

# Clifton Homecare's Client

# Winter Newsletter 2022

Welcome to the first edition of the Clifton Homecare newsletter for 2022! We welcome the arrival of a New Year and we look forward to 2022 with increased positivity and anticipation.



## STAFF NEWS

### Employee of the Quarter (October to December 2021)

Our second round of Employee of the Quarter nominations for the period October to December 2021 were gratefully received from clients, families and staff members. Thank you again for your valued contribution and we were pleased that we could continue with the momentum to recognise more staff members that have done such a fantastic job in going above and beyond in their roles. The judging panel were able to meet and choose their worthy winner and runners up. Thank you again to Carl Mullen, Fiona McGowan, Chris Bevan and Paul Mahon for your support in helping us decide on the winners! In total we received 23 nominations for 13 different staff members.

We are therefore delighted to announce that the winner for this quarter is Miguel De Sousa. Miguel was nominated by a mixture of clients, family members and his colleagues and we received an array of positive nominations for him. Here are just a few:



Miguel De Sousa

*"Miguel has been great for my Dad's confidence, he is so patient and kind. Always cheery and my Dad said this morning that it was a pleasure doing business with him! It is hard to single out staff, as the team that look after Dad and support Mum are all very good and all play their part in keeping them safe and well."*

*"I do think Miguel should be put forward for the quarter award. Sunday was a very difficult day but with Miguel taking the initiative and reassuring us, we got through it. He has been very attentive to detail in all David's needs and with his patience, understanding and cheerfulness the world is definitely a better place! We wish him well."*

*"Miguel never complains, he just does what is asked of him. He also offers solutions and is great with the clients."*



Miguel was quite overwhelmed and speechless upon receiving the award and was very happy to be recognised by both his clients, their families and staff members. Well done and congratulations for continuing to display dedication and commitment in your role. It was very well deserved and is testament to the fact that you go that extra mile in your role. We hope you enjoy your flowers, engraved trophy and gift card!

We were also thrilled for our two runners up this quarter, Jacquie Green and Donna Rutherford. They also received some quality nominations and we were also able to see their desire for going above and beyond in their roles and this has been duly recognised. A couple of comments we received included:



Donna Rutherford

*"It is difficult to single out a particular carer. As a general rule, standards are high but Donna is particularly good. I have spoken to Mum tonight and she said Donna is kind, gentle with her, engages her in conversation and is generally very nice. She goes the extra mile to ensure my Mum's comfort."*

*"Donna always goes above and beyond for the company and is always willing to help staff. She works so many hours and doesn't complain. She is brilliant with clients and really helps the office staff. She will always stop what she is doing to help people. She is a real asset to the company."*

*"I would like to take the opportunity to express how impressed I was at Jacquie's obvious passion of the industry, and this ultimately played a massive part in her passing the 5 day trainer's qualification for Moving and*



Jacquie Green

*Handling. Jacquie was a very proactive and responsive member of the group, grasping the knowledge as it was given to her, she demonstrated a sound command of this knowledge during her teach back session delivering a well-planned, well researched subject to a high standard. Furthermore Jacquie was able to reference the theoretical aspects during her practical assessment confident that she will be an asset to Clifton Home Care delivering person centred dignified handling to the service group."*

*"Jacquie is caring, hardworking and great with clients and other carers. Nothing is too much for her and she never judges anybody."*

We hope you all feel proud to be acknowledged and chosen as the worthy recipients of the awards this quarter. Your hard work and professionalism doesn't go unnoticed and it gives us real sense of pride to present you with your awards. We look forward to receiving your nominations for the next period (January to March 22) and hope the engagement from clients and staff members continues.

## New Starters from Dubai

We extend a very warm welcome to Jason, Rowella and Mary Grace who are our newest recruits to join the Clifton Homecare family. We have been looking forward to their arrival from the United Arab Emirates for some time now and it's great news that they are finally here and able to start their roles as Domiciliary Care Assistants. I'm sure you will all join me in making them welcome and feel settled in their new roles and lives here on the Fylde Coast. Although they are coming to live by the sea, it's a far cry from the tranquil waters and sunnier climate of Dubai so it will probably take some time to get used to our weather here in Lancashire!

