

**INSPIRE • EXCEL • ACHIEVE • WITH INTEGRITY**

## Editorial

Welcome to our summer Newsletter. We have decided on a slightly different theme for this edition. This edition is going to be a "**celebration**".

As it is the summer and holiday time for most of us, we thought a little light reading might be in order! It doesn't always have to be about work so we wanted to take this opportunity to celebrate our staff, celebrate our values and to celebrate how proud we are right now to be British.

It certainly is a summer of sport. The World Cup Trophy barely back in Germany, the passing of The Tour de France through Yorkshire and McIlroy sealing his first Open Championship win.

Scotland started to gear up for the 2014 Commonwealth Games and open its arms to the world. I have to say, as a native Glaswegian, it seemed to start off slowly and we were all wondering what all the fuss was about, but by the first weekend the buzz was incredible and it really did live up to its name the "Glasgow friendly games".

Never have I seen the likes of it in my home town. Standing (more like squashing) room only on the trains and thousands of people milling about in the streets of the Greater

Glasgow area. The camaraderie has been palpable. The benefit to Glasgow alone will live on for years to come. I hope it gives the tourist industry the boost it needs and shows that we really are a destination worth visiting. Even the weather was kind to us (well at least to start with)! It is not often you have to apply sun cream in Scotland but for the first week of the games it was being lathered on.

I have to admit I am in complete awe of the athletes participating in the Games. Their dedication to sport together with their sheer determination to succeed is unbelievable. They work so hard for ultimately what can be just minutes of opportunity, and hopefully glory. Not to mention the success of the home teams. Scotland thrashing their previous Commonwealth medal tallies out of the water, and the rest of "team GB" doing so brilliantly, especially England who topped the table, to bring it home – so proud to be part of that union.

You will see as you read on, we have let our inspiring, achieving and excelling staff take the credit for the celebration in this newsletter. From Krystal running a fantastic time in the Edinburgh Marathon to Louise supporting the community and the Tour de France visitors by marshalling at the event to Cath's inspiring story

about her beautiful grandchild. I am beginning to sound a bit too sentimental now.

We have our own blog direct from the games courtesy of Ian who was one of the many volunteers involved and from Daniel who did his own mini marathon by running in his lunch hour to get a glimpse, and picture, of the triathletes competing within Strathclyde Park.

Enough said, let me hand you over to some inspiring stories which I hope you enjoy as much as I did. As always feedback welcome.

**Tracey Buchanan**  
**Guest Editor**

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**INVESTORS  
IN PEOPLE**



## Tour de France

Living in Halifax, west Yorkshire, we were more aware than most that the 2014 Tour de France was coming to Yorkshire in July. I decided to volunteer as a tour maker (similar to games maker for Olympics).



We had to undergo training in flag waving and whistle blowing (yes there is a technique) and were given a uniform, sponsored by Asda. I was based close to my home in a village called Greetland.

The day started at about 5.30am, meeting at 7am and being dropped off in our various positions en route at about 9.30. Even at this time I was surprised to see how many people were already lining the streets. As the morning progressed the crowds grew and grew. Many houses on route were having outdoor parties, helped by the sunshine and all the pubs had entertainment, bands playing etc. The atmosphere along the route was electric. The TDF convoy began approx. 3 hours before the cyclists arrived, with police motorbikes, all slowing down

and high fiving the children as they passed, press cars, team cars, sponsors etc., and at least three helicopters flying overhead. The crowds were waving flags and cheering and the convoy vehicles threw TDF memorabilia items into the crowds.



The excitement grew as the Peloton arrived; cycling past at an incredible speed to enormous cheers and excitement. It was an amazing experience, a day I will never forget.

**Louise Thompson**  
Rehab Manager



WE'RE ON THE WEB

[WWW.PROCLAIM-CARE.CO.UK](http://WWW.PROCLAIM-CARE.CO.UK)

## Katie-Jayne - An inspiration to us all

Katie-Jayne is my eldest grandchild. She is 6 1/2 years old.

