



Tailor Maid Home Care Newsletter December 2018

Issue 9

December
2018

Welcome to the Winter Edition of our Customer Newsletter.

2018 has been an exciting year for Tailor Maid Home Care. Our Tailor Maid Home Care family continues to expand - welcoming new faces to the office and to our care team.

Anyone who runs a care service knows only too well that a "winter break" seems a million miles away and people who require support in their own home continue to need the quality services of Tailor Maid Home Care to enable them to stay whole, healthy and fulfilled over the winter season.

Caring is a continual act of hope in both Summer and Winter and as we brace ourselves for another winter season and the challenges which we face over the winter months we would like to make a special thank you to all our "Troopers" who go above and beyond in the Scottish weather in the face of "Gail force" wind and snow storms undeterred to ensure they support our clients and manage the office to coordinate care. We recognise that any organisation only works effectively when it is nourished from a supportive heart. Thank you so much to our Tailor Maid Team- you truly are the best.

We have had such amazing feedback from our recent 2018 client questionnaire distributed to all service users. The feedback is being analysed and will be available in report form in January 2019. Thank you for taking the time to complete and return the questionnaires.

Our Tailor Maid badge is 'the' badge of quality and we will always continue to make sure your needs are met, and hopefully exceeded. As you read on you will see we hope to continually improve our level of care by supporting our carers with Palliative and End of life care training.

Finally may we take this opportunity to wish you all a very Merry Christmas and extend our good wishes to all of you from the Tailor Maid Care family Team for 2019. Thank you for your continued support.

Best Wishes

Jennifer and Shirley



Carers Passing Probation

Congratulations to Lynn, Stephanie, Louise, Danielle and Naz who have completed their probation in the past six months. Well done Ladies and we hope you have a long and successful career with our Tailor Maid Care Team.

Winter care

The winter months bring hazards with sleet and snow. As much as we enjoy taking out clients for socials we have to adhere to the company policy on health and safety in bad weather.



TRAINING -SVQ 2 QUALIFICATION

Registration with the SSSC is now a mandatory requirement for all Carers and with registration there is a commitment to undertake the relevant SVQ Training for all staff. In August 2018, eight of our staff members embarked on an intensive SVQ2 Social Services and Health Care Course. The course which includes 6 modules includes effective communication, health and safety, development of knowledge and safeguarding individuals. The group also have a tutor assessment in a service user's home. Thank you to service users to have given permission for this essential part of the course. We hope that the team all graduate with flying colours next Spring. Well done ladies.

Our next cohort of ten staff will commence the course in February 2019.

Avril our Supervisor said "It is a fantastic qualification to gain and always improves best practice. The Carers benefit from the knowledge gained from the modules selected and this obviously impacts positively on the delivery of care to clients."

Elaine Taggart who is currently completing her fourth module shared her "SVQ2 Journey" with our Tailor Maid team at the Staff Meeting in November. There were lots of words of encouragement for them to hear and it was great to share stories in the team on how the training has empowered their role as a carer. Elaine said that "working towards the SVQ has been a productive experience. It's underlined how much I already know as well as pushing me to research areas in which I am not as knowledgeable. All in all it has been a worthwhile course."

Glasgow Spirit of Christmas 2018

Usually the Tailor Maid staff has a Santa dip for our Christmas party night. However having heard the plight of local children in East Renfrewshire who receive no Christmas gifts at all we decided to donate Christmas gift bags instead to underprivileged children. We were delighted with the response and duly donated all our Christmas gifts to the Giffnock RBS Branch who were distributing the gifts via social services. Thank you for all the fabulous gift bags for the local children.

Care about Physical Activity (CAPA)

Physical activity makes a difference- not just planned exercise. There are simple, easy ways for the Tailor Maid Team to support you to be more active in daily life.

Why don't you try a new hobby, learn new skills and take on new challenges? Our team can support you on a regular weekly outing to the local park. Rouken Glen is a beautiful park to stroll around the pond and have a lovely hot cuppa in the café to follow. If you are not up to the full circuit we can take along a wheelchair to relax in when you have had enough. Be confident in learning new skills giving purpose and meaning to your day.

Ask your Carer to escort you to attending "Singing for the Brain" sessions in Mearns or Barrhead. These sessions allow you to join in a small group to sing along or play an instrument of your choice.

In and around East Renfrewshire there are many exciting trips we can support you to. The Open museum in Nitshill have reminiscence kits- requires booking. Greenbank Garden is a winter wonderland, Silverburn full of bargains, The Art Gallery at Eastwood or even the cinema for an old movie. There are so many lovely cafes and restaurants which we can take you to for a coffee and cake. We can recommend where to get the best scone and carrot cake!! Many clients love a fish supper night and your carer can collect this for you if you fancy a change to our ladies preparing a meal for you. Sourcing good food is what we are all about and we can organise in your visit getting fresh fish from the Pittenweem fish van in and around the Mearns on Wednesdays and Fridays or direct from fish shop so you can enjoy fresh produce at meal times. Just ask the team.

Dementia support gifts for Christmas

Living with dementia can take its toll on individuals and their families but there are many resources on the market which can ease day to day life. Instead of buying the usual jumper or toiletries as a Christmas present have a look at some websites for aids which can provide support.

