

New Horizons BROAD OAK LIMITED

Unit A7 E/F, Continental Approach, MARGATE CT9 4JG - Resource Centre Tel: 01843 295680
Mobile: 07905090358 e-mail: newhorizons@newhorizons.online

Spring/Summer Newsletter 2020

We are sorry you have not heard from us in a while! We have been extremely busy in the last year! We would like to start off by showing you some recent pictures of our Resource Centre. The Resource Centre has been updated and decorated during the Lockdown period ready for re-opening. We are still currently finishing the front garden, kitchen, and toilets. We now have now extended our kitchen space and included a seating area. The front garden now has a patio space to make it more accessible and to also create a bigger space. Here are some before and after pictures of the centre, the progress and changes that have been made are amazing!



We have just begun working doing some individual support work in the community where possible and utilising our outdoor spaces such as the allotment and beach hut.

Due to the current Coronavirus pandemic we have updated our visiting and attendance policies for when we reopen.

1. On arrival to the resource centre, please wait in the car in the car park. The relevant staff member will come to greet you at the car and complete a hand over. They will then assist their service user into the resource centre.
2. We have a temperature reader at the front door of the centre. Please wait in the car park whilst we take your family members temperature and we will give you the thumbs up to go.
3. Sanitiser to be used on entry.
4. Service users and staff will be placed in small bubbles where possible throughout the weeks. Service Users will have the same one or two members of staff where possible.
5. When travelling in cars to activities, masks or visors will be worn where possible by service users who are able to tolerate them. The car windows will be open for the duration of the journey, and staff will also have masks or visors on.
6. Activities will be as local as possible. Journeys will be limited to thirty minutes or less where possible.
7. At the end of the resource day, staff will assist your family member to the car and complete a hand over.

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During the Coronavirus lockdown period our staff have been extra busy volunteering to complete work at the Centre. As you could see in the photos on the first page, the Kitchen has been completely re-fitted, we have extended out into our factory area to create more space for our Service Users, the Office has been painted, the toilets have been wallpapered and painted, the Car Park has been swept and de-weeded and the car parking spaces have been re-painted. The Allotments have also been cleared, replanted, and regularly mowed and watered.

Not only have staff been decorating and tidying, we have also had Andrea and Karen making crafts for the centre to raise money for our new kitchen! Thank you very much to you both. The homemade crafts are amazing! If anyone would like some of the homemade crafts, please phone the office to see what is available.

If you would like to donate some money, please use the link below –

<https://www.gofundme.com/f/new-horizons-kitchen>

We would like to say a MASSIVE thank you to the following staff -

Andy, Caroline, Steve, Keeley, Jenny, Louise, and Andrea for deep cleaning, decorating, and organising the centre.

Chrissie and Lauren for being in the office, deep cleaning, updating paperwork, answering the phones, and organising the centre.

Jodie and Marnie for working from home.

Jan for making face masks for all our staff.

Sue, Claire, and Caitlin for transforming our allotment.

Also, a big thankyou to all staff for keeping up to date with their mandatory training.



A MASSIVE
THANK
YOU

The centre is looking amazing and we cannot wait for the Service Users to make full use of the facilities!

Our Beach Hut has also been put up ready to be used anytime from the 4th July 2020.



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Here is an up-to-date Staff list:



Karen
Registered Manager



Mark
Director



Chrissie
Supervisor



Jodie
Administrator



Lauren
Administrator



Marnie
Support Worker
Activities Co-Ordinator



Stacie
Admin Assistant



Andrea
Support Worker



Andy
Support Worker



Caitlin
Support Worker



Caroline
Support Worker



Claire
Support Worker



Coral
Support Worker



Doreen
Support Worker



Jan
Support Worker

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Jess
Support Worker



Jenny
Support Worker



Keeley
Support Worker



Louise
Support Worker



Maxine
Support Worker



Paige
Support Worker



Ricky
Support Worker



Shannon
Support Worker



Sarah
Support Worker



Sophie
Support Worker



Stephen
Support Worker



Sue
Support Worker



Terri
Support Worker



Tracey
Support Worker



Wendy
Support Worker

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All our staff are given a Full Enhanced DBS check before starting with us and then updated after 5 years, and all their mandatory training is provided and updated, as necessary. Training provided includes: Induction, Role of A Care Worker, Fire Awareness, First Aid, Moving and Handling, Health and Safety, Adult Protection, Principles of Care and Confidentiality, Infection Control, Diabetes, Autism Awareness, CoSHH, Communication, Mental Capacity, Record Keeping, Challenging Behaviour, Medication, Food Hygiene, Epilepsy, Dementia Care, Person Centred Care, Risk Assessment, Nutrition and Diet and Equality, Diversity, Wheelchair Training, Care Certificate and NVQ's. Karen has completed the 'Lead to Succeed' course, and Chrissie and Marnie will be finishing theirs soon!

