



York Personal Support Newsletter

01904 561522

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Staff Profile... Vanessa Roe



I was born in Germany to my father, who was in the RAF, and my mother, who was working for the British Army. This meant I moved around a lot as a young child, eventually settling down in Derbyshire.

I show jumped competitively in my youth and eventually went off to study a degree in accountancy at Newcastle and a PGCE in Further Education in Nottingham. After my studies I went to teach English and accountancy in Turkey and also lived for a while in Singapore.

I am now settled on a small farm in Tollerton where I live with my 3 horses, 5 cats, kune kune pig, lurcher dog and 4 fish!!

My days are always busy and fun. I also trained as a classical singer for several years and have performed in various concerts with the Easingwold Singers.

As a founder member of the Plantagenet Alliance, I worked immensely hard with other members trying to bring Richard 3rd back home to York. Unfortunately we lost the court case.

I have worked at YPS for two and half years and really enjoy it.



Wendy, Deborah and the team would like to welcome all of our service users to 2017!!

We hope you all had a wonderful Christmas and enjoyed all the seasons' festivities.

We look forward to another year working alongside you all.

In the meantime... let the diets commence!!



THANK YOU!

Thank you to all the Service Users who recently took the time to complete and return the surveys that were sent out to you. We are aware these are time consuming and may seem unnecessary but they are a requirement of the Care Quality Commission, and one which we must adhere to in order to retain our 'Good' rating.

Staff Required

Due to service user referrals and the ever expanding needs of the business we are always on the look out for experienced staff.

Please contact Wendy or Deborah on
01904 561522
or email
admin@yorkpersonalsupport.co.uk

Responsive Care

RESPONSIVE – The CQC found that our service is organised sufficiently to meet our service user's needs and was rated **GOOD** in this area at our inspection in August 2016.

Service user's care plans record information about individual care needs and service users are 'matched' with a personal assistant with whom they are compatible.

Service users are invited to comment on the care and support they receive, and there is evidence that their comments are listened to and acted upon.

There is a complaints procedure in place and any complaints made are dealt with effectively.

We respond quickly to phone calls and communicate well through emails and letters.

We act quickly if a service user's needs change and always try our best to be as flexible as we possibly can.

Find out if we are 'Well-led' in the next issue...

We are always on the lookout for special people to join our team. Call us on 01904 561522 if you are interested!!