One of our families recently purchased a dementia music player for their Mum which simply requires you to lift the lid to listen to all your favourite tunes which you can download from the internet. Her family noted that it was so easy to use and lifted her spirits with all her old favourite tunes being played. Research has shown that people living with dementia eat much better when listening to music.

There are great websites for being creative with art books and jigsaws and good old fashioned dominoes or bingo. For dog lovers there are play pets and reminder clocks with day date and time which illuminate. Ask one of our team for advice if you need help. See ideas below.



FREE
Gift
worth
£9.99

Palliative Care Training makes us stronger

Anna Harvey and Avril Blyth our Supervisors have recently presented our first in-house course on Palliative Care and End of Life. They worked in partnership with other Care professionals by being a member of the PEOLC (Palliative and End of Life Care) Working Group. Having discussed the areas which our staff wanted more support with, our Trainers compiled and presented a course which we hope will support our carers support clients.

Care at Home staff is at the forefront of delivering palliative and end of life care which can also take its toll on staff who may feel undervalued and unsupported. We recognise the strength in collaboration and hope to share resources and experiences not only within our team but also with social care colleagues.

We strive to support our staff to deliver and sustain the best care to ensure everyone has access to palliative care at the right time even in their own home.

Our Training Coordinator Anna Harvey also recently studied the SSSC Dementia Champions course in Palliative and End of Life Care in Dementia.

"The training is very important as we are providing specialist care to these clients and their families. The staff need to feel well supported and have built up confidence and developed their skills in this area of care."

There are some really good websites for support for families dealing with grief.

www.Macmillan.org.uk

www.cruse.org.uk

www.help.dyingmatters.org

www.sad.scot.nhs.uk

www.goodlifedeathgrief.org.uk

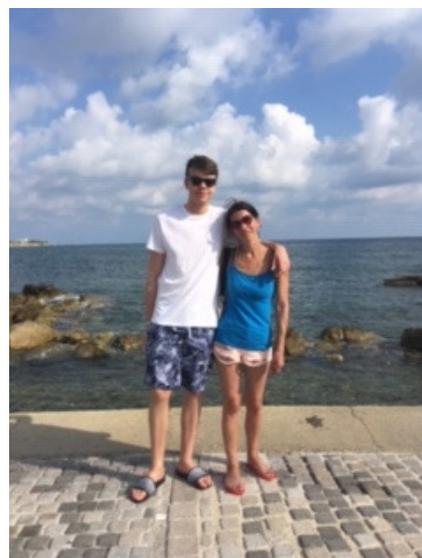
Staff Spotlight

One of our longest serving Carers **Sandra McNaught** retired in October 2018. Sandra has been a very dedicated and loyal member of staff always going above and beyond for her clients. Sandra was particularly efficient in demonstrating best practice to new members of staff in their probation period. We had a lovely retirement staff night and presentation. We wish Sandra all the best in her retirement.

Wendy Ross enjoyed a lovely family holiday in Cypress recently where she had lived for many years.

Janice Stewart

Janice Stewart (one of our Supervisors) Grand - daughter Bella won best overall Highland Dancer in Belfast this year and was asked to perform in Disneyland Paris as part of her Dance Troup. Proud Gran Janice says she's got legs just like hers!!



Christmas and New Year Cover

The office will be closed on 25th and 26th December and again on 1st and 2nd of January. Please see the chart below for all the public holidays which have been distributed.

Please contact the Office on 0141 638 6622 if you require emergency support on the festive days and our On Call Supervisor will be happy to help

Staff Focus-Promotions

Margaret Philips was promoted to Supervisor in August. Margaret has fantastic experience and her passion for care is second to none. She has great expertise in palliative care and end of life and is very aware of the physical, emotional and spiritual changes when someone is dying and how to support families.

We are delighted to have Margaret as part of the Management team and hope that she develops in her role, never losing her passion for care and support.

Sporting Achievement

Jacqueline Brown

Jacqueline Brown's daughter Lauren qualified from 179 figure skaters to compete at British championships in December, only 19 qualified, the category was age 13 and under, she came 9th in GBR, 3rd in the 10 year old category. Congratulations Lauren such a great achievement.



Tailor Maid Home Care Ltd
Holiday Charge Rate 2019

Please note the forthcoming holidays for 2019. Our Carers are still available to visit you on these days but the charges will vary from our usual rates. The festive rates are charged at a higher rate dependant on demand and the office will contact you about these charges as they occur. Bank holiday rates apply to other dates.

2019 Bank Holiday: Bank Holiday Rates apply

Good Friday -19th April 2019

Easter Monday 22nd April 2019

May Day -Monday 6th May 2019

May Weekend -Monday 27th May 2019

September Weekend -Friday 27th September 2019

2019/20 Festive Rates: Festive rate applies

Tuesday 1st January 2019

Wednesday 2nd January 2019

Christmas Day -Wednesday 25th December 2019

Boxing Day -Thursday 26th December 2019

Wednesday 1st January 2020

Thursday 2nd January 2020

If you have any queries or require any further information please contact the office on 0141 638 6622 and our team will be happy to discuss.

Feedback

We value your comments and hope feedback will improve our services and enhance your experience with Tailor Maid Home Care. Please note any comments and return to the office.

Client Name :

Comments or suggestions;

Date: