

Clifton Homecare's

Autumn Newsletter 2020

COVID - 19 Review

Although the Coronavirus is still very much something we have to live with, we are pleased that we've been able to continue to offer our high standards of care whilst having to adapt to the new challenges we face. Now that things have settled down, we have looked back at what has been a truly unprecedented period to see what lessons have been learnt.

When we passed 100 days in lockdown we were able to look at our achievements to date - here are the findings:



Clifton Homecare Lockdown Review

-  We appointed a dedicated member of the care team for our clients to contact to help reduce social isolation.
-  We helped 35 clients with their weekly shopping through volunteers who used the Morrisons "Pick and Pack" service.
-  We recruited 12 new staff members to help cover employee absences and ensure business continuity. All staff received the necessary training to ensure safe and effective care provision.
-  We completed 5 virtual Contented Dementia training sessions with staff members and families.
-  We completed 20 virtual training session with employees to update knowledge and provide key pandemic information.
-  We virtually attended 15 Lancashire County Council webinars keeping our team updated on the COVID-19 situation.
-  We sent 24 email updates to our clients and families keeping them constantly up to date with COVID-19 information and guidelines.

Data correct as at 30/06/20



Welcome Back Michael!

We are delighted to welcome back Michael Carroll as one of our Senior Domiciliary Care Assistants. Mike has been away recently but we are pleased he has decided to come back and share his passion for care with us.

Mike has an NVQ Level 2 Diploma in Health and Social Care and is currently studying for his Level 3. He enjoys fast cars/motorsports, Outdoor activities, cycling, hiking, survival/bushcraft, woodcraft,



gardening, upcycling, Steam railways, craft beers and good food! Mike's favourite holiday destinations are The Lake District, Yorkshire Dales and the USA.

Mike has also been raising money this month for Macmillan Cancer and has shaved his hair off. He #bravedtheshave in support of his brother who is undergoing chemotherapy and has suffered hair loss as a result. He would like to say thank you to everyone who has donated to this worthwhile cause so far and has helped raise £345. There is still time to donate, if you would like to using this link:

bravedtheshave.macmillan.org.uk/shavers/mike-carroll



Welcome Back Christine!



We are pleased to welcome Christine back to the team following her period of furlough during the COVID-19 pandemic. Christine works as a Domiciliary Care Assistant and is loving being back in her frontline role. During her furlough leave Christine volunteered and made regular contact with clients to help reduce loneliness and social isolation. This was very well received by all clients and families who took part in this.

Christine – receiving her balloon from Clifton Homecare to say “Thank you” during Carer’s week.

Rebecca’s New Arrival

We are all delighted to hear Rebecca’s exciting news that her bundle of joy has arrived. Although a little later than expected, Theodore Wilfred Ray was born, weighing a healthy 7lb 12oz. Both baby and Mum are doing well and we can’t wait to meet the new addition to the Clifton Homecare family!



Genna Completes her Level 3 Diploma in Lead Adult Care Work

Well done to Genna who has recently completed her Level 3 Diploma. She has worked incredibly hard to achieve a Merit grade overall and a Distinction in her speaking assessment. She received the following feedback from her Assessor:

“Genna was able to take a professional and active role throughout the discussion and was able to respond with accurate answers to the questions raised. Genna has a clear passion for her role and the people she supports and goes the extra mile for them. Genna is also responsible in her actions and will support others through her actions and understanding. I have graded this discussion as a distinction and wish you the best of luck in the future”.



Lauren has completed her Level 5 Diploma in Leadership and Management for Adult Care

A huge congratulations go to Lauren for completing her Level 5 Diploma. Her hard work and dedication has truly paid off over the past 18 months and this is a fantastic achievement – well done!



Nicole Comes to the Rescue!

Nicole was riding her bike between care calls when she came across an elderly gentleman who had fallen in the street. The gentleman was out walking his dog and was crossing the road at the time of the fall. Nicole stopped the traffic, tied the dog up at nearby railings and assisted the gentleman to his feet and to the footpath. Prior to going up to the gentleman she donned her PPE appropriately too. This showed Nicole's caring, compassionate and quick thinking skills. She had to not only manage COVID-19 restrictions but traffic and first aid. Well done Nicole!

Nicole with her hybrid electric bike.



New Clifton Homecare Website

You may have seen that we have a newly designed website. We decided to revamp the old site to give it more of a modern feel and make it easier for people to find information they were looking for. If you haven't logged on yet, take a look at www.cliftonhcl.co.uk we'd love to know what you think!

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Clifton Homecare

"I cannot thank you enough for the care you all gave me when I needed it. I will never be worried to have carers again when I need them"

[View Testimonials](#)

Changes to TV Licenses for over 75's

If you haven't already seen, the BBC introduced a new TV licensing scheme from 1 August 2020, meaning an end to free TV licenses for most over 75's. The changes mean that more than three million households will have started to pay the £157.50 fee from 1 August. Only those who receive the Pension Credit benefit will be exempt.

TV Licensing will write to all licence holders aged over 75 with clear guidance about how to pay so you should have received communication already from them. If you are currently paying for a licence, please continue to make your payments as usual to stay covered. If you have any questions or are looking for help with your TV Licence, please contact them on 0300 790 6117 (they are open between 8.30am and 6.30pm, from Monday to Friday.)



Cyclathon Success

On the 17th July, we successfully cycled non-stop for 119 miles over 24 hours and were able to raise a grand total of £2,000 for two important charities, close to our hearts.

Both Lancashire Teaching Hospitals Charity at Royal Preston Hospital supporting the regions Motor Neurone Disease Team and MND research and Trinity Hospice and the associated Brian House Children's Hospice for adults and children experiencing life limiting /palliative conditions have been struggling for fundraising at this difficult time so we were pleased that we could help make a difference and raise some essential funds. We would like to thank you all for your kind and generous donations and all your words of support and encouragement were gratefully received.