Jason has 8 years' experience in the Health care sector gained in the Philippines, Saudi Arabia and Dubai. He has a Bachelor of Science Degree in Physical Therapy and has completed additional Post Graduate studies in nursing and social care whilst living in Dubai. In his free time, he is happy spending time with his family and friends. He enjoys going to the beach and park, watching films and TV series on Netflix and playing billiards and table tennis.



Mary Grace Hutamares

Mary Grace was born in a small town in the Philippines and had a happy childhood, growing up with good values in her life. She graduated with a Bachelor of Science Degree in Physical Therapy and was able to deal with different ages of people with physical and mental disabilities during her internship. Then unknowingly, she developed her love of teaching and guiding children who have special needs and challenging behavior. As she progressed in her career, she has explored and started to care for vulnerable and elderly individuals. During her



Jason Medina

free time, she likes to catch up with friends over a cup of coffee and go shopping. She also loves to spend time at the beach to relax.

Rowella is a graduate of Bachelor Science in Psychology and has been employed in the construction/engineering industry on and off, for more than 10 years. She went to Dubai in 2006 and has been mostly based in Dubai up until recently, however, she has ventured to other countries in between, also working in Singapore and Kuwait.

She describes herself as a person who is always motivated to learn new things and skills, even if they are not related to her job. In 2012, she studied Patisserie and Confectionery and lived with her sister in St Anne's on Sea, Lancashire, for a year. Fast forward to 2020, and Rowella enrolled myself in a Caregiving Course, as she became very interested and drawn to the nature of this role. This decision to pursue a vocation in this field was a result of the time she helped to take care of her semi-paralyzed father, who has now, sadly passed away. Rowella is happiest when baking pastries, traveling, socialising with friends, walking dogs (of friends), trekking, listening to music, watching the snow fall and eating her all-time favourite Rocky Road flavored ice cream.



Rowella Despa

## Miguel comes to the rescue!

Over a weekend in December, Miguel was attending a care call and noticed one of his clients wasn't feeling well. Knowing that something seemed irregular, he notified the Senior Care Team who were on call at the time and they were able to take some basic observations in line with the NEWS2 (National Early Warning Score2) system. They called 111 for advice and Paramedics were sent to assess the client. Based on this early intervention, the client was able to remain comfortable at home and treatment commenced promptly. The client had previously been in hospital with sepsis so it was important that action was taken quickly, preventing a hospital admission and quite possibly a life threatening illness. Although the team are trained to pick up on situations like this, we just wanted to share this story to highlight the importance of knowing clients, reporting concerns early and preventing unnecessary distress for clients and their family. Well done to Miguel and all the team who were involved.

## Client and Staff videos on Social Media

For those of you who do follow us on Social media channels like Facebook and Twitter, you may have seen a few videos that were posted throughout December highlighting the tremendous work that our staff and clients have been involved in. Some notable mentions for the videos that were posted include Ella, one of our newest Apprentices who is settling well into her role, Phil and Chris Bevan, one of our clients and his wife, and Fiona, another client who has been helping us recently.

Thank you to everyone involved and we hope you enjoyed your 60 seconds of fame! Here are the links that you can paste into a web browser should you want to watch:



Ella's video:

<https://twitter.com/i/status/1466799120220401664>

In addition to agreeing to make short video clips for us, Ella is also progressing well with her QCF Level 2 in Health and Social Care. Keep up the great work Ella!

To follow us on Twitter or Facebook, you can find us using the following details:

TWITTER <https://twitter.com/CliftonHomeCare>

FACEBOOK <https://www.facebook.com/CLIFTONHCL>



Fiona's video:

<https://twitter.com/i/status/1469215316030877699>



Chris and Phil's video:

<https://twitter.com/i/status/1468242681188990980>

You may have spotted that this video was taken around Christmas time – one of the Bevan's favourite times of the year! They really go to town with their festive decorations, and this year was no exception. Your collection of tree baubles is particularly impressive, having been collected over many years.

