



2020-21

Impact Report



2020-21

Impact Report

Contents

Chief Executive's Statement	3
Chairman's Statement	4
Headline Numbers	5
Covid Pandemic	6
Inclusive Employment	10
Day Opportunities	12
Essex Reablement	14
Havering Reablement	16
West Sussex Reablement	18
Community Equipment	20
Sensory & Supported Living	22
ECL Care Solutions	26
Staff Soundbites	27
Financials	28



Welcome to our review of 2020-2021

Like many other companies in the Health and Social Care sector, for ECL, 2020/2021 has been a year dominated by the Covid-19 pandemic.

We have responded to unprecedented demand for our services and adapted rapidly to changing work practices to ensure our workforce and customers remained as safe as possible.

The level of commitment and dedication shown by all of our staff was humbling and this year, more than ever, it has been a privilege to be associated with this company.

In our Reablement Services across the South of England, we saw extraordinary demand and we delivered more reablement packages than ever before. Our Community Equipment service played a vital role in facilitating hospital discharges to ensure our NHS colleagues had beds freed up to deal with Covid patients. We also saw agile and innovative work in our Day Services where vulnerable customers were supported through a combination of outreach and digital offers.

As well as ensuring the ongoing delivery of core services, we also provided additional capacity working in partnership with the NHS and Social Care colleagues where we opened a 76-bed care home in under two weeks to provide a 'Designated Setting' for Covid positive and negative patients.

Whilst the environment has been extremely challenging operationally, I am pleased that we have still managed to invest considerably in the ongoing development of the business. Primarily this has been in the digital infrastructure of the business but also in our workforce as we expand to meet growing demand for our services.

This year we launched our new Inclusive Employment service, where we helped 50 people with Learning Disabilities into paid employment for the first time which was an extraordinary achievement given the pandemic.

I am delighted that we have seen all of our major contracts either expanded or extended this year. Our focus on high quality services, delivering great outcomes and our ability to build capacity means that we are confident we will have further exciting opportunities in the year ahead.



Keir Lynch, Chief Executive Officer

Chairman's Statement

I start this year's Annual Impact Report by thanking all our team for the incredible work they have done over the past 12 months. The pandemic has created challenges for us all. Despite that, throughout this period we have continued to deliver services to our customers day in, day out. Our teams adapted quickly and our overarching priority has been the wellbeing of our customers and the safety of our colleagues. I have been humbled by the commitment of all our teams. Thank you everyone.

Our relationships with Commissioners remain excellent and they have worked collaboratively with us to ensure service delivery continues. We have all had to evolve in the way we interact and it is a credit to our Local Authority Partners how they have adapted to our fast-changing environment.

In the last 12 months, two Board Members, Peter Martin and Councillor Penny Channer, have stepped down from the Board having contributed significantly to the success of ECL. On behalf of the Board, I would like to thank them both for their leadership, commitment and good humour.



Michael McDonagh, Chairman

I would also like to thank Keir, our Chief Executive and our broader Executive Team for their work over the past 18 months. Without this leadership, we would not have been able to deliver the right outcomes for our customers.

I look forward with optimism to the next 12 months. I recognise that there are many challenges ahead and we are not complacent. Every day we aim to be the best organisation we can be, delivering strong outcomes which improve the lives of our customers, whilst maintaining the financial stability of ECL to ensure we can help people when they need it most.

Our year in summary



44,424
customers



1,300
staff members



99%
would refer ECL
to friends or family



1% increase from 2019-2020



53,873
total hours of domiciliary
care reduction



Supporting our local communities throughout the pandemic

How we performed:



142,000

Reablement referral hours across South East England since March 2020



9,000

Reablement customers supported across South East England since March 2020



5,500

Virtual Day Opportunity sessions delivered from September 2020



Step 2 Home

Covid step down service introduced in April



Step 2 Home

In response to Covid-19 and to ease pressures that were placed on hospital beds during the peak of the pandemic, a commissioning decision was made on the 30th of April to open a new facility in Howe Green. Through collaboration with Essex County Council and NHS services, as well as contracting services for District Nursing, GP services, pharmacy and facilities management, the Step 2 Home service was rapidly mobilised. Opening on 8 May 2020, the service was designed, commissioned and mobilised in record time.

