

Dear Member/Prospective Member,

8<sup>th</sup> August 2009 Issue 6

Compliments of the season and I hope you are enjoying the summer. The first half of the year was challenging because of various unforeseen but important events such as the credit crunch, global recession and swine flu amongst others. However, we are trying our best to keep the organisation going and striving to position the company as one of the survivors and winners of this economic downturn.

In order to achieve these goals, we are working hard to improve the skills of our entire workforce as best as we can, contacting both old and new organisations that we have worked with, engaging with our clients on a regular basis and hoping things will improve in the country soon.

I am expressing the gratitude of the management of Browncross Healthcare for your continuous interest and support with the progress of the organisation. We believe that “when the going gets tough, the tough gets going” and we can only actualise this belief by having your unwavering support. As you would have noticed, 2008 was a tough, highly competitive and unforgiving year. Many organisations folded up within different industries and healthcare industry was not immune to the problem. Our clients relations team visited a number of organisations hoping to establish a working relationship. However, many of them informed us that they are cutting costs in order to survive. In addition, some companies that we have ongoing contracts with are either freezing any rate rise or asking for downward renegotiation of rates.

We are positive and will face the remaining part of the year with determination and optimism with our

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Our training department continues to be busy and we are trying to increase the different continuous developmental training courses and National Vocational Qualifications provided. We are presently providing our NVQ in Health and Social Care Level 2, in partnership with a reputable college, College of North East London (CONEL). If you have been in the country for at least three years and you do not have immigration or work restrictions, you may be eligible for this training. Please contact Nasima on 020 7488 2983, and she will be able to clarify things for you.

Many of our ex students continue to do well with a good number of them working within different healthcare institutions, some are undertaking their NVQ, nursing degree or other health/management related courses. A number of them have finished their nursing degree and indeed working as registered nurses. We still provide the Nursing Assistant training course support by assisting with collation of weekly vacancy bulletins, application form filling and interview technique sessions. We also assist students with finding placements.

We are starting a mentorship program whereby some of our successful ex students can support and motivate new and prospective students/staff. Hopefully, this would help with improving our students and staff career pathway.

As always, we are indebted to the numerous healthcare organisations that we work with either via the agency or through practical placement. We are grateful for the constructive feedback we receive from the management of these organisations.

Browncross is committed to improving our members input with providing quality care to service users. We are achieving our goals by working professionally with our clients, providing excellent training, thorough induction, arranging continuous development and statutory training for our staff on a regular basis. We believe that the organisation will continue to be well placed by investing positively in our staff and providing quality care for our clients.

Yours sincerely,

*Bilkis Begum*  
Bilkis Begum

## What The Organisation Does

<b>Nursing Services</b>  We Supply: <ul style="list-style-type: none"><li>• Nursing Assistants</li><li>• Support Workers</li><li>• Day Care Officers</li><li>• Domestic Workers</li><li>• Kitchen Assistants</li><li>• Project Workers</li><li>• Registered Nurses such as: RGN,</li></ul>	<b>Training</b> <ul style="list-style-type: none"><li>• Basic Nursing Assistant Training (Pre NVQ)</li><li>• Principles of Manual Handling</li><li>• Basic First Aid</li><li>• Food Hygiene</li><li>• NVQ in Health and Social Care</li><li>• Medication Training</li><li>• Support Worker's Course</li><li>• Abuse/POVA</li></ul>	<b>Support Services</b> <ul style="list-style-type: none"><li>• Vacancy bulletin Compilation</li><li>• Application Form filling session</li><li>• Interview technique/Motivation</li></ul>
<b>Clients Assessment Service</b>	<b>We Can Help</b>	<b>Permanent Placement</b> <ul style="list-style-type: none"><li>• Different categories of healthcare</li></ul>
	<b>Domiciliary Care Service</b> <ul style="list-style-type: none"><li>• Day Relief</li><li>• Night Relief</li><li>• Sleep In</li><li>• Live-In Care</li><li>• General Assistance</li></ul>	<b>CRB/POVA</b>

## Upcoming Events

The date for our next **Principle of Moving and Handling and Back Care Training** is Saturday 19<sup>th</sup> September 2009. As a member of Browncross Healthcare you will be entitled to 40% discount off the normal course fee. You can also inform your work colleagues who may be interested in attending the course. We are able to arrange special quotes for group training of staff sent by their managers.

