

2022 Festive Client Newsletter



1.12.22

I really can't believe it's nearly Christmas already....where has the year gone?

We have had a few changes this year with new staff coming on board and some departing to pastures new. Incredibly we have had 4 staff (Ann, Clare, Anna, Cathy and Cheryl) who have now been working at Tailor Maid for 10 years! Their dedication is remarkable.

A big welcome to our new members of the Tailor Maid family team... we hope they enjoy the journey and continue to maintain our excellent standards of care in the community. Don't underestimate the difference they make.

The year has again been very challenging for us; the crisis in care due to the pandemic has meant we have had to really focus on recruitment and retention of staff more than ever before. It's been extremely difficult to recruit new members to the team and with sickness due to covid we have really struggled to cover all our shifts at times. However it has been remarkable how we achieved the impossible with our tenacious roster team and the luxury of all the care team coming out to support us over and over again. We really do appreciate the huge effort the team has made to ensure we cared for our clients over this past year and we hope that they too can now enjoy a lovely festive period with their families and get a well-earned break. Thank you again team. Getting a good life/work balance is so important for everyone's mental health.

Thank you too for your patience in bearing with us whilst your usual routines were disrupted with changing visit times. Hopefully we have now managed to secure shift patterns suiting geographical location and your preferred timings.

We hope that you all have a very Merry Christmas and best wishes for the New Year. Most of you have been contacted and responded to the requests for care over the festive period .As mentioned it may not be your regular Carer who supports you during the festive period or the specific timings in place but we will do our best. Please contact the office if you have any queries.

Thank you for all your continued support over the year.

Best wishes

Jennifer, Shirley and the Tailor Maid Team

"Together we make a family"

Christmas Santa drop off

Tailor Maid Home Care will be sending out their “Elves” in the next few weeks with a gift for you and some festive banter and Christmas carols. The team are looking forward to dressing up in their festive outfits and bring some festive cheer and laughter.



Look out for our Reindeer Car out on the road!!

Good news Spotlight

We received a £5k funded grant from the Scottish Government to support an instant impact on our health and wellbeing. Funds have been distributed to staff earlier in the year to have a night out at the theatre, enjoy a meal or an evening of entertainment. The ladies had a fabulous evening attending Joseph and Waitress shows at the theatre. All staff who worked throughout the pandemic will be given a voucher soon to spend in one of the local stores. We were delighted with all the feedback from staff who all appreciated the funds to support their health and wellbeing.

MACMILLAN CANCER SUPPORT

We were delighted again to sponsor the Macmillan Cancer Support (Eglesham Committee) with their November 2022 Ladies Lunch last month which raised an incredible £14,000 on the day. It's a charity very close to our heart. Jennifer Woods, Tailor Maid Operations Director, is one of the Committee volunteers. The volunteers use their incredible energy and enthusiasm as a drive towards supporting those living with cancer and have lots of fun whilst they do it! Well done ladies.

Stories of personal improvement and impact on quality of life



One of our clients was able to reconnect with a favourite old past time of playing golf as his Carer supported him to the local driving range. He has since joined a club golf group each week and is enjoying his sport and has improved mood and confidence again.

Promoting independence and supporting each person to be as active as possible when providing care even if it is very small has a positive knock on effect.

Cheryl our Supervisor says "It's a focus on what people can do for themselves and to be connected to something that is important to them"

Going out for a walk with a client clears their mind. Doing an activity is better than sitting around doing nothing. If the clients are encouraged to move more they have better peace of mind, feel less anxious bored and lonely. Even helping to set the table for the evening meal gets them involved and gives them a sense of purpose again.

If you would like some support to get out and about more-please contact the office on 0141 638 6622 and we will be happy to organise this for you. Ask your carer if you would like to go outdoors or go further afield and it can be organised for you.

Keeping warm this winter!

As the temperatures start to drop staying warm is essential especially for those over 65 or with existing health conditions. Getting cold raises the blood pressure, increasing the risk of a heart attack or stroke. Also you are less likely to get pneumonia or flu if you keep warm.

With process of electricity rocketing this year here are some things you can do to stay cosy and warm...

- Wear layers of clothing... and consider a hat indoors as a lot of heat is lost from your head.
- Outdoors- cover your nose and mouth to reduce irritation of cold air.
- Wearing a buff is ideal as it keeps your neck warm and can be pulled up over your mouth when outdoors.
- Stay active- keep up the steps
- Block draughts from windows and doors
- Move furniture away from radiators so that the heat dissipates efficiently. Close curtains to retain heat and turn off radiators in rooms you don't use to reduce costs.
- Book a visit from the East Renfrewshire dedicated Energy cost advisor if you are struggling.