Step 2 Home provided up to 76 beds and accepted patients who were discharged from any Essex hospital. Customers in our care were those who required a short-term placement before returning home, together with those who required additional support to avoid hospital admission.

Step 2 Home had a total of 62 unique admissions, with over 80% of discharges successfully returning home or to their permanent place of residence.

Keeping our customers connected

350 Alcove devices were issued through an Essex County Council initiative with RETHINK Partners.

The Alcove technology enabled customers to receive remote care calls, as well as maintain video contact with loved ones through an easy-to-use touch screen. The technology also offered customers the option to talk to someone if they felt lonely, provided information and support to access essential local services, and information online.

Virtual sessions

From baking, quizzes and arts & crafts, to exercise and music sessions, our Day Opportunities team stayed connected with our customers throughout the pandemic via regular Zoom sessions. Many customers unable to attend our day services felt isolated and missed connecting with their friends and our staff. Our Zoom sessions soon became a highlight each week and kept our customers active during lockdown.

Lending a helping hand to local hospitals and care homes

From December 2020 ECL provided support to care home providers who had reached a staffing crisis due to Covid-19 affecting their services.

Our Day Opportunities team were able to support 10 care homes with over 1,500 hours from late December through to mid-February, using skills and experience of working in a Covid positive environments to support staff and help customers from these services to recover.

In addition, our team responded to the staffing crisis within local hospital wards, covering shifts at short notice, while providing a professional and skilled response into new and unknown situations.



Our North Reablement Team supporting Covid positive patients in Colchester Hospital

Step 2 Home

Shortlisted for prestigious Laing Buisson Award



Our ward led enablement support achieved the following outcomes:

- 90% of patients avoided deconditioning
- Less than 5% of patients were readmitted to hospital after leaving to Enablement
- Over 75% of patients returned to their own homes

Supporting our local communities throughout the pandemic

How we performed:



8,000

Customers discharged from hospitals, helping the NHS with COVID Pressures



160,000

Items delivered by Community Equipment Services



75%

reduction in the support hours required at the end of their package



ECL's Sensory Service worked with several organisations during the pandemic to help support vulnerable people with sensory impairment to access services to help combat loneliness and improve their health and wellbeing.

Supporting people with sensory impairment during the pandemic

Our Sensory Service worked with:

- Essex Highways to support COVID response changes to roadways, pavements and cycle paths.
- Developed early links with the Essex Welfare Service to open referral pathways and raise sensory awareness.
- Partnered with Colchester United Football Club providing online Zoom sessions
- Worked with the Suffolk and North East Essex ICS Vaccine Equalities Group and produced/distributed a checklist for countywide vaccine administrators to improve vaccination bookings and accessibility to vaccination centres.

Garden Visits

During the lockdown, our Day Opportunities service introduced socially distanced garden visits for our Older People customers, helping eliminate feelings of loneliness and improve their health and wellbeing during the pandemic.



ECL Millicents customer Joyce enjoyed two garden visits each week where she played quizzes and exercised with her Community Care Assistant.

Community Equipment Services seven-day service

The Community Equipment team collected and delivered 160,000 units of equipment and with the growing demand on hospitals during the peak of the pandemic, the team introduced a seven-day service to assist with the increased hospital discharges and enabling people to return home safely.

Inclusive Employment

How we performed:



50

customers supported into employment



33

supported in volunteering opportunities



£8m

lifetime savings from placing 50 adults into employment

Working in partnership with Essex County Council, ECL launched a ground-breaking Inclusive Employment service in Essex to support adults with learning disabilities and autism to achieve their aspirations of gaining paid employment which matches their skills and interests.

The Inclusive Employment Service launched in April 2020 on the belief that anyone can get a job who wants one, while challenging any past assumption that people with learning disabilities can't or don't want to work.

The service aims to create sustained, paid employment opportunities for individuals with learning disabilities and autism by closely understanding their career ambitions, skills and personal interests.

The team go above and beyond to find or create the perfect role, from offering tailored careers advice and vocational profiling, to supporting individuals with job interviews, work trials and qualifications. The Inclusive Employment team are also committed to addressing equality in the workplace by helping to change attitudes, behaviours and cultures within businesses across Essex.

The team guide employers step-by-step through the recruitment process, matching candidates to vacancies and aiding employers with adapting interviews and inductions. The support continues with on-the-job coaching and advice to ease any anxieties that employers may have about inclusive recruitment.

Despite the pandemic in the past year with furlough and uncertainty in the general employment market, 50 adults have gained and sustained a paid role and a further 33 adults were supported into a voluntary position. The team has also had positive conversations with Essex-based employers about becoming Disability Confident.



Meet Simon

60-year-old Simon loves horses and had dreamt of having the opportunity to work with them ever since spending time volunteering at a stable.

With the support of the Inclusive Employment team at ECL, Simon has been able to secure a paid role at a livery yard and looks forward to going in each week.

Having attended ECL's day service in Basildon four days a week for the past 15 years, the team at ECL had got to know Simon very well. Although he'd never expressed much of an interest in pursuing paid employment, they believed he would have a lot to offer and a lot to gain from it - if they could just find him the right placement.

When the outbreak of Covid-19 led to an enforced change of schedule, his Inclusive Employment Consultant Lauren encouraged him to consider using his free time to apply for a job, promising him that she would focus on looking for opportunities that involved working with his beloved horses.

Through ECL's network the team found Jane, the owner of a family-run stable who loved the idea of being able to

offer employment to someone with a learning disability. Jane allocated Simon the essential jobs which she couldn't find time for and was delighted with his standard of work. Her concerns that the tasks might not be exciting enough evaporated, as it was clear Simon found his role both therapeutic and rewarding.

"I have always been told that I worry too much, but finding a job has been really good for me. I look forward to going every week and when I get home, I reflect on all the things I have achieved that day. I feel proud of myself," says Simon.

Lauren's support has been invaluable in making the transition as smooth as possible - from helping with the preparation of a CV and joining Simon on his work trial, to offering help with travel and being by his side on his first few days to provide on-the-job coaching.

Lauren says; "I am incredibly proud of Simon's positive approach - this role is the ideal match for him, and I know that he enjoys every second. Meanwhile, Jane has been so impressed that she's decided to take on another of ECL's Inclusive Employment candidates and that is all down to the fantastic impression Simon has made!"

Day Opportunities

How we performed:



1,439

customers supported by Day Opportunities



90%

of customers met the outcomes they were aspiring to

”

Noah is now out and about in the community on two of his three days a week at ECL



Our Day Opportunities service provides tailored activities in the local community for older people and adults with learning disabilities.

Noah's Story

21-year-old Noah has Down's Syndrome and a profound learning disability, he also has a cheeky sense of humour and a GCSE in art!

When Noah joined ECL Saffron Walden in September 2019, his mum and dad were quite concerned about the transition from school as he had been in the same, familiar setting since the age of 4. However, his mum Bonny says; "Noah immediately settled in and we have been pleased how he has developed good relationships with the staff and other customers. The activities are varied and challenging for him, he is often taken out into the community which is important for him."

Frequent sensory integration sessions have been introduced into Noah's timetable; the staff use the time when Noah is out of his

wheelchair to carry out his physiotherapy exercises to calming music. Sensory equipment such as an interactive floor projector and TACPAC (a communication through touch and music program) have been used to stimulate Noah and develop his interaction, communication, and co-ordination.

Noah's keyworker Shannon comments, "We have seen many positive changes since starting the sensory sessions with Noah. He can now reach, grab and throw, and during the sessions Noah exhibits his preferences using eye-pointing, facial expressions and noises. Most importantly, Noah is now using his eye-pointing skills to make food and activity choices"

Noah loves to be out in the community and has always enjoyed trips into town,

to the local common and lunch club with the other customers. At a recent review, Noah's parents suggested they add Shannon to the insurance of Noah's mobility car, and since then there has been no stopping them! Every Wednesday, Noah and Shannon venture further afield and have already visited Boydells Farm in Braintree, Wandlebury Country Park and the lakes at Great Easton. Noah is now out and about in the community on two of his three days a week at ECL.

As Noah's mum adds; "Noah enjoys his time with ECL Saffron Walden, he has developed lots of new skills and we are particularly pleased with the improvement in his social interaction."

Gold Dementia Design accreditation



Awarded to
ECL Chelmsford - Charles Dickens Day Service
by the
Dementia Services Development Centre (DSDC)
at the University of Stirling.