Next **Food Hygiene/Medication Training** will be on Friday 18<sup>th</sup> September 2009.

Future trainings coming soon:

- ◇ Basic First Aid
- ◇ Dementia
- ◇ Abuse/POVA

If you are interested in any of these courses, please contact our training team as soon as possible on 020 7488 2983 to avoid being disappointed. Places are limited on these courses.

## Payroll

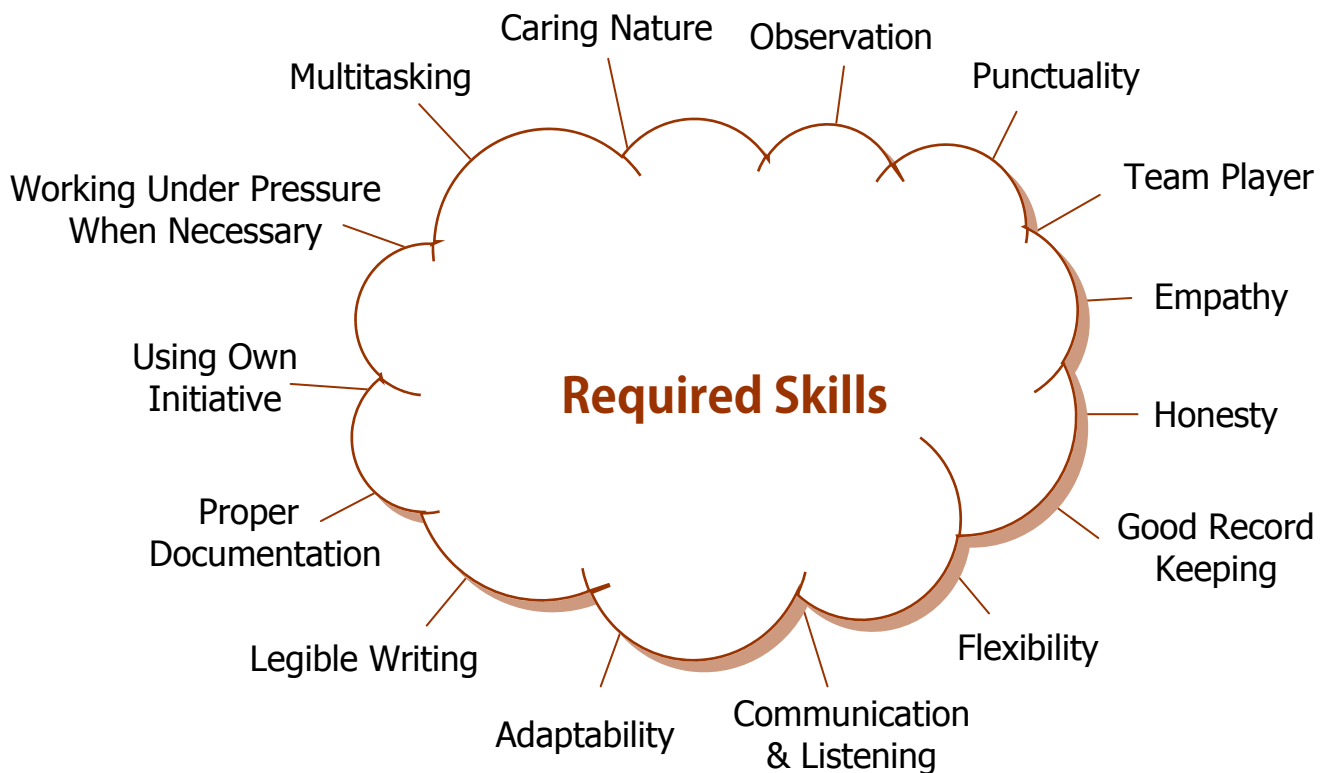
Please make sure you submit your fully completed time sheet by 11am every Monday in order for your payment to be processed and paid into your account the same week. If you have any account queries, please speak to either Htoo or Larissa on 020 7488 2983.

Do not keep authorised timesheets without submitting them as this may delay your payment if we have to ask you to re-sign the timesheets.

## CRB / POVA Check

In order to work in some of the new contracts we are involved with, the providers expect our staff's CRB not to be more than a year old. If your CRB is more than one year old, please contact Chun on 020 7680 1488 immediately to arrange for a new CRB application. It is important you have an up to date enhanced CRB/POVA before you can register with Browncross. As an umbrella body we are able to carry out CRB for interested organisations.

