



Quality Connect



welcome

Welcome to Quality Connect.

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thank you

Thank you to everyone who has attended their monthly training sessions.



The Psychology of Reflection

Reflection is looking back at an experience or a situation and learning from it to improve for the next time around.

There are three main aspects of reflection:



1. Being Self-Aware. Reflection starts with self-awareness, being in touch with yourself, your experiences and what's shaped your worldview.



2. Constantly improving. The next step is self-improvement. Once you're aware of where your strengths and weaknesses are, you can know where to move your focus.



3. Empower Yourself. Reflection gives you power to take control and make the necessary changes in your life.



Reflection can help you to be more creative and try new things and help you to improve in your Quality Checking.



Reflective Thinking after your next Quality Check

Reflective thinking with your Quality Assessor or Quality Supporter after a Quality Check will help you consider what went well, what could have gone better and what you do differently next time.

What is a Self-Care Reflective Journal?



journal

A self-care reflective journal is a journal that you use to write about your thoughts, feelings, emotions, and reflections in a healthy way that will make yourself feel better and have a better understanding of your thought process.



self-development

It can be something good or bad that has happened to you that you can self-reflect on and learn from past experiences. Reflection can be done through journal writing, keeping a daily diary or essay writing.



computer

Some people prefer to use a keyboard to type their words as it might be easier to keep the journal private. Also, some people might be able to type faster than they write.



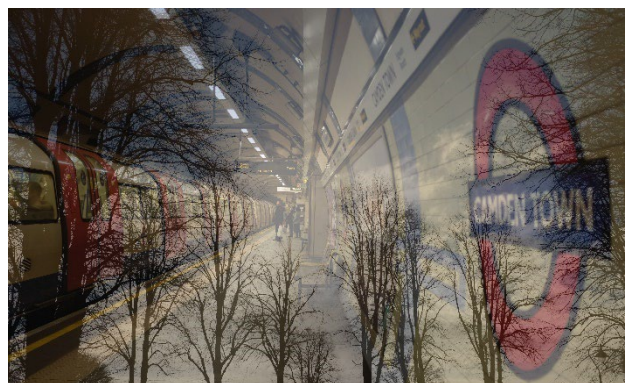
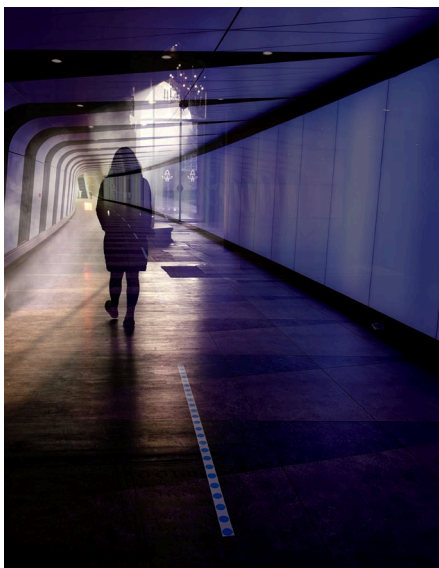
creativity

Sometimes it can be difficult to use words to describe how you are feeling. Some people find it easier to think in pictures and you could draw, paint, or create a collage to express yourself. There is no right or wrong way to journal, the important thing is to do it in the way that works best for you.



camera

Lizzie enjoys doing creative journaling and does her own photography projects as a way of expressing her emotions. Lizzie has been recently learning new skills in photoshop for her photography projects.





journal

Self-Care Reflective Journal Page

A large, empty rectangular box with a dark blue border, intended for journaling. The bottom-right corner of the box is folded over, creating a triangular shape.

Mental Health Awareness Week 9 - 15 May 2022

Theme Loneliness



mental health

The theme of the 2022 Mental Health Awareness Week is 'Loneliness'. Loneliness is affecting more and more of us in the UK and has had a huge impact on our physical and mental health during the Pandemic.



community

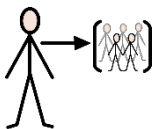
Our connection to other people and our community is essential to protecting our mental health. We need to find better ways of tackling widespread feelings of loneliness, and we can all play a part in this.



awareness

Reducing loneliness is a major step towards creating a mentally healthy society, so the theme for this year's Mental Health Awareness Week is aimed at raising awareness of the impact of loneliness on our mental wellbeing and the practical steps we can take to address it.

If you do feel lonely you could:



involvement

Get more involved in your local community

Visit a park or a museum

Teach your skill to someone

Join a club

Go cycling or go for a walk

Get creative – make a scrapbook

Set practical goals

Attend the coffee and cake catch up

Be involved in the work The Quality Company do



happy

It is also important to understand that being alone isn't the same as being lonely. Some people just like their own company and don't feel lonely being on their own.