KJ is a very special girl with special needs, she is unable to read or write and has limited attention span and poor co-ordination.

She goes to a normal school with 25hrs per week 1-2-1 teaching.

She gets lost in "show and tell" at school be-

cause she is not really very good at physical or mental tasks. She makes an awesome Princess, and gives the BEST cuddles in the world but you cannot really "show and tell" Rapunzel dresses and cuddles. Oh and she mixes good cakes but usually eats them before any opportunity to show them!

Out on the boat in Wales with Grandma and Pops is her favourite place to be,

and mine too, because her attention is much easier to keep in such a confined space, and we have wonderful chats about all sorts of things.

She was very nervous stroking her first Shark which Pops caught - but her delight at holding this photograph aloft in front of all the children in her class at her show and tell was PRICELESS.

**Cath Townley**  
(Grandma)  
Rehab Manager



## Proclaim Consultative Group (PCG)

The PCG has welcomed a new member, Louise Thompson, Rehab Manager, bringing the current membership to eight. (Phyllis Butler retired after serving one year). A new office member will be elected to maintain the office / Rehab Manager ratio. A draft Constitution was adopted at the meeting on 18 June 2014. Discussion topics put forward from members of staff are varied and topical. Time it taken to consider the points raised giving each member an opportunity to voice their opinions. Feedback is given to the person raising the topic. At our meeting on 6th August 2014 a new chairperson was elected as each Chairperson only chairs 3 meetings.

**Margaret Clarkson**  
PCG Chairperson

## Edinburgh Marathon

On 25th May 2014 I ran the Edinburgh Marathon. I had run in 2 previous marathons (London 2007 & Loch Ness 2013) and at that time I thought it was enough of an achievement to "get round" without stopping.

However after signing up for the Edinburgh Marathon, I heard reports from previous runners stating that it was a really "fast, flat course". I trained hard to get the miles in before the big day, my longest training run being 20 miles. I had also under taken personal training to strengthen my supporting muscles so this was the

first time I had started a big race without any injuries or "niggles".

It was an amazing day but the weather was overcast from the start, which is actually ideal as not too hot or cold. However the sun shone through after about 10 miles and stayed out so I managed to get sunburnt! I was flying the first half which was pretty much downhill, or flat, and was just thinking this was going to be easy when after the half way point, it got hillier which lasted the rest of the course and I was not prepared for this and I really struggled. However I

pulled it together and limped in at 4 hours 32 minutes, which is 30 minutes slower than I had hoped for but I was glad to finish. As a team we managed to raise £3,316.55 just from this event, in support of: Kayleigh's Wee Stars.

### **Kayleigh's Wee Stars**

Is a charity based in Aberdeenshire, Scotland. Kayleigh's Wee Stars was established to provide financial support for families where a child has a terminal illness.

"In January 2012, our beautiful 20 month old daughter

Kayleigh was diagnosed with a terminal brain tumour (ATRT). We made it our mission to make her last few months the most special time of our lives, packed full of adventures and memories we would cherish forever. When Kayleigh sadly passed away 6 months later, we had many happy memories to look back on and smile about".

To find out more about Kayleigh please visit:- [www.kayleighsweestars.co.uk](http://www.kayleighsweestars.co.uk)

**Krystal Woodbridge**  
**Rehabilitation Manager**

## Inspire - Excel - Achieve - Integrity

### Positive Feedback

Since our last Newsletter we have received a lot of positive feedback for our Rehab Managers and office based staff and thought this was the perfect edition to highlight some of these:-

- "I would like to thank you for all the help I have received I am so grateful" to Louise Thompson from a client.
- "May we take this opportunity to thank you for your help with this claim, which has been both excellent and highly professional" -

to Alison Campbell from an Insurer.