## Necessary Skills For Healthcare Staff



## Work Ethics



- ◆ Be courteous to patients, residents, clients and colleagues
- ◆ Promote clients/patients independence, respect their privacy, uphold their choice, maintain their dignity and keep their information confidential
- ◆ Be proactive and appear professional at all times at work
- ◆ Be punctual to work
- ◆ Uniform code (if applicable) - neat uniform, ID card and black covered flat shoes
- ◆ Do not forget your timesheet
- ◆ If unsure of any task, ask for help

## Job Vacancies

### ASSESSORS & VERIFIERS IN HEALTH & SOCIAL CARE WANTED

Browncross Healthcare training require the services of NVO Assessors and Verifiers in health and social care. Our rates of pay are quite attractive. If you are a NVQ assessor or verifier, please send your CV to Nasima Chowdhury, Training Department, Browncross Healthcare Training, 100 Christian Street (South Wing) London E1 1RS or you can contact her on 020 7488 2983 if necessary.



### MANAGERS AND DEPUTY MANAGERS REQUIRED

Managers and Deputy managers are urgently needed for reputable healthcare institutional clients in England. If interested, please send your CV to Janet Carter, Browncross Healthcare Limited, 120a Commercial Road, London E1 1NL.

### SPECIALIST NURSES

We are looking for Health Visitors, District Nurses (G Grade), Mental Health Nurses and Palliative Care Nurses to work within primary care trust, independent institutions and some hospices on temporary or permanent basis.

We regularly recruit Nurses of different specialties and experienced Carers for temporary and permanent assignments.

Nurses Enquiries - Please contact Janet on 020 7488 4966.  
Senior Carers Enquiries - Please contact Magdalena on 020 7680 1488.

### VOLUNTARY WORK

If you are interested in working voluntarily for a local hospice, please contact Bilkis on 020 7488 2983. Induction will be given by the hospice.

### DOMICILIARY CARE

If you know clients looking for carers or nurses to look after them at home, please contact Magdalena or Ade on 020 7680 1488.



Browncross Healthcare is working in partnership with the College of North East London (CONEL) to provide NVQ in Health and Social Care. If interested, please contact our training team on 020 7488 2983 for further details.

## How Up To Date Are You?

1. Mention three examples of universal infection control precaution.
2. Classify learning disabilities in terms of severity.
3. What is the full meaning of POVA?
4. What strain of influenza is swine flu?
5. What is the other name for hospital acquired infection?
6. What is the full meaning of SARS?
7. John was prescribed 500mg Amoxicillin TDS x 7/7. What is TDS?
8. Mention two types of service users abuse.
9. Hot food must be served above what temperature?
10. Jane was prescribed 200mg Metronidazole b.d. x 2/52 by her GP. How many tablets of 200mg each will she collect from the pharmacy?



See page 6 for answers.

If you score:  
9–10 = Excellent.  
7–8 = Very Good.  
6 = Good. Check Your Manual  
Below 6 = Read your Manual.

## Testimonials

I took part in a week training session which I found very helpful. The lecturers are god sent. The way the whole thing was conducted is extremely professional and so helpful to me. After the training, Browncross arranged a practical placement for me to put all the theory into practice; the experience is mind blowing. I have decided that I will start my NVQ level 2 with Browncross because of their professionalism.

I will definitely introduce Browncross to as many people as I can. The company is not just about getting a job but preparing you well for the challenge that lies with the job.

Many thanks to all the staff at Browncross.



Kevin

Akinyemi

Concerning the learning and the attention that I have gotten here, I can say that I have gotten exposed to so many things that I never even thought I could manage. I have known that there is so much I can give to others who need it because from my practical placement, I discovered that even my time is coming when I will be old and need attention. Therefore, I know that right now when I am strong, there is something I can give if only I will be ready to learn more.

I feel Browncross is acting as an opening to a higher/deeper value in my life that I will surely pursue.

Rahab Gimii

I was introduced by a friend to Browncross Healthcare Limited around February 2009 for the healthcare nursing assistant training.

The training was well coordinated by Browncross. Their members of staff are friendly and educated. In fact, I need to commend the trainers for making us, the trainees, benefit from their wealth of knowledge.

Please keep it up! Thank you.

