



*Putting It's People At  
The Heart Of Everything  
We Do*

MARCH 2025

# Newsletter

**GRAB A CUP OF TEA, AND LET'S  
DIVE IN....**

## **AT A GLANCE IN THIS ISSUE**

- PATCHS - The New GP Service In Wirral
- Our Latest Survey Results - Mobile Nights
- A 'Thank You' To Our Team At St Oswald's Extra Care
- Latest Award Winner Announcements
- Spinnaker House Updates - Join Us For Coffee and Quiz Socials
- Norovirus Cases Are On The Up - Advice To Stay Well
- Hear How Carer Craig Went The Extra Mile
- Recent Promotions
- A Warm Welcome To Our International Care Workers
- Try Out Our Puzzles and Take A Break
- Our Newsletter Blog - Dying, Death And Bereavement Support

## Meet Our Revamped Newsletter....

**For 2025 we've refreshed and revamped our Newsletter which now incorporates company wide news and information across every branch and service. Let's face it, everyone enjoys a glow up don't they!**



Well, it's that time of year again, the birds are tweeting, the nights are becoming lighter and finally the warmer days are on there way! We don't know about you, but we've felt that this winter was a long one, and most certainly colder than previous, so it's great to finally see the start of Spring time coming our way! In this newsletter, we kick off with a some important changes affecting our Wirral staff and service users....

## **NEED A GP APPOINTMENT - THE "PATCHS" SERVICE IN WIRRAL IS NOW LIVE!!!**

PATCHS is the new easy way for you to contact your GP practice online. PATCHS has been designed by GPs to make it easier to contact your practice and save you time. Just answer a few simple questions and PATCHS gets you the help you need quickly. Got the NHS app, easy, you can also access PATCHS direct from here.

**Are you aware of  
the new process?**



**Are you aware of  
the new process?**

You can use PATCHS to contact your GP practice for health advice, condition monitoring, repeat prescriptions, fit notes, appointment bookings, view your test results and much more...

PATCHS provides lots of benefits including being able to make requests in your own time, avoid long telephone queues and waiting rooms, and get quicker responses. PATCHS also helps patients who struggle to access or contact their GP practice using the telephone or via in-person.

To find out more, and to register - visit .... <https://hub.patches.ai/gp/patients>

Don't forget, if you are currently in receipt of services and need help setting up the PATCHS service, you can contact our friendly team for help on 0151 638 4500 or via email to [info@professional-carers.co.uk](mailto:info@professional-carers.co.uk)

## Our Latest Survey Results

**Read the feedback provided about our Mobile Nights Service**



Our partners at Wirral Borough Council recently undertook an engagement exercise with service users and their loved ones to monitor feedback about our overnight service (more commonly known as 'Mobile Nights').

The service, which runs Wirral wide, operates between the hours of 9pm and 6am and see's teams of Professional Carers across communities, visiting your nearest and dearest to keep them safe and well. The feedback received to date has been fantastic, so of course we couldn't wait to share a small selection of the lovely comments received about our teams. Well done everyone!

[#dreamteam](#) [#madetocare](#) [#communitycare](#) [#makingadifferenceeveryday](#)

"Me and my partner have peace of mind that my father will be as safe as possible over the night – brilliant service!"

"...Reliable service, consistent in the way they conduct their work and always contactable which is very reassuring."



## SERVICE USER FEEDBACK

"The carers match up to their name "professional" ... they are also very kind, caring & all round wonderful."



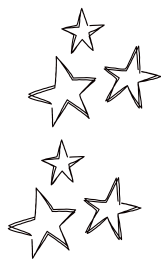
## SERVICE USER FEEDBACK

All the carers that look after my mum do so with total professionalism and most of all they show compassion to her condition.

# St Oswalds Carers Wow Us Once Again!



Well done to members of the St Oswald's Extra Care team who recently braved the cold and wet weather to complete a 'sponsored night walk' helping to raise money for the people that they care for.



Raising over £350, these funds will be used to create meaningful and inclusive events within the local community, enriching the lives of the people we support. Fantastic effort by an absolute incredible team - well done guys !!!!

## Meet Our Award Winners

Congratulations to the following staff who have all been recognised over recent months for ongoing competence, a passion for delivering high quality care and being all round superstars!!! Who do you recognise on the wall of fame .... ?