Support Contact Details





There is a helpline that staff can call if they are worried about anything.

The Employee Assistance Programme offers staff confidential advice and support to help you work through worries such as home or work issues, finances, challenging situations, or medical concerns.

It is free and can be accessed 24 hours a day, 7 days a week: **0800 068 6729**

There are Mental Health First Aid Champions across Thera Group. They have:

-  The knowledge and confidence to provide Mental Health First Aid for the most common mental health issues.
-  An understanding of how to help build a mentally healthy workplace, challenge stigma and support positive wellbeing.

For more information, please visit the Thera Trust Website:

www.thera.co.uk/staff/health-and-wellbeing/mental-health-first-aiders/



Stories from Quality Checks

stories

The staff who support you with your health have, over a period of 3 years, supported you to make changes and supported you with your diet. This has helped you to improve your mobility and social confidence. The adaptations that have been made to use slimming world guidelines have had outstanding results.

A Quality Assessor and Supporter reported that a person was receiving an Annual Health Check and an appointment with the Psychiatrist via the phone. They also reported that the person had restrictions in place with staff regarding how many cigarettes the person smoked per day with no evidence of any process to come to this decision.

During a Quality Check we heard how a person, who lives with other people is being supported to make her own mini-sitting room within the house. The person is choosing colours for the walls, some furniture and bits and pieces to personalise the room.

The Quality Admin team had a Circle of Support Questionnaire returned from a person's Mum. Mum had concerns that her son had poor dental hygiene and was showing signs of institutionalism from not going out during the Pandemic.

We were able to share this with the Managing Director, Service Quality Director and received feedback from the Operational Manager, on the same day, that she would be looking into the concerns and the Community Support Leader would be meeting with Mum.

A Quality Check has since taken place with no further concerns and support staff reported that an application for increased support hours to enable the person to get back to accessing the community more frequently has been made.

Reminders and Information Page



Did you know...

May is National Walking Month, an annual celebration of walking. Walking can also make you feel more positive and ready to start the day.

Just 20 minutes of walking each day can reduce the risk of several health conditions. This includes certain cancers, depression, heart disease and Type 2 Diabetes.



profile

Have you filled in your Meet the Team Profile and sent it back to Sarah?



cupcake

There will be a special Queens Jubilee Coffee and Cake Catch-up on 27 May 2022.



email

Reminder to send things back promptly to Quality Admin.



welcome

We welcome back Ashley Barker as Quality Assessor and we welcome Rox to The Quality Company as a Quality Assessor.



recruitment

We continue to recruit for Quality Assessors and Quality Supporters across The Quality Company. Remember by referring a friend, you could receive up to £300.



social media

Remember you can follow us on Facebook through Thera Trust and on Twitter @qualitychecking

Harry's Chicken Satay with Noodles Serves 2 - 3 people



Ingredients

- 1 Tablespoon of cooking oil
- 1 Medium onion - chopped
- 1 Medium Carrot - chopped
- 1 Red, yellow, or orange pepper – Sliced
- 1 Tablespoon of sweet chilli sauce
- 1 Tablespoon of peanut butter
- 3 Tablespoons of dark soy sauce
- 2 Tablespoons of lime juice
- 1 Dessert spoon of fish sauce
- 2 or 3 Medium chicken breasts – cut into small pieces
- 200ml of milk
- 150g or 200g of egg noodles (or half of that, and boil up some rice)
- (Chopped coriander – optional)




Method

1. In a sauté pan, fry the onion until soft. Add carrots and pepper – fry for about one minute.
2. Add the chicken, fry until browned all over. Add the chilli sauce and the dark soy sauce, then the lime juice and fish sauce. Simmer for ten minutes.
3. Meanwhile add the noodles to boiling water, simmer for 4 minutes, then drain. (If wanting to do rice, start boiling it now)
4. Add the peanut butter to the pan and stir in. Heat through until it bubbles. Add the noodles to the pan, and coriander leaves if using.

Enjoy!



Meeting details to put on your calendar.

 health and safety	 ECC	 coffee morning
Date: 14 June 2022 Time: 11am Via Zoom	Date: 14 June 2022 Time: 12.15pm Via Zoom	Date: Every Friday Time: 10am - 11am Meeting ID: 864 3802 2158 Meeting Password: coffee3



representative

To find out who your local Health and Safety and ECC Representative is, please contact your Line Manager.

If you are interested in becoming a Health and Safety or ECC Representative, please let us know.



email

If you would like to share stories about Quality Checks or things you get up to outside of work, we have a new email address you can send stories to: stories@thequalitycompany.co.uk