

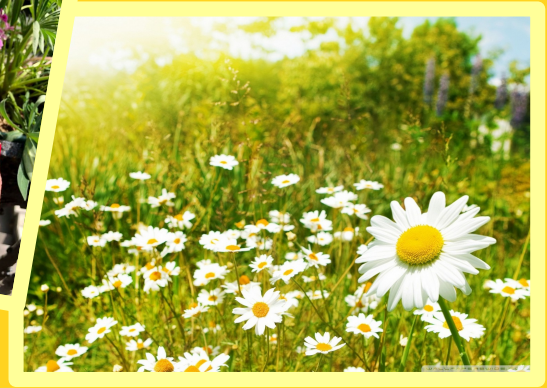


Summer 2023 Client Newsletter

The summer months are well and truly upon us and what a lovely treat it is to wake up to blue skies and sunshine (although summer has been well and truly lost with all this rain!) We love that the daylight hours are the longest and the darkness hours are shortest so try to make the most of them!

Staff News – New Starters

Welcome Derek!



Derek Simpson has joined us as an Office Administration Assistant and has quickly settled into his new role at Clifton Homecare. He joins us with a wealth of experience and knowledge of the social care industry, most recently gained as a Registered Manager at a Domiciliary Care Provider in Poulton-le-Fylde.

Here is Derek's bio:

Derek has worked in the care sector for over 30 years in many different settings; working with people with mental ill-health to working with older adults within their own homes. He has delivered care services both in a hands on setting as a practitioner alongside managing and establishing services.

He was also a founding Director of a Community Interest Company and believes very passionately that people's care needs to be person centered.

Derek has a degree in social work and also has a Registered Manager's award plus many other courses that you collect within 30 years but he loves the fact that you learn something new every day. He is a father of four and a grandfather to two small children that he loves to spoil. He spends his time with all his family and his little Westie Beau who is probably the most demanding of them all.

Client Outings

Two client outings have taken place over the summer months - a meal and browse round at St Annes garden centre (funded by Clifton Homecare) and lunch and games afternoon at The Water's Edge pub, St Annes. Feedback from the outings has been positive and thank you to the staff members who came along to help with these. More dates to be arranged so watch out for more details.....



Staff Qualifications

Several of the team have successfully completed their Apprenticeship and Diploma qualifications in Social Care over the past few months. A lot of hard work goes into studying for the Care Diplomas alongside their day to day roles, so well done to everyone who has completed their qualifications as this is a fantastic achievement.

Congratulations to Jacquie Green who received her certificate for the Level 3 Apprenticeship qualification in Lead Adult Care. She actually finished studying for this some time ago but it has taken rather a long time to actually receive her certificate from the awarding body!

Hannah Anozie has also been working very hard on her Level 3 Diploma in Adult Care and has successfully completed the end of programme assessments – well done Hannah!

We'd also like to say congratulations to Craig Stirzaker and Ella Holman for completing their Level 2 Apprenticeships in Care. We know you both have put a lot of effort and commitment into achieving this and you can now start to think about your next qualification!

Our overseas team members have also been busy, studying hard to complete their Level 2 Diplomas in Care. Geoffrey Kis-Ing, Amara Felix, Gladys David-Inichinbia, Jason Medina and Mary Grace Hutamares have all successfully completed their qualifications which is a fantastic achievement given that some of them are relatively new in their roles. Our gratitude extends to Carl Mullen who has supported all our learners along the way in his role as Training Assessor for Training Works, our Training Provider. He has provided advice, guidance and support to all the team, not only to the above learners but to all our staff who have completed Diplomas over the years – we are grateful that we can draw on your wealth of knowledge and experience.



Jacquie receiving her certificate from Carl Mullen - Training Assessor from Training Works

BIBAS BIBAS Awards Finalist

We are proud and thrilled to have been shortlisted as one of eight finalists in four categories for the “Be Inspired Business Awards” (BIBAS) – Lancashire’s most prestigious and longest running business awards programme, run by the North & Western Lancashire Chamber of Commerce. As previous winners of New Business of the Year in 2016, and Finalists for Small Business of the Year in 2018, we know that the competition is tough! The categories we are a finalist for are:

**Small Business of the Year
Employer of the Year**

**Service Business of the Year
Apprentice Team of the Year**

Caroline spent a lot of time writing submissions for each category and successfully got through to the next stage of judging interviews at Blackpool Football Club in May. Following this, finalists were then announced which meant more interviews but this time the panel of judges came to our offices to get more of a feel for the company and spoke to some of the team, clients and relatives in June. The final takes place on 15th September at The Tower Ballroom and we have our fingers crossed in the hope that we will be winners!

