



Welcome to our Autumn 2020 Newsletter

Welcome to our Autumn Newsletter. The time has flown in since our last newsletter and it's not been without its ups and downs!

Our Bulletin contains a range of articles describing our innovative care and some inspirational stories to share. Despite the huge impact of COVID-19 in our daily lives there has never been a dull moment and the bulletin is a great way to share what our team has been up to and what is going on in the sector. Our Care Team are committed to being leaders in the fight against Covid-19, ensuring you remain connected with family, and keeping as physically active and mentally stimulated with lots of CAPA Activities.

In June our annual Care at Home conference and evening awards had been postponed, rescheduled and then it was a virtual event. Our fabulous team were nominated finalists for "Scottish care at Home Provider of the year". We were delighted to be shortlisted from the several hundred who had applied for the prestigious award and on the evening we celebrated at home to be announced "Runner up" for the award. Despite losing out on the night, we are so very proud of our team who, in our eyes, are all winners and have gone above and beyond to ensure we continue to provide care to an excellent standard.

Improving standards is always at the forefront our care ethos and training plans to ensure staff has all the necessary skills which are so important. All our staff is registered with the SSSC and in doing so have to achieve appropriate qualifications such as SVQ2/3 in Health and Social Care. Our team have all embraced the training supported by our partners at City of Glasgow College and have successfully attained their relevant qualification. Well done ladies.

Autumn has seen the introduction of our new "Care Planner" Rostering system which was implemented over September. Staff has received a new rostering system and we are able to email all our clients their weekly rosters with the flick of a button. This system is now up and running and is the first part of a sequence of improvements to our care packages. We are currently piloting with a small group of our care team the second part of improvement being our "Birdie" digital software care system which is designed to give us more visibility over our care and support packages so clients can live happily at home. We will be able to see when our carers check into your home, view their notes and logs instantly and so closely monitor the quality of care. Care plans, medications and checklists will be updated and all the team kept in the loop and can react in real time.

It's an exciting time for our team and in the coming weeks we hope to have the system in place for all our clients – watch this space!

I hope that over the coming months we can see light at the end of the "Covid -19" tunnel and lockdown is eased so we can spend some well-earned time with our families. While the world

adapts to a new normality, social care is still very much on the frontline. Care staff has proven their resilience, working above and beyond to support you in these dark times. It's not been easy either for any of our clients with restrictions in place and isolation issues but we hope that our team have been able to support you and want to reassure you that we are fully committed to continue to help you in the future. Our Covid 19 recovery plan has addressed the impact of Covid -19 and how we can improve our care for the future. If you would like to contribute any ideas please give us a call.

Take care and stay safe

Jennifer and Shirley x

Carer Spotlight

Starting school- Leon and Jack

Starting school is always a huge step in life and even more so during a pandemic but this is a new chapter; a new beginning and things will change for the better. Colette, one of our senior carers, has a young son Leon who just started school in August. I am sure his young sister Amelie will miss him out of the house during the day .He was looking really smart on his first day at school.

Also starting school this year was Cathy McCulloch's (our Operations Manager) grandson called Jack. He was so excited about starting school and looks very handsome indeed. His very proud grandparents are missing their child minding services now he is at school.

Let today be the start of something new.....good luck boys for the future



Supporting preserving our Natural world in Costa Rica- Megan Phillips

Gap year travelling has recently become a reality for our Supervisor, Margaret Phillip's, daughter Megan. Megan left school at Summer time and signed up to be a volunteer with The Leap, which is an organisation which involves volunteering for planet protecting experiences across the world. Megan is currently living in the sun drenched corner of Central America, Santa Teresa in Costa Rica and she loves all the experiences she's had to date. So far she's been involved in a project to save the turtles and each morning at 6.00am she goes on turtle patrol! There is a purpose built nesting garden to protect the turtles so that they can hatch and hopefully be safely ushered by Megan and friends to the safety of the water nearby. New experiences such as learning a new language, surfing, kayaking, salsa dancing, cooking local produce for the team has boosted Megan's confidence- she can tackle anything. What a lifetime experience to have aged just 18. Well done Megan -we all love the daily updates from Mum and your amazing pictures.

Keep the dream alive!



Midlife Leap! - Maureen Carr

Maureen Carr, one of our supervisors has embraced a new passion for hill climbing and during lockdown, on her days off, she has doffed her PPE and donned her hiking boots to clear her head and get fit.