We like to match our Service Users to our staff based on similar age, personality, similar interests etc, we prefer for our Service Users to see our staff not only as Support Workers, but as a friend too.

Staff will shadow a Service User several times with an experienced member of staff to make sure they and the Service User feel confident about the Support being provided. If any of our Service Users require specialist training (e.g. peg feed, hoist) we will also arrange this.

We provide continuity of staff to each person we work with. All Service Users will have two regular Support Staff who will know them well (one of these being a key worker). They will also have another person who can cover for sickness and/or holidays

Here are photos of some of our staff working with a few of our service users before Covid-19:



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Goodbye to the following staff -



After eight years of working at New Horizons, Rob has decided to move on and is off to look after his elderly cousin with a living-in position. Rob has been a massive part of New Horizons helping us shape and build the Resource Centre and has achieved amazing outcomes with his service users such as healthy living and weight loss. Rob has successfully implemented new activities with his more complex service users. Rob has been a loyal and dedicated member of staff throughout his time with us. From us all at New Horizons, we would like to say good luck to Rob.



From us all at New Horizons, we would like to say good luck to Amy who has been on Maternity leave since October 2019. Amy has decided not to return to work after her maternity leave to spend time with her son Albie. We wish Amy all the best and would like to thank her for all her hard work.

We would like to welcome Andrea, Sue, Sarah, Wendy, Paige, and Stacie to the New Horizons family!

In other news we would like to congratulate Marnie on the birth of her baby girl Jasmine Josephine Rolfe. Jasmine was born on 5th March 2020 weighing 6lb 3oz. Marnie and George are enjoying being first time parents and we will see Marnie back at the centre very soon.

Congratulations to Marnie and George!

Also, Congratulations to Karen on becoming a nanny for the first time to Jasmine!



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Here are some of the fabulous things we did last year!

Carnival (Margate and Ramsgate)

In July and August last year we participated in the Ramsgate and Margate Carnival. The Service Users thoroughly enjoy taking part in the carnivals each year. Our Service Users work extremely hard in the weeks running up to the Carnivals by taking part in arts and crafts to create props. They also help to decorate the vehicles with props which they thoroughly enjoy. We are looking forward to the next carnival!



A big thank you to our staff for volunteering to assist our Service User's on the Carnival days!

Also, a big thank you to our friends and families for coming along to enjoy the Carnival days with us!

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Summer fun day

During Summer 2019 we hosted a summer fun day at Broadstairs Cricket Club. We had lots of raffle prizes donated to us such as beauty hampers, toasters, gift cards and jewellery. We also had lots of yummy cakes and savoury items baked for us to sell. We all had a lovely day and hoped our friends and family members also had a lovely day!



Christmas fun day

During Winter 2019 we hosted a Christmas fun day at our Resource Centre. Our service users enjoyed creating some amazing arts and crafts to sell at the fun day. We had lots of visitors attend on the day and we hosted a raffle. We all had a lovely hot chocolate with marshmallows and enjoyed some time with our family and friends. We hope all that attending had a good day, we know we did!



All together we raised £300 from the fun days and a total of £900 including donations. Thank you so much to everybody who donated and contributed towards our fundraisers.

Also, a big thank you to our staff and volunteers for helping and thank you to all our service users for creating some wonderful items to sell to raise money for our centre!



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At our staff Christmas meal in 2019, staff received awards and some lovely comments from their colleagues and service users' families! Listed below are the staff who received awards and some of the comments all our staff received!

