

Clifton Homecare Ltd

Autumn 2022 Client Newsletter



Welcome to the autumn edition of the Clifton Homecare client newsletter! It's that time of the year when the leaves are falling from the trees and the nights are starting to draw in. The temperatures are also beginning to fall but we are still hoping for some nice sunny days!



Companionship Visits with Fiona McGowan

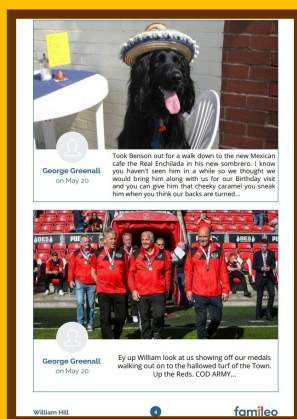
Over the spring and summer period, we were pleased that Fiona was able to meet with several of our clients for companionship visits. All the visits that took place were in the comfort of our client's own homes and we transported Fiona there. Fiona is happy to continue providing this free service to help other people try to reduce the loneliness people feel at times. If this is something that you feel would be beneficial, we can easily organise a visit for you or your loved one. Please speak to our admin team who will take your details to make suitable arrangements.



STAFF NEWS

Employee of the Year Winner

Having successfully completed 4 quarters and a full year of Employee of the Quarter, the judging panel met at the end of August to decide who our Employee of the Year would be. The contenders were made up of the Winners and Runners Up from across the year where each staff member was measured on their nominations along with their achievements to date across the period. We are therefore delighted to announce that our winner for the year is Craig Stirzaker. Craig has shown drive, commitment and determination this year in his role as Domiciliary Care Assistant which has recently led to him being promoted to the Senior Care Team. He has successfully completed his Level 2 QCF Diploma in Health and Social Care and is now embarking on his Level 3 Diploma, Leadership in Health and Social Care. We surprised Craig on a recent QCF session with our Training Assessor Carl Mullen to announce him as the winner and we invited along Matt Errington – Locality Manager for Skills for Care and Liz Williams, Programme Manager, Social Care Workforce, Lancashire and South Cumbria Integrated Care Service, together with Grahame Arrowsmith, the son of one of the clients that Craig supports regularly, to say a few words. To show our appreciation, we presented Craig with some hotel vouchers for him to spend at a later date. Craig was shocked and overwhelmed but was very appreciative of the award and gift, seen here receiving his vouchers from Carl Mullen and Caroline Cosh.



A number of our clients and their families have signed up to the Famileo service we are funding which **is a free of charge service for our clients.** They are uploading family photos and messages in order to produce a family Gazette for their loved ones. Here is a photo of one of our clients Roy, 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!"

Please email mel@cliftonhcl.co.uk or call the office on **01253 722945** if you would like to start using Famileo.



Karen
Kis-Ing



Geoffrey
Kis-Ing



Mary Grace
Hutamares



Jason
Medina



Julie
Fernandez



Gladys
David-Inichinbia



Clifton Homecare Ltd

New Starters

We have welcomed some new faces into the Care Team with Julie, Gladys, Karen and Geoffrey having joined us in the last few weeks. Thank you for making them feel so welcome on your care calls.

Recruitment and Retention

We commenced overseas recruitment after applying for a sponsor license in July 2021. This has worked incredibly well to date and has enabled us to recruit 7 new full time staff members; equating to 280 hours of care delivery per week. The recruits have joined us from countries such as The Philippines, UAE and Nigeria. We are inundated with applications but only accepting applications from people who drive and who have an interest in the social care sector. We still have 4 full time staff members due to join our team (Precious, Udokaku, Mary Grace (yes another Mary Grace) and Raymond). The process has not been without its challenges and there are still significant delays with the Home Office. The remaining 4 staff members would have joined us 2 months ago had there not been delays. Overseas staff have to evidence English proficiency via successful completion of an English Language Test for Study (IELTS). Employment references and DBS's from overseas and the UK are obtained for each worker and they undertake a comprehensive induction thereafter supported via our senior care and mentoring team. The staff members who have joined us via sponsorship are all enjoying their role and are progressing well. They have been completing English language training and are also signing up for English for Speakers of Other Languages (ESOL) courses commencing soon. This will help reduce any language barriers. Once the 4 staff members have joined our team we will be fully staffed, meaning less pressure on all staff members.