- "We are very grateful for your efforts and for your professional case management handling of this case". To Emma Baker from an Insurer.
- "Thank you so much for all your help and especially for the very clear summaries of what is required, this has been a massive help. From Katy Scott, Rehab Manager to Sharon Alexander, Tech Team Assistant

- "I have been pleased with the level of assistance and case management you have provided in what has been a difficult case" - to Belinda Memmott from a Solicitor.

These are to mention but a few.

It is always nice to receive any feedback. Please do not hesitate to send us feedback at any time.

**Margaret Clarkson**  
**PA to the board of Directors**

## Proclaim Company Conference

Proclaim Care was proud to host another jam-packed Company Conference in June 2014 which was themed The Business of Rehabilitation. In Ian's opening address he asked the team to describe why we are in the "business" of rehabilitation. The resounding answer was that our purpose is to optimise our clients' recovery after life-changing injuries - now there's an inspiring reason to go to work every morning!

A large part of the Conference was focused on discussing the intricacies of the rehabilitation market; from dissecting the Rehabilitation Code to lively discussions about the impact of recent case law verdicts. The aim of these sessions was to ensure that our team are kept fully abreast of recent market developments and are confident in understanding their roles and responsibilities

within the personal injury context; empowering them to excel in their work and achieve excellent outcomes for our customers and clients. We also dedicated an entire afternoon to vocational rehabilitation; streamlining our current processes to provide a more effective and integrated service and upskilling our team in this crucial area of the rehabilitation process.

Thanks to everyone who made the Conference such a success and we look forward to doing it all again in September 2014

**Victoria Collins**  
**Clinical Operations Manager**

## Triathlon - Strathclyde Park



On Thursday 24th July the Commonwealth Games Triathlon event was taking place through Strathclyde Country Park. I decided that on my lunch hour I would make a mad dash down to the park to see if I could see any of the runners, I really did not expect to see them before having to head back to the

office, however 30 seconds after I arrived the leading group ran past, I took a picture which includes the eventual winner England's Jodie Stimpson together with the second placed athlete from Canada, Kirsten Sweetland. It was well worth my lunch hour dash.

**Daniel Rennie**  
IT Support Technician



## Star Staff

So many nominations were received for the Star Staff August Award that we decided to have two winners. **Joy Frew**, Finance Assistant was nominated for "encompassing and demonstrating our values" together with showing initiative in the way she helps her colleagues. **Katy Scott**, Rehab Manager, for her work on improving our vocational services and for presenting at our recent Company Conference. WELL DONE to both of you.

## Commonwealth Games



What an experience! I was a volunteer driver and worked for almost 3 weeks (interspersed with doing some of my day job) during the "Friendly Games". I was a support T1 driver which involved meeting and carrying dignitaries wherever they want-

ed to go. I met several very interesting people, most of whom were presidents or secretaries of the CG's committees or Olympic committees for their countries. Although I am not able to divulge personal details I was fortunate to meet senior representatives from Papua New Guinea, St Vincent and the Grenadines, The Seychelles, Guyana, Mauritius and South Africa.

I saw at close quarters; Prince William, Duchess Kate Middleton, Prince Harry and several sporting heroes, past and present, including Kip Keino (readers of a certain age will remember ) who asked me where he could get a bus!!!!

Probably my favourite experience was when a dignitary from Guyana asked me to give him a tour of Glasgow city, which I happily did.

All in all it was a tremendous opportunity to be part of the Games and meet so many new and interesting people from home and abroad. And so rewarding!!!



**Ian Fulton**  
Managing Director

## Alternative Strategy ?

We often wonder what our MD gets up to!

Well the secret's out. He has obviously been working on a back-up plan!

We received this picture from an eagle-eyed reader of our Newsletter.

If you find any other interesting or related photographs please don't hesitate to send them to me at:-

margaretclarkson@proclaim-care.co.uk

**Margaret Clarkson**  
PA to the Butcher

