

THE CARER'S VOICE

MediCare Resources (MCR) Ltd. Newsletter

April 2009 First Release

“SERVICE IS OUR PASSION, CARE IS OUR STRENGTH”

HOT SPOTS....here & there!

MCR Directors are back in the Philippines

After a successful visit in September last year, it will be a delight to see Mike & Marie coming to visit Philippines again in May. Both Directors were inspired by the warmth and enthusiasm of the people who have attended and supported the Orientation seminars which they have conducted within Mindanao areas last year.

The purpose of this visit is primarily an information drive on MediCare Resources (MCR) Ltd expansion of services through Orientation Seminars around major cities like Manila, Davao, Cagayan de Oro, Cebu and Tagbilaran. It will also be a timely visit for MCR's celebration on its second year anniversary! MJM Consultancy Services, subsidiary office of MCR Ltd., located in Cagayan de Oro City has also expanded their workforce in the anticipation

for national projects aligned with one of the governing bodies in the Philippines. Proposal to this endeavour is well underway and this looks very promising!

With the changes to the Immigration Rules which is the introduction of the new Tier 4 route for students, this is also a great opportunity to attend their Orientation seminars especially to those who have aspirations to go to the United Kingdom. Without a shadow of a doubt, both Directors will be coming with packed of knowledge on this matter.

Look out for the specific dates of the Orientation Seminars in the Announcement Section of this newsletter.

IT COMES FROM THE HEART...a Director's Message



Dear Readers,

MCR Ltd. was inspired to develop a networking system by means of this newsletter which gives each MCR family member the opportunity to share information, valuable experiences, stories, thoughts, comments and feedback on their journey in the United Kingdom. “**The Carer's Voice**” speaks for MCR's value of team working, evidenced by individual effort and contribution in making this first release possible. It also depicts the value of openness wherein our very own students will be able to voice out their simple thoughts of endearment to their loved ones left behind and be able to tell their own stories explicitly. This is only the beginning of your journey with us and we endeavour to give you more excitement & fun as you get to know more about us, the MCR Family in the upcoming issues.

Warmest wishes to all of you!

Marie Porticos
Managing Director-MCR Ltd

ANNOUNCEMENT

SCHEDULE FOR ORIENTATION SEMINARS

3 May 2009 SM MEGAMALL, Cinema 1, Metro Manila

5:30 pm May 5, 2009 DYNASTY COURT HOTEL AND RESTAURANT, Tiano cor. Hayes Sts., Cagayan de Oro City

9:00-11:30 am 8 May 2009 am REGENCY INN
Villa Abrille St., 8000 Davao City

9:00 am to 11:30 am and 1:00 pm to 3:30 pm 9 May 2009
HOLIDAY PLAZA HOTEL, F. Ramos Street, Cebu City

1:00-3:30 pm 10 May 2009 UNIVERSITY OF BOHOL,
Maria Clara Street, Tagbilaran City

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OPERATIONS COMMENT



The past year at MCR has presented many challenges with new faces & new places, however not forgetting the rewards of success with two students recently completing NVQ at Level 3, and now granted an extension of their visa to pursue the NVQ at Level 4. Visas have certainly proven a challenge from the British Embassy in Manila, rejections being as much a frustration to us, as it will be to our new applicants. The new Tier 4 system should push this into past, however we must all hope the Embassy has put resources & process in place to meet the demand this change has created.

Variety, they say, is the spice of life, & our clients have delivered in spades; some struggle with the demands of the training, others with financial commitments & some with the Great (& I mean Great) British weather. We have just had the most severe winter for several years. Temperatures have been recorded as low as minus ten degrees centigrade with many centimetres of snow. For some, our service, living & working in Britain will exceed expectations & perhaps for others not quite so. We adjust, adapt & attempt to improve, unflinchingly meeting our obligations. Something, I suspect we've not done well, is presenting customer satisfaction survey's pertaining to all aspects of the business; the consultancy services in Cagayan de Oro, Induction training & domestic services, such as

accommodation, airport 'meet & greet', sight seeing trips, etc. Please feel free to feedback to us your thoughts, directly or perhaps through this forum? The attempts to grow the team at MJM Consultancy Service should address this shortfall, so look out for our surveys in your mail box soon; we appreciate your thoughts both positive & negative!

