



A NEWSLETTER DEDICATED TO THE ACHIEVEMENTS
OF JENNIFER M WHITTALL LTD - THE TEAM AND CLIENTS

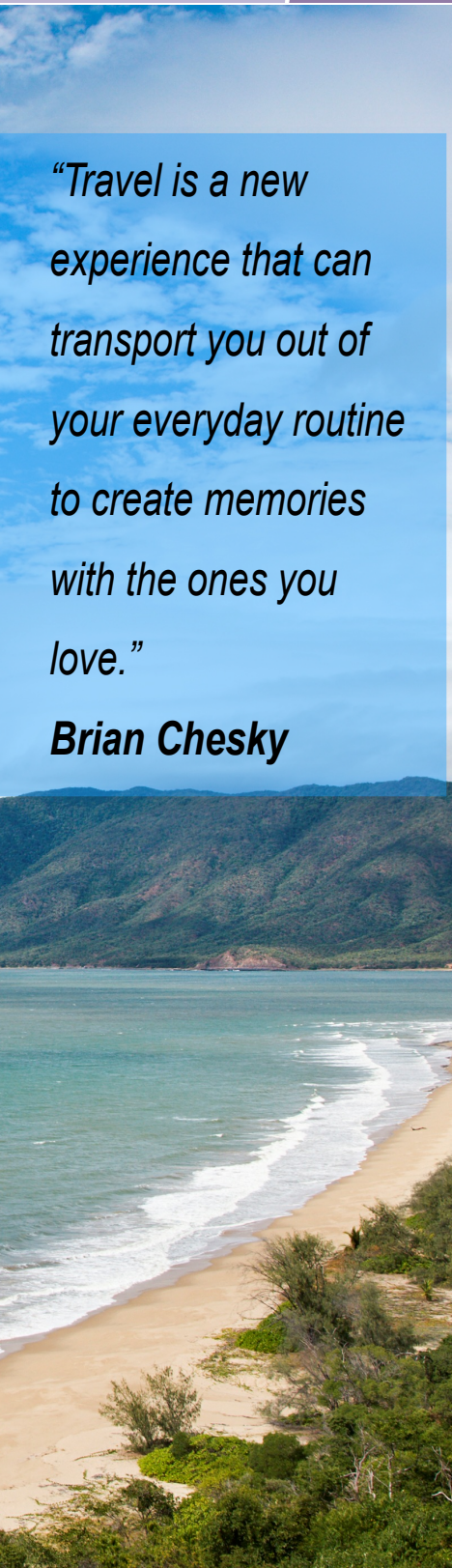
Thinking OUTSIDE THE BOX

Edition 6

Summer 2019

“Travel is a new experience that can transport you out of your everyday routine to create memories with the ones you love.”

Brian Chesky



Welcome to our Summer Edition.

It has been a busy few months for the team and their clients and despite the lack of sunshine recently, it will not deter the desire to travel.

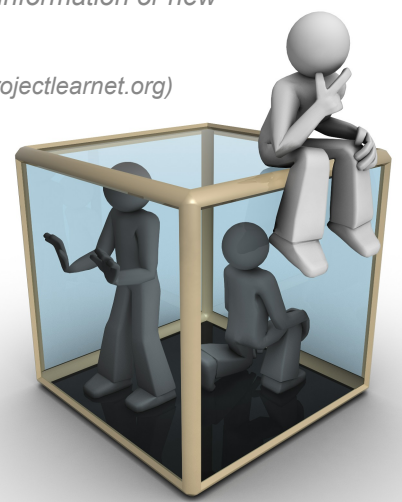
Associate Lisa shared that two of her clients who met whilst attending the Beacon Centre For The Blind, not aware that they had in fact the same Case Manager and Physiotherapist have developed a great friendship have booked a fantastic mini break away together in Blackpool. They will be staying in the ‘Bond Hotel’ where they provide care staff, which encourages a safe and hassle free trip for those who are less physically able.

