

2022 Spring Client Newsletter



Thank goodness for the onset of spring, throughout the cold and dark of winter months many of us long for spring. The time for rebirth, renewal of seed, fresh green shoots and increase of temperature. With the abundance of new spring flowers blooming, it's the first real colour that many of us have seen in our gardens in a long time. Spring should bring new life and new joy to all that is and as I searched for some spring quotes that were uplifting, I felt great sadness at what is happening in the world today and hope that summer will bring hope despite all the darkness to the people of Ukraine.

We cannot ignore the gut wrenching scenes unfolding in Ukraine as we watch in horror as over 2 million Ukrainians flee the country as Russia launches an attack. Millions of people, young and old are facing an uncertain future and so many are remaining at home bravely defending their country. We send our prayers and best wishes to them and hope we can support them.

An appeal has been made to support the Humanitarian appeal- **The Dec Ukraine Appeal**. The Disasters Emergency committee (DEC) unites 15 member charities and supports the monumental suffering these people. Tailor Maid Home Care has supported this appeal and hopes that you too can reach out to help others in desperate need at this time.



We have some hampers of Easter gifts for a raffle and if you would like to donate by buying a raffle ticket for one of the hampers then please do so by cheque to DEC UKRAINE HUMANITARIAN APPEAL and we will post your cheque with others. Alternatively you can drop into the office with cash or cheque payment or transfer funds to The Tailor Maid bank account and we will transfer on your behalf- note payee with DEC APPEAL. We will select a raffle ticket for you.

Tickets are £1.00 each. The draw will take place on Thursday 7th April. Thank you for your support.

If you wish to send a cheque to the appeal **directly** then write a cheque payable to
DEC UKRAINE HUMANITARIAN APPEAL
PO BOX 999,
London EC3A 3AA
OR
You can get a form at your local post office.

It's been a busy few months since our last newsletter. Tailor Maid has continued to grow and we are providing care to many people across East Renfrewshire and Glasgow. More and more people are hearing about our range of services and we are very proud of the number of recommendations and referrals we get from existing clients and social work. Staff have come and gone over the past few months and we dedicate a section below to those who have been with us for 10 years!

We have had a challenging time over winter, with isolation of staff and disruptions due to clubs being cancelled and families having to adhere to social distancing guidelines. We are being told we have to adjust to the "new normal"...whatever that may be! We still need to stay safe, stay at home and control the virus. Our team continue to adhere to our strict infection control policies and we are proud that we have had no cases of the infection amongst our clients until the second spike this week. This is testament to the good infection control practice which our carers demonstrate. Please be assured that our Team keep up to date with all the latest government advice. Our team take weekly PCR tests and daily lateral flows. They can support you take the LFT tests too to attend to clubs.

Thank you again for your patience with ever changing rosters which has been causing problems over the past month. Like many other care providers we are finding it challenging to attract the right staff to the sector. However we don't want to drop standards and so our "Mum's test" prevails. We only recruit staff we feel have the same values, compassion and attitude and with whom we would be comfortable looking after our own family.

Last, but certainly not least, we would like to thank again our wonderful team for their continued dedication and support. Everyone has worked so hard this past few months and continues to deliver care to the highest of standards. We have included a few sections in the Newsletter to share the team's great practice and our good news with you. It's uplifting to see such a remarkable team- we hope that you value them as much as we do. We hope to thank them for all their hard work by having some well-earned outings soon- watch this space!

Keep safe and well .Thank you for your understanding, patience and support.

Jennifer, Shirley and the Tailor Maid Team

"Together we make a family"

Staff providing 10 years' Service

Tailor Maid Home Care commenced trading way back in 2010 .The business has expanded in many ways to the wonderful team we have today. We now have 35 Carers and 10 office based staff .We strive to support you all, staying comfortable at home for many years to come.

Three members of our team have achieved their long service awards in the past few months. We rewarded their service with a thank you card and some jewellery. Congratulations to Anna Harvey, Ann McPhee and Clare Conlon . Thank you for your service and we hope you all stay for another 10 years.

“High quality care company with first class staff”

See the pictures of our lovely ladies below...Anna, Clare and Ann.



