



# Tailor Maid Home Care Newsletter February 2017

Issue 5

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## February 2017 Newsletter

Welcome to the latest edition of our Customer newsletter.

A lot has been going on since our last newsletter as you will see inside We have been far more active in the community with Information Roadshows and the Dementia Scotland 2016 conference which focussed on a human rights approach to Care. We also had many staff gaining valuable qualifications as they progress in their Career in Home Care with Tailor Maid.

As ever our goal is to ensure we provide the best care and service possible. Our mission is and always will be to support people to live independently in their own homes with friends, relatives and their personal possessions around them.

We have been very busy with our training programmes. Anna Harvey (Care Supervisor-Training) said: "We have added several new modules to our induction training which includes the Excellence in Customer Care, Promotion of Continence Care and caring for people with Dementia. This programme which really helps improve the quality of our service. We have also commissioned specialist training on end of life.

One of newest Carers, Jennifer Macleod, who completed her induction last year said the new induction training was "very beneficial for furthering my knowledge of people living with dementia." Jennifer is really keen to further her knowledge by undergoing the intensive 6 month course in "Best Practice in Dementia" through the University of Stirling which all our new Staff undertake.

### Carers Passing Probation

Congratulations to Elaine Fullerton, Jenny Borland and Jen MacLeod who have all completed their probation in the past few months. Well done Ladies and we hope you have a long and successful career with our team.



### Staff Retention

This year we are celebrating 7 years of providing Home Care to the local community.

We like to recognise the work that our staff do and the incredible dedication and excellent care they provide. Special recognition goes to Clare Conlon, Ann Mcphee, Sandra McNaught and Jean Downie. All were chosen for their different qualities to support both the front line staff and you, our customer. These wonderful ladies have been with us since we set up 7 years ago. Staff retention is a key element in both carer and customer satisfaction.

Thank you all for your professional commitment and your continued service.

## New Free Resource

Age UK have a resource called UK Life Book which is a practical tool to help you work through all the things you need, or wish to put in order. The lifebook could be invaluable to a family member if they need to locate your important information about you in an emergency. Many people have different documents in different places and with different people. Banks, solicitors and IFAs are all quite likely to hold some of your paperwork. The lifebook lets you record and file information about your life with your family.

Simply visit [www.ageuk.org/lifebook](http://www.ageuk.org/lifebook) or call 0345 685 1061 quoting REF LFB307



## Registered Chiropodists

If you feel that you require the support of your podiatrist we have information of two ladies who will be able to help you.

**Lynn Montgomery** has supported Tailor Maid Home Care over the last six years and comes highly recommended. Tel : 0141 639 5152

**Veronica Campbell** has opened up premises in our office building and has left literature for your perusal. Tel 07761437772

*Veronica Campbell*

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## Top Awards for our Supervisors

Well done to our Cathy McCulloch ( Rota Coordinator) and Cheryl Gerrie (Supervisor) who achieved their SVQ in Social Services and Healthcare SCQF Level 7 in November 2016.

A great achievement, studying for the qualification as well as continuing with a full time demanding role at Tailor Maid. Well done Ladies.



## What's on in our Community?

There are many clubs and activities available in the community for the elderly. The Kirkton service in Barrhead has many activities from chair based exercises, get together groups, Dementia cafe, Singing for the brain and Parkinson's Support Group. If you are interested in joining please contact our office or directly to David Murray at the Kirkton Service on 0141 800 7070.

The Mearnskirk Church in Newton Mearns has a dementia lunch club each Thursday which offers lunch -homemade soup and sandwiches) and activities such as table top games, singing, karaoke and flower arranging. Please contact the office for further information and we can arrange for one of our carers to drop you off and collect you from the group.