Essex Reablement

How we performed:



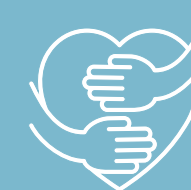
7,331
customers



458,928
hours of
care provided



91%
of customers had
improved outcomes



64%
self-caring at the
end of their package

Essex Reablement provides short-term, intensive support at home to help individuals regain the skills to live independently or with minimal support following a period of ill health, a spell in hospital or change in circumstance at home.



Christine's Story

After a difficult few years which saw her planned knee surgery postponed in the wake of a breast cancer diagnosis, Christine had hoped that the end of her treatment would mark the beginning of better times to come.

Unfortunately, her course of radiotherapy had left her with constant discomfort in her hip and she was told that she would need to undergo a replacement procedure.

Following the operation, Christine spent a week in hospital and was concerned about how she'd manage when she was discharged with nobody close by to support her. She had always been wary of seeking home help and was initially concerned about inviting strangers into her home, but she's so pleased that staff referred her to ECL's Reablement Service.

"I did have some concerns about home care but, with no one local to help me when I came out of hospital, I needed the

extra support" Christine says. "I shouldn't have worried! Everyone I met was so lovely and I built a great rapport with them all. They really put me at ease."

ECL put together a six-week reablement plan for Christine, which originally included four visits a day to help her with tasks like showering and preparing meals. To aid her recovery and encourage her independence, she was also provided with additional mobility equipment and her living room chairs were raised.

It quickly became clear that four appointments a day wouldn't be necessary for strong-willed Christine, so the team moved to a reduced schedule of morning and evening visits. Christine says, "I was keen to get back to doing as much as I could, as quickly as I could, but there were still some things I couldn't manage alone. Preparing my meals wasn't too problematic, but I needed help carrying them to my seat at dinner time and ECL would always make sure they were there to lend a hand. Some of the staff really went above and beyond – one kind lady even hung my washing out for me!

"Although my hip replacement is what brought me to ECL, my knee has actually caused me a lot of pain for many years and I'm just sorry that I didn't know how fantastic they are sooner. I would have sought help a long time ago! I really can't fault the team at all and I'm so grateful to each and every one of them."



London Borough of Havering Reablement

How we performed:



847

care packages started



£2.25

return on every £1 spent on the service



81%

independent at the end of their package



1,208

customer outcomes achieved

Our Reablement Service within the London Borough of Havering launched in April 2019 to provide short-term support of up to six weeks for individuals to regain the skills to live independently or with reduced care.



Ray's Story

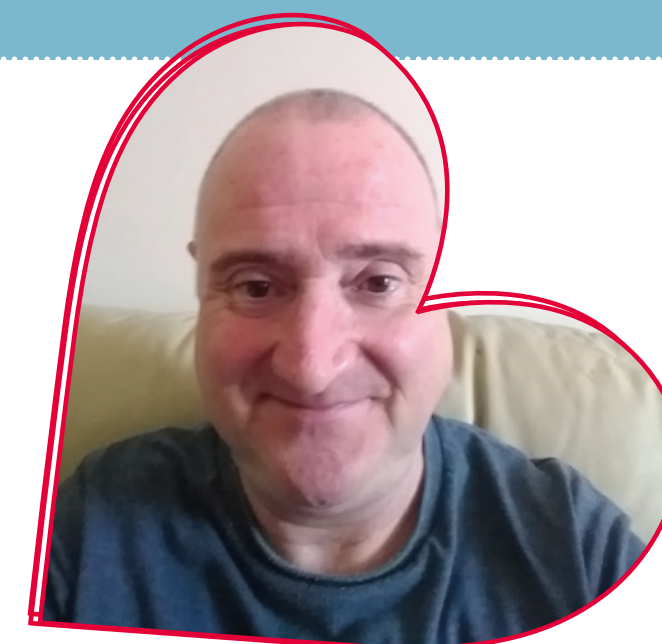
Having been suffering from the effects of osteoarthritis for many years, 55-year-old Ray Carscadden was eventually advised that it would be necessary for him to undergo hip replacement surgery.

Despite taking the procedure itself in his stride, Ray did have some concerns about how he would manage once discharged from hospital the very next day.

Living alone meant he would have no support with day-to-day activities at home, and he knew that his restricted mobility would likely have an impact on his ability to access his bathing facilities and regularly change his compression stockings. With these essential tasks presenting a challenge, Ray realised that he could use a helping hand and requested a referral for short-term home care from his GP.

