

# Clifton Homecare Ltd



## Summer 2022 Client Newsletter



**Welcome** to the summer edition of the Clifton Homecare newsletter! We are all hoping for a warm and dry summer so that we can enjoy getting out and about in the sun!

### Find your forecast

The Met Office provides short and long range weather forecasts across the UK to help you plan ahead.

<https://www.metoffice.gov.uk/weather/forecast>

### Advice for Staying Cool in a Heatwave

Most of us look forward to the warmer weather and feeling some sun on our faces. But it's important to be prepared for hot weather as high temperatures can be dangerous to your health.

### The sun and skin health

We've all caught the sun before, either on holiday or at home. You might enjoy a tan or deliberately use the sun cream a bit sparingly. But getting sunburnt can be serious and increase your risk of skin cancer. Anyone can develop skin cancer, so it's important to protect your skin, whatever your skin type.



## Dehydration and overheating

It's easy to become dehydrated or overheat when it's hot outside.

### How to avoid dehydration

- \* Make sure you're drinking plenty of fluids.
- \* Aim to drink 6 – 8 glasses of liquid a day and more if it's hot.
- \* Eat a balanced diet to help your body replace any salt you lose by sweating.

### Symptoms of overheating

Extreme heat and dry conditions can cause you to dehydrate and your body to overheat. Watch out for certain signs – particularly for muscle cramps in your arms, legs or stomach, mild confusion, weakness or sleep problems. If you have any of these, rest in a cool place and drink plenty of fluids. Seek medical advice if your symptoms persist or worsen.



### Heat exhaustion

Heat exhaustion is fatigue resulting from prolonged exposure to excessive heat.

#### Symptoms of heat exhaustion

The symptoms of heat exhaustion include headaches, dizziness, nausea or vomiting, intense thirst, heavy sweating and a fast pulse.

#### What to do

If you have any of these symptoms you must, if at all possible:

- find a cool place and loosen tight clothes
- drink plenty of water or fruit juice
- sponge yourself with cool water or have a cool shower.

Your symptoms should improve within 30 minutes. If you're feeling better but still have any concerns, call your doctor or NHS 111 for advice.

### Heatstroke

Heatstroke can develop if heat exhaustion is left untreated – it can also develop suddenly and without warning.

## Protecting your skin

- Use sunscreen of at least SPF 30. Apply it generously and top up at least every two hours. If you've been in water, reapply when you are dry.
  - Apply sunscreen to any uncovered parts of your body. A hat will protect your head, face, ears and eyes.
  - Choose sunglasses that have a CE mark, UV400 label or a statement that they offer 100 per cent UV (ultraviolet) protection.
  - When the weather is hot, your skin may also feel drier than usual. Using moisturiser can help keep your skin healthy.
  - If you have moles or brown patches on your skin, they usually remain harmless. But if they bleed, or change size, shape or colour, show them to your doctor without delay.
- For more information visit the Cancer Research Website: <https://www.cancerresearchuk.org/>

## Sun exposure and vitamin D

Although it's important to protect your skin, some direct exposure to the sun is essential for the production of vitamin D. Vitamin D deficiency is linked to cognitive impairment, cardiovascular disease and bone problems such as osteoporosis.

- There are some food sources of vitamin D – salmon, sardines and other oily fish, eggs and fortified spreads, but sunshine is the major source.
- Don't let your skin burn, but try to go outside once or twice every day without sunscreen for short periods from March to October. The more of your skin that is exposed, the better your chance of making enough vitamin D.
- The Government recommends vitamin D supplements for some groups of the population, including people aged 65 and over.
- If you think you could be at risk of not getting enough vitamin D, particularly if you are housebound or cover your skin for cultural reasons, raise this with your doctor. Always speak to your doctor before starting to take a vitamin supplement or over-the-counter medicine on a daily basis.

### Symptoms of heatstroke

The symptoms of heatstroke include:

- confusion
- disorientation
- seizures
- loss of consciousness.

#### What to do

Heatstroke is a life-threatening condition. If you or someone else shows symptoms: call 999 immediately, if you have a community alarm, press the button on your pendant to call for help while waiting for the ambulance, follow the advice given for heat exhaustion but do not try to give fluids to anyone who is unconscious.

## Social Outings

We are pleased to announce that Clifton Homecare supported social outings will start again from July. Historically we have visited places like the Blackpool Tower ballroom, garden centres, various pubs for a pub lunch/evening meal, or Lowther Gardens to see a show. It is difficult to confirm exact costings as it depends on the time allocated to collect or support during the outing and drop off. It will also depend on the number of staff required; this is determined by our risk assessment process. Transport can be provided and this includes our minibus equipped to take wheelchairs (including mobility scooters). Although transport can be provided costs can be reduced if family drop off/collect/escort. Food and drink will need to be paid for by clients on the outing (unless agreed with Clifton Homecare beforehand).

Obviously we try to keep the costs to a minimum and ask for volunteers to help us when possible. If you would like to volunteer to help during an outing then please do let our admin team know should you be available. We would also welcome any suggestions for external venues as some activities would require a hall or room to be booked.