Janet

The training and support system provided by Browncross Healthcare Limited is excellent and acknowledges the techniques which will provide results. Browncross has given me the edge to build this side of my job and their unique training set-up has helped me to fast track my way into this sector.

Bill

My experience with Browncross Healthcare that trained me to achieve my goals has been great and interesting. The training is what I will say has really changed my view of the general healthcare way of supporting individuals. Their excellent way of training session and work placement gave me the opportunity of acquiring basic skills, knowledge and experience. Also, the organisation has good inter-relation with me and able to listen and give advice in any situation pertaining to my job.

I am happy to have the organisation passed through me and I am now aiming to achieve more by completing my NVQ 4, which is in progress.

Tajin Odeyemi



If you would like your experience with Browncross Healthcare to be published in one of our newsletters, please write to Alexis, as your write up may be one of the few that may be chosen for publication.

## General Information

### Useful Numbers

### You May Need Me

National Pandemic Flu Service:	
Information	0800 1513 513
Treatment	0800 1513 100
Email	<a href="http://www.direct.gov.uk/pandemicflu">www.direct.gov.uk/pandemicflu</a>
Nursing and Midwifery Council	020 7637 7181
Nursing and Midwifery Admission Service	01242 544 949
Transport For London	0845 300 7000
Local Police Station (Brick Lane)	0300 123 1212
Elmwood Care Home	020 8249 1904
Greenhill Nursing Home	020 8290 9130
Willet House Nursing Home	020 8402 8224
Danson House	020 8304 3762
Homefield Nursing Home	020 8289 7932
The Fountains Care Centre	01708 554 456
Knights Court Nursing Home	020 8381 3030
Silk Court	020 7729 6490
Monarch Court	020 8986 3744
Brook House Care Centre	020 8904 8371
Alexander Court Care Centre	020 8709 0080
Westport Care Centre	020 7790 1222
ICCM	01536 525 220
Shaftesbury Society (Livability)	020 7452 2000
Corporation of London	020 7606 3030
City and Hackney Social Services	020 7606 3030
Lewisham Social Services	020 8314 8866
Enfield Social Services	020 8378 5733
Brent Social Services	020 8937 1200

## Promotion



Please distribute the leaflets accompanying this Newsletter to your friends and family members who may be interested in training to become Nursing Assistant.

Remember that you can claim 5% of the registration fee of each successful trainee you introduce to Brown Cross.

Please speak to Irene for details.



## Answers To The Test

1. Hand washing; Protective Clothing; Sterilisation
2. Mild, Moderate, Severe
3. Protection of Vulnerable Adults
4. H1N1
5. Nosocomial infection
6. Severe Acute Respiratory Syndrome
7. 3 times daily
8. Physical, Financial
9. 63°C
10. 28 tablets



## Contact Us

### Opening Hours

Monday - Friday	09:00 - 19:00
Saturday	09:00 - 19:00
Sunday	10:00 - 19:00

Always Check Me



### Useful Numbers

You May Need Me

Alex Kleanthous	Reception
Nerma Zulkic	Reception
Irene Ackerson	Reception (Team Leader)
Yasmin Issop	Accounts
Judith Fabian	Accounts
Larissa Ermakova	Accounts
Htoo Shein	Accounts (Team Leader)
Adu Larbi	Accountant
Chun Kit Chan	Registration
Gayathri Harikrishnan	Registration/Reception
Bilkis Begum	Clients Relations/Training
Halima Khanom	Registration/Clients Relations (Team Leader)
Janet Carter	Domiciliary Care (Acting Manager)
Magdalena Jakimiuk	Domiciliary Care/Booking (Deputy Team Leader)
Shalini Tharmabalan	Training/Booking
Nyi Htet Aung	IT
Modupe Afolabi	Domestic/Welfare
Nasima Chowdhury	Training/Marketing (Team Leader)
Max Magloire	General Coordinator

### Contact Details

How To Reach Me

**Telephone** **020 7680 1488** (24 hours)

**020 7488 4966** (9am - 7pm)

**Accounts/Training Department** **020 7488 2983** (10am - 7pm, Mon - Fri)

**Mobile Lines:**

◇ **Accounts/ Training Department** **077 9144 7684**

◇ **Reception** **078 1721 1045**

**Fax** **020 7488 2214**

### Feedback

You Can Help Us

We always value your advice regarding areas of improvement whenever you are unsatisfied with our services. If we served you well, please inform your friends, family members and other people. Together we can serve our communities better.