Despite the sector being in crisis in trying to recruit new staff to the team, it has long been known that working in home care is the best job in the world! It's full of genuinely caring people who want to make a positive difference to others. It's the smallest things that make a difference and the appreciation you get from your customers and the feeling that you have improved someone's life make every day worthwhile. No two days are the same and you learn new skills every day. No one in social care works in isolation- as a member of the Tailor Maid team they get support from each other and share the same values and goals. Our team enjoy socialising with each other and our newly formed weekly walking group supports their mental health and wellbeing.

I asked the three ladies to give me a testimony about their past ten years in the care sector and this is what they had to say.....

Clare who co-ordinates all the rostering says “In the ten years I have been with Tailor Maid I have helped clients at home and am now helping them by matching them to carers in my role as Rota co-ordinator. Allocating visits to Carers can sometimes look like an impossible task however my job is so much easier with the willingness of the Carers and supervisors who agree to come out on their days off.” We have recently nominated Clare for the Scottish care “Coordinator of the year 2022 award”. We hope that Clare will be successful in reaching the finalist stage revealed in May 2022- watch this space.

Anna is our Training and Care Co-Ordinator, responsible for recruitment, induction and training of all the team. She says

“We have a fantastic team of staff and they are a pleasure to work with. I enjoy training the staff and supporting them to develop their knowledge and skills. Recently I had taken on the role as a mental Health First Aider. I appreciate everyone has been working through the pandemic and coping with the challenges this has brought along with life’s normal challenges. I am happy to lend an ear for anyone who needs a chat. I feel it’s important to support staff and help them where I can enjoy their job and provide excellent care for their clients.”

Ann was an occupational therapist for many years before she had her family .Using her previous skills she felt a role as a senior carer would suit her lifestyle and career path. “I love to meet different people and learning about their interesting lives”. Ann is a really valuable member of the team, whose dedication does not go unnoticed. Barbara, one of her clients says “she encourages me every day to walk with my Zimmer- CAPA. She’s a truly wonderful girl.” New members to the team gain great experience with working with Ann and the knowledge she brings to the role.

Good news Spotlight

One of our carers, Fiona Wright who joined Tailor Maid back in July 2021, has just got married on the shores of Loch Lomond. Fiona who is originally from Australia got married to Stephen at the start of March and was joined by their families to celebrate the day. She had not seen her family from Australia for so long due to covid restrictions. Fiona and Stephen were presented with a fantastic voucher from all the team to buy a wedding gift of their choice. We wish them a long and happy marriage. Congratulations!



Winter stress support

This winter has been challenging for all as we continue to respond to covid-19 and now fuel poverty. It is a concerning time for all across the country with the increase price of gas and higher fuel bills for many older people. Many older people have spent longer periods of time at home with clubs being closed. Without support this can affect one's health and mental wellbeing, especially when on a low pension. We would urge you to make the call to uptake pension credit for those eligible. Ask a family member to do this for you.

Call 0800 731 7898 TO APPLY FOR PENSION CREDIT IF YOU ARE STRUGGLING TO MAKE ENDS MEET.

Could Pension Credit help me get other benefits?

If you're eligible, Pension Credit doesn't only give you a bit of extra cash – it could help you get other benefits, too:

1. It's unlikely you'll have to pay Council Tax (unless other people live with you).
2. You'll get free NHS dental treatment, and you can claim help towards the cost of glasses and travel to hospital.
3. You'll get a Cold Weather Payment of £25 when the temperature is 0°C or below for 7 days in a row.
4. If you rent your home, you may get your rent paid in full by Housing Benefit.
5. If you own your home, you may be eligible for help with mortgage interest, ground rent and service charges.
6. If you're a carer, you may get an extra amount known as Carer Addition. This is worth up to £37.70 a week.
7. If you're over 75, you can get a [free TV licence](#).

There's nothing to lose by applying, but potentially a lot to gain – and even if

You've previously been turned down; it can be worth making a new claim each year. **Benefits rates change every year**, as can your finances.

Do you claim Attendance Allowance?

Am I eligible to claim Attendance Allowance?

You can claim Attendance Allowance if you meet **all** the following criteria:

- are over State Pension age (if you haven't reached it, you may be eligible for [Personal Independence Payment](#) instead)
- could benefit from help with personal care, such as getting washed or dressed, or supervision to keep you safe during the day or night

- have any type of disability or illness, including sight or hearing impairments, or mental health issues such as dementia
- Have needed help for at least 6 months. (If you're terminally ill you can make a claim straight away.)

