

Clifton Homecare's Client

Autumn Newsletter 2021

Welcome to this autumn edition of the Clifton Homecare client newsletter! Although the weather has been unusually mild at the start of autumn we are now starting to see the night's drawing in and plenty of leaves falling from the trees. As usual, there has been plenty happening at Clifton Homecare – we just don't know where this year has gone!



STAFF NEWS

Welcome to Mandy Livsey and Ann Gagon



Mandy Livsey

We extend a very warm welcome to Mandy who has joined the team as an Administrative Assistant. Many of you will have already spoken to her as she is often the first point of contact when you call to speak to us. Mandy has well and truly started to settle into her new home in the back office and is getting used to the ins and outs of Clifton Homecare!

Mandy has spent the last 12 years working for the NHS at Stepping Hill Hospital in Stockport as Office Manager for the EBME Contracts Department. Prior to this she provided Office Admin support to the Porters and Facilities Management Team. Although she isn't on the front line, Mandy enjoys providing an important service and support function, which is what attracted her to the role of Admin Assistant at Clifton Homecare and the Social Care sector.

Mandy grew up and lived in Manchester with her 2 grown up children until recently when she relocated to Cleveleys. She is a qualified Reiki Healer and in her spare time enjoys holistic alternative therapies and practices yoga when she can. She loves travelling, spending time with her friends and can sometimes be seen with either a Jack Daniels and Coke or a glass of red wine in her hand!

We are also pleased to say that Ann Gagon joins the team as an Administrative Assistant. Ann joined us on 25th October 2021 and we will include her photo and summary information in our next newsletter.

This information can also be seen on our website in due course.

<https://www.cliftonhcl.co.uk/ourteam/>

New Recruits

We are really pleased to welcome to our team the following new Domiciliary care recruits:

- **Cameron** - a student at Blackpool and Fylde college who is studying Health and Social care and has aspirations to become a Paramedic.
- **Ella** - an Apprentice who has joined our team straight from High School. Ella is learning very quickly and is passionate to deliver a high standard of care to our clients. Ella is being supported by our Mentorship and Senior care team.

- **Sophie** - new to the Social care sector but committed to learning about the role and becoming a qualified member of our team.
- **Daniel** - new to the Social care sector but has provided care on an informal basis for a period of time.
- **Hannah** - an experienced member of staff who will be supporting clients on a Night basis.
- **Katie** - a Blackpool and Fylde college student who has been providing social care support remotely for another local company. Katie is very keen to learn and develop her skills at care provision, in line with her college studies.

Employee of the Quarter (July to September)

As you know, we have decided to introduce an "Employee of the Quarter" award to recognise when staff members have gone above and beyond, demonstrating excellence, passion and commitment in their roles. Thank you to everyone who submitted nominations for our staff members, it is truly appreciated to receive such positive comments. In total 32 nominations were received for 14 different staff members.

We are also very grateful to the judging panel who have agreed to be involved in the decision making process each quarter. Thank you Carl Mullen from Training Works, Fiona McGowan, Chris Bevan and Paul Mahon for your valued contribution in helping us choose a winner.



Paula Beaveridge and Chris Bevan who presented her with an engraved glass trophy, large bouquet of flowers and voucher

this in capital letters is because Paula was straight down on her hand and knees, damp cloth in hand and every edge was perfectly dealt with. I found out that Paula has recently had a bicycle accident, falling and damaging her knee, which I could definitely see, but that did not phase her, even though it was painful, she did not want it to interfere with her job."

We are delighted to announce that the winner for the period July to September (Q3) is Paula Beaveridge. Here is just one of the nominations received for Paula:

"I would like to nominate Paula as my employee of the quarter, even though her first visit this September, was also the first time she had been assigned to us. Previously, we (I) have had help with domestic tasks on a 2 hour fortnightly basis, in addition to our daily personal care. This is of great benefit to me personally, as together with the daily assistance I give to my husband, the general wear and tear that comes with ageing, and specific muscular problems, I find such things as hoovering, dusting and kneeling really difficult and painful. So, that 2 hour slot is really beneficial and until very recently we had a regular carer to help, and she was very good. This carer has now left the company and Paula very kindly stepped in and took over. She absolutely did! I had THE best and most thorough clean, polish, Hoover, dust (not to mention my sink top, cooker top and SKIRTING BOARDS.) The reason I put



The judging panel - Mel Fisher, Fiona McGowan, Paul Mahon, Carl Mullen and Chris Bevan

Congratulations and well done for your continued commitment and professionalism displayed in your role. This award recognises the sterling effort you have made and the fact that you have gone above and beyond in your line of duties.