Carol, our Activities Coordinator has been busy preparing a list and dates already confirmed are:

- **Joseph and the Amazing Technicolour Dreamcoat show (tickets from £29) at Blackpool Winter Gardens on 27th July 2022 at 2.30pm**
- **We'll Meet Again show (tickets from £13.50) at The Lowther Gardens on 19<sup>th</sup> August 2022 at 2pm**

**Please let us know if you would like to book onto either of these 2 shows and then we can arrange the tickets.**



Other suggestions are

Ice Cream  
Parlour



Illuminations  
Fish & Chips



## Social Outings (continued)

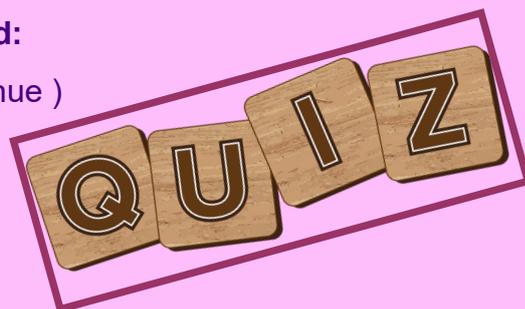
### Other possible suggestions are as follows:

- Penny Farm visit inc Tea/Coffee & Cake (date TBC)
- Barton Grange/Dobbies Garden Centre (date TBC)
- Visit to Grange Over Sands with Fish & Chips (date TBC)
- Grundy Art Gallery (date TBC)
- Lama walks (date TBC)
- Sea Life Centre Blackpool (date TBC)
- Xmas Craft Session (Wreaths & Salt dough) (date TBC)
- Craft session (Stress Balls, Stone painting) (date TBC)
- Photo Shoot( Hollywood style) (date TBC)
- Attend a school dress rehearsal for Xmas play/Choir (date TBC)



### Suggestions where we need an external venue to be booked:

- Memory Boxes Co- Op Funeral care (date TBC) (Need a venue )
- Shanty Crew ( Need a venue) (date TBC)
- Quiz & Games Afternoon (Need a venue) (date TBC)
- Drumming Session (Need a venue) Garstang (date TBC)



## Craig and Roy's Day Out!



Craig Stirzaker (above) recently accompanied one of our lovely clients, Roy to his Grandson's wedding in The Lake District.

Craig helped to get Roy ready for the big day making sure he looked super smart in his suit. The day turned out to be a fantastic one, the sun shone, the bride and groom were happy and all the guests had an enjoyable time. Roy's family were very grateful to Craig for supporting him so that he could be a part of the family's big day. They said they couldn't have done it without you being there!



# Platinum Jubilee Celebrations



Sue teaching staff clog dance moves



Sue, Karen & Maria Entertaining Clients with a clog dance



The Bank Holiday celebrations to mark the Queen's Platinum Jubilee took place over the weekend of 2<sup>nd</sup> to 5<sup>th</sup> June across the country. We were also able to hold our very own Tea Party at the office on the 7<sup>th</sup> June 2022. Thankfully the sun shone and we were able to enjoy a lovely afternoon with our clients and family members. We were even treated to an impromptu clog dancing performance, courtesy of Sue Dobson, who roped in some unsuspecting helpers! Thank you to everyone who came and celebrated with us. Here a few of the photos that George took on the day.



The Party in full flow



Karen accompanying one of our clients

Caroline delivering some delicious jubilee cakes



## Companionship Visits

Our companionship visits are now taking place again with Fiona and can either be scheduled at your home address (if risk assessed as suitable) or our office. They are free of charge and if transport is required we can organise this for you. Fiona is happy to give her time free of charge to help other people to try to reduce the loneliness people feel at times. In order to organise this please speak to our admin team who will take your details to make suitable arrangements. See below Fiona's bio that she put together so you get a feel for the lovely lady that she is.

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.



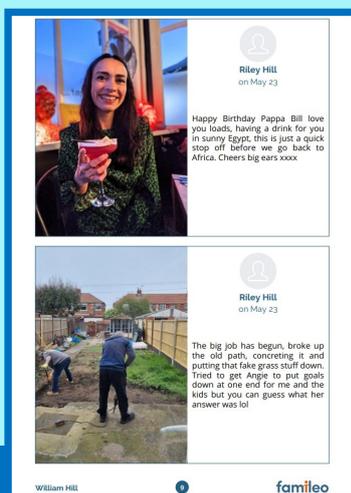
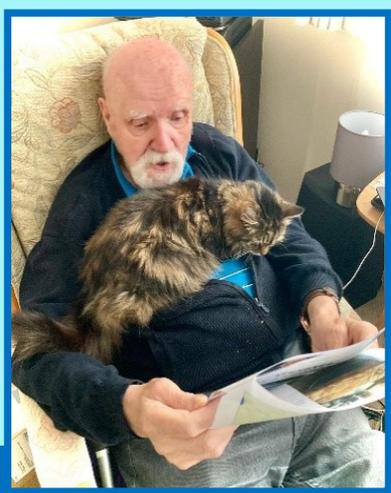
Fiona



We are delighted to see that a number of our clients and their families have signed up to the free **Famileo** service and are uploading family photos and messages from those that may live away, so that we can produce a family Gazette for their loved ones.

