

Turning Points

Issue 25 | Winter 2023

“I’m in total control.”

Ian regains his independence
with Accessible Technology

**Congratulations
to our winners!**

Employee’s celebrated at annual
Employee awards

Support the team

We’re taking on the Yorkshire
Three Peaks!

**The Latest Paediatric
Foot From College Park**

Introducing the new Scout
Foot from College Park



CEO message

Paul Steeper

Happy New Year from all of us here at Steeper!

We were as busy as ever in the last quarter of 2022 celebrating at our Employee awards and the BAPO awards, as well as perfecting our brand new Lower Limb Products Catalogue which is available to download now.

We've also got some exciting projects in the works for 2023 so keep an eye out over the coming 12 months.

We hope you enjoy this issue, and please do share any feedback to marketingteam@steepergroup.com.

Best wishes and all the best for 2023,



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We would love to hear from you! Please send your feedback to:

marketingteam@steepergroup.com

Our Brand New Lower Limb Products Catalogue



Available January 23rd

We are proud to bring you the new Lower Limb Catalogue from Steeper, showcasing the latest in lower limb technologies all in one accessible location.

New products from key partners including College Park, PROTEOR and Streifeneder are featured alongside more established product lines such as Ossur Knees and Skinergy Plus silicone trans tibial covers from Steeper. This new catalogue is your essential tool to easily find and compare the most suitable solutions for your patients.

Download your interactive copy from www.steepergroup.com

Inspiring the Future Leaders in Prosthetics and Orthotics

BAPO are funding a new leadership course to provide future healthcare leaders with an educational platform which fulfils expectations from both operational and strategic perspectives, and one of our very own Orthotists is taking part! Will Butteril is one of 18 people taking on the many evening seminars and presentations of the BAPO leadership program.

Attendees have already been treated to a talk by Paul McGee, also known as “the SUMO guy.” McGee is a bestselling author and visiting professor at the University of Chester, and has worked with Manchester City as a sports coach and psychologist. His talk on inspiring leadership in changing times was both engaging and informative, leaving a lasting impression on those in attendance.

The course runs until March, and it is sure to be a valuable and educational experience for those involved.



Employee of the Year Awards 2022



At the end of 2022, we celebrated four colleagues and a team that have demonstrated an outstanding contribution to the company reflecting our company values of Care, Integrity and Patient Focus.

Our deserving winners were peer nominated with multiple team members recognising their efforts throughout the year.

Paul Steeper presented the awards at a celebratory meal hosted by the Board of Directors.

Congratulations to our winners Dan Dyson, Leah Stockdale, Stephanie Caisley, Paul Bisby and the Billericay Workshop Team.



Christmas Jumper Day Raises Money for Charity

Steeper clinic's across the country broke out there best Christmas digs to help raise money for charity. Here's the Billericay Team going all out with jumpers, t-shirts and even Santa hats!

Thank you to everyone who donated and got involved.

Employees Going Above and Beyond!

Christmas is known to cause delays to shipping and deliveries across the country during the holiday season, and unfortunately, we're not immune to these effects.

Before the Christmas break, a young orthotic patient desperately needed a replacement pair of bespoke orthotic footwear, his were on their last legs. The replacement pair were ready to be delivered to the clinic but getting a courier spot before Christmas was impossible, however, Customer Services Team Leader Leah Stockdale made sure our young patient got his shoes by arranging for one of the Steeper team to collect and deliver to ensure they had a comfortable Christmas Day!

Leah went above and beyond to ensure the best outcome for the patient and deliver excellent customer service.



Come and See SteeperUSA at Hanger LIVE!

23-25 Jan 2023 | Booth 405

The SteeperUSA team will be showcasing our exciting range of Espire Elbow, Myo Kinisi and accessories to over 1,500 Hanger clinicians at this years Hanger LIVE. Clinical Education Specialist, Mike Amrich, will be speaking at the event so if you're a Hanger clinician, come and see us there!

Here's the Steeper stand from the last in-person Hanger event in 2019.



