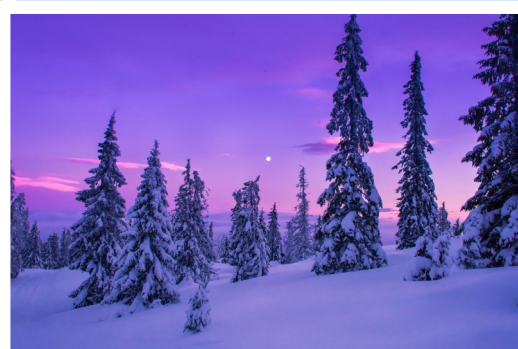


Clifton Homecare Ltd

Winter 2023 Client Newsletter



Welcome to the first edition of the Clifton Homecare newsletter for 2023! We would like to thank you all for your support and custom over the last 12 months – we really do appreciate you as our valued clients and families and look forward to the coming year with hope and anticipation. Despite ongoing challenges such as the increased cost of living and the issues we face in the health and social care sector, we feel we are in a much stronger position than we were this time last year.

Client Focus Group

We would really like to set up a client focus group. This would consist of a small group of clients and family members who would meet on a regularly basis (probably once a quarter) to discuss various topics. The purpose of the focus group would be to learn about client opinions on a designated topic with the aim of shaping future actions for everyone. It will provide an opportunity for clients to have a voice on various company topics with the members of the focus group acting as "representatives" for the wider client audience. Suggestions for topics that the focus group could discuss could be anything that is deemed important or relevant but could cover items such as care planning, communication, outings, holidays, latest CQC requirements, or key challenges for us as a provider. The people on the focus group would be prepared to have an open, honest and constructive discussion and all information would remain confidential. Items for discussion would be set in advance and would come from suggestions from the wider client base as items that are deemed important or relevant. If you would like to be part of this focus group, or would like to know any more information, please contact **Caroline 01253 722945**.

STAFF NEWS

Welcome to the Team!

Welcome to Joanne Atkinson (pictured below)

We extend a warm welcome to Jo who has joined the team as Caroline's Personal Assistant. Jo joined us in October and many of you may have already spoken to her over the telephone. She has settled into her new role in the front office and is well and truly getting used to the ins and outs of Clifton Homecare! Janine Drake was previously in this role but decided to leave after realising the job wasn't for her.

Jo has worked in the Social Care sector for most of her career, initially starting work as a Care Assistant in a Nursing home in Preston. From there she moved to a Care Home located in Preston and started to get involved in organising activities for the residents as their "Diversional Therapist."



After her fourth child was born, she decided to focus on education and went back to College where she gained various qualifications in Business Administration. Her newly acquired knowledge in this area enabled her to start a role as an Administration Assistant in a Nursing home and she quickly discovered she enjoyed the Administration side of Social Care! She then progressed in her role and gained further experience at a number of other residential settings, including 3 years at the National Care Group Head Office in Accrington, before joining the Clifton Homecare family. Her 4 children and her 4 grandchildren aged from 10 to 4, all keep her fulfilled and busy! In her spare time she enjoys upcycling furniture and has a passion for arts and crafts, so the opportunity to recently convert an old writing bureau into a crafts bureau proved too good an opportunity to miss.

Jo also loves spending time with her 2 dogs, a small border terrier and a large presa canaria both of whom keep her fit when she takes them out walking.

New Care Assistant Recruits

Our team of Care staff is still growing and we are pleased to welcome a number of new recruits who have joined us from Nigeria, and more recently the Philippines. Udo Anozie and Amara Felix started in their roles in October and have finished their shadowing/induction period, so many of you will have met them already.

At the start of this year, Grace Garcia and Raymond Garcia arrived into Manchester Airport to be greeted by our very own Jason who has helped them to settle into the cold climates of Lytham St Annes!



Welcome to Lancashire.

New Starters



Employee of the Quarter (October to December 2022)

As we said goodbye to the end of 2022, we were able to mark another period of our Employee of the Quarter awards for the period October to December 2022. We were pleased to receive plenty of nominations through our annual Client Questionnaire and are extremely grateful for all the comments received about our fabulous staff team. Our usual judging panel meeting took place at the beginning of January and after much debate and discussion we were able to choose our winners and runners up. Thanks as always go to our judging panel comprising of Chris Bevan, Paul Mahon, Fiona McGowan, and Carl Mullen for your ongoing support with this process. In total we received 30 nominations for 21 different staff members.

Our Winner

We are delighted to say that our winner for this quarter is **Margaret Brady**.

Margaret (pictured here with her trophy) was nominated by a mixture of clients and her colleagues and we received several positive nominations for her.



Nominations

"... **Margaret** are passionate in everything they do for CHC, collectively they invest a lot of their personal time in staff and clients. A lot of their work goes unsung ...Over the last couple of years I have seen major changes to the way homecare is delivered.... **Margaret** has adapted and fought to bring Homecare to the forefront and get homecare and Carers the recognition deserved. They have faced head on the challenge of protecting staff and clients throughout COVID (which hasn't gone away), taken major steps to improve staff terms and conditions, training standards, staff welfare and morale as well as improving and continuing to deliver high standards of client welfare."