Call 0141 557 3001

Tailor Maid supports the Care Inspectorate producing CAPA

Messages and resources

In November, we were contacted by Anuj Dawar, Improvement Advisor with The Care Inspectorate Health and Social Care Improvement Team to help develop CAPA messages and resources for distribution to all Care Providers and service Users. We completed a survey of what we had already in place and they were very impressed with our CAPA Plans and improvements.

CAPA (Care about Physical Activity) is now embedded into our induction training so that all staff are aware we have an obligation to keep our clients moving. All care plans have a CAPA Section so that all clients participate in daily activities whether it is making the bed, doing a jigsaw, walking around the block or feeding the birds. Please read your birdie notes CAPA Section with a daily update.

We have contacted some clients who will be engaging with the Improvement advisors and providing valuable feedback on potential resources to be used in the future. Thank you to all who supported the improvements.

Sometimes within hospitals and care settings and even in our own homes, older people can get out of the habit of moving. This has negative consequences. Prolonged sitting leads to poor health such as frailty, falls and bone health. It also results in a poorer quality of life, depression and loneliness.

Moving more often during the day is of crucial importance to older people's health and wellbeing. Increasing strength and balance in particular also helps older people to remain independent for longer, have a better quality of life and contributes to reduced falls.

Let's make every move count! So how can Tailor Maid help you move more?

We are able to organise trips or activities for you. Why not try something new?

- **Golf driving range,**
- **weekly socials to the local park for a walk around the pond and have a coffee and cake**
- **Tailor Maid CAPA Café- take part in arts and crafts; enjoy listening to music and play games such as scrabble, bingo etc.**
- **Dementia lunch clubs in the community- there are spaces currently available at the Giffnock URC Lunch club**
- **A trip to the museum or cinema can be arranged with your Carer**
- **Companionship at home- manicure, baking or someone to read to you and keep company**
- **Exercises- we can support you with daily exercises to improve mobility.**

Just contact the office team on 0141 638 6622 and we can organise this for you

If you would like some more information on moving more often or make every move count resources please get in touch.

Tailor Maid Team supporting you to move more often and be more active

Make it easy for you to take part in daily life such as meal times, outings and social events.

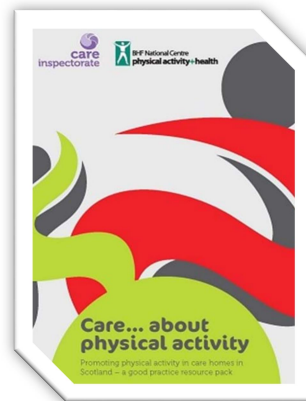
- **Support you to be involved in daily life doing things like watering plants, setting the table or sweeping up leaves.**

- Make sure you can continue hobbies such as gardening, painting and music.
- Make it easy for you to help others in different ways such as meal times, doing the laundry or DIY tasks.
- Find ways that you can have a part to play in daily life to help you stay connected.

Tailor Maid Team Supporting you to move safely with confidence

Support and encourage you to be independent with my daily tasks like washing and dressing.

- Support and encourage you to move from bed to chair or from your chair to stand up.
- Regularly break up the time you spend in bed or sitting in a chair.
- Support and encourage you to move around and meet people.
- Support and encourage you to be strong and steady, to feel safe and go at my own pace.



Focus on Health and Wellbeing.

Shirley Dickson (Care Director)

“My nursing roots are embedded in models for improvement and solutions for positive health. As a specialist nurse in cardiac intensive care, I’ve worked in a variety of community and social care settings supporting people’s health and wellbeing. I have been privileged this year to lead our team into achieving the prestigious Scottish Care Provider of the year which we are immensely proud of.

I’m passionate about the provision of safe, high quality care for every person who uses our care services. Jennifer and I are very aware too of the immense mental strain that’s takes its toll on families especially when a member of the family lives with dementia. Our own mother lived with dementia for 12 years .The onset of Mum’s dementia brought many challenges to our elderly father, and gave us a in depth understanding of how this disease impacts on a families mental health and wellbeing .The person supporting a spouse/loved one not only suffers “loss “of a loved one who may no longer recognise them but a lifelong partner to care for now when they too may be frail, tired and feeling unwell themselves.