BAPO Awards: Caroline Clark wins Prosthetist of the Year

Branch Manager, Caroline Clark, from our Bournemouth clinic was recently awarded Prosthetist of the Year "Patient Award" from the British Association of Prosthetics and Orthotists!

BBC Look North Presenter and Lower Limb Amputee, Sally Hurst, attended the awards as a guest key speaker, talking about how healthcare professionals have changed her life – she is currently a patient at Seacroft, Leeds Hospital. Sally also presented the award to Caroline, who then provided the audience with a short speech.

"She's been there at the worst times of my life and always greets me with a smile. I'm not easy to work with and Caroline just does her job so well - I don't know what I'd have done without her!"

Lisa nominated Caroline due to her continued commitment to getting it right for her patients.

New to Our Lower Limb Product Range: Scout by College Park

The Scout foot by College Park incorporates consistent energy return and adaptable growth plates which allows the foot to accommodate for growth. Using College Park's Intelliweave® technology alongside a durable carbon fibre material, this paediatric foot provides strength, smooth motion and flexibility. This maintenance free foot is available in four different mounting options to meet specific needs, and is lightweight and fresh water friendly.



We're Taking on the Yorkshire Three Peaks!

This May, 19 of our team members are taking on the famous Yorkshire Three Peaks Challenge in a bid to raise money and awareness for our charity partner - Action for Children.

The 24-mile hike across three of Yorkshire's highest peaks takes roughly 12-hours to complete and our team are hoping to raise £6,000 for their efforts. Every donation, big or small, will make an impact! You can help to support children in need across the UK by donating to our team using the link below or simply scan the QR code.

<http://bit.ly/3CKjKAW>



**TO FOLLOW
OUR
JOURNEY
AND
DONATE,
SCAN THIS
QR CODE**



LPC Clients and Team Take on the Superhero Series!

The London Prosthetic Centre prosthetist Abdo Haidar and rehabilitation team member Sally Finlay joined patients Mukhtar, Elliot and Sonny in the 2022 Superhero Series. The Superhero Series is the UK's one and only disability sports series for the Everyday Superhero filled with running, swimming, cycling and more. Here's what our incredibly inspiring patient's had to say about the experience.



"I was quite active before I lost my leg and one of my goals was to get back to my pre-amputation level of fitness, the Superhero Triathlon helped me to achieve my goal! The event is for all ability levels and it was inspiring to see so many people getting involved, disabled or not.

Swimming was the biggest challenge for me. There were times during the race when I didn't think I would manage, but I pushed through. My favourite part was the run, listening to everyone cheer me on towards the finish line felt amazing!"

Mukhtar Adam

"I really enjoyed being able to physically challenge myself in a space amongst other people with disabilities. Seeing other amputees working hard to push themselves was really encouraging for me, and I think it was the push I needed to finally get active again.

The biggest challenge for me was the training. Many blisters and bruises were acquired over that time, which made sustaining my training hard, but I was determined to come out successful on the other side."

Elliot Scott



"The Superhero Series is something close to my heart for various reasons, one being the many inspirational individuals and families you're surrounded by on the day. Taking part in an event that brings people together is such a great feeling, plus it's for a great cause!

I enjoyed doing the 20km cycle, it was a good personal challenge and I felt reassured knowing I could take my time. It was great being in a team with other supportive and inspirational people, knowing I had that support meant I could push myself."

Sonny McCartney



Continuous improvement in Orthotics

This year, we're continually improving our approach to 'Right First Time' to orthotic care service and product delivery as patient care and efficient service is at the heart of what we do.

Standardisation of information to deliver our quality processes is key to successful outcomes for patients which is why we will be focusing on delivering key drivers and campaigns to improve these. Keep an eye out for our newsletter dedicated to improving efficiencies, Ortho-Ticks newsletter, to find out more.

Not signed up to Ortho-Ticks? Drop our Marketing team an email marketingteam@steepergroup.com to request being added to our list for this useful monthly update regarding deliveries, quality and Orthotics customer service.