Another challenge this past year has been the relocation of our training base, from The Learning Centre in Peterborough, our travelling approximately one hundred miles east. The centre is now just south of Norwich, a city which whilst being the county town for Norfolk, is the heart of East Anglia. The new training centre, in a rural location, provides extensive & comfortable accommodation in a period Georgian house. With secluded learning facilities & extensive amenities it also offers us tremendous potential for growth. Look out for more about beautiful East Anglia & Norfolk in another edition, together with a summary of our Marketing Director, Nathalie's report on her impressions following her visit. Another guest was one of our Marketing Agents from Bohol; Kathy & Nats are both much missed here. We are looking forward to them coming to see us again, as much to our own visit to the Philippines, this being scheduled for May this year. Keep an eye out for our schedule.

Mike Lucas
Operations Director

DIRECTOR'S REPORT



Marketing
I had the privilege of traveling to the United Kingdom before Christmas to visit and observe the Peterborough and Norfolk-based operations of MediCare Resources (MCR) Ltd., Mother Company of MJM Consultancy Services which is based in Cagayan de Oro, Philippines, in which I am designated as the Marketing Director. The trip was an eye-opener for me and Kathy Galia, one of our Agents from Bohol who also joined me during the visit. We had a first-hand experience of the actual operations, management, training and services which MCR is dedicated and committed to deliver to our clients.

The visit was also timely as we have several candidates who have arrived in December 2008 to commence their NVQ course. It was a great opportunity to get myself involved during the induction course of the students at MCR's newly set up in-house Learning Centre which is situated at very unique setting in the middle of farm fields in Norfolk. You cannot find more conducive place to learning such as MCR's with all the great comfort and experience of a luxury living in a Georgian period house. The added feature of the place is the mini lake where students find relaxing feeding the fish during their break time. It made me fully understand the whole process on how personalized the service MCR provides to all our successful candidates from airport pick up, induction course, taking to work placements and even sight seeing. Nevertheless, the continuing support they endlessly

provide certainly creates a nurturing relationship with the students.

The trip won't be fully complete without having to meet our previous successful applicants of MJM Consultancy Services who are well settled living in the UK. I have heard so many amazing stories on how they have overcome the cultural differences; adapt the working systems and lifestyles and most of all coping with homesickness. During the visit at the various nursing and residential homes where our students are currently undertaking the work based assessment of the NVQ course; I have obtained first hand feedback from the care home managers and staff. Our successful candidates made me so proud seeing the camaraderie they have developed among the care staff and knowing how much they have been adored by their patients and colleagues. This is certainly something their families in Philippines should be proud of! Without a shadow of a doubt they will continue to progress and find greater success in what they are doing.

Overall, the trip was a resounding success. I had the great opportunity to witness and glimpse by myself several amazing and beautiful attractions from the north to the southern part of the United Kingdom, which I saw in the books, magazines and movies before. But more than that, I was able to obtain a first-hand account of MCR with regards to the company's personalized service, support and training to the students which I find very helpful in my dealings with our clients here in the Philippines.

Marie Nathalie Agcpra
Marketing Director

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Turning over a new leaf...

By Morris Carlo Edrolin (Hometown: Cagayan de Oro City)

Life was simple and happy back home, I was one of those happy go lucky bachelors and just lived life for the moment and never thought of the future, never have crossed in my mind that someday I would leave the comforts of my family, friends and simple work and hobbies back home.

As soon as I got off the plane, I knew my life will be a whole lot different. A lot of myself was still left back home, but upon getting out of Heathrow Airport, my Aunt and my her family and a friend from MCR Ltd. was outside waiting for me with a warm welcome and a sense of home sickness was suddenly filled up because of their presence.

I finally got the chance to meet my MCR family during the welcome party MCR has prepared for us new comers. I never

thought that there were quiet so many of us. That time I felt a sense of being a member of a big family. I have enjoyed every single moment with MCR- from the time we had our welcome party, a week's induction and visiting places (it seemed that I have already toured half of Great Britain) was great!