Below is a photo of one of our clients, who receives his family Gazette every 2 weeks from us. We print it out and one of our Carers takes it to him. He loves reading about what his family get up to and says **"I like seeing pictures of my family and seeing what the musketeers are up to!"**

**This service is free to all Clifton Homecare Clients - if you would like to know more please contact us on 01253 722945 or Email us: [cliftonhcl@gmail.com](mailto:cliftonhcl@gmail.com)**



## STAFF NEWS

### Employee of the Quarter (April to June 2022)

We were pleased to receive nominations for the 4th period of Employee of the Quarter this year. A big thank you to clients, family members and staff who took the time to send nominations in. We really do appreciate your kind words and thoughts so that these nominations can be put forward to the judging panel.

We are thrilled to announce that our much deserved winner is Lauren Kola. Lauren received several nominations from both clients and her colleagues where it was apparent that her caring, kind and compassionate nature shone through. Below is one of the nominations received:

“When Lauren comes to my calls it's like having a friend come to see me! She is caring, understanding and extremely helpful. She seems to know exactly what I want doing and can almost read my mind, making sure that little things are done without me having to ask her. Examples are things like drawing the curtains as it's getting dark, doing the washing up for me if I am late having a meal or just helping me generally. She is always very cheerful and has a lovely way about her. Many of your carers are also brilliant, but Lauren just has a lovely way about her and I think she should be recognised.”

This quarter's runners up are Mike Carroll and Ezra Johnson. It was a hard decision to make this time due to the quality of nominations we received, so well done to both. Below are notable nominations for both Mike and Ezra:

“Mike has been a great support to me since I started at Clifton Homecare. He has always treated me fairly, with respect and as an equal. His extensive knowledge and years of experience can be seen when working with him and he is always happy to help me if I need any help or guidance. There are times when I've needed to pick his brains both inside and outside of work and he always gets back to me, even in his own personal time. Because of the support that Mike has given me, I feel that my own confidence has grown within my role and I really appreciate this.”

“I would like to nominate Ezra. There have been numerous times when I've been on call at the weekend and he has consistently made offers to help and support where he has gaps in his rota. I was impressed by his positive and "can do" attitude and his willingness to volunteer his time and assistance where available. On a particularly busy weekend, he helped me to go and do some client shopping which alleviated the pressure on my workload.”



**Lauren, our Winner left**

**Runners up Mike centre and Ezra right**



A huge well done to Lauren, Mike and Ezra for being recognised this quarter - you are all well deserved in receiving your gifts. We know that all our staff team work to the best of their ability so it's always nice to be able to acknowledge staff when they have done a particularly good job. We appreciate that it is hard to keep the momentum going for staff recognition, however we look forward to seeing more nominations come in for the next quarter, which runs from July to September 2022.

**Social Care Workforce Forum, 5th July 2022.** This event was held on 5th July at Preston Grasshoppers with a focus on Recruitment, Retention and Staff Development. It was the first “in person” event to be held since the start of the COVID-19 pandemic so it was a real treat to actually meet people we have only ever seen over Zoom or Microsoft Teams before! Caroline represented Clifton Homecare on the Recruitment panel where she spoke about our success with overseas recruitment. Both Jason Medina and Mary Grace Hutamares also spoke about how they have found coming to the UK and settling into Clifton Homecare. Mel Fisher and one of our clients, Fiona McGowan also described how Clifton Homecare are trying to improve staff retention through the Employee of the Quarter scheme.



**New Starters.** Our latest recruits Cherish, Kerry and George have all now settled well into their roles and it already feels like they have been part of the Clifton Homecare family for ages!

We are still waiting for staff to join us from The Philippines and Nigeria and they should be with us in the next few weeks. We have Julie (from the Philippines), Udokalu and Gladys (from Nigeria) and Karen (from the UAE) due to join us, with many more candidates available and being screened as our staffing needs dictate.

**Learning and Development.** We are delighted that two members of our team Lauren and Mike have recently completed their Health and Social Care Diploma qualifications seen below receiving their certificates from Training Works’, Carl Mullen.

Lauren completed her Level 5 Diploma, Leadership in Health and Social Care, a course she worked incredibly hard on, to achieve her success – well done Lauren! Mike has achieved a distinction in his Level 3 Diploma - Leadership in Health and Social Care which is a fantastic achievement and not an easy task in obtaining a distinction grade. His knowledge and years of hard work and dedication has really paid off and we are very proud of him.



**Lead to Succeed Programme.** Our Assistant Managers Cherish and Lauren, together with Kerry our Office Manager have recently completed their 5 Day, Skills for Care Lead to Succeed Programme. This learning course helps individuals to develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice. Kerry has particularly enjoyed it and said *“It’s very interesting and engaging. Pat is a really good trainer, she makes you really think, makes things fun and is very knowledgeable. I have learnt lots of new things that I’ll be able to relate to my role.”*

