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## **Care Provider Boss Works the Nightshift**

THE top boss of one of the country's leading housing and care specialists swapped the boardroom for the front room as she worked the nightshift in one of the charity's care at home offices.

Fanchea Kelly, Chief Executive of Blackwood went 'back to the floor' after completing her own full day's schedule, packed with meetings and appointments, to work alongside the night support service staff.

She visited Laura Fergusson Court in Edinburgh to experience first-hand the hard work of Blackwood staff and to see the difference Blackwood's innovative care system, CleverCogs, makes to customers.

She was keen to speak to staff to get their frank thoughts on the service provided and ask what they like most, and least, of their job.

Fanchea said: "I was really keen to get out and experience for myself what the nightshift work entails, as obviously it's different to the role a member of staff performs during the day.

"I had no qualms about getting fully involved as it helps me properly understand what the day-to-day outlook is like in our customers' homes.

"It was great to speak to the staff there as well, who all do a tremendous job, to get their feedback on what's working well and also areas we can be looking to improve on."

Fanchea wasn't the only office-based member of Blackwood staff to work the nightshift, as she was joined by Marketing Manager, Colleen Scott.

The pair met with staff and stayed until well after midnight to witness the nightly tasks and duties.

It was also an opportunity to find out how CleverCogs was making a difference to the lives of those who are using the system for night support.

The technology helps keep customers as independent as possible and allows people to connect to the internet and speak with friends or care workers from one device.

Colleen said: "We'd both had a normal day at work, with Fanchea spending a good part of the day in Dundee, but we were both really keen to get along and experience it all for ourselves.

"She picked me up from my house at around 10pm and then we went along to meet Lee, Eddie and Meg, the staff team based at the care home.

"They were all incredibly welcoming and we actually got to see their talents in action first-hand.

“Lee took a call from a customer who was suffering with a panic attack, which normally resulted in the customer wanting to go to hospital, but after around 20 minutes of one to one support, she’d calmed him down and he was okay to go back to sleep.

“It was amazing to see her counselling skills in action and shows the bespoke care provided and that personal touch given is so effective.”

Fanchea has more than 20 years’ experience in Housing and Care in a number of senior roles across Scotland and joined Blackwood in 2013.

Blackwood aims to do whatever it takes to help people take control of their lives in accommodation that meets their needs.

CleverCogs is a touch screen home hub and is installed in customers’ homes and our care homes across Scotland.

It enables people to stay in touch with friends and family and video chat with them. It helps them catch up on their interests, access information they want to see and receive convenient reminders of any appointments, care visits or medication they need to take.

## **ENDS**

### **Notes to Editor**

Edinburgh-based charity, Blackwood, has more than 1500 homes throughout the country making it a leader in helping those who are disabled, elderly or with sensory impairments to live more independently.

As it works in 29 of Scotland’s 32 local authorities, it is more widely dispersed than most other care or housing providers and has embraced the challenges of taking housing and care into innovative areas at a time when funding is increasingly limited.

Blackwood is also renowned for constantly pushing the boundaries of technology to allow property adaptations which make a huge difference to people with disabilities.

**Issued on behalf of Blackwood by Holyrood PR. Further information, contact Fraser on 0131 561 2241 or [fraser@holyroodpr.co.uk](mailto:fraser@holyroodpr.co.uk)**