

2024 Summer Client Newsletter



Delivering excellence since 2010

13.5.24

We would like to extend our heartfelt gratitude to all our clients for choosing Tailor Maid Home Care as your dedicated provider. It's been 14 years since we set up the business and we have in that time frame, not only grown in staff numbers and client base but have certainly never lost the passion for delivering a first class care service. Our lovely Mum, who was a midwife in the NHS, dedicated her life to providing care to new Mums and babies. She taught us throughout our lives to treat people with passion and kindness and our carefully selected staff team **do** share the same values as us as we promote and embed these values into all our care packages. *"Compassion is the heart of our care."* Our ethos of care has always been our "Mums test" "in which we will only employ Staff who shares the same values and compassion as us and we would feel suitable to care for our own Mum and Dad. Sadly she has now passed away but her legacy lives on.

Each year, we strive to make significant changes to our Care and plan improvements using Quality Assurance with feedback from clients and staff from our evaluations, feedback forms, questionnaires and reviews. We are truly blessed by all the positive comments we receive and this motivates us to uphold and enhance our commitment to you.

2024 has brought some fresh changes to our team to cultivate the expertise necessary to quality care. Our Care Team review your care packages every 6 months or as required and our Care Manager's role has been adapted to undertake more audit/mock inspections on our care so that we satisfied all policies and procedures are being adhered to and your opinions are being sought and acted upon. This has been very successful QA Tool .We plan to

SVQ 4 success



Our Care Management Team have worked hard this past year to complete their SVQ4 Qualifications as we aim to ensure that every hour of care delivered to you are of the highest quality. Our Management Team proudly show off their Management qualifications in health and social care. Well done ladies!

Specialised training modules are selected for our team to complete on a regular basis and this year our Trainer Anna Harvey has listened to feedback provided by staff evaluations to create bespoke first Aid training for the team. Our Team were keen to improve their current skills base to learn more about burns, CPR, Stroke awareness, etc. Many of the team have already completed the First Aid training and our workshops have ensured the staff is well equipped to meet the diverse needs of our clients

Dementia is always a core area of expertise for our Care Team and we are committed to delivering Dementia Training to all our team. The intensive 6 month course covers all aspects of Dementia and gives our care team a better understanding on how to care for each individual. The training pack is from the University of Stirling who provide an award winning best practice in dementia care which develops existing skills and expands knowledge and improves the quality of care for our clients with dementia. Mandy, Kasha and Danielle are studying in this spring cohort and are really enjoying it.

MACMILLAN CANCER SUPPORT

We were delighted again to sponsor the Macmillan Cancer Support (Eaglesham Committee) with their annual “Name the Bunny” Fundraiser last month which raised an incredible £300.00 from all the folks here in Spiersbridge House. See one of the winners pictured above. The total raised by all the Eaglesham committee was £1500. It’s a charity very close to our heart. Jennifer Woods, Tailor Maid Operations Director and Shirley Dickson the Care Director are both 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! Thank you to all who supported us again.

Stories of personal improvement and impact on quality of life





Let's make very 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- 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.

During the coming year, our team have created an exiting activity planner and encourage you all to join in .It's been lovely to share some of the photos (with permission) of our clients taking part. Each month we nominate one of the team as the "CAPA Star" for inventing different ways to keep their clients on the move. If you would like to nominate your Carer for this award then do get in touch. See some of our worthy winners pictured below-Danielle and Cate.

Lesley won our monthly CAPA gift for her CAPA Pledge to our clients and we are always delighted to read her observation notes at each visit sharing her encouragement to them supporting enablement and encouraging them to move more. Lesley says she loves music and enjoys playing her playlist to the clients and asks them to suggest their favourite tunes to play. Her client loved the challenge and certainly participated well that morning. Thank you ladies.

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.

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’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 on families as we to have had personal experience of that. It takes its toll” We are 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. So let us take the strain!

We want to encourage clients and families to participate in one of our regular Information workshops. Last year we had a few dementia information

Care of the elderly

Supporting Improvement for 2024

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.

The evaluations for 2024 have recently been distributed and are in the process of being analysed. Your feedback is invaluable to us to ensure we are continuously meeting and exceeding your expectations. We are always trying to improve mechanisms for collecting and acting on your feedback. Your insights will support driving improvements. Thank you to those who took the time to complete the survey- if you have not already done so please have your say and ask for another copy to complete. Your voice counts!

This year our services were inspected in January and we are delighted to achieve a grade 5 or “very good” for all areas inspected with no recommendations. They inspected how well we support people’s wellbeing and how good our leadership. We are so proud of all our team who really impressed the inspectors with their Care, attention to detail and compassion when delivering care.

The inspectors spoke with clients and staff and observed practice and daily life. They also reviewed our documents. A full copy of the inspection report can be found on our website or visit the care inspectorate website.

The key messages were

- Tailor Maid provides high quality care at home
- The service has embedded the ethos of supporting peoples to engage in physical activity