

# Clifton Homecare's

## Winter Newsletter 2020

### Christmas Preparations and Opening Hours

Christmas is fast approaching and it is a busy time for everyone. Although the tiered systems are in place for our area, we must have plans in place to accommodate each client's needs during this time and need to prepare our client care rotas. If you haven't done so already, please let us know your requirements over the festive period.

### Christmas Office Opening Hours

Monday 21 <sup>st</sup> December	Open as usual 8am-5pm
Tuesday 22 <sup>nd</sup> December	Open as usual 8am-5pm
Wednesday 23 <sup>rd</sup> December	Open as usual 8am-5pm
Thursday 24 <sup>th</sup> December	Reduced opening hours 8am-2pm
Friday 25 <sup>th</sup> December	Closed (Out of Hours Provision only)
Saturday 26 <sup>th</sup> December	Closed (Out of Hours Provision only)
Sunday 27 <sup>th</sup> December	Closed (Out of Hours Provision only)

### New Year Office Opening Hours

Monday 28 <sup>th</sup> December	Closed (Out of Hours Provision only)
Tuesday 29 <sup>th</sup> December	Open as usual 8am-5pm
Wednesday 30 <sup>th</sup> December	Open as usual 8am-5pm
Thursday 31 <sup>st</sup> December	Reduced opening hours 8am-2pm
Friday 1 <sup>st</sup> January	Closed (Out of Hours Provision only)
Saturday 2 <sup>nd</sup> January	Closed (Out of Hours Provision only)
Sunday 3 <sup>rd</sup> January	Closed (Out of Hours Provision only)
Monday 4 <sup>th</sup> January	Closed (Out of Hours Provision only)
Tuesday 5 <sup>th</sup> January	Open as usual 8am-5pm

Please note that out of hours is only for emergencies and not for general, routine enquiries.



## Relaxation of COVID-19 Restrictions (Christmas Bubbles)

This Christmas, the UK Government recognise that people will want to be with their friends and family over the festive period, particularly after an incredibly difficult year. For this reason the government is changing some social contact restrictions for a short period of time. When following these rules, we must each continue to take personal responsibility to limit the spread of the coronavirus and protect our loved ones, particularly if they are vulnerable. For many, this will mean that it isn't possible to celebrate Christmas in the way you normally would.

The full information and guidelines on making a Christmas bubble with family and friends, including rules on existing support bubbles can be found online at:

<https://www.gov.uk/government/publications/making-a-christmas-bubble-with-friends-and-family/making-a-christmas-bubble-with-friends-and-family>

## Company Takeover

**On the 19th October 2020, we successfully took over another Homecare company from the local area. Having been months in the planning, we were delighted that the transition occurred to enable the continuation of our care provision with minimal impact to clients and staff. We look forward to being able to continue supporting you and most importantly, we will work hard to keep everyone as safe as we possibly can during these difficult and unprecedented times.**

## COVID-19 Information

With the ongoing challenges that living through a pandemic bring us, we are pleased to say that our care provision has remained virtually unchanged through such strange and difficult times. Having experienced two national "lockdowns" now we do feel prepared and ready to face the nuances that the virus may present us with! We are working tirelessly to ensure that all our staff, clients and families are protected and safe through the implementation of safe measures in line with government and Public Health England guidelines. Now that the vaccination programme has started, there also seems to be some light at the end of the tunnel and we are eagerly awaiting information about when this will be available. Our team are now being tested weekly for COVID-19 which will minimise the chances of asymptomatic staff attending clients. Please do get in touch should you have any questions or require further information.



## Contented Dementia Family 121 Sessions

We are now able to hold one to one, family sessions focussing on the Contented Dementia core values at our offices. Every session will be socially distanced in our spacious training room and the time can be used to make it tailored to your family and your loved ones Dementia needs. If this is something that you would be interested in scheduling please call us on 01253 722945. Here is some feedback from the wife of a husband who has attended one of the sessions recently: "The time spent was well worthwhile, it gave me a new insight into how to deal with my husband's day to day problems."



## Clifton Homecare's Apprentices

We are lucky to have a small team of Apprentices who work with us having joined Clifton Homecare at the age of 16. During their first year as Carers, they are progressing really well and we have received very positive feedback from clients, families and colleagues about them. They have worked incredibly hard to overcome the transition from school to workplace and have embraced the Learning and Development aspect of their roles by embarking on their National Vocational Qualification (NVQ) Level 2 Qualification in Health and Social Care and are halfway through this.

## Client Questionnaire Feedback

In October, we sent out our annual feedback survey to provide you with the opportunity to tell us what you think about our service and any other comments you may have. It's always important for us to get your insight on how we do things and we truly appreciate all your feedback. Thank you again this year for your comments, it means we can look at ways of improving our service where we can. Some of the findings included: 93% of clients said that carers arrive at suitable times and 93% of clients said they are treated courteously when contacting the office. Clients also said our service is excellent, carers are always polite and caring and we respond well in emergencies.



