

Clifton Homecare Ltd

Spring 2023 Client Newsletter



Welcome to our spring edition of the Clifton Homecare newsletter!

It's time for nature to awaken around us again as the first buds of cherry blossom appear, the sun starts to show its face again and the evenings get lighter – spring is most definitely in the air!

15 Reasons to Look Forward to Spring

1. The hope of bright sunshine for a few days in a row
2. The first pretty little spring flowers poking out of the dirt
3. Waking up to tweeting birds outside the window
4. Seeing the rain through the rays of sunshine
5. Sweeping away the dead winter leaves from the garden
6. Cleaning out the planting beds and pots
7. Replacing the crunchy plants by the front door with happy spring flowers
8. Walking out the door with just a sweater on instead of a down parka
9. Smiling at the tulips in the vase in the hallway
10. Opening the window for fresh air to clear out the stale air of winter
11. Feeling energized for spring cleaning
12. The happy moment you first notice pink blossoms in the trees
13. Easter
14. Inhaling the fresh smell of spring
15. Taking a walk without shivering



STAFF NEWS

The Outstanding Society – Staff Podcasts

The Outstanding Society is a group of people, who 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. They were formed by a small group of providers who had at the time all recently achieved “Outstanding” ratings in their CQC Inspections.

Some of the team have been busy recording podcasts on various topics with The Outstanding Society. The Society have facilitated a number of recordings entitled “Career Insights” which have provided various team members the opportunity to discuss their own roles as well as give an insight into life at Clifton Homecare.

So far, Cherish and Lauren have talked about their roles as Assistant Managers and the career progression available at Clifton Homecare. Abi and Hannah have also discussed their roles as Mentors for the team and why this is important in the social care sector.

This is the link should you want to listen: <https://theoutstandingsociety.co.uk/podcast/>



In their podcasts Kerry and Mike have discussed what it's like to work as part of the Admin Team, and Ella and Christine have talked about being the youngest and oldest members of the team!

Client Focus Group

Our plans to set up a client focus group are taking shape and we thank the people who have volunteered to be part of this group. We are still looking for a few more members who would be interested in voicing their opinions and helping to shape future actions. Our plan is to meet every 3 months over a pub meal or coffee / cake (whichever you prefer) to discuss various topics and provide an opportunity for clients and family members to have a say on certain subjects, 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 focus group is a real opportunity to shape the future of our services to you. Innovative ideas are being discussed with our software provider Oneplan regarding the use of Alexa to better support clients. Your input with this would be very welcome.

Items for discussion would be set in advance and would come from suggestions from the wider client base. If you would like to be part of this focus group, or would like to know any more information, please contact Caroline on 01253 722945.

Charity Abseil Update



On Saturday 25th March, our very own team of daredevils, (Amara, Lauren and Sue) defied the blustery conditions to abseil down the 128ft Peel Tower in Bury, on the 'pledge to go over the edge' event, raising funds for the Children's Appeal at Lancashire Teaching Hospitals. They had an incredible day and although they were a little nervous at first they all thoroughly enjoyed their experience.

The abseil event itself raised over £2,000 towards Lancashire Teaching Hospitals NHS Foundation Trust Children's Appeal and it was such a success that the charity plan to make the abseil an annual event. Amara, Lauren and Sue would like to say a huge thank you to everyone who very kindly made donations and supported them along the way.

<https://www.justgiving.com/fundraising/clifton-homecare-abseil>



Environmental Sustainability Policy

As a company we are committed to focusing on trying to develop best practice in environmental issues to ensure environmental sustainability. Caroline and Jo are currently undertaking a piece of work as part of the Chamber of Commerce's Red Rose Programme, that will work out our company carbon footprint and we are also reviewing the actual Policy itself. As part of this the team will all receive some Environmental Sustainability training and we will pass on any information to clients also. Many of you will already be recycling at home, but here are some handy tips that can be followed to start making a difference.



Recycling Tips

Recycling does not have to be a chore, with a few simple steps it can be seamlessly integrated into everyday life. The more you recycle, the better it is for the environment and the better it is for your pocket. Even if you do recycle your waste, there's probably still more items that you can recycle or reuse than you realise. Follow these simple tips to recycle more at home.

- 1) Have a system: have a recycling bag, box or bin next to your rubbish bin as a reminder for everyone to recycle.
- 2) Flatten cardboard boxes: you can fit more into your recycling bin or box that way.
- 3) Recycle plastic bottles: don't forget items like shampoo and mouthwash bottles. Most councils will accept most types of plastic in recycling, though if in doubt, the label on the bottle should tell you it's recyclable.