NHS Health and Social Care Apprenticeship Awards

On Friday 19th May, the annual NHS Health and Social Care Apprenticeship Awards 2023 took place at The Imperial Banqueting in Preston. It was a very glamorous event that recognised the outstanding contributions apprentices from across the health and social care sector make daily. Four of our team were shortlisted as finalists in the following categories:

Hannah Anozie – **Above and Beyond**

Ella Holman - **Perseverance**

Lauren Kola – **Promotion**

Craig Stirzaker – **Rising Star**

At the awards ceremony we were absolutely thrilled that Lauren was chosen as the winner of the “Promotion” category and Ella deemed Highly Commended in the “Perseverance” category. Hannah and Craig were also celebrated as finalists in their categories, and it was fantastic to see so many Apprentices being rewarded for their achievements.



Just Good Friends – Turning Loneliness into Happiness



Just Good Friends has been set up to combat loneliness and social isolation by bringing people together in friendship. They meet on a regular basis across the St Annes and Fylde area and there are events taking place every day.

Have a look at their website www.justgoodfriends.org

They also have a Facebook page

<https://www.facebook.com/justgoodfriendsNW/>

Just Good Friends – North West

For any more information, contact Bev on 07557 734233

See below for their regular timetable:

Monday 1-4pm: Quiz, Bingo, Darts, Pool, Dominoes. Being there for each other. The Links Pub, Heeley Road, St Annes

Tuesday 1-4pm: Fun and laughter at The Victoria Pub, Church Road with Roy Rolland and Johnny Roxx

Wednesday 10.30am-12noon: St Annes Palace, 18 Garden Street, St Annes for Tea, coffee and a chat

Thursday 10am-12noon: Keep fit, Dance, Weight Management. The Drive Methodist Church, 268 Clifton Drive South, St Annes. Call Bev 07557 734233

Thursday Evening 7pm: Friends get together. The Water's Edge, Heyhouses Lane, St Annes. FY8 3RG or Wetherspoons, 36-38 Wood St, St Annes. Call Bev 07557 734233

Friday afternoon: Meetup in Ashton Gardens Rose Garden. Call Bev 07557 734233

Saturday 2pm-4pm: Well Community Hub, St Albans Rd, St Annes. Tea and chat with speakers and activities. Quiz, Bingo, Music.

Sunday Dinner at the Clifton Park. Contact Jean to book on 01253 713370 or 07837 211451 or contact Bev 07557 734233

There is also a wide range of events in the Fylde area, simply visit the Discover Fylde website: <https://www.discoverfylde.co.uk/events/>

Employee of the Quarter April – June 23

Another quarter has come to a close where we have been able to recognise staff that have gone above and beyond in their roles. As always, we saw a late flurry of nominations come in, from both staff members, clients and their relatives this quarter and the judging panel met earlier this month to decide on our winner and runners up.

We are therefore delighted to announce this quarter's winner is Sue Dobson! Sue received a very detailed nomination outlining a scenario where she had gone above and beyond one weekend:

"Sue was supporting a client one Sunday when the client's GP advised that she needed to be admitted to hospital that evening. The client was reluctant to go to hospital as she was worried about leaving her dog on her own. The client has a very strong relationship with her dog and takes her everywhere she goes. Sue offered to look after the dog so took the dog to Sue's house whilst they made the trip to hospital (a family member looked after the dog). The hospital admission lasted from 7pm to 2am the following Monday morning where Sue stayed with the client for the duration and then took her home. The following day Sue was on a day off but she travelled to the hospital to pick up the medication that the client had been prescribed and then took it to her. On this occasion, Sue went above and beyond her role in allaying the concerns of the client and making sure she wasn't worried by making sure her dog was cared for. She also showed commitment by continuing to support the client with her medication needs on her day off the following day."

Well done Sue for displaying this level of dedication and compassion in your role, as described above. Your hard work and enthusiasm in caring for your clients doesn't go unnoticed and this is one occasion that highlights your continued efforts.



Our 2 runners up this quarter have also shown a willingness to go above and beyond in their roles. Congratulations to Jade Dawson (pictured here on the right) and Linda Ross (pictured on the left, along with our winner Sue Dobson) for being recognised as worthy runners up!