After putting him in touch with ECL's reablement service, the team was able to quickly assess Ray's needs and arrange a four-week care package, tailored to his requirements. Every morning, one of ECL's experienced community care assistants would visit him at home to support him with his personal care - bathing, changing his stockings, and setting him up with anything else he might need for the day ahead.

Come the end of the four-weeks, Ray had recovered enough of his strength to be able to comfortably manage on his own, but he remains hugely grateful to ECL, as he explains, "The service I received from every single member of staff was exceptional. Everyone I had a visit from was kind, considerate, helpful, genuinely caring and so easy to get along with.



I felt very comfortable having each of the carers in my home."

Ray was so pleased with his experience of the ECL reablement service that he has already recommended it to a friend; "A close friend of mine is now awaiting hip surgery and I had no qualms at all in recommending ECL. It goes without saying that if, in the future, I require similar help I would be in touch straight away. It is really important to me to give credit where credit is due and I truly believe that the reablement service has a team to be proud of."

West Sussex Reablement

How we performed:



1,543

care packages started



£3.7m
savings



65%

independent at the
end of their package



Our Community Reablement Service within West Sussex supports customers in their own home for a period of up to six weeks. It is operated under contract with West Sussex County Council.



Win's story

100-year-old Win Hall was determined to return to living independently in her own home despite various health setbacks.

Already living with multiple health conditions, Win was admitted to hospital in August 2020 with pneumonia. On discharge, she went to stay with her daughter and was initially under the care of Responsive Services when she broke her toe and developed a urine infection.

Win was then referred to ECL's West Sussex Reablement team who visited each morning to assist her with washing and dressing. During the following six weeks, Win made good progress and was soon able to dress herself with minimal help, so plans were made for her to move back into her own home with an increased care package. However, when she suffered another water infection that was unresponsive to antibiotics those plans were put on hold and she unfortunately had to be readmitted to hospital.

ECL's reablement team recommenced Win's support when she was discharged to her daughter's house from hospital. The team knew that Win was physically able to make speedy progress toward her goals of safe mobilising and independent personal care, but found she needed help building her confidence.

A delight to work with, Win quickly built a good rapport with the ECL staff and was determined to return to her home. Her hard work paid off, and within just one week of morning visits, the ECL team was delighted to report that Win had achieved all her goals and they were no longer needed.

On 7 December, ECL received another referral to support Win back in her own home and the reablement team is now working with her to ensure that she can transfer the independence she achieved at her daughter's home, as well as being independent in managing her medication, preparing healthy meals, and personal care.

Win says, "My confidence is improving all the time, so much so that when my daughter visits, I used to dread her leaving around 16:30, but now I feel calmer and able to cope".

ECL's Local Business Manager, Katrina Januszcak adds, "Win is a delightful lady who proudly showed me her card from the Queen, and photos from her party to celebrate her 100th birthday, which happened just before the first lockdown. I was so impressed with this lady's determination to get back home and be as independent as possible."

Community Equipment

How we performed:



44,115
deliveries



33,055
customers supported



45,623
items recycled



£8.4m
worth of recycled items

ECL's Community Equipment service provides specialist assessments and equipment to the local community.

Tamsin & Alicia's Story

ECL were so fast, I was really pleased with them... my daughter would have a suitable place to sleep for as long as we needed it.

”

Single parent Tamsin* relies on a host of specialist equipment when caring for her 14-year-old daughter Alicia* who has quadriplegic cerebral palsy.

As Alicia is not able to walk unaided, Tamsin relies on a lift in order to be able to get her up and down the stairs. When that lift broke down, she was concerned about how she would be able to manage her daughter's care.

Tamsin explains; "My daughter's specially adapted bed and shower are upstairs in our home, so the lift is vital. Although I had been able to get my daughter downstairs to her wheelchair in the morning, I knew there was absolutely no way I could get her back upstairs to bed in the evening on my own. Obviously, her condition means she can't just sleep in a

makeshift bed on the sofa, so I contacted her social care team for support as I was beginning to get really worried about how we'd cope come bedtime."

After being made aware of the situation by Essex County Council, ECL's Community Equipment Service was quick to get in touch with Tamsin to understand exactly how they could help relieve some pressure. It was clear that the uncertainty was causing both mum and daughter distress, so the team prioritised the delivery of a replacement bed which could be located downstairs until the company responsible for the lift's maintenance had rectified the fault.