Maureen said:

"A client commented that I had not been out walking, a past time I really enjoyed. That got me thinking and I hiked up Ben Lomond. An idea occurred to me, could I climb the three biggest mountains in the UK? Challenge accepted and Ben Nevis, Snowdon and Scafell Pike completed. Massive thanks to the client, who with just a few words reignited my love of walking."

I think that the photos prove she completed her challenge with flying colours!!

If you would like to share one of your lifetime experiences we would love to hear from you- please get in touch. There are so many interesting clients who have made a difference to the world and others lives-sharing success is inspiring.



So what about you??

Is there a challenge you may like to tick off your bucket list? The purpose of life is to live it, to taste experience to the utmost, to reach out without fear of new and richer experiences. If we can help you realise your dream then get in touch. We may not be able to take you to

Costa Rica but Eaglesham is a good start! In the famous bucket list movie – **Morgan Freeman** said “one day your life will flash before your eyes. Make sure it’s worth watching”.

A delightful picture of Cheryl’s new baby- named Kobe who is absolutely adorable.



See our inspirational and amazing client Irene William’s special mention below, she lives life to the full every day! If we can help you with a new hobby you would like to try- flower arranging, painting, baking a Christmas cake give us a call and our team can hopefully make it happen.

Client Spotlight: Special Mention – Irene Williams

We wanted to share a happy story - the 92nd Birthday celebrations Irene Williams. Irene is an amazing young lady and at the age of 92 she is truly inspirational to all our team. She is so full of praise for our girls all whom have become firm friends over the years.

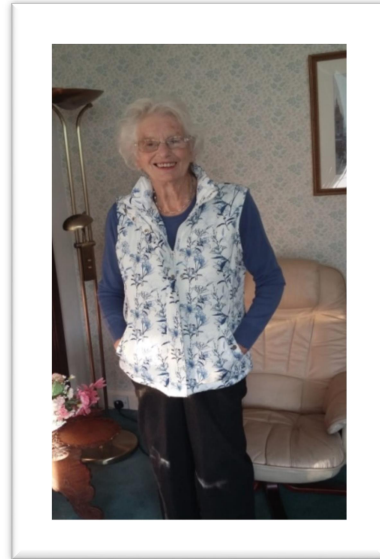
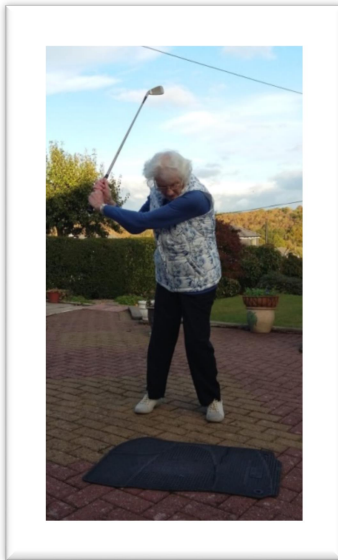
During her childhood in Clarkston, Irene kept herself amused out with school playing in the street with friends with skipping ropes, reading, cycling and tennis .In fact she still resides in her family home. The radio was a great source of entertainment since there were no TV or computer games in those days. She loved to listen to” Children’s Hour “on the radio and part of that programme was a serial book reading. She fondly recalls listening to Treasure Island, Kidnapped and Lorna Doune. Her first experience of watching TV was in 1953 for our current Queen’s coronation in black and white picture.

Irene attended Hutchesons’ Grammar school and there she excelled in sports with hockey and swimming some of her favourite activities. However her first love was golf and having joined Williamwood Golf Club some 45 years ago she still plays three times a week. She plays with her three friends and between them their age combines to 300.Medal days are exciting and she still enjoys the competition that it brings. She was Club captain in 1984 and now has a lifetime membership.

Irene said “Golf teaches you so much- to accept that some days will be great, others best forgotten. First and foremost a personality to be magnanimous in victory and defeat! No one likes a bad loser.

Friendship is such a big part of the game and meeting up at the Clubhouse for coffee and a chat is such an important part of the game. It's an effort at times to turn up at times but when you hit your first tee and hit your first drive down the middle you feel young again"

Thank you Irene for sharing your story with us and we hope you keep up with the golfing.