Employee of the Quarter (July to September 2022)

We are now entering the second year of the Employee of the Quarter awards scheme and are pleased that we can continue with the momentum in recognising the continuous hard work and dedication of our staff team. The end of September saw a late flurry of nominations come in from both clients, their families and staff members. Thank you to all who took the time to send nominations in, we really do appreciate you doing this.

We are thrilled to announce that our much deserved winner for this quarter is **Etelka Szabo**.

Etelka (Eta) received several nominations from both clients and her colleagues, all of which demonstrated that she works hard and is a valued member of the team. Here are some of the nominations we received:



"Eta is just amazing, I just wish we had her every day. She make my life so much better and X loves her."

"Eta is always prepared to help out, calling into the office to take medication to clients. Eta tries very hard to do the right thing always. She does not complain and is always cheerful. The Admin team know they can rely on her if they need something for the clients."

Ella (left), Etelka (centre) and Maria (right)

We are also pleased to announce that our runners up this quarter are **Maria Herbert** and **Ella Holman**. Both Maria and Ella received nominations that showed they are also demonstrating commitment and dedication to their role. This was one of the nominations for Maria:

"I would like to nominate Maria Herbert for consideration from the panel for Employee of the Quarter...Maria is a part time member of staff and has been for quite some time now, giving Clifton as much time as she can, whilst running her own business and looking after her own family members. She will step in to help with extra hours if possible, and has done so recently when there were staff shortages. Maria is ALWAYS a very upbeat lady, friendly, chatty and professional, and wants to get everything just right in her caring role. Also if I ever mention having had Maria recently on a care call to any other member of staff, the first thing they say is that she is a lovely and helpful person to work with. So she obviously brightens up their day as well."

Here is a nomination we received for Ella: "Ella has grown in maturity over the last 6 months. She always has a smile for colleagues and is liked by all her clients. She shows knowledge and confidence despite her years and works hard both on care calls and in progressing her skills. I think Ella is on her way to being an excellent carer and she is an asset to Clifton Homecare."

Congratulations and well done to Eta, Maria and Ella for being our award recipients this quarter, you are all well-deserved winners and we hope you enjoy your gifts.

We do appreciate that all our staff team work to the best of their ability so it's always nice to be able to acknowledge them when they have done a particularly good job. We look forward to seeing more nominations come in for the next quarter, which runs from October to December 2022.

CLIENT SOCIAL OUTINGS

We had a great time at the social outings that took place over the summer months. On the 27th July we completed our first outing since lockdown, and it was a complete success!! We visited Blackpool's Winter Gardens and took a party of our clients to see Joseph and his Amazing Technicolour Dreamcoat. "A great time was had by all and the show was amazing."



We received a lovely Thank You card from a client after the show:

"Just a big thank you to the Team who took us to see Joseph on Wednesday. Very, very well organised."

On 22nd August, our second outing took place at The Lowther Gardens where we saw the show "We'll Meet Again." Again, we all had a wonderful time. Here are some clients before we went in:



We were delighted to accompany some clients to The Water's Edge Pub for a meal and entertainment on Thursday 22nd September. It was nice to see people get together and enjoy some camaraderie over some delicious home cooked food while watching, a very talented female vocalist called Kirsty. Everyone commented on what a lovely time they'd had!

We have two Client outings coming up:

Barton Grange visit to see the Christmas decorations and includes lunch or coffee and cake - on 11th November

Christmas meal and entertainment at the Clifton Arms Hotel on 20th December

Please call if you want to book a place...

Cost of Living Crisis



Cost of Living Crisis – Key Information

We are currently living amid a cost of living crisis where prices are rising at rates we haven't seen since the 1970's. This is obviously a real concern for people and we hope that setting out some of the key information that has been announced recently may help.