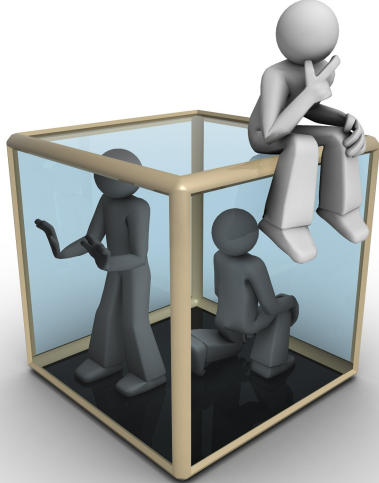
In addition, the Calvert Trust, Kielder is recognised as a leading provider of outdoor experiences for the disabled and has been visited over recent months by a couple of our clients who have been able to enjoy their challenging outdoor activities on offer. Meanwhile closer to home in Shropshire, one of our young brain

injured clients has been accessing The Edge in Much Wenlock during the past few weeks, where he has been challenging his focus and coordination through a number of activities including quad biking and archery.

As well as the enjoyable side such as assisting our clients to source holidays and activities they can access, we continue to work with colleagues across Multi-Disciplinary teams, in particular we have been looking at the strategy of “errorless learning” with some of our ABI clients. It focuses on prompts, repetition and positive reinforcement. *“Teaching procedures that are designed in such a way that the learner does not have to - and does not - make mistakes as he or she learns new information or new procedure.”*

(Ref: www.projectlearnnet.org)





Training Calendar

The team have enjoyed attending a number of conferences and training Courses, including the BABICM Annual Conference and Engaging in Social Media, but especially have found the recent “Motivational Interviewing in Brain Injury Rehabilitation” run by ABI Solutions of particular benefit.

A different kind of “training”

Following Lisa’s mum being diagnosed with Alzheimers earlier this year, she will be attempting a 13.1 mile trek (“Trek26”) up and over Pen-y-Fan in South Wales in aid of Alzheimers Organisation. If you would like to give to this fantastic charity please visit

www.justgiving.com/fundraising/lisathacker2019

A Day in the life of the Office



Directly Employed Care

With the introduction of GDPR on 25th May, the team have been extremely busy ensuring compliance. Consideration has been given in relation to clients and care staff alike who are emailing sensitive data (for example care diaries) and how to protect such data.

In addition, Jo is working on ensuring those directly employing staff, each have ID cards and have all their training requirements up to date; liaising with both care staff and Trainer to safeguard client.

Besides the day-to-day research for specific Consultants, Professionals and Therapists, much of the research during this period has been surrounding holiday destinations and equipment.



New Referrals

Below are only some of the recent Case Management and Medico Legal Expert referrals the team have recently taken on:

- Stewarts Law - Case Manager for 22 year old who had suffered T9 ASIA A and severe road rash/grazes.
- Red Kite Law - Immediate Needs Assessment for young lady who has severe fractures to ankles along with psychological affects following RTA.
- Red Kite Law - Immediate Needs Assessment for 42 year old in Camarthenshire with T10 ASIA C Spinal Cord Injury as a result of RTA.

If you would like to make a referral contact enquiries@jmw-ltd.co.uk

The ZONES of Regulation®			
BLUE ZONE Sad Sick Tired Bored Moving Slowly	GREEN ZONE Happy Calm Feeling Okay Focused Ready to Learn	YELLOW ZONE Frustrated Worried Silly/Wiggly Excited Loss of Some Control	RED ZONE Mad/Angry Terrified Yelling/Hitting Elated Out of Control

ZONES of Regulation

Used regularly by our Associate Case Manager and Occupational Therapist Lisa Thacker; mostly with children and young people who have difficulties with emotional and sensory regulation. This programme is typically used as a multi-disciplinary approach, alongside a SALT and Clinical Psychologist, with the aim of the individual being able to identify their different emotions and reasons for this and develop their own strategies to help them manage they dysregulation.

Written by Leah M Kuypers, MA Ed. OTR/L