Activities and puzzles

Looking after your mental well-being

We understand that this may be a worrying time and you may find staying at home and having limited contact frustrating. At times like these, it can be easy to fall into unhealthy patterns of behaviour, which can make you feel worse. Simple things you can do to stay mentally and physically active during this time include:

- Look for ideas for exercises to do at home on the NHS website
- Spend time doing things you enjoy – reading, cooking, jigsaws and other indoor hobbies
- Try to eat healthy, well-balanced meals, drink enough water, exercise regularly, and try to avoid smoking and alcohol.
- Our CAPA Café is currently out of use due to restrictions in place but we can bring all the activities to you. We have a huge selection of puzzles and games and our carers can collect these from the café to keep you amused during lockdown. One of our gents Herbert has really enjoyed doing jigsaws again and our team are happy to exchange the jigsaws for another- adhering to infection control procedures too. Just ask .
- Why not grow some veg at home- Janice, one of our Senior Carers utilised her time during lockdown in growing all sorts of crops from tomato plants, potatoes, corn cobs and various herbs . We can organise support if you would like to do this at home.



Another way of keeping amused is doing puzzles and activities. We have many resources and can provide an activity booklet for you to use and test your general knowledge skills

The radio has many really good podcasts you can listen to. Why not purchase a dementia radio which is a fabulous product if your loved one can't work out the correct buttons to use. The simple music player looks like an old fashioned radio but it actually plays music which is loaded onto it. Music plays when the lid is lifted and a large button under the lid can be used to skip to next track. Family can upload all your favourite tracks or your carer could help you. Please contact the office for more information. If you have an I pad there is a BBC Sounds App which can be downloaded and there are some great podcasts about World War 2 and music that you may really enjoy listening to.

Maybe you would like to try out some of these memory games with your carer?

Lovely Memories

Describe your favourite outfit- whether it was a wedding dress, uniform or casual outfit. Try to recall interesting details on it and when you last wore it? What Shoes did you wear with it? How did that day go? Have a chat with your carer about your favourite outfits.



Some quiz questions- do these with your Carer

- Make a list with your Carer the names of large bodies of water- how many can you think of?
- Make a list with your carer of different breeds of dogs?
- Make a list with your carer of different gemstones you can think of?
- Make a list of schools you know in East Renfrewshire
- Name some local parks and recall good memories that you had there
- Think of places you went on holiday as a child.... Millport? What did you do there?
- Think about games you played as a child-did your carer do these games too?

60th Birthday Celebrations- Brenda Gallagher

One of our longest serving Carers, Brenda has recently celebrated her 60th birthday. Taking just one day at a time, Brenda enjoys the theatre and going to the cinema. One of her feats is climbing the cobbler. Brenda completed her SVQ2 this year and says that it has given her more confidence in dealing with certain aspects of the job. The pandemic had been a struggle for her with all the extra PPE usage but Brenda was optimistic in that her clients could be reassured we were sticking to the rules, washing our hands regularly and using PPE and adhering to infection control procedures to keep them safe.

We hope that Brenda had a lovely day with her family and thank her for all the excellent care she has given to the clients over the years and particularly so during the pandemic.



Training Awards

Our ongoing training in Dementia has resulted in more of our team graduating as Dementia Specialists since successfully completing their University of Stirling "Best Practice in Dementia Care" course over the past 6 months. Avril, Angela R, Jackie and Justyna recently completed the course. On completion, the ladies received their accredited certificate and a "Dementia Specialist" Badge to wear with pride. The course has been really successful and the team develop existing skills and gain new knowledge and improve their care with people with dementia. Well done Ladies.



Scottish Care Awards 2020- Finalist Care at Home Provider of the Year



This year we were delighted to be shortlisted as one of the finalists from all over Scotland for the Scottish Care at Home Provider of the year award. On the awards night we were announced runner up which was a fantastic tribute to all our team. It has recognised the contribution of our staff before and during the pandemic. The evening was hosted by Dr Donald MacAskill, CEO OF Scottish care and the pop idol winner Michele McManus. He said on the evening

"There is an awful lot in our society which has changed since March this year but there are some things which remain the same. So it is that every day women and men are going out from their own homes to care for and support the tens of thousands of people who are looked after in their own home. The workforce have behaved with such dignity, compassion professionalism and skill over the last few months as they always do. Tonight, is a time to say thank you and to recognise the particular skills of a few but it is also a night when we acknowledge our debt of gratitude to every single woman and man who makes up Scotland's care at home and housing support workforce."

The awards have been hailed a huge success in recognising individuals, teams and companies, who are delivering care at an incredibly high standard in an era of challenging budgets and within an increasingly demanding work environment.

Well done Team, we are very proud of each and every one of you and thank you for making this possible. Thank you also to all our clients who have been so appreciative of the team during these difficult times.

Together we can get through pandemic this stronger than before. Stay safe.