## COVID-19

Caroline sent out the latest version of our COVID policy and procedure just before Christmas; taking into account the latest changes with regards to isolation rules. We would like to confirm we will be conducting thorough risk assessments in any cases where staff isolation periods are reduced and they return to work. Where possible staff will be supported to work from home for the 7-10 day period and they will not be supporting extremely vulnerable clients. If you would like a copy of the policy, please do let us know.

## Client Questionnaire Results

Hopefully you will have seen the Client Survey that was sent out by post earlier in November 2021. The aim of the survey is to appraise the quality of service provided and seek ideas for ways of improving the services we provide. Responses to the survey were anonymous, however some clients chose to include their names on completion. The response rate was 36%. In general, overall responses were positive and some of your comments will allow us to look at ways we can change and improve our processes and services. Thank you to all clients and family members who completed the surveys, your feedback is valuable to us. Caroline has already sent an email with some of the results included, but here are just some of the results:

	Do your care workers come at times that suit you?	Percentage
5. Always	20	69%
4. Often	6	21%
3. Sometimes	3	10%
2. Rarely	0	0%
1. Never	0	0%
<b>Total</b>	<b>29</b>	<b>100%</b>

	Do you feel that your care workers complete the tasks that you have asked of them and to your satisfaction?	Percentage
5. Always	22	79%
4. Often	6	21%
3. Sometimes	0	0%
2. Rarely	0	0%
1. Never	0	0%
<b>Total</b>	<b>28</b>	<b>100%</b>

	Do you have the same care workers who visit you on a regular basis?	Percentage
5. Always	9	31%
4. Often	17	59%
3. Sometimes	3	10%
2. Rarely	0	0%
1. Never	0	0%
<b>Total</b>	<b>29</b>	<b>100%</b>

	Are you treated courteously if you contact the office?	Percentage
5. Always	26	93%
4. Often	1	4%
3. Sometimes	1	4%
2. Rarely	0	0%
1. Never	0	0%
<b>Total</b>	<b>28</b>	<b>100%</b>

	Are your queries managed in a satisfactory way when you contact the office?	Percentage
5. Always	21	78%
4. Often	4	15%
3. Sometimes	2	7%
2. Rarely	0	0%
1. Never	0	0%
<b>Total</b>	<b>27</b>	<b>100%</b>

	As a Clifton Homecare client, do you feel like you are listened to?	Percentage
5. Always	25	83%
4. Often	3	10%
3. Sometimes	2	7%
2. Rarely	0	0%
1. Never	0	0%
<b>Total</b>	<b>30</b>	<b>100%</b>

	Do you feel you are kept informed of any new information, latest changes, COVID-19 updates and general company news?	Percentage
5. Always	20	71%
4. Often	3	11%
3. Sometimes	4	14%
2. Rarely	1	4%
1. Never	0	0%
<b>Total</b>	<b>28</b>	<b>100%</b>

	Thinking back over the last 18 months and the COVID-19 pandemic, how do you feel we have managed your health and safety during this time?	Percentage
5. Outstanding	12	43%
4. Very Good	14	50%
3. Good	2	7%
2. Requires Improvement	0	0%
1. Inadequate	0	0%
<b>Total</b>	<b>28</b>	<b>100%</b>

We also received some very complementary comments. Here are just a few:

- I cannot thank you enough for the care you give Mum. She talks very highly of all carers who visit.
- Very pleased, never missed a session even though under extreme pressure and is most appreciated
- Overall high standards of health and safety. Carers are aware of potential risks and take steps to mitigate them. Always tell me of concerns with health promptly so I can call the Doctor if necessary.
- The staff are professional, kind and thoughtful. I am so very happy with the service. Thank you to all.
- My carer is just superb.
- Kept informed at all times about vaccinations and PPE clothing.

