



2025 Summer Client Newsletter

Delivering excellence since 2010

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 15 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 our passion for delivering a first class care service. Being a family business is so special and is the reason why so many clients choose us as their care provider as opposed to a franchise.

Professional insight and personal experience has clearly shaped our approach to care as we have the understanding of the emotional and practical challenges faced by families. One of the biggest learning curves we encountered from personal experience was the impact a diagnosis of dementia can bring and the stress on the their partners and family. A focus has to be on the family too which can make a huge difference. Peace of mind is immeasurable and if our clients are safe and happy so are their families! We have a 50- strong care team all from varied backgrounds but all of whom bring an array of skills, compassion and bespoke support. We say there are no situations we have not dealt with -our team are always happy to help, advise and signpost you in the right direction. Home is where people want to be, it's where they hold their memories and feel most comfortable. Our role is to make sure they can live well in that environment.

We understand your care needs and support you like one of the family.

"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 parents

2025 has brought some fresh changes to our team to cultivate the expertise necessary to provide quality care. The Supervisor's team has recently been enhanced with Jo joining them who brings fresh ideas and experience.

It's important you feel safe at home whilst maintaining your independence. Our team want to help you with health and wellbeing and spend time with you to. Once we have delivered care (personal care, household support, and nutrition and meal assistance) it's so nice to have a wee chat and cuppa.

Our care team are all carefully selected during our recruitment drives. We know and understand your loved one is precious to you and it's a daunting experience accepting care in your own home but we are here for you and to put you at ease. The team all share our values and compassion for the role.

Recruitment drives are always challenging. Care and support is very complex and we need to attract and keep our staff by paying them a fair wage, providing training and support to improve their skills. High standards filter from the top of our management structure ensuring we have an organisation which embeds good practice. The level 2 Adult social care certificate qualification which all our team undertake is a fabulous qualification which supports in-house training which we deliver so well. Striving to build a better team with the right skills improves care quality for you.

In May 2025, we were delighted to attend the National Care awards at the Radisson Red in Glasgow and were nominated finalist for an amazing three categories – the prestigious Scottish Care provider of the year, Care Learning award (Anna Harvey) and Care coordinator (Cathy McCulloch) and although we didn't take any awards home this year we were super proud reaching the finals from hundreds of care providers from all over Scotland.

In June 2025, we received our annual inspection report from the Care Inspectorate. They ensure all customers are looked after properly and monitor and inspect our service to ensure we meet fundamental standards of quality and safety. We received our rating of "very good" in all categories inspected which we are very proud of.

The key messages of the report were

- “People benefit from care and support from staff who are kind, compassionate, well trained and responsive”
- “Peoples visits were timely, well organised and considered their choices and wishes”
- “Meaningful personal plans clearly set out how to support people’s health, welfare and safety needs.”
- “strong values were evident throughout all aspects of the service”
- “staff worked well together and built strong relationships with people and their families”

We are thrilled with our inspection report and hope that you take time to read it through. If you have any issues or complaints about our service please get in touch so we can resolve it for you. Thank you for your continued business and entrusting us with delivering your care.

Best wishes

Jennifer, Shirley and the Tailor Maid Team x

Some recent testimonies

“We cannot recommend Tailor Maid highly enough. The service given to my dad is exceptional, every carer takes a personal interest, asking about his day, helping with his shower and treating him with respect and dignity. The staff in the office are also brilliant, and cannot do enough to help. Living far away, the app allows me to check how dad is daily. A truly fantastic company.” MF daughter of client 1.4.25

I cannot praise the staff highly enough. Each one of the carers, and administrators, has demonstrated such dedication to their work going above and beyond their remit. I and my family, are so very grateful for the support of our parents. Lesley R daughter

CAPA Playlist

The power of music connects people and of course everyone has that special tune that means something to them be it your wedding song, special holiday music or something your Gran used to sing!

Having a playlist of music or a soundtrack of your life is a personal collection that can give you that flashback good feeling again. Most of our staff have Spotify on their phones to play your favourite music or better still why not dig out your old records/cd player to play some albums during your visit. It's worth investigating the "Playlist for life" which is a charity that promotes having a playlist for life and provide you with information packs and resources to do that.

"Music always raises my spirits" "It provides flashes of joy to my Mum with dementia whose beautiful face lights up when she hears Rock around the Clock by Bill Haley"

Each year we look to improve current practice by encouraging CAPA into your everyday life. We have had so many very successful events and promotions to encourage physical activity at home, maintaining your independence and ability and of course improving your links with the community.

All of our team have taken our Tailor Maid Home Care pledge, to log each day, some activity they have supported you with and this has been a great success. Everyone is on the move more and participating in everyday day life. Many have reconnected with old hobbies- we have a lovely gent who is now going to the local driving range with one of our team, practicing with a few clubs –he enjoys a coffee in the café watching the golfers on the course.

"It's great to be back at the course again and live my life again"

CAPA challenge 2025- sunflowers

This summer we plan to support you all to grow your own sunflowers at home indoors. Our team have purchased sunflower seeds, and will get them potted for you ready to grow on your windowsill. A shared activity can help our clients make deeper connections with their care team.

We are really excited to see all the photos of your growing the sunflower plants and check out how big it grows - your team will upload them on the Birdie App to share with your family. Later in the summer we will select a

worthy winner based on the height of the sunflower. It's great to see the enthusiasm this has created. There are many plants available so please get in touch with a member of the team in the office if you would like to join in.

Watch out for updates on the Challenge on our Facebook page and website.



Many of our team have been with the business over 10 years and we are celebrating the following ladies long service. It's very special when it's a long service award as the longer an individual has been with us, the more like family they are. Our lovely ladies have been absolute stars over the years and are firm favourites with the clients who very much value their experience, support and banter.

Sheena Docherty 10 years

Margaret Phillips 10 years

Sheena gave some advice for new recruits - [“there are no two days the same, expect the unexpected!!! Humour is a great tool to support their needs and always build positive relationships”](#)



Get back into golf!

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



**AGE FRIENDLY
SUPPORTED GOLF**

DEMENTIA - STROKE - PARKINSONS - LONELINESS
REHABILITATION - DEPRESSION - SUPPORTING CARERS

IF YOU'VE PLAYED GOLF BEFORE OR WOULD LIKE TO TRY IT.
IF YOU ENJOY WALKING IN BEAUTIFUL GREEN SPACE THIS
COULD BE FOR YOU

**Golf in
SOCIETY**

Sessions taking place at local southside golf courses.
Contact us at:
info@golfinociety.com



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?

Many of our clients used to be avid golfers and still enjoy watching the game. However there are great opportunities to reconnect with your old hobbies with support from our Tailor Maid Team. Why not get in touch for a weekly social and we can organise one of our team to take you out to the driving range and short practice area for a chance to reconnect with your game. It's so much fun and gets you out in the fresh air too. "Golf in society "at Mearns

Castle driving range offer golfing opportunities for those living with dementia to join them in a tailored safe and enjoyable space to participate in golf, socialise and engage with volunteers. We can escort you to these sessions so you get the most out of life. Get in touch with the office- we have a selection of clubs which you can use. A small fee will be payable to the driving academy for a bucket of balls for the driving range.

If golf is not your hobby why not take part in some of the activities in the community

- Golf driving range,
- weekly socials to the local park for a walk around the pond and have a coffee and cake
- Tailor Maid CAPA programme - 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 recent worthy winners pictured -Dalia and Amy.



A few pictures of recent success from the National Care awards



If you would like to leave a review for us please visit homecare.co.uk/submitreviews or scan the QR Code below. Thank you