Here are some of their nominations:

"I am nominating Jade for her outstanding team spirit. When I joined the team, it was a big move for me coming from a very different background career wise, I had to adapt to the different clients and their routines. Of course I had to shadow and after some time, I was sent to "the field." It was a bit scary being on my own especially for single calls. One of the days I was to go to EG for the first time on my own and I was a bit scared because I had not handled the stoma on my own before. I was lucky to meet Jade just before the call and I told her am going to E's for the first. She took her time to explain everything from the moment I walk into the door to the moment I leave, I mean word for word. Everything without leaving anything behind, running me through the stoma care again, and all the things I needed to do on the call, where to find everything, and it was fresh in my head again. True I had previously shadowed a senior at E's who showed me how it was done, but the time frame between my shadow and when I was sent some of the details came out of my head. But Jade was just an angel sent to me on that day. I went to E's did everything the way she taught and it was ok. Of course E was a bit worried as she knew it was my first time at hers, and she was checking the stoma bag to be sure it was fine and just then Jade walked in. Guess what she was just worried and wanted to check up on me to see if I was having any challenges. I felt like wowwww. She didn't mind she wasn't going to be paid for the call or even the travel time, she just wanted to be sure I was ok. I was so grateful. She checked the bag and assured E it was very ok and that helped alleviate her fear. I just want to say a big thank you for that show of team spirit Jade. Keep being you because you are special. You're one of a kind."

"I would like to nominate Linda for being such a conscientious and committed carer. This is Linda's first role in Social Care and she has shown a natural flair, enthusiasm and compassion in her role where she wants to do the best that she can. Many of our clients have commented that she is doing a great job and they really enjoy her supporting them. Linda can sometimes lack confidence in her own abilities and doubts herself, however she just needs to believe in herself more as she is doing a fantastic job. She is making quick progress with studying for the Care Certificate alongside her shifts where she comes into the Office each week for study time. Keep up the great work Linda!"

This quarter we have taken the unprecedented decision to award a "Highly Commended" nomination due to the number of quality nominations we received. It was a difficult decision for the judges to separate the runners up award and so we felt an additional acknowledgement for a fourth staff member was warranted. So well done to Derek Simpson who is recognised as our highly commended employee based on the following nominations:

"I would like to nominate Derek who as a new addition to the Admin Team. He has blended in so smoothly it feels like has been here forever, his knowledge is invaluable, and he is an absolute pleasure to work with."

"I would like to nominate Derek. Since joining us in April, Derek has hit the ground running and become completely involved in the workings of Clifton Homecare. He is leading on the Digitisation work and is immersing himself into work during the day and at weekends and evenings to help us to achieve our target for digitisation. He has dealt with a Safeguarding enquiry and has had an incredibly good impact on the team. He worked well with George before George finished too."

Thank you to everyone who has taken the time to make nominations for our staff this quarter, it really does mean a lot to the team to receive your comments. Even if you make a nomination and it doesn't result in them being our winner or runner up, we do pass on all your feedback.

Employee of the Quarter Judging Panel

We have an opening on our Employee of the Quarter judging panel, due to Paul Mahon deciding to step down after 2 years with us. We would like to say thank you to Paul for his valued commitment, support and positive feedback throughout this time and we will miss your enthusiasm and fun sense of humour going forward. If any of our clients or their family members would like to become a member of the judging panel please let Caroline know. The panel meet at the beginning of January, April, July and October to discuss the nominations that we receive and this is usually done remotely via Zoom or you can also come into the office should you prefer.



"Thanks to Paul Mahon for his contribution on the judging panel."



Five Ways of Wellbeing

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life.

1. Connect with other people

Good relationships are important for your mental wellbeing. They can:

- * help you to build a sense of belonging and self-worth
- * give you an opportunity to share positive experiences
- * provide emotional support and allow you to support others

There are lots of things you could try to help build stronger and closer relationships:

Do

- * if possible, take time each day to be with your family, for example, try arranging a fixed time to eat dinner together
- * arrange a day out with friends you have not seen for a while
- * try switching off the TV to talk or play a game with your children, friends or family
- * visit a friend or family member who needs support or company
- * volunteer at a local school, hospital or community group.
- * make the most of technology to stay in touch with friends and family. Video-chat apps like Skype and FaceTime are useful, especially if you live far apart

Don't

- * do not rely on technology or social media alone to build relationships. It's easy to get into the habit of only ever texting, messaging or emailing people

2. Be physically active

Being active is not only great for your physical health and fitness. Evidence also shows it can also improve your mental wellbeing by:

- * raising your self esteem
- * helping you to set goals or challenges and achieve them
- * causing chemical changes in your brain which can help to positively change your mood

Do

- * read about running and aerobic exercises to help get you moving and improve your fitness
- * read about strength and flexibility exercises to increase muscle strength, improve balance and reduce joint pain
- * if you're a wheelchair user, read fitness advice for wheelchair users

Don't

- * do not feel you have to spend hours in a gym. It's best to find activities you enjoy and make them a part of your life

3. Learn new skills

Research shows that learning new skills can also improve your mental wellbeing by:

- * boosting self-confidence and raising self-esteem
- * helping you to build a sense of purpose
- * helping you to connect with others

Even if you feel like you do not have enough time, or you may not need to learn new things, there are lots of different ways to bring learning into your life.