Sam Gooch, ECL's Customer Services and Resource Planning Manager, who took the call from the council, says; "We couldn't

have a child left without a safe place to sleep, so we sent a driver out that evening – it's really important that we're as responsive as possible in situations of this magnitude. Ensuring the safety of all our service users is always our highest priority."

Tamsin was thrilled with the service they received. She says, "ECL were so fast, I was really pleased with them. They were able to get a new bed to us within hours of my call and installed it on the ground floor so that my daughter would have a suitable place to sleep for as long as we needed it. It was such a relief, not only for me but for my daughter, too. I know she'd been anxious, and you could see that she felt so much better knowing that her needs were being looked after."

*Names have been changed for anonymity

Sensory services

How we performed:



624
Block referrals



942
individuals signposted to voluntary sector



260
customers provided with sensory equipment



149 to other sources



ECL Sensory supports people with sight loss, hearing loss or dual sensory loss to maintain independence in every aspect of daily life through the provision of lived experience sensory training, sensory access charter marks and 1-1 support.

Leah's story

Leah Jackman, aged 38 from Braintree, has experienced the unimaginable since being diagnosed with diabetic retinopathy at just five years old.

As well as being hard of hearing since childhood, in 2009 Leah blinked one day and suddenly lost sight in her right eye. Then in 2018, she woke up one morning completely blind with no perception of light. The experience understandably shook her and made her daily life difficult to manage with dual-sensory loss.

Leah says; "Once I completely lost my sight, I was too anxious to go outside or open the door. Even when collecting the post, I'd be a shaking mess. That was when my GP put me in contact with ECL Sensory Service and everything changed."

ECL assisted Leah with her dual-sensory loss by providing equipment and 1-2-1 support to help her regain her confidence to leave the house independently again. The Sensory Service team arranged for rails to be fitted in Leah's home to help her navigate safely, as well as portable doorbell receivers so she could always hear the doorbell when someone rings. The team also showed Leah how to use her Penfriend labeller so she can independently identify labelled products.

Leah received 1-2-1 training to help her use a white cane on key routes to and from her home. After losing her vision entirely, Leah undertook cane training to her daughter's school, and to her GP and pharmacy. She practiced these routes over six months with assistance from ECL Sensory Service rehabilitation worker Gill, doing each route little by little until she felt confident enough to walk the whole

way by herself. Leah credits her increase in confidence to Gill and the ECL Sensory Services team who understood her needs and enabled her to confront her fears of walking outside alone and in her own time.

Leah says: "I live on a main road and that first step out was absolutely terrifying. There was so much noise from traffic and people, it felt almost claustrophobic to be outside. Having someone with me saying every three paces, 'it's fine, you're doing great, a dip in the curb is coming up...' was what kept me going. She was so kind and spent the first couple of sessions just getting to know me, making it clear I was in the driver's seat. I never felt rushed to walk anywhere before I was comfortable.

Now the routes are second nature to me, and that's all down to ECL and their gentle approach."

Supported Living

How we performed:



65%

improved independence



75%

reduction in the support hours required



at the end of their package



at the end of their package

ECL opened its first Supported Living property, in partnership with Essex County Council, in October 2019. The service is designed to provide intensive support towards independent living with a target length of stay of six months.

Chris's story

When 24-year-old Chris, who has autism and mild cerebral palsy, was first referred to ECL's Supported Living service he was struggling to manage his anxiety and his long-term ambition of living alone seemed out of reach. Now, he's counting down the days until he gets the keys to his very own flat...

After undertaking a series of clinical assessments and creating an occupational therapy profile to identify Chris' needs, ECL recommended he be given a six-month placement at ECL supported living complex, Orchard Place. From the outset, he knew exactly what he wanted to achieve and set himself four clear goals – to be able to increase mobility and reduce pain in the hand most affected by his cerebral palsy, to be able to take a bath alone, to be able to do his food shopping unaided, and to reduce his anxiety levels.

Keen to help him succeed, ECL's Occupational Therapist Aimee Nutall, worked with in-house staff to implement changes, such as sourcing a portable bath lift and teaching Chris techniques to help him cope when his anxiety flares up. He was given handy resources like worry flashcards and his support team created a unique visual shopping list for him, meaning he no longer needs to be accompanied into the store when doing his food shop. Crucially, ECL also encouraged Chris to see his GP who prescribed medication to tackle his anxiety head on.

