



*Dear Colleagues,*

*First and foremost, I want to send you our very best and thank you for working so hard to make a difference to the lives of those who depend on our service, in these difficult times.*

You are all amazing people, working hard and long hours to make a difference *in* the lives of vulnerable people in our care. I am proud of all of you.

You all contribute to our vision by doing the best you can to do it well. Some of you may not be working directly with our service users and some of you may be supporting from a remote location but you all do an important job to realise our vision.

*Our vision is for people with learning disabilities to live a happy, meaningful and fulfilled life.*

*As the crisis continues, with many sombre statistics and talk of businesses that are struggling, I wanted to reassure you that we have successfully managed to make the transition to running our services with limitations.*

*Our services remain almost entirely as usual: all our operational systems are fully functional, we are easily contactable by phone or in-mail/email and google hangouts.*

We had many challenges over the past couple of years, some of our services more than others.

The whole of the care sector has seen the effect mismatch between funding and demand, resulting *in a significant* number of large and small care providers failing.

We had increased regulatory pressure which was expected but some of our services failed to adapt to the new regulatory regime and this caused significant quality issues and reputational damage.

The regulatory pressures will make it harder for those organisations who have not embraced technology or have not invested in technology as evidencing good care will require documentation. We will need to ensure we are fully utilising our technological advantage to ensure quality and efficiency.

The unemployment rate of the world economies is rising much faster and will continue to do so *for the* foreseeable future.

We have an additional challenge of *COVID-19* to deal with and we have only *received a small* number of PPE *from the local* government. We recognise the challenges you are all facing and worries you have for yourself, families and our service users. We are swimming in uncharted waters when it comes to this virus *and the government* is trying to navigate as well as they can. But we must each do our part in this challenging time to be the best version of ourselves.

I have included in this communication our organisational 1-3-5 that's (One Vision, Three Objectives, Five Goal for Each *Objective*) You will receive more detailed communication from your department heads regarding this in coming weeks and how it affects you.

### **What are we doing?**



We managed to privately *buy 1,500 masks* and 300 shields if any of our homes or Cawston park have an infection.

There are so many unknowns with this virus and we are trying to secure 10,000 more *masks* to give our frontline staff to share with their household. However, at the time of writing this has not been confirmed to us and remains in my personal *action* list.

I have been in contact *with a private* testing firm that manufactures private testing kits with 98% accuracy. I have been told that they will soon be producing more units and I have placed an order. My intention is to make this available to all of our frontline staff free of charge.

I have agreed with our shareholders to scrap dividend payments for 2020/21 year and invest more than half a million pounds for the following;

- ❖ Pay increase to all our staff.
- ❖ Bonus payments to all of our services/department that met their objectives.
- ❖ Peer to peer reward program called WoW that will allow you to nominate *colleagues for outstanding work*.
- ❖ Continuation of perk box for another year where you will be asked to comment on this program.
- ❖ Continue *with the nursing* apprenticeship program.
- ❖ Development of our management courses.

We are also investing in new services and adapting our services *to a new* model of care. What does this mean for you and our service users?

- ❖ We would be able to increase our efficiencies and distribute more to our staff
- ❖ We will increase our ability to provide better care and evidence to increase our CQC rating.
- ❖ We will share part of our profits with our most important partners (Our Staff)
- ❖ We will be able to offer better value to our stakeholders and taxpayers.
- ❖ We will give more opportunities to our staff who are looking for career advancements.
- ❖ We will enable our service users to live happy, meaningful and *fulfilling lives*.

**When will these be happening?**

*This is happening now, and your service/department directors will be writing to you with pay increases and bonus programs by 15<sup>th</sup> April and rates will be effective from 1<sup>st</sup> April.*

*God bless you all, stay safe and keep those around you safe.*

Yours truly,

  
Tugay Akman

Jeesal Group CEO