"**Margaret** is in work every day (sometimes even when she feels poorly), she covers care calls whenever needed, does all the assessments on new clients and passes on her knowledge whenever staff need assistance with clients. **Margaret** always has time to listen to anyone, not just work related problems and she will do whatever she can to help anyone. She has even had some of the international workers living at her own home more than once until they found a suitable place to live - how many people does anyone know who would do this? I think she goes above and beyond her role as a Registered Manager."

When we told Margaret that she was our winner for this quarter, she was very surprised. It is 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!

Runners Up

We were also thrilled for our two runners up this quarter, **Geoffrey Kis-Ing** and **Kerry Somerside**, pictured here.

Geoffrey in particular received several nominations which is testament to his desire to succeed in his role, particularly given the short length of time he has been with the company. Kerry also received some positive nominations that demonstrated how she had gone above and beyond. A couple of comments we received included:

"When **Geoffrey** started working for Clifton Homecare he started his shadowing period. A number of different carers gave positive feedback that he seemed particularly attentive, taking notes, asking questions, taking photos that would help him with his knowledge afterwards and were pretty impressed with this."

"**Geoffrey** gives me tips and techniques and after that call he calls me to follow up on how did I do..."

"It is my husband who has the homecare and he prefers the slightly older carers. **Geoffrey** is especially good as he has worked in homecare for many years. We would like to nominate **Geoffrey**."

"I would like to nominate **Kerry** for going above and beyond at a time when there was a challenge with staffing one particular care call. Due to unforeseen circumstances, the carer who was meant to be on a call with a client became unavailable at the last minute. There were no other carers or Managers available so **Kerry** volunteered to do the call as the first part of it was a companionship visit out in the community. **Kerry** demonstrated commitment and flexibility in ensuring the client's needs were met during a challenging time."

Our winner and runners up this quarter are very worthy recipients of their awards. Your hard work, commitment and professionalism doesn't go unnoticed and we thank you for all your hard work. We look forward to receiving nominations for the next award period (January to March 23) and hope that we can continue with the same levels of momentum and engagement from clients and staff members.



Client Annual Questionnaire Results

Our annual questionnaire was sent out to clients on the 24th November. The aim of the survey is to provide Clifton Homecare with an indication of how clients and family members are feeling about the care we are offering as well as using comments to consider ways of improving services as a company.

The focus this year was on “customer satisfaction” as we worded questions based on “how satisfied” a client might be about a particular aspect of our service. The responses to the survey were anonymous, however some clients chose to include their names on completion.

77 questionnaires were sent out. As at 10th January 2023, 24 responses were received, equating to a **31%** response rate. However it is worth noting that at the time of sending out the survey and for the month of December, numerous Royal Mail strikes took place which has led to backlogs and delays in post being received.

Key Findings

The **Top 6** most important things people mentioned when receiving Homecare were:

- * Respect (4)
- * Kindness (3)
- * Consistency of carers (3)
- * Dignity (3)
- * Fulfilling requests/tasks (3)
- * Reliability (3)



In answer to question 18 – How satisfied are you with the **OVERALL** homecare service that you receive from Clifton Homecare, over **88%** gave an answer of “Satisfied” or “Very Satisfied.”

The question that achieved the **highest percentage** of “Satisfied” or “Very Satisfied” (**91%**) was Q9) – **How satisfied are you that you are treated with dignity and respect by your care worker.**

This was followed by:

Q10. How satisfied are you that you are able to contact Clifton Homecare at any time? (88%)

Q18. How satisfied are you with the OVERALL homecare service you receive. (88%)

Q19. How satisfied are you with how Clifton Homecare have communicated the challenges the whole of the social care sector is facing and how we have tried to resolve some of these issues? (For example challenges with staff recruitment and retention.) (88%)

Q16. How satisfied are you that Clifton Homecare keeps you up to date with new information, latest changes and general company news? (83%)

Q3. How satisfied are you that care workers arrive on time? For information, carers are deemed to be on time if they arrive up to 15 minutes of the allocated care call time. (79%)

Q12. How satisfied are you with the level of courtesy you receive when you call the office? (79%)

Q25. How satisfied are you in knowing how to raise a complaint or a compliment with any aspect of the homecare service that we provide? (79%)

Q1. How satisfied are you with the times that care workers come to see you? (79%)

Q13. How satisfied are you that Clifton Homecare listen to you as a client? (78%)

Q 8. How satisfied are you with the range of services we offer you? (For example: personal care, meal preparation, cleaning, companionship care, medication needs, social outings, transportation services.) (77%)

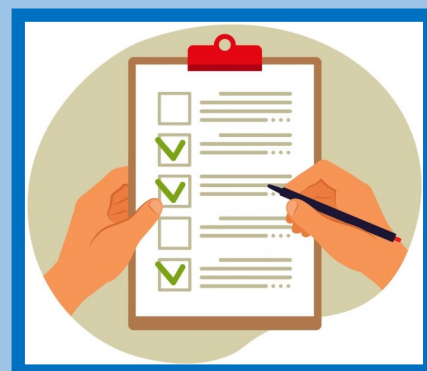
Q11. How satisfied are you with the way your queries are managed when you call the office? (75%)