We would like to thank you for the very positive comments and feedback over what has been a very difficult 2 years working in the Social Care sector.



We are delighted to announce that we have partnered with Famileo. Famileo will allow our clients to keep up-to-date with what their family and friends have been up to, bringing memories to life again. All family members can publish pictures and messages via the free Famileo app or a web browser. Twice a month (this frequency can be altered – for example to weekly or monthly) Famileo will transform these publications into a completely personalised Family Gazette that we will print and carers will hand out to your loved one.

The only thing you have to do, is download the Famileo app, log in with the confidential and unique 6-digit family code that we give you and upload your most beautiful memories and old or new pictures from daily life for your loved one. Post your nicest pictures, blooming gardens, Christmas gatherings, children, pets, poems or dive into your archives! The code is to be shared with all family members wishing to contribute to the Gazette as people will be thrilled to see the whole family involved! Only the persons who log in to Famileo with your family code will see the photos you post. Famileo is completely private for your own family thanks to this code.

Famileo allows your loved one to see (great) grandchildren grow, stay in touch with family members that live far away, and just have a good laugh about the best memories!

This link shows a family video which explains the concept a bit more.

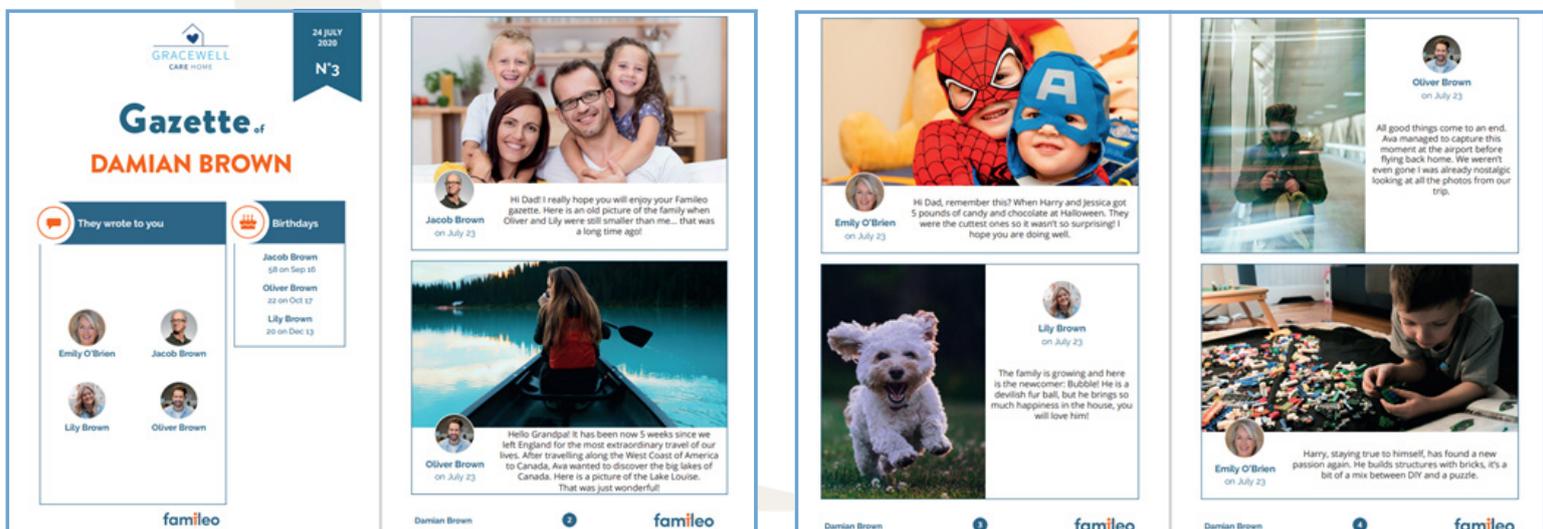
<https://vimeo.com/646880938>

Please note that Famileo will be a **free service to Clifton Homecare clients and families** that is very user friendly and completely GDPR compliant.

