIDS, which is widespread throughout Africa. In Africa in general there are large numbers of children who have lost one or both parents through AIDS. In Kisumu in particular, we are told that families cannot care for child relations because so many families have lost adults through AIDS and young children are often abandoned; it was for this reason Margaret created the orphanage.

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About six months ago, Amanda asked our church members whether we would like to go to Kisumu to help at the orphanage in order to give some relief to Margaret and her assistants, but more importantly to provide some games and activities for the children in her care. In total about 35 people are planning to go in late July for nearly three weeks, including myself, my wife Lynn and our youngest daughter Abbie (13). We have been visited by Joshua and in addition to helping at the orphanage we are also intending to run a series of youth teaching and workshops, roughly based on the Youth Alpha program, but we are also planning a number of activities from football/volleyball; drama; music and dance through to IT training and fence building.



*Joshua Opondo (left) explains to Archbishop Sentamu about our church.*

Through the last few months we have been receiving updates from Joshua and Bishop Abiero, including the photos shown here, and the positive outlook in the face of many problems has been immensely encouraging. The post election difficulties have resulted in breakdown of relations along tribal lines, and Kisumu has suffered greatly because the two main factions are both represented in the city. This has resulted in previous neighbors becoming on opposite sides, and the resulting tension has led to much violence. Bishop Abiero set-up a camp for internally displaced people, funded in part by donations from our church. Bishop Abiero reports now that the politicians are resolving their differences the future looks brighter, but there are still many thousands of displaced people and much rebuilding on both a physical and a human level is needed.

Each person going on the trip will be paying for themselves, but we are also trying to raise up to £35,000 as a gift to be used by Margaret and Joshua to provide resources for the children in their care and around the diocese long after we return. Neither Joshua's nor Margaret's work is funded. They rely **completely on donations** to pay for the rent of the buildings, to run courses, to pay for food and staff.

£50 will buy one sewing machine for the vocational training courses.

£400 will supply food for one month.

£7,000 will build an extension for the orphanage kitchen/dinning room.

£ 35,000 would buy a bus to carry 40 people and would facilitate transportation youth around the area for meetings and courses, equally importantly it would also be rented out to other groups and so become a regular source of income for the orphanage.

We are already planning a number of fund raising activities in Dorking, but as all our customers are involved in caring for less able people, I am hopeful that you will be able to support us in raising this money.

I can absolutely guarantee that any donations will be received in full by Margaret and Joshua, and will be used directly for children in need in their community; I am convinced that this will be the most practical way to provide direct support. Any cheques should be made payable to **St Pauls P.C.C. (Encounter Kenya)** and sent either to us, or to the Church office. More details are available on [www.stpaulsdorking.org.uk](http://www.stpaulsdorking.org.uk), and we will be adding a section on our web site showing regular updates on this trip. For anyone who feels able to support the work of Springs ministries' Margaret and Joshua's Youth Work, I give my sincere thanks.

**Jonathan Papworth**  
Managing Director



*Internally displaced people waiting for registration at the camp set-up by Bishop Abiero after a grueling two day journey from Naivasha.*

**RASHOT LTD**

**What issues were you having in your services before you employed a Care Consultant?**

"I was having various issues in my homes, making sure that everything was spot on for CSCI and found I needed some advice on how to do this. I also needed help to carry out the statutory monthly Regulation 26 visits."

**Why did you choose ISS Consultancy apposed to any other?**

"It was through a recommendation from someone else that I contacted ISS"

**What areas in your services did you ask the consultant to review?**

"I asked Maggie to carry out the Regulation 26 visits and the managers supervisions every other month"

**How has the consultant's input influenced/benefitted your services?**

"Maggie has brought to light lots of issues, that we knew were present but hadn't really attached the importance to them. She has delivered desired results and it has been good to have an independent person giving an outside view on the services."

**Following the services your company received from ISS Care Consultancy, are there any other areas of the business that you have sought assistance/help with?**

"Maggie has assisted in a prospective manager's interview and given advice on the regulations and POVA issues"

**What benefits have the staff had from using the consultancy service?**

"The staff were a little apprehensive at the start as they saw Maggie as an Inspector figure. They have seen the positive input that Maggie has given and it has helped them prepare for the future inspections. It has also been helpful to them to have someone else raise issues rather than it always being the owner"



**Maggie White**  
Care Consultant

**Is there anything you would like to change in the way the consultant works?**

"No, there is nothing particular that I would change"

**Would you recommend ISS Consultancy Service?**

"I have already spoken to two friends of mine who both have care homes and told them about Maggie's services. Both of them are interested in ISS Care Consultancy and may be contacting Maggie in the future"

**Support News**

We have implemented a new system to manage customer queries. When we receive a support request we now notify customers with an email which will contain a description of the fault, the CareSys representative who owns the call and most importantly a reference or 'ticket number'. This will enable customers to track issues they have raised more easily and effectively and assist us in our aim to provide the best quality of Support in the Industry

## New Starters

ISS welcome the following new team member

### Andy Rayney – Consultancy

To meet the demands of our rapidly growing customer base; Integrated Support Systems are very pleased to welcome Andy Rayney to the CareSys Consultancy team. Over the last few months many of you may have spoken to Andy on our support desk, but he is now ready to be unleashed to provide training and consultancy to our new and existing customers.



### ISS WEDDING

We would like to congratulate one of our Developers Chris Barber on his marriage to Emma Wakefield on Thursday 10<sup>th</sup> April.

Some of you may know that the whole of the Development department took the day off to attend the wedding day at St Nicholas's Church, Southfleet.

After a lovely service which ended with a beautiful trumpet solo and the traditional East End Chimney Sweeps, the reception was held at Chilston Park with an old school Ska Band called El Pussycat who are one of Chris and Emma's favorite bands.

After much merriment, the happy couple set off for their honeymoon in Tunisia and the Development department reopened on Monday.

Please join all of us at ISS in wishing Chris and Emma a lifetime of happiness together.

### Integrated Support Systems Ltd

15/17 The Crescent  
Leatherhead  
Surrey  
KT22 8DY



0870 895 0100  
0870 895 0101



01372 363 255



support@caresys.co.uk  
sales@caresys.co.uk

More details at:

[www.caresys.co.uk](http://www.caresys.co.uk)

## Forthcoming Events & Exhibitions

societyguardian

Learning Disability Today



learning disability today

Manchester

Date: Tuesday 8 July 2008

Venue: Manchester Central