Andy – Best Team Worker

Caitlin – Kindness and Empathy

Caroline – Putting People First

Chrissie – Hard Working

Coral – Most Organised

Doreen – Going the Extra Mile

Jenny – Employee of the Year

Jodie – Most Supportive Admin

Karen – Making a Difference

Lauren – Best Admin Newcomer

Louise – Most Inspiring

Marnie – Most Passionate

Rob – Golden Oldie

Terri – Best Support Worker Newcomer

Andy –

“Always goes that extra mile to help staff and Service Users. Whenever I have had a low day, he will go the extra mile to put a smile on my face”

“Andy works so well with all our service users! Nothing is ever too much trouble! He has built a good rapport with all our service users, their families, and other colleagues”

Caitlin –

“Caitlin is always willing to help at all times, asks questions when not sure – a valuable attribute for a newcomer”

“Considers the needs of her Service Users and works with them to meet those needs. She is keen and willing to make sure they have a nice day and very helpful towards her colleagues”

Caroline –

“Caroline is kind and funny, she helps me learn new skills”

“Always looks at different ideas/activities for the Service Users”

Chrissie –

“Chrissie has taken on her new role with ease and developed her post”

“She always helps me when I’m upset. She has always made time for me; she is the one who goes above and beyond what is required”

Claire –

“Special, she loves the work she does, and it comes across to the people she cares for and their families”

“A natural Support Worker”

Coral –

“Coral is always making time for everyone, no matter how busy she is she will always help people when she can”

“Coral puts her heart and soul into everything she does”

Doreen –

“This wonderful lady has devoted so much of her own time to make sure Service Users feel special”

“Very selfless, passionate, lovely lady and really cares”

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Jenny –

“I think Jenny is a fab member of staff, she is always willing to help. When I see her with her one to one it makes me smile so much at how much love and compassion there is”

“Whenever we have needed anything she has always been there to help”

Jess –

“Jess is supportive to new staff and will always offer help and advice when needed.”

Jess was one of our students from EKC last year until June this year, she worked well at Resource providing support for Sensory play activities and the arts and crafts group. Jess worked well within these and was always enthusiastic and keen to learn.

Jodie –

“Whenever we have needed anything she has always been there to help”

“Part of an amazing admin team”

Karen –

“Without Karen’s passion the service would not be anywhere near as good as it is. She has pushed Service Users and Staff to do/be the best they can be”

“Such an inspiring lady whose heart and soul are in her job”

Keeley –

“She is always so full of energy, positivity and willing to help everyone”

“Always kind, happy and enthusiastic and loves her job!”

Lauren –

“Lauren is my favourite Admin Staff-I like her”

“Has taken on a massive work-load and smashed it!!”

Louise –

“My daughter always seems happy with her and seems to respond well to her”

“Louise is an excellent Team Worker and will support and encourage everyone... especially newbies”

Marnie –

“Has had a rollercoaster of a year, but has remained committed to her job and has remained professional and dedicated to the team and Service Users”

“After everything she has been through, she still carries on. Amazing lady”

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Maxine –

“Had no experience, but has got stuck in”

“Always ready to help - always happy and cheerful”

Megan –

“Megan always has good ideas... especially in Sensory Play”

“Genuinely cares about the Service Users and wants the very best for them”

Ricky –

“Ricky has grown up in the company and has a wealth of knowledge about all of our Service Users and their needs”

“Ricky is very hard working, caring, kind young man. Well-liked by everybody, including all of the families of the Service Users from past and present”

Rob –

“Rob has been in the company for many years and has a wealth of knowledge about all of our Service Users and their needs”

“Rob is an efficient, hard worker and he is a good role model for the younger staff”

Shannon –

“Shannon started as a student and has now been working for New Horizons, firstly as a Trainee Support Worker, and then after a year as a Support Worker.”

“Since then she has worked with N.F and has got to know her well and built a good rapport with her.”

Sophie –

“A people person! Liked by everyone”

“Works in a very Person-Centred way – always putting Service Users needs first”

Stephen –

“All round hard worker – has taught me so much!”

“Great guy with a great personality”

Sue –

“She uses her skills to enhance the Service Users abilities (e.g maths with C.P)”

“very caring, kind, passionate, enthusiastic and willing to learn”

Terri –

“Terri is a very kind lady and is great with the guys”

“A natural Support Worker”

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A message from our Registered Manager, Karen Atkinson

I hope you all are well.

We as a service have started to provide 1:1 support again and are trying to access the community as much as possible. We have adapted our services and implemented new risk assessments and procedures inline with the Covid-19 requirements.

Rest assured we are still here doing everything we can to support you all.

Please do not hesitate to get in contact should you need any advice or support.

We look forward to seeing you all returning to the Resource Centre in due course.

Stay Safe

Karen Atkinson

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