We were also able to recognise 2 further staff members as this quarter's runners up based on nominations received for them. Well done to Christine Howarth and Lauren Kola who have also shown a desire to go above and beyond in their roles and we also presented them with a bouquet of flowers. Here are just 2 of the nominations we received for them:

"Christine has been amazing for both my mother and father. She looked after and cared for my mother with such love and kindness and was there at the worst times and never balked. Since my mother's passing in Feb this year she has provided invaluable support to my father. She is a wonderful special person who made my mum's life better and continues to support my dad."

"Lauren works not only as a Senior Carer but is also available for the other Seniors to call on and they do regularly. She receives phone calls for advice and assistance on her days off and will deal with them professionally even when she is in the middle of something with her son. She is one of the few staff who regularly steps up to cover day and / or night shifts in dire emergencies. She is well respected by her clients and her peers and I continually hear "ask Lauren" when I'm in the office."



Lauren Kola and Christine Howarth with Chris Bevan

Care Ambassador Volunteer Programme



Volunteers play a vital role in helping people in the social care sector and we are looking for people in the local community to join us as Care Ambassadors. As a team we are committed to working with clients, families and the wider community to support our staff team for the benefit of everyone.

We would like to start to recruit volunteers who can help highlight and showcase the social care sector by getting involved in job fairs, other recruitment campaigns and by simply spreading the word! With consent we would like the volunteers to shadow carers working in the community and the admin team to understand the role we play both in the community and behind the scenes, we would also like the volunteers to have conversations with clients and families; with the hope that this will make it clear just what the care and support we provide on a day to day basis means to them.

If you know of anyone who you think would benefit from this programme, please let us know and we can send out some further information. We currently have 4 volunteers and with their help we may help influence the change of image to the social care sector; which is long overdue. We are passionate to continue celebrating our team being true Keyworkers.

Companionship Service

We are delighted that one of our clients, Fiona McGowan, has agreed to offer a Companionship Service to other Clifton Homecare clients. Fiona would like to get involved in working with other clients who may feel lonely or isolated and who would benefit from meeting other people or simply having a good old chat. She can meet people face to face at either Clifton Homecare's offices, or in the client's home. If this is something that would be of interest or you know of another client who could benefit from talking with Fiona, please let us know.

Here is a little more information about Fiona:

Originally from Preston, Fiona moved to the Fylde Coast when she was 18 years old. She has a Hotel and Catering background and has run several Housekeeping Departments in hotels over the years.

In her younger days she worked with a local charity supporting disabled children and also at main stream schools where for 12 years she supported children from the ages of 4 to 16 with learning support. She enjoys music and was a keen clarinet player, involved in a night school concert band from the ages of 11 to 17.

Before her accident, she loved to walk in the Lake District and enjoyed getting out cycling on her bike. She now loves to read and spend time with her son and grandson.

Fiona describes herself as a "people person" and likes spending time with both young and older people. She loves a good conversation and feels that her excellent listening skills will be put to good use whilst providing a companionship service.



Fiona McGowan

Recruitment in Health and Social Care - Initiative Schemes

Clifton Homecare have signed up to the Government Kickstart scheme which is focussing on unemployed people; getting people back into the workplace. We have also signed up with the Princes Trust; supporting young people back into work too.

We have also registered for a Sponsor license and will be sponsoring recruits to join Clifton Homecare from abroad, we are looking forward to Rowella, Jason and Mary's arrival, hopefully by the end of November. Rowella is coming to live with her sister in St Annes and is joining us on a full-time basis. We are currently looking to secure accommodation for Jason and Mary; if you know of any houses or 2+ bedroom apartments to rent in Lytham St Annes please would you make Caroline aware.



Student Placements

Between mid-October and Christmas 2021 we will be supporting students studying Health and Social care T level qualifications at Blackpool and Fylde College. They will be with us every Thursday and Friday. We are very happy to be working in partnership with our local college and in turn this may help with future staff recruitment.



Ben and Scott – both student placements from Blackpool and Fylde College

Care Chronicles Videos



We are really pleased that Caroline, Sue, Abby and Harprit have taken on the role of Care Ambassadors and will be submitting videos (Care Chronicles) on a regular basis to Lancashire and South Cumbria Health and Care partnership. The aim of Care Ambassadors is to champion Social Care and to promote the excellent work that takes place in our workplace and sector.

The image above shows Maria chatting about her experience of working in the Social care sector.

You can find them on Twitter at: @hlsc_socialcare or their website is: <https://www.healthierlsc.co.uk/>

Maria's video has been recently published on Twitter - you can see her talking about the value of knowing a client's preferences, in order to put them at ease when visiting here: <https://twitter.com/i/status/1427171214003425283>

Caroline also shared news about important training the Senior Team have undertaken in relation to Liberty Protection Safeguards on her video: <https://twitter.com/i/status/1427175919450574851>

CLIENT INFORMATION

Christmas Preparations and Opening Hours

Christmas is fast approaching and it is a busy time for everyone. In order for us to accommodate each client's needs during this time and to enable us to prepare our rotas, allowing our team to make plans, please let us know your requirements for 20th December 2021 and 2nd January 2022 by 5pm Friday 19th November 2021.