But like all great things in this world it will always have an end and it will never stay beautiful and nice forever, I did prepare myself for that and knew all along that one day reality will hit us hard in our head and do what we came here for, hard work to earn money at the same time earn a good qualification. Basically it did come to a reality; I started my journey on the British roads in October 2008, it changed my life forever.

My Journey on the British Roads

My work placement allocation is Domiciliary Care, unlike my other group; they were allocated at Care Homes in different places. Domiciliary Care is something new to me and this is actually providing home care to service users in the community. I was so excited to commence my training but unfortunately I have to undergo a Criminal Record Bureau (CRB) clearance, a pre-requisite prior to commencing my work placement. I was totally crushed and disappointed thinking that it has taken a bit longer for my clearance to come through while my other batch mates have already commenced their work placement.



visit & is 90-100% reliable. Never gets me lost and gives out the right directions.

Now as time passes by I find myself very well adapted to the roads, traffic and weather conditions in this country. On the other hand, working in the community gives me the pleasure to see nice views in the country side, meet various people and being able to provide my caring service to the elderly is rewarding.

Time came when I was all set for my work in Domiciliary Care. I was issued a personal car to use for work. This is when my journey on the British Roads has started to move again to a better direction. As a domiciliary care giver, I have to do day to day visit to the elderly in the community who may require certain care and assistance on their activities of daily living. Sounds an easy job, but it is definitely a big challenge for me. British roads are very different from Philippines. Some journeys were daring and risky adventure I have ever done. I had to encounter frost, thick snow and even breakdowns in the middle of nowhere just to get to where my care is needed. With the help of relatives and friends I did manage to adjust pretty well. I started my job perfectly as a beginner with my new best friend TOMTOM, a Satellite Navigation Device which gives me the exact direction of the places where I want to



On this journey, I have learned new skills, gained great experiences and most of all the realization that we Filipinos are very flexible in all situations and we strive to deliver what is needed of us amidst the hardship in accomplishing them.

I am still riding on the long British roads at present and maybe someday it will lead me to a nice place where all my hopes and dreams will come true and all my hard work and dedication will pay off someday in the Long British Roads.

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CHERISHED MOMENTS...some stories of our life in the U.K.!

It is no longer a DREAM...my very first day in the U.K.

By Clef Paracuelles (Hometown: Cagayan de Oro City)



The excitement I felt knowing that I'll be going to Great Britain is beyond words can describe. My first wonderful journey started when I first set foot at Heathrow Airport at 4:00 in the morning where I felt the coldness

of the wind touching my face and my heart beating of great joy. The MCR Directors personally met us at the airport and took us around London to see spectacular sights which I never thought of seeing them for real. We walked passed through the Tower Bridge of London (mistakenly taught to be London Bridge that has fallen down depicted in the nursery rhymes); it was indescribable feelings being actually in the place I ever wanted to see.

Privileged as I was on my first day, Ma'am Marie & Sir Mike surprisingly took us to the magnificent and historical colleges of Cambridge University, one of the top 5 universities of the world, historically traced as the foundation of education where the world renowned Nobel Laureates studied and have shared their knowledge to the world. It was a worthwhile experience even just an ordinary person like me was able to visit the school campus of the most brilliant and gifted individuals such as Albert Einstein, Charles Darwin, etc. Later on the day, we headed to Peterborough in Cambridgeshire where MCR head office is situated and the domain of most of my first experiences in the U.K. like watching the Greyhound race. I've been to places I can only imagine, thanks to MCR Ltd for giving us the opportunity of a lifetime experience. Yes, it used to be a dream; but now, a dream came true.

My Induction Days with MCR

By: Joy Ann Villegas (Hometown: Dipolog City)



It was fantastic! MCR Induction is not just the sit-and-listen affair but it is the all-in-one package of **learning, excitement, adventure** and **friendship**. – A kind of experience that beats my expectations.

There are lots of things to say actually and to inspire with let me share the **learning** experience. On one hand, it was comprehensive, fun, stimulates knowledge and skill, promotes and equips capability, two-way process of learning and most of all helps build your competence and confidence. On the other hand, Marie, MCR Managing Director is a deliberate and brilliant



instructor. Packed with knowledge, remarkably professional, influential, persuasive, amiable and she made me cry! LOL... I could remember when it was my turn to share something with the class, I uncontrollably burst into tears... ohh goodness me, I was truly astonished of myself. Anyhow, I'm so grateful for such experience it was so fun and memorable.