How do I claim Attendance Allowance?

- Get a claim form by calling the Attendance Allowance helpline on **0800 731 122**
- Don't leave things out, even if you feel you can manage well enough.
- Describe any accidents or falls you've had.
- Explain the effects of all your disabilities and health conditions, and how they interact with each other.
- List things that you struggle to do unaided, even if you've developed ways to cope.
- If an activity takes you much longer than it would somebody without a disability, or if it's difficult to do safely, include this too.
- Say if you need reminding or encouraging doing things, as this also counts as help.
- Focus on how frequently you need help. For example, if you need help looking after your appearance, this could add up to six or seven times a day, if you include help to check your clothes are clean after a meal, help to find a coat and matching shoes, and so on.
- Give plenty of information in your own words about your personal circumstances. Don't worry if you need to repeat yourself.
- Bear in mind that Attendance Allowance doesn't usually take into account problems with housework, cooking, shopping and gardening.

Winter can be very lonely for older people, especially if living alone and family is not nearby. In April we are reopening our CAPA Café if you want to book a place just call the office.

There are many clubs and activities which are reopening

- Clarkston library is set to reopen
- Age concern Eastwood- provides support- call 0141 638 2158
- Dementia singing group- Merrylea Parish Church-0141 639 6853(carer to accompany)
- Eastwood cancer care support group- chat and coffee 07858552767

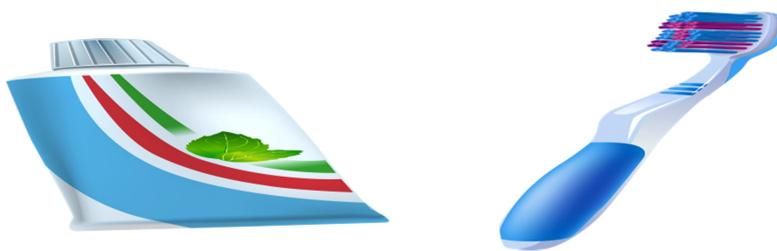
BETTER ORAL CARE

Poor oral health can affect people's ability to eat, speak and socialise normally. Some long term conditions such as arthritis, Parkinson's and dementia can make it harder to hold and use a toothbrush and go for dental treatment. Often medicines taken reduce the amount of saliva in the mouth and leave it dry.

We have created a new initiative to improve dental care for all our clients and have recently updated our care plans to be more specific. We have asked the questions how you manage your dental care

- How do you usually manage your daily mouth care and what help would you like?
- What dental aids do you currently use? Manual or electric toothbrush?
- Do you have dentures and if so how do you care for them?

It's important that teeth are clean and there are no food particles or tartar in the mouth. Regular brushing can prevent gum disease. If you have any queries about oral care please get in touch or speak to your carer/Supervisor for more advice. There is a specific section in birdie notes for families to read.



Eat Well Age Well Update

If you would like to be weighed on a more regular basis just ask one of our Team.

Our Supervisors will continue to monitor your weight at your 6 monthly reviews and If you are at deemed to be at risk then you can join the EWAW Study.

One of our new Clients who was discharged from hospital had suffered weight loss. This was addressed by the Eat well Age Well Team and we can report that in just four months he gained a full stone. This was thanks to the team who supported him with ensuring he ate well at each meal time and left him protein filled snacks, ensure drinks and plenty of fluids. Keeping David active improved his appetite too - encouraging him to move more often (CAPA) had huge benefits too.

One of the dieticians from the hospital called to say she was so impressed with the Tailor Maid Team and the difference that they have made to improving his health and wellbeing. Well done Team!

We are named as one of the “Top 20 Home Care providers” by Home care.co.uk

The award is based on reviews from our customers, families and loved ones. Reviews from home care providers across Scotland were analysed by homecare.co.uk, before a top 20 list was drawn up. There are 764 home care providers in Scotland and to have both rated in the top 20 is a remarkable achievement. The home care providers were rated on: • Overall Standard • Staff • Treated with Dignity • Value for Money • Care and Support •



Dec Appeal for Ukraine



Raffle Draw to be made on 7.4.22

The royals made a special appearance!