- 4) Recycle all paper and cardboard: it's not just newspapers that you can recycle; envelopes, wrapping paper, birthday cards (no glitter) and books can all be recycled. All types of cardboard can be recycled, so don't forget the toilet roll tubes and drinks cartons.
- 5) Most metals can be recycled: items like aerosols and kitchen foil can be recycled, as well as your tins and cans.
- 6) Keep a carrier bag in the hallway: this way, you can collect any junk mail and put it in the recycling.
- 7) If you aren't sure what you can recycle, look it up: check our local council's website for advice and information on what you can and can't recycle. This is the link to Fylde Council's Recycling Website page:

<https://new.fylde.gov.uk/resident/bins-recycling-and-rubbish/domestic-waste-and-recycling-policy/>

Employee of the Quarter January to March 2023

As we come to the end of another award quarter we can announce our winner and runners up for Employee of the Quarter. During the period January to March 2023, we received 23 nominations for 15 different staff members.

We are delighted to announce that our very worthy winner is Mike Carroll! Mike received several nominations from his colleagues this quarter who all commented on Mike's willingness to help and support his teammates. Well done Mike for being our deserved winner, your hard work and commitment to your role hasn't gone unnoticed. This is just one of the nominations received for him:

"There is more than one occasion where Mike has gone out to help on care calls when there is no one else available. He drops what he is doing to pick people up and help out all the time and on one occasion he literally ran out of the door with the manga elk when one of our clients was on the floor after a fall. He is quick to help in the office too and will always go out of his way to find out information that any of his colleagues need help with. He does not have to do any of this, but he does and it shows how much of a team player he is."

It was a close decision this time on our runners up due to the quality of the nominations received but we are also delighted to announce our runners up as Ezra and Jason – the first time we've had an all male set of winners! Both Ezra and Jason received nominations that displayed examples of how they have really demonstrated a willingness to go above and beyond in their roles. Here are nominations we received for them:

"I would like to vote Ezra, he is very caring and empathetic - a gentle giant whom I enjoy working with. Especially one occasion when we cared for X around Xmas. She had not been very responsive and been sleeping a lot. But we managed to have a lovely moment with her as we were playing some Xmas songs and she enjoyed listening especially to a Michael Buble song and we were singing to her as she was eating her jelly and custard. Ezra is always helpful and supportive. Another recent moment was with X, I had never really had the opportunity to use the standing aid and I asked Ezra to watch me using it. He talked to me throughout and offered lots of encouragement. He also let me attach the night bag. By doing these tasks it really helped with my confidence as it's not a regular call. I actually think Ezra would be a good candidate for training new up and coming carers."

"I would like to nominate Jason Medina as carer of the month for his outstanding qualities shown during my recent prolonged bout of pneumonia. He worked tirelessly on my behalf above and beyond his remit and even rang my doctor when concerned. He adapted quickly to my new environment when I moved into the home of my daughter for my care and fitted into his forty five minute sessions a package of care which was second to none. Many Thanks."

We would like to thank you again for your much appreciated nominations for the team and we look forward to seeing the feedback and nominations we get next quarter!

THE HERBERT PROTOCOL

Safe & Found

The Herbert Protocol is a national scheme introduced by the police in partnership with other agencies to encourage Carers to compile useful information which could be used to help locate a vulnerable person if they go missing. Carers, family or friends of a vulnerable person, or the person themselves, can fill in a Herbert Protocol form in advance, containing information to help the police. We have previously written to clients attaching the Herbert protocol form to complete. If you haven't already received a form, please let us know and we

can send you one. Please can you complete it with your family member if they are at risk of this (i.e. have a condition affecting their cognition and who have the ability to leave the house.)

Keeping a completed form means you don't have to try to remember the information when you are under stress if someone goes missing. And it saves time, so we can start the search sooner.

Dementia Trackers

People living with dementia can sometimes feel lost or disoriented, feelings that may cause them to leave their room or home in search of something familiar. If your loved one does go out, a GPS tracker for dementia can help you find them quickly — and prevent emergencies and dangerous situations. GPS tracking can help keep people living with dementia safe. They come in many forms and can be so small that people wear them throughout the day with ease. These trackers allow family and cares to know exactly where a loved one is and can help keep them safe.

Tracking devices are called by many names. Whether called a GPS tracker for dementia, dementia tracker, dementia tracker watch, or a dementia tracking device, they all approximately meet the same need: providing another layer of safety for dementia patients.

A Dementia Friendly Home

The design and layout of your home can have a big impact on your day-to-day life. Here are some tips for making your home more dementia friendly. The design and layout of your home can have a big impact on your daily life. There are plenty of things you can do around your home to make life easier.

Things to consider before making changes:

Making some simple changes around your home can make a real difference. But there are certain things to bear in mind when making changes. **Not all of the changes will be needed by everyone**, so read through and decide what's suitable for you. Some of the changes will be helpful now, while some may be helpful in the future. **Don't leave it too late** to make changes. Give yourself time to adjust to changes and, if possible, try not to make too many changes at once.