Christmas Office Opening Hours

Monday 20th December	Open as usual 8am-5pm
Tuesday 21st December	Open as usual 8am-5pm
Wednesday 22nd December	Open as usual 8am-5pm
Thursday 23th December	Open as usual 8am-5pm
Friday 24th December	Reduced opening hours 8am-12 noon
Saturday 25th December	Closed (Out of Hours Provision only)
Sunday 26th December	Closed (Out of Hours Provision only)



New Year Office Opening Hours

Monday 27th December	Closed (Out of Hours Provision only)
Tuesday 28th December	Closed (Out of hours Provision only)
Wednesday 29th December	Open as usual 8am-5pm
Thursday 30th December	Open as usual 8am-5pm
Friday 31st December	Reduced opening hours 8am-12 noon
Saturday 1st January	Closed (Out of Hours Provision only)
Sunday 2nd January	Closed (Out of Hours Provision only)
Monday 3rd January	Closed (Out of Hours Provision only)
Tuesday 4th January	Closed (Out of Hours Provision only)
Wednesday 5th January	Closed (Out of Hours Provision only)

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



The National Early Warning Score 2 (NEWS 2)

The National Early Warning Score (NEWS 2) is now being used by the Senior care team to assess clients who are acutely unwell and to safeguard them in our response to this acute deterioration. NEWS 2 was launched by the Royal College of Physicians in 2012. It was launched to improve the identification, monitoring and management of unwell patients.

The basic observations that senior staff will be taking are:

1. Respiration Rate - RR
2. Oxygen Saturation – O2%
3. Systolic Blood Pressure - Bp
4. Pulse – (HR per min)
5. Level of Consciousness or NEW Confusion* - ACVPU
6. Temperature – Temp

NEWS takes a pragmatic approach, with key emphasis on physiological parameters that are already routinely measured in NHS hospitals and in pre-hospital care. The findings of which are recorded on a standardised clinical chart – the NEWS2 chart. See the NEWS chart below:

Chart 1: The NEWS scoring system

Physiological parameter	Score						
	3	2	1	0	1	2	3
Respiration rate (per minute)	≤8		9–11	12–20		21–24	≥25
SpO ₂ Scale 1 (%)	≤91	92–93	94–95	≥96			
SpO ₂ Scale 2 (%)	≤83	84–85	86–87	88–92 ≥93 on air	93–94 on oxygen	95–96 on oxygen	≥97 on oxygen
Air or oxygen?		Oxygen		Air			
Systolic blood pressure (mmHg)	≤90	91–100	101–110	111–219			≥220
Pulse (per minute)	≤40		41–50	51–90	91–110	111–130	≥131
Consciousness				Alert			CVPU
Temperature (°C)	≤35.0		35.1–36.0	36.1–38.0	38.1–39.0	≥39.1	

We will be rolling out awareness sessions in due course. Here is the team attending one of the first training sessions with Helen McKenzie.



Energy Crisis in the UK

The UK is in an energy crisis following the price of gas which has rocketed in recent weeks. Energy suppliers buy their gas and electricity wholesale, and it is then sold on to their customers. This means price fluctuations can happen, as is generally the case in any market.

However, the UK's wholesale energy prices have reached record highs of late, increasing by a staggering 250% since January.

This is due to the industry facing a perfect storm of conditions that have included high demand in Asia (meaning lower gas deliveries here), one of the least windy summers since 1961 (meaning low renewables output) and the shutdown of a significant cable that brought in electricity from France after a fire.

How will the energy market crisis affect consumer bills?

While customer bills will not go up overnight, price rises are all but inevitable at this stage. Ofgem has said that default energy tariffs would probably climb by 12.5% to reflect wholesale price rises to July. Still, continued price increases mean tariffs are likely to go up again come April. Some fixed deals are now priced above the default tariff to factor in price rises.

What happens if your supplier goes bust?

Energy experts have predicted that while we currently have around 70 energy firms operating in the UK, that number could drop to as low as ten. Some UK firms to have already gone bust include People's Energy and Utility Point.

If your supplier fails, then the energy regulator Ofgem is charged with ensuring that affected households will continue to be supplied. When a company goes bust, they appoint a new company to take over your energy supply. On top of this, they will also make sure that you do not lose any credit balances owed to you.

The Government's Business Secretary has said "well-rehearsed plans" are in place to ensure consumers are not cut off and Boris Johnson has said "we'll have to do everything we can" to prevent energy companies going under.

