

News Matters

Autumn 2023

 Home Support Matters We're here because we care



INSIDE:

We hit the beach for a big clean up!



Big Beach Clean Up

Back in September we teamed up with local company, Radical Waste, to host clean up events at Pakefield and Gorleston beaches.

The events took place on National Clean Up Day supported HSM's commitment to reducing its carbon footprint and protecting the environment.

Colleagues from across the IM Group were joined by friends, local residents and canine companions as well as Scouts and Brownies working towards their community badges.

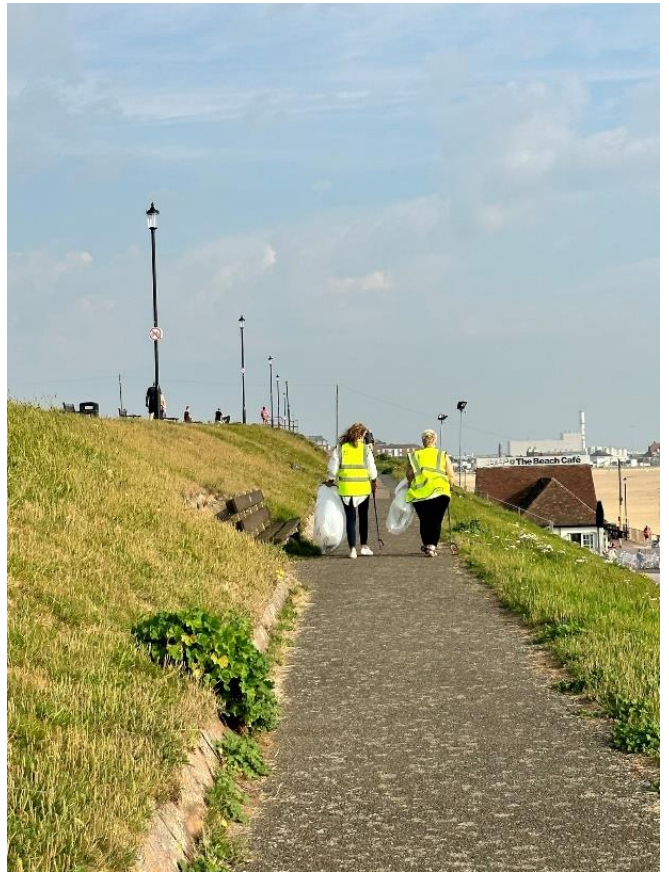
Over 25 individuals took part and enjoyed lovely weather, with fish & chips and swimming in the sea after the litter picking was done. What a great way to end the summer!

Big thanks go to Radical Waste for their support in disposing of all the bags of rubbish collected on the day. We couldn't have done it without you.



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Our AGM and Annual Report

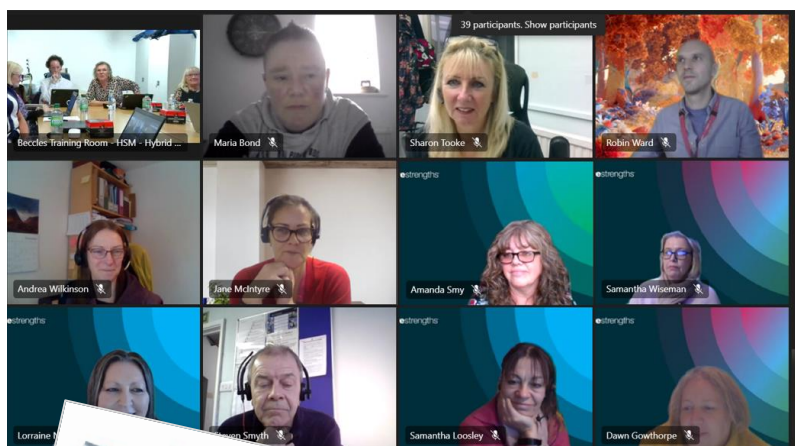
Around 40 colleagues joined the Independence Matters Group's Annual General Meeting (AGM) on 16 November.

The Board met at our Beccles office and made full use of the new hybrid meeting room technology, with colleagues joining online via Teams for the AGM.

The AGM gives colleagues an opportunity to hear directly from the Board to learn about our last 12 month's performance, as well as share in celebrating the year's successes and ask any questions and it was lovely to see it so well attended with colleagues from across the Group.

Our Annual Report is published to coincide with the AGM and provides a look back at the highlights and achievements for the year.

It's a great way to reflect on the year gone by and be proud of everything we have achieved. If you've not already seen it, it's available to view online.



[VIEW THE 2022-23 ANNUAL REPORT HERE](#)



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Introducing...

Sarah Cotterill Quality Monitoring Data Officer

I joined Home Support Matters in August 2023 in a new Quality Monitoring Data Officer role.

I've worked for many years in health and social care and have a background in mental health, homelessness, complex needs and internet child abuse. I am passionate about supporting vulnerable people to ensure they are safe, receive a high standard of support, and that individuals are always treated with dignity and respect.

My new role involves monitoring and responding to office messages sent in by colleagues out in the field. I also oversee early warning signs (EWS) reports and hospital admission and discharge, along with managing the quality inbox to ensure nothing is missed and our customers and their families receive the best care and support possible.

The role is really enjoyable as no day is the same and you are always learning new things. The HSM team are very supportive and always make me feel included. I'm looking forward to developing in this new role and seeing where it takes me.

Sarah



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Introducing...

Logan McGregor Recruitment Engagement Consultant

I'm super excited to be HSM's new Recruitment Engagement Consultant.

For the last year and half, I've been working with some incredible start-up companies in technology, software and climate, where my role was to build their talent brands, fine-tuning their recruitment processes and bringing in incredible talent for their executive and core teams.

I've been part of the HSM team for just under a month and have massively enjoyed it! It has been an incredible learning experience and amazing to meet the rest of the team!

I can't wait to get to know all of you even better, and to work alongside you in the future!

Logan



Join our team!

If you're reading this and think you might be interested in joining our team, then visit our website to [find out more about working for us](#) or to [view our latest vacancies](#)



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Introducing...

Louisa Thomas *Quality Assurance Lead*



I joined the Home Support Matters team on 18 September. I've always enjoyed the quality aspects of whatever role I've been in and so was very excited to be successful in becoming the new Quality Assurance Lead here at HSM.

My experience to date has been quite varied, my first role being a Home Care Worker in Edinburgh which was over 30 years ago.

Since then, I've worked in a wide range of roles and settings from Children's Services, Learning Disability services, as a Team Leader, Registered Manager, Regional Manager and more than I can fit on this introduction! My first couple of weeks have been busy and enjoyable, and I was pleased to be able to attend the same induction that new employees complete so I can see exactly what their experiences are from the very beginning of their journey with HSM.

I am an approachable person and am keen to learn more about the business and the teams, so please do come and talk to me, and I welcome you to share your thoughts, views and any ideas you have.

Louisa



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HSM delivers training to 6th form students



Home Support Matters was approached by East Norfolk Sixth Form College in Great Yarmouth to deliver interactive dementia awareness / sensory training sessions to their first and second year T level students studying Health & Social Care and Healthcare Science.

The sessions were facilitated by HSM's two training and development coaches, Hannah and Fiona, and involved students in role-play activities, working in pairs to experience what it would be like to be visually impaired and to move around, eat and drink.

Student engagement was brilliant and in total training was delivered to over 90 students across three separate sessions. The recruitment team also attended to share with students the employment opportunities HSM has to offer.



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