Some of the things you could try include:

Do

- * try learning to cook something new. Find out about eating a healthy, balanced diet
- * work on a DIY project, such as fixing a broken bike, garden gate or something bigger. There are lots of free video tutorials online
- * try new hobbies such as writing, sewing or learning to paint!

Don't

- * do not feel you have to learn too much, as long as you are interested in them



4. Give to others

Research suggests that acts of giving and kindness can help improve your mental wellbeing by:

- * creating positive feelings and a sense of reward
- * giving you a feeling of purpose and self-worth
- * helping you connect with other people



It could be small acts of kindness towards other people, or larger ones like volunteering in your local community.

Some examples of the things you could try include:

- * saying thank you to someone for something they have done for you
- * asking friends, family or colleagues how they are and really listening to their answer
- * spending time with friends or relatives who need support or company
- * offering to help someone you know with DIY or a work project

5. Pay attention to the present moment (mindfulness)

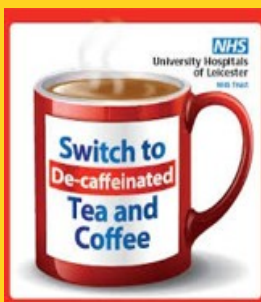
Paying more attention to the present moment can improve your mental wellbeing. This includes your thoughts and feelings, your body and the world around you.

Some people call this awareness "mindfulness". Mindfulness can help you enjoy life more and understand yourself better. It can positively change the way you feel about life and how you approach challenges.

Taste the Difference Challenge - Switching to Decaffeinated Coffee and the Benefits

Some interesting findings from a study by the University of Leicester that was undertaken in 2020/21 after the correlation between falls and toileting was established have now been published. In the study of patients over 60 years old, 50% of those drinking more than 3 cups of coffee a day experienced an overactive bladder.

Caffeine accelerates urine production and increases urine urgency and frequency. Caffeine also increases the need to poo because it stimulates bowel activity. This in turn could lead to rushing to the toilet, leading to falls. 1/3 of people over 65 fall at least once a year. 1/2 of those over 80 fall at least once a year. Falls are the most common cause of death from injury in the over 65's.



Other benefits of a switch to decaffeinated drinks include

Improved sleep	Reduced risk of osteoporosis (weakened bones)
Reduced tachycardia (high heart rate) and heart palpitations	Prevents headaches and dehydration
Reduced bowel irritation	Reduced indigestion

The study showed that

- 59% of people couldn't taste the difference between caffeinated and decaffeinated coffee
- 56% couldn't taste the difference between caffeinated and decaffeinated tea
- Between 73 – 77% said they would switch to decaffeinated coffee/tea having heard the benefits above
- 63% reported reduction in urine urgency during the study
- There was a notable reduction in falls – regularly was upwards of 25 a month, this reduces to 4 per month in the trial.

Based on these findings, it may be good advice to think about switching to decaffeinated drinks or at least reduce the amount of caffeine that you drink on a daily basis. For more help / advice with this, please speak to Margaret or Caroline.



New CQC Inspection Framework

The Care Quality Commission (CQC) has recently published the new single assessment framework which is built on the same five key questions - quality statements (Safe, Effective, Caring, Responsive and Well led). We are now capturing evidence required to meet the new standards. This evidence is now particularly important and will take centre stage within the new inspection strategy. We aim to be as proactive as possible when capturing, monitoring and recording data and as an organisation we are currently undertaking an exercise to capture evidence and identify gaps. As part of this process we will likely contact you or your families for feedback on the services that we provide. If you would like to help us with regards to this please let Caroline know.

Hospital Admissions and Cancellation Charges Reminder

We would like to reiterate our cancellation charges policy for hospital admissions and when care calls are cancelled. For all calls cancelled (including hospital admissions), we charge the full cost of usual care delivery for the first 2 full days, followed by a half charge for days 3-7 inclusively. For long terms cancellations (beyond 7 days) there is a 4 week notice period. For clients who go into hospital and remain there for over 7 days then no charges will apply in this situation beyond 7 days but care call times cannot be held open. We will support clients upon their discharge where possible, but this is dependent on staff and rota availability. These charges are necessary to enable us to provide contracted hours to our staff team, maximising retention and continuity of care.

Client Focus Group

Our first client focus group met on the 3rd July at The Clifton Arms Hotel. We had a very informative session and managed to pack plenty of discussion into a few hours. Feedback was extremely positive and we were able to take away many actions that can help make changes to the service we provide. Thanks to all our attendees and we look forward to the next meeting!