### Preventing Falls - STEADY ON Tool

Many falls can be prevented and by making some small changes, you can keep safe from falling. STEADY ON is a proven approach to help reduce your risk of falls and injury and to keep you independent, safe and steady. As well as giving you practical tips on how to prevent falls, the tool can also improve your general health and wellbeing and enable you to continue to do the day to day activities that you enjoy.

STEADY ON is an evidence-based approach founded on key fall factors:

- **S**lippers, feet and footwear – basic toe nail and foot care is essential to help prevent falls, this is especially important if people are Diabetic. This should ideally be carried out by skilled Podiatrists. Shoes and slippers should have firm sides and be a full shoe with non-slip soles.
- **T**ablets and medication – tablets such as sleeping tablets and diuretics; causing people to rush to the toilet can increase the risk of falls. All medications taken should be reviewed regularly by a GP or other relevant Health Care Professional.
- **E**nvironment and lighting – the environment should be extremely bright and tidy for older people to get around safely. There must be enough room (remove clutter and rugs is possible) for people to manoeuvre their walking aids around the home and make sure they use them correctly. Bright lights should be used in toilets and walkways.
- **A**ctivity and exercise – is important to prevent mobility and general health from deteriorating. Even chair-based activities have been proven to be beneficial for people to complete. Exercise sheets have been put together by the Fylde and Wyre Falls Team and can be provided by Clifton Homecare.
- The question '**D**o you fall?' – If the person falls regularly or has had several falls a urine sample may be requested by the GP to check for a Urinary tract infection. If falls are unexplained this needs checking by a Health care professional. Blood pressure may be monitored and care staff can assist with this if requested by a Health Care professional.
- **E**yesight and vision – it is essential that the person can see adequately to mobilise safely and make sense of their surroundings. Eye tests should be carried out annually and it is important that the person wears glasses that are of the latest prescription. Glasses need to also be kept clean and in good repair.

The following link provides a useful video produced by Fylde and Wyre CCG Falls Service which shows a practical guide to preventing and assessing fall at home, using the STEADY ON approach.

<https://www.youtube.com/watch?v=LnBxF-qWTzE>

Prevent a Fall



# Action for Happiness Do Good December

2020 has been a difficult year in so many ways. We have suffered with uncertainty, anxiety, isolation and challenges with our financial situation, health or relationships. One thing that can hold us together and help us get through is kindness. Although we can't change our situation, we can choose to respond to others (and ourselves) with kindness. And when we're kind, everything goes better. We help others, we help ourselves and we encourage others to be kinder too. Here is a calendar from Action for Happiness to help:



## KINDNESS CALENDAR: DECEMBER 2020



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
 <b>1</b> Share the Kindness Calendar with others and spread kindness	<b>2</b> Contact someone you can't be with to see how they are	<b>3</b> Offer to help someone who is facing difficulties at the moment	<b>4</b> Give kind comments to as many people as possible today	<b>5</b> Make a gift for someone who is homeless or feeling lonely	<b>6</b> Support a charity, cause or campaign you really care about	
<b>7</b> Leave a positive message for someone else to find	<b>8</b> Do something helpful for a friend or family member	<b>9</b> Notice when you're hard on yourself or others and be kind instead	<b>10</b> Listen wholeheartedly to others without judging them	<b>11</b> Be generous. Feed someone with food, love or kindness today	<b>12</b> Buy an extra item and donate it to a local food bank	<b>13</b> See how many different people you can smile at today
<b>14</b> Share a happy memory or inspiring thought with a loved one	<b>15</b> Contact an elderly neighbour and brighten up their day	<b>16</b> Look for something positive to say to everyone you speak to	<b>17</b> Practice gratitude. List the kind things others have done for you	<b>18</b> Give away something that you have been holding on to	<b>19</b> Buy locally and support independent shops near you	<b>20</b> Contact someone who may be alone or feeling isolated
<b>21</b> Appreciate kindness and thank people who do things for you	<b>22</b> Congratulate someone for an achievement that may go unnoticed	<b>23</b> Choose to give or receive the gift of forgiveness	<b>24</b> Bring joy to others. Share something which made you laugh	<b>25</b> Treat everyone with kindness today, including yourself!	<b>26</b> Get outside. Pick up litter or do something kind for nature	<b>27</b> Call a relative who is far away to say hello and have a chat
<b>28</b> Be kind to the planet. Eat less meat and use less energy	<b>29</b> Turn off digital devices and really listen to people	<b>30</b> Let someone know how much you appreciate them and why	<b>31</b> Plan some new acts of kindness to do in 2021	<p>Let's look beyond our differences and help each other. Every act of kindness matters </p>		

**ACTION FOR HAPPINESS**

#DoGoodDecember



[www.actionforhappiness.org](http://www.actionforhappiness.org)

Learn more about this month's theme at [www.actionforhappiness.org/do-good-december](http://www.actionforhappiness.org/do-good-december)

Keep Calm · Stay Wise · Be Kind

