

KEEPING IN TOUCH

NEWSLETTER

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TRAINING FOR STAFF AND YP'S

Thanks to our partnership with THE BIG INITIATIVE (<https://www.thebiginitiative.org/>) we will soon be able to offer a wide variety of e-learning courses to not only our staff, but to our service users too!

'The Big Initiative is a global social enterprise designed to support every single person on the planet with resources designed to educate, empower and inspire. Leading experts collaborate to provide content-based online training totally free of charge for the greater good. In particular, preventative resources for young people on the real issues they face ensuring each young person can make better choices in life'.

If you are interested, please email kevin.biggs@young-london.org and he will send you further details including a list of available courses.



At Young London Today, our dedicated Team continue to provide a high-quality service despite the national coronavirus pandemic.

CONSISTENCY IS THE KEY!

Dear colleagues,

Our collaborative efforts to manage well in this changing environment is clearly evidenced in the excellent outcomes we are achieving as "one team". The service remains responsive to the need of the Young People that we are tasked to support and this must continue to be the clear focus, and drive our daily activities. Keep up the good work!

Young London Today and its staff have adapted well to the use of technology in our homes. Monitoring of the services and Young People and the use of technology to enable continuation of services, allow Social Workers and other professionals to meet statutory requirements, and reduce feelings of isolation in Young People. Young People are responding well to the guidance laid out by the government in relation to the CDO19 epidemic and those who require more support to comply, have been identified and our teams are working robustly to reduce non-compliance.

Face masks, specialist cleaning products and gloves have been distributed to our homes, and made available, in specific quantities to our Young People and staff. Staff in the homes are working hard to ensure that the new standards of infection control are maintained and reporting accordingly. I would like to thank all of those involved, as well as those who ensured that distribution of products and the set-up of technical equipment was swift and effective.

It is critical that we all continue to maintain a "high alert" level of awareness, follow standards and protocols that have been rolled out and seek assistance if and when we need it. It is equally important that we maintain a good standard of emotional wellbeing. This can be achieved through a number of mediums including, meditation. We have recommended a few Apps that may help you and our Young People to manage any unwelcome feelings of anxiety at this time.

As the weather is improving this comes with its challenges as well as benefits. To encourage our Young People to stay at home we will be supporting our services to identify any equipment they may need for the gardens to try and promote outdoor activities at home, including games and gardening and your recommendations are welcome! It would be good to see our young people getting more creative in the use of the garden and involved in the planting of fruits and vegetables.

As we enter the third week of lockdown, there is no space for complacency. The success of the service and safety of the Young People, yourself and your colleagues is dependent on the efforts and choices we all make on a day to day basis. I am rest assured, and thankful for this outstanding team of people, in whom I have confidence will continue to collaboratively make sound and safe decisions.

Many thanks all.

April Mitton
Founder/CEO

How young people are dealing with lock-down



Most of our young people are finally taking the coronavirus seriously and are isolating themselves within the units and only leaving for essential supplies, as per the government guidelines. However, a small minority of them are not complying and are blatantly ignoring requests to stay in. Obviously, this puts both staff and the other young people at risk and staff are working tirelessly trying to encourage those offenders to understand the risks they are putting themselves and others in. All keyworkers have held house meetings and had discussions with the young people about keeping safe and about infection control and continue to do so on a regular basis. Many that are ignoring the guidance do so with the belief that the virus does not affect their peer group, and so as a deterrent, we are updating them on the figures of fatalities and news on teen deaths from the virus, to reinstate that they too are very much at risk and need to stay in.

YOUR HEALTH AND WELLBEING MATTERS



Are you feeling fatigued or anxious? Is self-isolation making you feel down? Stressed about finances or relationships or feel unhappy at work? Whatever the problem, there is a listening ear.

Young London Today have teamed up with Health Assured to provide all our employees with a 24 hour confidential helpline.

We very much value our team of dedicated staff and your wellbeing is of utmost importance to us. We recognize that sometimes, you may feel worried or anxious about something and may not wish to talk to a colleague or manager. The Employee Assistance Programme is designed to support you through any problems you may have.

It is a free service for all Young London employees and is available any time you feel you need help or advice.

In addition, you could try downloading the **My possible self** app on Apple pay or Google play or go online at www.mypossibleself.com.

My Possible Self brings together content from world-leading mental health experts designed to help you learn how to improve your thoughts, feelings and behaviour. The information has been proven to reduce stress, anxious feelings and low mood in just eight weeks.

Use the app's learning modules to prevent day-to-day problems from holding you back. Help manage fear and improve your happiness and wellbeing.



“With the new day, comes new strengths and new thoughts” – Eleanor Roosevelt.

WANT TO CONTRIBUTE TOWARDS THIS NEWSLETTER? THEN WHY NOT SEND YOUR SUGGESTIONS AND IDEAS TO KEEPING IN TOUCH NEWSLETTER VIA EMAIL

IN THE NEXT EDITION

★ **A day in the life of the Operations Manager**

A Day in the life of Quality Assurance....