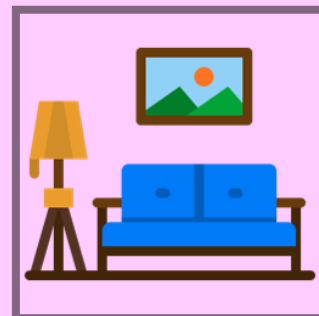
Hallways and stairs

It's easy to overlook these areas, but stairs and hallways can cause real issues and increase the risk of a fall.



Rugs and mats at the top or bottom of the stairs are a trip hazard and can easily lead to a fall, so it's a good idea to move them out of the way.

Mark the edge of each step to help you judge their depth and feel more confident when getting around.



Living room

Your living room should be a cosy, comfortable space where you can relax. Making some small changes can make sure this doesn't have to change when living with dementia.

Remove trip hazards like trailing wires, clutter and rugs. Also, try and avoid glass furniture as it can be harder to see and may cause a stumble. **Display photos** of loved ones or happy memories they can be comforting and trigger memories. It may be helpful to label photos with names and relationships. **Try listening to music and the radio** rather than watching television. It can be a welcomed change and bring back memories. You may struggle with storylines on television and find the radio easier to follow.



The kitchen can be a confusing place at the best of times. Making it clear where things are can make things a lot easier. **Labelling cupboards and drawers** can help you stay as independent as possible and can be particularly helpful with items that are used often. **Fit an automatic shut-off mechanism on the cooker (including Cadent information which is a free service)** to avoid accidentally leaving the cooker on after using it. Newer cookers have these mechanism built in. A gas detector can be fitted if leaving the gas hob

Top tip

When decorating your home you might want to avoid using highly patterned materials as they can be visually confusing. Try to keep floor tones similar between rooms so that you can move around more freely.

Store items away safely, helping to minimise clutter. It can also avoid confusion. Harmful substances such as cleaning products should be stored away, remove artificial fruits and store pet food in a separate cupboard. **Avoid scalds and burns** by trying not to use stainless steel appliances such as toasters and kettles, as they get very hot. **A drain tap** in the kitchen sink may help catch any items that are dropped down the sink accidentally, such as teaspoons.

Top tip

Open your curtains during the day to let in as much natural light as possible. It's really important to make sure where you live is lit properly.

Simple measures can be taken to keep the bedroom a safe place and it doesn't necessarily mean buying expensive equipment.

Install a night light near the bed to make sure if you wake up in the night you can see where you're going. You can install a motion-activated light that comes on as needed. **Make it easier to get dressed** by not keeping all clothes, shoes and cosmetics on shelves and in wardrobes. Too much choice can be overwhelming and make decisions difficult.



Laying out clothes in the order you put them on can help make the process easier.

Try bedclothes and linens that contrast in colour to the rest of the room so the bed is easier to see, especially if the bed is placed in the middle of the room. **Pressure sensors** in or beside the bed can detect someone getting out of bed and not returning within a certain time. An alert can be sent directly to an emergency response or chosen contact, such as your neighbour or carer. There are new products coming to the market all the time. Please liaise with Margaret or Caroline for the latest information.

Top tip

It's a good idea to keep a list of important contacts by the phone, such as loved ones.



Bathroom There are several things you can do to make the bathroom safer.

A flood prevention plug will let water out of the bath automatically when it becomes too full. Some of them also change colour when the water gets too hot.

Contrasting tones can be extremely helpful in the bathroom. Towels, grab rails, soap and even a toilet seat in a different colour to the surface can help you recognise them.

Keep medicines stored away safely. Make sure any out-of-date or unwanted medications are disposed of - this can be arranged with your local chemist.

Make sure taps are easy to use as some modern mixer taps can be confusing. Traditional, separate hot and cold taps can make things much easier.

Consider bigger adaptations to the bathrooms such as a walk-in shower or getting a bath seat installed. These adaptations may be more expensive but could prove very beneficial to remaining independent and living well with dementia.

Top tip

Smoke alarms and carbon monoxide detectors should be installed in or near the kitchen and in all sleeping areas. Check regularly that alarms are working, ideally twice a year. It's also possible to install alarms that trigger an alert to a call centre or a nominated person such as a carer.

Making changes for someone with dementia

As a carer, friend or family member of someone living with dementia, you may be wondering how you can help. Making changes around their home can be a real help, but make sure you consider certain things when making changes.

Involve the person living with dementia with decisions as much as possible. Try and find solutions together, helping them do what they enjoy rather than restricting what they already do. Also take their preferences into account, such as colour and style.

Don't make unnecessary changes as routine and familiarity can be a comfort. Some things may need changing, but where you can keep things the same.

Seek further advice about making changes. You could consult an occupational therapist or arrange an assessment with your local social services, your GP or privately. There are also many support organisations for people with dementia.