Excitement and **Adventure** – it started from the 17 hours flight to London via Hong Kong. It was early morning when we arrived

and it was cold and foggy in London at that time. We were toured around the city –looking at for the very first time the Big Ben, Buckingham Palace, The Eye and the Tower Bridge. What a beautiful sight it is! Big smiles we have as we took some photos. And the moment we arrived to our destination place in Peterborough, the excitement continues. Believe it; we were welcomed with a get-together party! - A party of delectable food, pleasurable games and new friendly faces. More to say, there was no idle time during the days of the induction. Each day after the course, we sightsee and visit places. We went to Burghley House, spent a night losing and winning bet at the Greyhound (a dog race), eat Chinese food and the succulent Fish and Chips, explored the town of Norwich and spent a wonderful weekend at Norfolk. Indeed it was a great adventure and what adds more to its excitement? I haven't expended a penny.

Finally, what struck me most was the freshly found **friendship**. Each one of us came from all walks of life and we're never friends. But the first time we all meet and gathered together during the party and on seems we all know each other for long. Isn't it strange? I guess not. It just amazed me to rightly belong and fit in to the MCR family. We support, share and inspire each other particularly at work and attaining our NVQ's. Miles away from my family (I terribly missed them so much!) and home, I feel blessed to have a family here in UK which is MCR.

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Celebration of Success...

Whew! How fast time flies...

By Maria Myla Malicay (Hometown: Cagayan de Oro City)



Myla with the Old Vicarage Nursing Home residents on a boat trip to Lake Vyrnwy.

I could still remember the days when I was struggling to get into a flight when I was just a few inches away from the plane that would take me to Hong Kong as stopover and a personnel blocked me informing me that there were a few hitches and I need to sort it out before I could get into their flight. It created a complete embarrassment on my part doing it in front of many passengers! Some were concerned and some threw intriguing glances.

Eventually, I did get on that plane after a few hours of making calls and arrangements. Definitely I was off to UK! Stepping out of the airplane after a 13- hour flight, queuing for immigration checks lasting 40 minutes, I was so glad to see beaming familiar faces welcoming me at Heathrow Airport- Marie and Mike (MCR Ltd Directors) and Reama (a co-student) who came in 2 weeks ahead of me. That was a fulfilment after many years of struggling to be able to go abroad.

Many weeks followed of adjusting to environment, people, culture, language and of course the ever unpredictable British weather whom in time I've come to love, while my co-workers thought

I was mad loving it after coming from a sun-kissed country where they always thought of as paradise. When my NVQ in Health & Social Care Level 3 through MCR Ltd started I thought I would be having a hard time but thankfully my assessor & MCR Ltd. were so supportive. Ten months passed by and I have completed all my course work including submission of evidences and portfolio.

It was a great sense of fulfilment when I received the NVQ Certificate from the Awarding Body for satisfactorily passing the course, thank GOD! It had crossed my mind of what's going to happen next. After few pondering, I decided to stay here in the UK and pursue the NVQ at Level 4 through MCR Ltd. But I soon realised I have to apply for my visa extension.

The whole visa application process was the same as when we had back home- acquiring all the supporting documents and having enough personal funds to back up my application (better save up early as you can). It wasn't a painful process having Marie and Mike guiding and assisting me all through the way. When I finally received my Identity Card for Foreign Nationals (ICFN), a new scheme with the Home Office replacing the visa stamp on passport, that's when I was able to have a big sigh of relief- what a ride of stress and tension! Now facing NVQ 4 for two years, I know that I can do it again with more perseverance, hard work and just believing in thy one self.

Moving on with the NVQ Programme

By Donna Lou Lastica (Hometown: Iligan City)



From the left: Faith Pormilos, Jane Davies, Nadine Messham, Donna Lou Lastica & Jasmine Chua.