It takes its toll.

We were all very aware of the importance of our fabulous care team who provide much needed extra support and coping strategies on a daily basis when things are not going so well.

We had a thought of how we could better support families in their journey of living with someone with dementia?

Our Dad got the support he needed from us but so many others have no family living nearby to give that extra help. We hope that the knowledge, expertise and coping strategies we have can be shared in an informal basis with you. Anna Harvey our Dementia Specialist Trainer has invaluable experience to share and would welcome you to join her and others for a workshop. If you or a member of your family would like to attend a Tailor Maid Home Care dementia support workshop then please get in touch.”

Dementia Support Workshop

When: Tuesday, January 24th 2022

Where: Tailor Maid Training Room, Suite 9 Spiersbridge House, 1 Spiersbridge Way Thornliebank G46 8NG

Time : 11.00-NOON



Hi my name is Anna Harvey. I am delighted to introduce a newly launched Tailor Maid Home Care workshop aimed at supporting our client's living with dementia and their families. I have over ten years' experience working in the domiciliary Care Sector as a senior care Practitioner, Supervisor and laterally in my role as Training Coordinator. I facilitate all dementia training to our team in conjunction with the University of Stirling's "Best practice in Dementia" resources.

I have been delivering Specialist Dementia training for many years and feedback is always very positive.

We are now offering a workshop for families of clients living with dementia. It's a morning session lasting an hour where, you can have a cuppa and cake and learn about coping strategies, being aware of community support groups and resources available and just to meet up with others who are following the same journey as you. Support and advice will be given too.

If you are interested in attending please speak to your carer or contact Anna Harvey on 0141 638 6622.

Care of the elderly

Supporting Improvement for 2023

Jennifer Woods (Operations Director)

"I am committed to support quality improvement and to evaluate our own performance. I believe that self-evaluation can be a powerful and continuous process to identify what is working well and to help target efforts to support quality improvement."

Each year we distribute our client and staff feedback forms and this helps identify what we are doing well and not so well. Using this information, as well as exit questionnaires from past clients and staff, helps us improve our service but we need to act on areas where we need improvement. The evaluations for 2022 are currently being analysed our next newsletter will have full details but overall we are very satisfied with the response to care, staff and Management. Thank you to those who took the time to complete the survey

Being "crowned" the Care Provider of the year 2022 adds increased pressure on us to maintain performing to a high standard and deliver excellence in care. Ensuring we have the right staff in place, who feel valued and who all adhere to high standards is so important. Training staff so that they all have the necessary expertise is invaluable and this year we

rolled out additional First Aid Training which all staff felt would improve their skill base. The first two cohorts have completed part 1 of the training and feedback has been amazing.

Our in-house unannounced Mock inspections have been an invaluable tool of self-evaluation and compliance complement the quality frameworks our inspectors use to evaluate the quality of care. Staff are the “eyes and ears” of care and they know when something is not right. The new Birdie technology allows us to share in real time any issues with the team and clients families so that they are dealt with quickly. Collecting a urine sample from someone “out of sorts “can get the right medication in place quickly and reduces the need for potential hospital admission. Older people, in particular have to remain in hospital since, for any number of reasons, the social care and support they require to allow them to be discharged is not currently in place. The sector is in crisis with long waits for discharge so our efforts are concentrated on keeping clients at home with the right care and support in place.

The Scottish Government is framing its ambitions for the care of older people through its 'Health and Social Care Strategy for Older People' and has just announced its intentions to extend the timeframe for that to take account of, and contribute to, the development of the new National Care Service.

In their most recent monthly statistical report, Public Health Scotland indicates that 1,885 people were subject to delayed discharges for an average of 23 days. They report that *“The average number of beds occupied per day due to delayed discharges that month was 1,832, the highest figure since the current guidance came into place in July 2016.”*

Our Management team meet regularly to discuss how we are doing and ways we can improve. It is helpful in setting out how we will work in partnership with you, our clients and our team, to grow quality improvement, innovation, involvement, equalities and quality improvement support. We all know that this requires our business to attract and retain good choices for our care team at a time of significant recruitment challenges. We have worked tirelessly to support all our clients in very challenging circumstances and staff too needs to know they are valued.

We want to promote and champion the great work that they do. Finding meaningful ways to support staff wellbeing is of great importance to Tailor Maid as we care for our staff as much as our clients.