Chris says, "Anxiety is an illness that people can't see so often so they don't understand it, but I have had a lot of support from ECL and have made fantastic progress. I used to get very angry and frustrated, but I feel so much

happier now. I've got on really well with my new medication and manage my prescriptions independently, too."

Having completed travel training and a money management course, Chris is preparing to move into temporary assisted living accommodation, which will see ECL reduce the number of hours staff spend on site, while remaining contactable around the clock.

Rebecca says, "Giving Chris the tools he needs to handle the challenges of independent living has been a team effort and he has embraced everything we've thrown at him, so I am delighted he is a step closer to achieving his dream. Chris has always been very determined, and it's only a matter of time before he's picking up the keys to his own home. I know we're all looking forward to celebrating that huge milestone with him."

I have had a lot of support from ECL and have made fantastic progress.

”



ECL Care Solutions

In response to our customers asking for a wider choice of mobility products, ECL launched a brand new e-commerce business in December 2020, expanding into the private pay market.

ECL Care Solutions offers a wide range of mobility equipment that complements mobility aids offered by ECL's social care and NHS commissioned services.

The ECL Care Solutions' thoughtfully designed product range is made with strong and durable materials, providing customers with the reassurance and support they need, and enabling them to maintain their independence and stay in the comfort of their own home for longer.

The ECL Care Solutions team have been busy behind the scenes preparing to expand our private pay offering by incorporating existing ECL services so even more people can benefit from our care and support...



Providing customers with the reassurance and support they need

”



...stay tuned for an exciting new service launching soon!

Our People

We have over 1,300 colleagues working for ECL, each striving to provide person-centred care and supporting our customers to achieve their aspirations of independence through paid employment, volunteering or inclusion within their local communities.

I love working for ECL because...

"You meet some lovely people and it's amazing how strong your relationship can become with them. I enjoy being part of the team, feel very supported and the managers are very approachable. No question is too small."



Sarah Barber
Trusted Assessor
South West Essex

"Working as part of a newly formed clinical team is a very exciting, and sometimes daunting, experience. Each day brings new challenges. I enjoy the thrill of exploring each person's needs and what is important to them and then finding new and innovative ways to meet them in our services."



Jenny Whitaker
Speech and Language Therapist

"I have worked for ECL for 13 years covering community social support and now Older People services. The role can be challenging but has many rewards, including the opportunity to grow personally and within my role, and gaining confidence to support those customers through their dementia journey. My contribution to their lives and their families feels positive and effective. ECL provides the training to support my role and there are opportunities to benefit from the pay reward system and Healthshield."



Anne Skerritt
Older People Community
Care Assistant

"I joined ECL in 2018 as a Community Care Assistant, in 2019 I was promoted to Trusted Assessor, in 2020 I became an Inclusive Employment Consultant and this year I was promoted to Inclusive Employment Team Manager."

"If you express an interest in personal growth, I find managers 100% support you to achieve your goals. I have just completed my Level 3 NVQ in Social Care and enrolling on for Level 5!"



Lauren Keeble
Inclusive Employment
Team Manager

"Working with our customers to achieve goals that they have been involved with setting, to get the best outcome possible and regain their independence. This enables them to build their confidence in the comfort of their own home. It is rewarding and I get job satisfaction knowing that I have been part of a team that has achieved this. There are many opportunities to develop your knowledge and skills within the company."



Harj Sran-Murphy
Community Care Assistant
West Sussex

"When I attend breakdown callouts in the middle of the night, I don't mind at all because once I've fixed the customer's hoist, they are so grateful, and I love seeing the smile on their faces!"



Fatih Ertas
Service and Installation Engineer

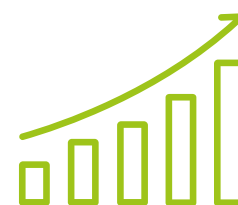


Finance

2020-21



£49.4m
Revenue



8.3%
Growth



£67.5m
Savings

for commissioners & partners





Coming soon...

At ECL we are constantly finding ways to improve the quality of people's lives, enabling them to maintain their independence at home!





© ECL November 2021

03330 135 438
www.ecl.org



ecl
Person-centred care