The MCR students undertaking the NVQ in Health & Social Care Programmes in Shropshire & Wales areas had a general meeting on 3 March 2009 with the NVQ Assessor, Jane Davies. The students who attended the meeting are namely: Jasmine Chua from Vrnwy Nursing Home; Faith Pormillos & Myla Malicay from the Old Vicarage Nursing Home; Joy Ann Villegas & Reama Caballas from Oaklands Residential Home and yours truly from Hafod House Residential Homes. It was also graced by 3 Matrons: Nadine Messham (Hafod House Residential Home); Bobie Lloyd Jones (Vrnwy Nursing Home) and Mel Maddocks (The Old Vicarage Nursing Home).

It was a good opportunity for networking with the other students and it also enhances support amongst each other. Jane, who has been an assessor for a number of years find the managers very welcoming and

was impressed with their enthusiasm in providing support to us students. The meeting has given us enlightenment and direction as to what we have to achieve throughout the course. There were exchanges of expectations and personal experiences which were very valuable. I am looking forward to this undertaking and with the support of our assessor, our care managers and MCR Ltd., certainly and there are more great learning opportunities ahead of us while we are moving on with the NVQ Programme!

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A sweet success

By Reama Fe Caballas (Hometown: Marawi City)



I am truly enjoying my stay here in the U.K. that I didn't totally notice that it's been 17 months since I first arrived. It seems that 28 October 2007 was just yesterday. How time flies, really!

Looking back, I made friends (*Filipinos, British and other nationalities*), visited some beautiful places in this country, and completed my NVQ Level 3. As an individual, I become more mature and responsible.

My faith and patience were tested, three months ago, while preparing for my visa extension application. Things got a little bit rough. Trials have been pouring.

Sometimes, worries and fears would overwhelm me. But I didn't lose hope. I prayed hard even when it was hard to pray. It was during these times that I felt God's interventions. It was during these moments that I felt God's presence.

I am truly happy being granted 2-year extension of my visa. I am grateful to those people who were instrumental on its success and even more grateful to Him, whose love and goodness are everlasting.

Now, as I continue my journey with MCR Ltd in undertaking the NVQ in Health & Social Care at Level 4, I look forward for an even brighter days. Whatever future brings, I firmly believe that in God's right moment and at the right time, things will come into place. Nothing could possibly go wrong, I remain.

SMALL WHISPERS...

"For a no medical background, it's really a huge blessing to be grateful for that I am here in UK undertaking the NVQ in Health and Social Care. Thanks to MCR Ltd for opening an opportunity for me to venture and experience life in UK, for showing your faith in me, for your continuous support and guidance, which has forever no end. Being in the U.K. to earn while learning is truly a once in a lifetime experience that I will never forget for the rest of my life." - **Jasmine Chua, Vyrnwy Nursing Home, Powys, Wales**

"We're very thankful for the two very nice and very sweet couple who took us in their care and accommodated us in all means possible. Thank you to Sir Mike and Ms. Marie for the experiences that we would treasure forever in our stay here in Great Britain." - **Morris Carlos Edrolin, Domiciliary Care, Lincolnshire**

"My sincerest thanks to Sir Mike & Ma'am Marie for the kindness and compassion in helping me coming to United Kingdom and facilitate me to become accustomed to the new environment. It made me more comfortable living in the UK knowing that you both are there to guide us and always there willing to support our development and improving myself. God bless and more power to MCR Ltd.- MJM Consultancy Services and to you both!" - **Clef Paracuelles, Tallington Care Home, Tallington**

TOUCHBASE

To my FAMILY what else can I say but "THANK YOU SO MUCH FOR EVERYTHING and you are one of the reasons why I'm still here" and to Auntie Lydia & Uncle Dodong "I will be forever grateful to you for the rest of my life. - **Jam Jam**

Pa and Ma & my family, thanks for your support and prayers; your encouragement gives me strength to face everyday life. Wish me well always. Nice kau diri ang snow... God bless always! - **Clef**

Danna, Bie, thanks for the support and prayers you showed me, you have given me courage to face life always. When the leaves fell and here comes the snow, the snow turns to rain and there flowers bloom again. Good luck and God bless you my dear! - **Clef**

I'm so ever grateful for my family- to my dearest husband Ruan, thank you for the all the love and support; to my lovely kids Shanne and Keziah my life's greatest treasure, my nephew-son Roech, sisters Che and Kring, parents and to the rest of my family, I love you and miss you all! - **Joy Ann**

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