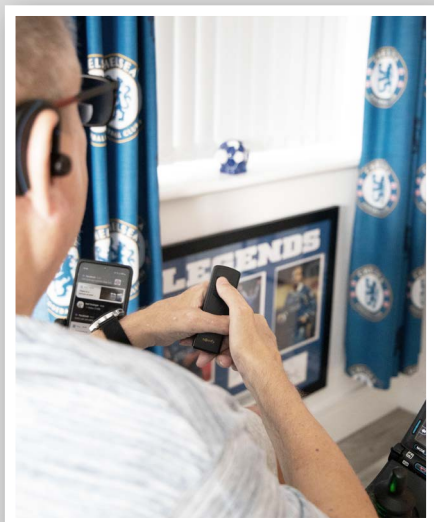
Assistive Technology is Getting a Makeover!

Steeper Assistive Technology exists to empower individuals to take control of their environment and their independence. That's why we're giving the department a new name - introducing **Accessible Technology** from Steeper Group.

Accessible Technology helps people of all abilities to access the best of everyday. Simple things like pulling the blinds in the morning, opening a window to enjoy fresh air, and even opening the front door to invite loved ones into your home. Peace of mind, safety and independence is something we believe everyone should have access to and that's why we're aligning the name of this department with this goal.

Over the next quarter you'll see new content on our website and updates to our brochures. If you're interested in finding out more about Accessible Technology, our friendly customer service team is on hand to help at assist@steepergroup.com.

Access to independence. Access to peace of mind. Access to everyday.





14:30

Monday 28th January

Was the day Ian regained his independence as he was able to open the front door of his home without the help of a carer or his wife. After medical negligence left Ian paralysed from the chest down, his life changed drastically. Fortunately, his case manager recommended he get in touch with Jason and the Accessible Technology team at Steeper. From there his journey back to independence began.

The Story

It's often the little things in life that we take for granted, but seemingly mundane tasks became impossible for Ian after a routine surgery went wrong more than 10 years ago. Now reliant on an electric wheelchair, Ian found carrying out everyday activities to be challenging, but perhaps the most frustrating struggle was accessing his own home. The family had no choice but to start again and rebuild their bungalow home to accommodate Ian's new way of life. Now, they have a smart home that provides Ian with independence, confidence and peace of mind.

Accessible and automated technology is becoming more and more common, but heavy-duty accessible technology can be bulky and unsightly – something Ian and his family weren't keen on in their new home. Ian is an avid Chelsea Football Club fan, evident through his collection of memorabilia that covers the walls of his "man cave" and his bedroom. He didn't want the addition of the technology to make their family home feel like the opposite of one, so Jason worked closely with Ian and his family, as well as their builder to provide an end-to-end solution that would give Ian optimal independence while being discrete and unintrusive on the aesthetic of their home.

The Solution

Automatic door openers were fitted to all external doors which Ian controls using a small fob conveniently clipped to his wheelchair, a button on the internal wall or the security keypad outside. This means that he can now access his home any time, any day, without having to call for assistance. It also allows Ian to be able to look after their dog and let her in and out of the house as needed. The external keypad also allows easy access for

carers and means the family can still visit unannounced as they can have their own entry fobs and key codes.

The internal doors were also automated and protected with sleek finger guards to keep the fingers of curious grandchildren safe. Ian says, "You can imagine how much energy and curiosity young kids have, they're always running around the place, so it was one of the first things Jason recommended. The finger guards were a no-brainer for us."

The Turning Point

Automatic blinds and windows were fitted throughout the home so Ian can ventilate any room without having to ask for help. He said, "I'm in total control." It means Ian doesn't have to sit in the dark in the mornings waiting for someone to help him pull the blinds and he can open the windows when it gets too hot in his bedroom rather than bearing with the uncomfortable heat.

Three and half years on, the Accessible Technology team still visit Ian annually to service his equipment and make sure it's operating at it's best. Ian said, "Where I think Steeper come into their own is their attendance if something is wrong. They can't be down here at the drop of a hat, nobody can do that, but all it takes is a simple call to Steeper and they send Jason out as soon as possible. He knows the system inside out and he's never gone away without fixing an issue. They really do care, so thank you."



Read the full story
on our website
<http://bit.ly/3GDm4ee>