Energy Crisis – Energy Price Guarantee

In early September, the Government announced a plan intended to help and support people with their energy bills. This is the summary of announcements:

Under new plans, a typical UK household will pay no more than £2,500 a year on their energy bill until April 2023, through a new Energy Price Guarantee which limits the price suppliers can charge customers for units of gas.

This will save the average household £1,000 a year based on current energy prices from October. It comes in addition to the announced £400 energy bills discount for all households and together they will bring costs close to where the energy price cap stands today.



Energy Bills Support Scheme

Millions of households across Great Britain will receive non-repayable discounts on their energy bills this winter, as the UK government announced further details of the Energy Bills Support Scheme.

The £400 discount, administered by energy suppliers, will be paid to consumers over 6 months with payments starting from October 2022, to ensure households receive financial support throughout the winter months.

Households will see a discount of £66 applied to their energy bills in October and November, rising to £67 each month from December through to March 2023. The non-repayable discount will be provided on a monthly basis regardless of whether consumers pay monthly, quarterly or have an associated payment card.



Council Tax Rebate

The council tax rebate is a scheme that provided a payment of £150 to eligible households living in council tax bands A to D. This scheme was delivered by Fylde Council from 1st April to 30th September 2022.

To contact Fylde Council about this, telephone 01253 658658.

Winter Fuel Payment

If you were born on or before 25 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'. The amount you will get includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300. You'll only get this extra amount in winter 2022 to 2023. You will get your Winter Fuel Payment automatically if you're eligible (you do not need to claim) and either:

- Get the State Pension
- Get another social security benefit (not including Adult Disability Payment from the Scottish Government, Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

When you'll be paid

Most payments are made automatically in November or December. You should be paid by 13 January 2023. If you do not get your payment, please contact the Winter Fuel Payment Centre on **0800 7310160**



Pensioner Cost of Living Payment

If you're entitled to a Winter Fuel Payment for winter 2022 to 2023, you will get an extra £300 for your household paid with your normal payment from November 2022. The full amount of Winter Fuel Payment you will get for winter 2022 to 2023 depends on your circumstances. These amounts are for winter 2022 to 2023 only.

Your circumstances	Born between 26 September 1942 and 25 September 1956	Born on or before 25 September 1942
You qualify and live alone (or none of the people you live with qualify)	£500	£600
You qualify and live with someone under 80 who also qualifies	£250	£350
You qualify and live with someone 80 or over who also qualifies	£250	£300
You qualify and live with a partner who qualifies, and either of you gets certain benefits	£500 - only one of you will get the payment	£600 - only one of you will get the payment
You qualify and live with someone (not your partner) who qualifies, and either of you gets certain benefits	£500 - you'll both get the payment	£600 - you'll both get the payment
You qualify, live in a care home and do not get certain benefits	£250	£300

Charity Marathon Walk

Our charity walk of 26 miles was a real success on Sunday 4th September. We set off from the office at 8am and after walking for 10.5 hours and experiencing rain, sun and even light hail 5 minutes from the end, our tired legs and feet were delighted to see the finishing line at 6:30pm! Although it was tough going, the team enjoyed pounding the concrete of the seafront, whilst team building and raising worthwhile funds along the way. We had plenty of support on the day and we were astounded by the generosity of people along the seafront which enabled us to collect over £400 in charity buckets! It was lovely that a client, Denise and her family were able to join us for part of the walk and we would also like to thank the volunteers who manned 2 of our aid stations on the route. Clients who came to cheer us on at the halfway point at Fleetwood also provided us with a much needed boost.

After counting up all the monies from the collection buckets, the online donation, cheques from clients and families, and the donations pledged on sponsorship forms we are delighted to announce that the grand total collected for Brian House Hospice and Lancashire Teaching Hospital's Charity MND Team is **£2,365.54**. This is a fantastic team achievement and we would like to thank everyone who helped us achieve this.

We are extremely pleased with our efforts, and once again, thank you for your continued support, it really has been a fabulous team achievement. A few photos from the day are attached.