By Janice Smith – Quality Assurance Manager



Remote Working during the coronavirus pandemic

So what is a typical day like in Quality Assurance? Well for starters, there is no such thing as a typical day. My role as Quality Assurance Manager is a varied role and consists of being able to multi-task and wear a number of different hats at different times.

As part of the senior management team, my role involves sourcing new properties for Young London, which often involves travelling to do viewings, however during the pandemic, like the rest of the world, I have to depend on technology to get me through and so have virtual viewings and skype meetings.

I not only source properties but get them ready for the young people which involves decorating and furnishing the properties and providing starter packs for every young person. Being on lock-down, has meant it has been extremely difficult to source the necessary items needed as everywhere is closed, so a lot of my day is now spent online shopping for things like fire extinguishers, bed sets, crockery and decorating materials.

Another important role of quality assurance is arranging the works to all our units in order to maintain our properties to the highest standards and to ensure every unit is compliant in terms of health and safety. Every day I update the maintenance database and then prioritise the daily workload and distribute it to the maintenance team.

This week, the 2nd week of working remotely, I'm up and making tea whilst I have my morning briefing with the CEO. We discuss any urgent works needed, any new referrals, health and safety matters and all other business. Before I sit down to tackle my tasks, I have the chore of setting lesson plans for my child, who I am also home schooling, like many parents as well as working from home during the coronavirus pandemic.

As I sit down in front of my laptop, my phone rings and it's the unit manager requesting a starter pack for a new referral and a request for decorating a newly vacant room. After arranging for maintenance to decorate the room, I place an order for CCTV installation in one of the units, arrange for a plumbing repair, and speak to a landlord about some work required. Then it's time to work on some policy documents, respond to the email requests for cleaning products then try to find a supplier who will allow me to purchase items in bulk.

Next, I do my daily calls to the care managers' to check all is ok with their units, update staff on infection control, send over leaflets for the notice boards in the units, check with managers on new staff that need health and safety training as I run the internal health and safety course for new starters and need to book the next course.

I try to grab a bite to eat in between calls from my CEO and other colleagues before preparing a huge list of basic provisions in case of a more stringent lock-down, that we can provide for our young people, before sending more emails, dealing with complaints and speaking to a young person about their conduct in the house.

Before I realise it, the day has flown by and it's 8pm and time for our nightly conference call with all the managers to discuss the day and any issues we have faced. It's a great way to keep in touch with the team and share information and the finale to my home working day. Finally, time to relax, unwind and have a drink, until the phone rings to say there's an incident at a unit which requires urgent maintenance, and it's all stations go again! You know what to expect next!

All in a day's work! But I am lucky to be supported by a really great team so, despite the restrictions and remote working, I am still able to provide quality assurance services to the organisation working from home. Teamwork really does make the dreamwork!!!

Coronavirus LIVE updates:

Source: The Daily Mirror, Sky News, The Guardian

04/04/2020

Brits told stay indoors this weekend to save NHS heroes

At the daily coronavirus press briefing, Health Secretary Matt Hancock has ordered Brits to stay indoors this weekend - saying it's 'not a request!'

Britain suffered its deadliest day yet with 684 people dying from coronavirus in 24 hours.

The **death toll now stands at 3,605**, with NHS nurses Aimee O'Rourke, 38, and 36-year-old Areema Nasreen among them.

Also today, **the Prince of Wales officially opened London's new NHS Nightingale Hospital** which will treat intensive care Covid-19 patients.

Prince Charles, who earlier this week completed self-isolation following his Covid-19 diagnosis, **launched the 4,000-bed temporary facility at the ExCel convention centre** in east London via video-link.

The Queen will give a rare address to the nation on Sunday as the UK battles the deadly pandemic.

Analysis by the Financial Times shows that the UK's death rate is clearly now steeper than Italy's - nearly 14,000 people have died there now.

London is now registering more deaths a day than Wuhan, the original epicentre of the Covid-19 outbreak, at the same stage.

A teenager from Brixton, south London, **died in hospital in the early hours of Monday**. He had tested positive for Covid-19 last Friday, a day after he was admitted to King's College hospital. He is not believed to have had any known pre-existing health conditions.

A healthy 19 year old assistant chef also died in North Middlesex hospital in Enfield, North London, last Tuesday. The NHS confirmed he had no underlying health conditions.

A 12-year-old girl in Belgium is the youngest known person to die in Europe after catching coronavirus.

Doctors have warned that while older people with health problems are at particular risk of COVID-19, **that does not mean young people will be unaffected.**

“Not everything that is faced can be changed, but nothing can be changed until it is faced” – James Baldwin



Together we can achieve

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HAVE MORE TO SAY?

Contact KEEPING IN TOUCH Newsletter. We would love to hear from staff and our Corporate partners. Keyworkers, share your success stories of our young people to keep us all inspired.

If you wish to contribute towards this newsletter, please email:

a.mitton@young-london.org.