The question that achieved the **lowest percentage** of “Satisfied” or “Very Satisfied” (57%) was Q15) - **How satisfied would you be if we extended our care plan review period to every 6 months? AND Q27) How satisfied are you in knowing how to contact staff outside of office hours i.e. 8am – 5pm? (57%)**

This was followed by:

Q26. How comfortable do you feel raising any issues if you are unhappy with any aspect of your care? (61%)

Q2. How satisfied are you that you are kept informed about changes to the care you receive? (65%)



We also received a number of very complimentary comments – these are just a few:

“On behalf of X can I say a massive thank you to everyone. You have gone above and beyond necessity with her current complex needs. Thank you all.”

“There is nothing to find fault with. The carers who come to me are all the things that are dear to me - kind and helpful.”

“All staff from overseas that we've had visits from have been very courteous, caring and willing to learn more.”

“Everyone is very kind and caring.”



Red Knitted Hearts at End of Life

We would like to say thank you to some of our clients who have kindly volunteered to help us knit red hearts as part of the Swan End of Life project at Blackpool Teaching Hospitals. The hearts provide comfort and reassurance to patients and their families at the hardest of times. The hearts will be presented in pairs – one to stay with the patient and the identical other will be given to the patient's family as a keepsake, along with a poem called "Always Together". If you are a good knitter and would like to help knit some of these hearts, please call the office on **01253 722945** and let us know. We have the pattern to make knitted hearts and can print them out for people if required. The hospital have recently asked for help from anyone who can knit, crochet or sew, as they are getting low on stocks of hearts for bereaved families and know that they really do give so much comfort. Ideally matching colours would be best – red, pink or blue.



Client Poem and Photography Book

We recently learned that one of our clients, Roy has written a book in memory of his beloved son Barry who passed away earlier in 2022. Entitled "Images and Poems by Roy Woodcock" the book is a collection of photos that Roy has taken over the years of local and regional landmarks together with accompanying poems. Roy created this book by himself for his family and friends and a lot of love and time has gone into it.

Roy's family would like to raise funds for the charity, Thrombosis UK and are trying to sell the book, priced at £10 plus postage and packing, in aid of this worthy cause. The book is being sold by the charity through their Ebay shop using the link below:

<https://www.ebay.co.uk/itm/325493881183?hash=item4bc8f2795f:g:IAcAAOSw9xxjvXd5>



If you would like to purchase a copy of Roy's book and help donate to Thrombosis UK, you can either use the link attached or alternatively let us know and we can arrange this for you.

Roy's daughter recently posted a lovely comment on Facebook which we'd like to share:

"Thank you to everyone at Clifton Home Care. The care you have given to my Dad after losing Barry has been amazing. The support for his book has been a joy.

He's 90 in May and always has a creative project on the go.

This book is full of his own stunning photography and original poetry, and is created with love. It's a wonderful, uplifting tribute to my brother, Barry."

Client Social Outings

Our client outings have been going from strength to strength; in December we were able to visit Barton Grange Garden Centre and we had a lovely Christmas meal at The Clifton Arms Hotel (see the lovely photo opposite)

We are planning the following social events over the next few months.

February 22nd—Trip to the cinema (Film TBC).

March 23rd—Mamma Mia the musical at the Winter Gardens, Blackpool.

April 18th—Family and Friends Session (Our 10th Anniversary Celebration! - details to be confirmed).

April 21st—Flower Displays and Afternoon Tea at Lytham Hall

“Please call us if you would like more information or would like to come along.”



Homecare.co.uk Reviews



<https://www.homecare.co.uk/> is the UK's leading home care review website. As such, it is a hugely respected resource that many people rely on to find honest feedback on home care providers. Homecare.co.uk aim to publish as many genuine reviews as possible in order to help people who are looking for homecare support find the right home care provider. Clifton Homecare have just started a profile on this review website but we don't have any reviews from our own clients to date. Please could we ask that you submit a review about us and the service we provide to you or your loved one using the link below:

<https://www.homecare.co.uk/review-submit/65432230702>



The Outstanding Society

We are excited to tell you that Caroline has been invited to become a Non-Executive Director of the Outstanding Society. The Outstanding Society is a small group of providers who have achieved outstanding ratings, They are not only exemplars in the delivery of care and support services, but they have shown great commitment to supporting the entire sector and helping all services to improve the quality of care. This means that she will be closer than ever before to changes in the Health and Social Care Sector and will be working closely with Skills for Care, CQC and Care England. There will also be opportunities for staff to get involved in future podcasts, showcasing the Health and Social Care Sector, which although may be a new concept to staff, should provide some interesting content! We will share these with you once they are ready but in the meantime, you may like to listen to some of the podcasts that the Society have already broadcast. <https://theoutstandingsociety.co.uk>