This is an example of what a special Family Gazette looks like once you have added your family photos and personal information. We also have leaflets containing more information and Famileo's Privacy Policy and Procedures should you want these.

In order to take up this service please email [mel@cliftonhcl.co.uk](mailto:mel@cliftonhcl.co.uk) and we will register you. The Famileo Team is also very happy to be of assistance! You can contact them directly by email: [hello@famileo.com](mailto:hello@famileo.com) or by phone: 020 3991 0397.

We hope you will find this a really easy and helpful way of keeping in touch but we understand it will not be desirable for everyone.





## New Care Management System

We are happy to announce we have signed up with a new system provider; Oneplan who we will be going live with in February 2022.

One Plan offers a wide range of features that will help both us and our clients and family members to provide a rostering software that is both comprehensive and easy to use. This will mean ultimately all care planning and medication records will be made digital together with the ability for clients to view a wide range of details related to their care service. We are currently in the process of transitioning across from our current system and more information will be shared with you shortly. All the staff have been involved in training sessions to get used to how the new system will look to them.

## Volunteer Programme

**Do you want to support the Social Care Sector?**

**Do you have 1-2 hours a week spare?**

**Our Volunteer Care Ambassador Programme could be for you!**

We will be continuing to promote our Care Ambassador Volunteer Programme.

The idea behind the programme is to recruit volunteers to shadow core team members and admin staff - seeing what setting up and managing a care package looks like in real life. The volunteers will then spend time with clients and family members discussing just what care means to them. This will give the volunteers a good, all round idea of the Domiciliary care sector and they will be asked to help with recruitment fayres and events. If you are interested in learning more about this then please do not hesitate to contact Caroline or Mel (she is in the office each Tuesday.)



## How to Stay Well In Colder Weather

Now that the weather is much cooler and temperatures are starting to drop, there is lots we can do to help us keep well.

As we age, our immune system becomes weaker and less able to fight off viruses. We lose muscle mass which helps to keep us warm and keep us moving about. And the cold makes health conditions harder to manage, or even effect our hearts and circulation.



### Keep moving

Try not to sit still for more than one hour at a time. You might not think it, but even a little bit of activity can help you to keep strong and help mobility. Age UK have some simple exercises that can be followed under the below link. If you're not sure where to start, or find it difficult to move more because of a long-term condition, the link will provide advice and tips:

<https://www.ageuk.org.uk/information-advice/health-wellbeing/exercise/>

### Make sure your home is warm enough

Try to heat your home to a steady and comfortable temperature throughout the day – at least 18 degrees Celsius if possible. It's also a good idea to keep your bedroom window closed at night when the weather is coldest and close the curtains at dusk to keep the heat in.

- Use a hot water bottle or electric blanket to keep warm in bed – but do not use both at the same time (Note - our Care Staff have strict guidelines to follow when filling hot water bottles. Please check the wiring on electric blankets.)
- Have at least 1 hot meal a day – eating regularly helps keep you warm
- Have hot drinks regularly
- Get your heating system checked regularly by a qualified professional

If you need help with heating costs, you may be able to claim financial and practical help with heating your home. Grants available include the Winter Fuel Payment and the Cold Weather Payment. The Simple Energy Advice Website includes some useful information about both these grants and how to make your home more energy efficient, this is a good link:

<https://www.simpleenergyadvice.org.uk/>

### Wrap up well and stay stocked up

Layering your clothes is the best way to keep warm in winter. If you're going outside, don't forget the temperature can drop drastically as the sun goes down so take woollies out with you, even if you don't need them immediately. It could be a good idea to stock up on cold and sore throat remedies (please ensure though they are safe to be taken / used with long term medication.) Your pharmacist can give you advice if you're feeling under the weather about what might help. Keeping your hands and feet warm is also important – this link may help:

<https://www.ageuk.org.uk/information-advice/health-wellbeing/keep-well-this-winter/stay-healthy-in-winter/how-to-keep-your-hands-and-feet-warm/>

