



# Tailor Maid Home Care

## Newsletter June 2016



We are delighted to publish our **Summer 2016 Newsletter**. Delivering Care and support to people in their own homes, helping them to retain their independence is what we as a team are committed to do. We strive to work with our key partners to create a high quality service providing real choice and value for money for our deserving service users.

### Care Inspectorate Report 2016



Fantastic news this year ! Our Care Inspectorate visit in December 2015 achieved the top grading of "EXCELLENT" for our Quality of Care and Support for the second year in a row. We were really delighted with the grading and being in the top 10 percent of Home Care providers who achieve that grade is testimony to our emphasis on having only the best staff on board all of whom deliver a high quality service to our local community.

Please download a copy of our latest report from the [www.scswis.com](http://www.scswis.com)

Our team now has 23 carers. We are all involved in ensuring our quality of service is as high as possible. And while the office and Carer group have grown, we have lost nothing of our passion to deliver care at home in the best way we can.



# National Care Standards Update

Please have a look above at the new draft guidelines of the National Care Standards. All of our care plans and literature will reflect the new care standards next year. The new standards will be used by all services such as Tailor Maid who are regulated by the Care Inspectorate. They have been developed using a human rights and wellbeing approach which recognises that people are entitled to the same high standard of care and support in a way which reflects their needs and circumstances.

NATIONAL CARE  
STANDARDS



## PRINCIPLES

### Dignity and respect

- My human rights are respected and promoted.
- I am respected and treated with dignity as an individual.
- I am treated fairly and do not experience discrimination.
- My privacy is respected.

### Compassion

- I experience warm, compassionate and nurturing care and support.
- My care is provided by people who understand and are sensitive to my needs and my wishes.

### Be included

- I receive the right information, at the right time and in a way that I can understand.
- I am supported to make informed choices, so that I can control my care and support.
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.
- I am supported to participate fully and actively in my community.

### Responsive care and support

- My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time.
- My care and support adapts when my needs, choices and decisions change.
- I experience consistency in who provides my care and support and in how it is provided.
- If I make a complaint it is acted on.

### Wellbeing

- I am asked about my lifestyle preferences and aspirations, and I am supported to achieve these.
- I am encouraged and helped to achieve my full potential.
- I am supported to make informed choices, even if this means I might be taking personal risks.
- I feel safe and I am protected from neglect, abuse, or avoidable harm.

## Carer's Week

We have been featured in the Glasgow Herald this month with some information during Carers Week. This is an annual awareness campaign to celebrate and recognise the vital contribution made by the carers. Carer friendly communities play a vital part in providing the support and information which can make a major difference to carers and can support you and help cope with many challenging situations. Many GP practices will for example offer appointment times that fit around someones caring responsibilities. For more information go online at [www.carersweek.org/support](http://www.carersweek.org/support)



## New staff

We have recently recruited three new staff - Catriona, Avril, and Jacqueline. They have all enjoyed meeting our clients and being part of the team. We wish them all a long and happy career with us.

We very much value all our staff and the fantastic work that they do on a day to day basis. We hope that you too value your carer so if you feel that your Carer deserves special recognition for something that they have done then please pop in or call our office with details as we would like to hear from you.



## See some our wonderful new testimonies

"My companions were first class. I would have no hesitation in recommending your company to anyone" [Mrs Dawson Netherlee](#)

"Thank you for the really well organised "tailored support" and great two way communication throughout. When mum needed extra care cover over Christmas, Tailor Maid stepped up to the mark and provided it. Many thanks to the organisation and the endlessly helpful individual carers."  
[Dr Imogen Morgan](#)

"I could not fault any of the Tailor Maid Staff. They were professional, kind, considerate and met the needs of my mother well"  
[Jane Ramsay. Eaglesham](#)

## Race For Life, Glasgow Green 2016

Once again the Tailor Maid Running team led by Jean Downie proved they really are winners!

The Tailor Maid ladies ran the 5k Glasgow Race for Life in an incredible 35 minutes and thanks to generous sponsorship from all our colleagues we donated a total of **£240.00** to Cancer Research.



## Customer Participation

We are currently recruiting new staff and would welcome any questions which you would like us to ask potential recruits. If you would like to

be part of any future Open day recruitment to meet potential recruits we would welcome any service users to attend. Please call the office if you have any relevant questions which we may use.

## Excellence In Training

At our recent quarterly staff meeting we shared our teams success with our staff members. Below are some of the pictures taken of staff with their certificates. Notably our last group of staff are about to commence the Best Practice in Dementia Training Certificate through Stirling University. By empowering all our staff with specialised training Care Director, Shirley Dickson, ensures that all Tailor Maid Home Care staff are dementia support specialists which is invaluable to so many of our current clients care. Well done to all of our staff who received their certificates some of whom we have pictured to the right with our Trainer/Supervisor Anna Harvey.