Pictured above left to right: Gail Sutherland [Edinburgh], Ashleigh Milne [Wirra], Shannon Hughes [Wirral], Julie Walker [Edinburgh], Aaron Smith [Edinburgh], Buka Analikwu [Edinburgh]



# Spinnaker House Updates...

Regular coffee and quiz morning goes down a storm for new residents living at Spinnaker House!



The newest and largest Extra Care site in Wirral is now up and running, and what a brilliant turn out we saw for last months 'coffee and quiz' social get together, organised by Torus Housing. We have since learnt that there's some real brain boxes living here that's for sure, and the competitiveness was on fire! We'd like to give a big shout out also to resident quiz masters Andy and Jamie from Torus Housing who did a wonderful job keeping everyone entertained!!

If you wish to get involved and would love to make new friends and show off your quiz knowledge, then why not contact us to find out how you can take part. These events are held regularly and open to members of the community who wish to engage and get involved. Spinnaker House also has it's own bistro which is opening very soon - coffee and cake anyone?



**Did you know Professional Carers delivers care and support to three Extra Care Schemes in Wirral**  
**These are based in Wallasey, Bidston and Rockferry and provide accommodation for over 180 residents combined.**

## So What Exactly Is Extra Care?

Extra Care Housing offers residents the security and privacy of their own home, a range of facilities on the premises and reassurance of 24 hour care services. Benefits include;

- 24 hour care services, provided by our staff, when you need them
- the option to part-buy or social rent a property \*scheme to scheme varies
- your own front door for privacy
- a range of communal services which may include a hairdresser, shop, restaurant, assisted bathing, social activities, garden areas and health and well-being clinics
- the opportunity to choose your level of involvement with the wider community
- a safe and secure place to live
- couples can also live together



Currently Spinnaker House in Rock Ferry is seeking suitable residents who meet a criteria which includes;

- a local connection with Wirral through residence, family or employment
- be aged 55 years or over
- have a combination of housing, support or care needs, which could include requiring assistance with daily living tasks or:
- be an older carer with a dependant who has a learning or physical disability

If you think you hit this criteria and would be interested in an apartment within Extra Care, you can visit [Extra care housing | wirral.gov.uk](https://www.wirral.gov.uk) to request an eligibility assessment or contact Adults Department of Health and Social Care on 0151 606 2006, Monday to Friday 9:00am to 5:00pm.

## Norovirus Cases Are On The Rise....

**Know the symptoms and follow our top tips to stay safe this Spring!**



Norovirus spreads easily and quickly and is the most common cause of infectious gastroenteritis. Records recently show that Norovirus is on the rise across the country, and symptoms can include diarrhoea and/or vomiting, slight fever, stomach cramps and headaches. The symptoms appear one to two days after you become infected and typically last for up to two or three days. Norovirus is most infectious from the start of symptoms until 48 hours after all symptoms have stopped.

To help reduce the risk of Norovirus spreading follow our handy tips below.....

- Wash your hands with soap and water before eating and preparing food, after going to the toilet and after contact with someone who is ill with symptoms. Encourage others to wash their hands too, particularly when meeting with friends or family and in close proximity.
- Clean and disinfect surfaces regularly using disinfectant.
- Whilst infectious, avoid contact with other people and the workplace for at least 48 hours after symptoms have resolved.



## Outstanding Stories, Outstanding People! Hear How Carer Craig Went The Extra Mile For His Service User Gary...



When you work in care, it never fails to amaze us how special the bonds between staff and service users can be. Recently Care Assistant Craig from Sycamore Place Extra Care was visiting the USA on the trip of a lifetime. Remembering that one of his regular service users Gary was an avid WWE wrestling fan, Craig kindly brought him back an authentic WWE belt after attending a match event himself.

As you can see from Gary's face, he was absolutely chuffed and over the moon with this unique gift, hanging the item up on the wall with absolute pride. A few weeks later, Gary then also received in the post an authentic WWE chair, which Craig had gone and had shipped directly from the USA. HOW AMAZING IS THAT!

It is common at Professional Carers for our staff to go above and beyond in their duties, and we love to shout about it. If you are a service user in receipt of services, or work with an outstanding colleague who deserves recognition, why not get involved and nominate them today for a team member of the month award. Simply contact us in branch via telephone or email to record your nomination. Did you know every winner receives an extra days pay in their holiday entitlement - Did someone say EMPLOYEE PERKS - ERM YES PLEASE!!!!

## Congratulations!

**Well done to Carers Lyndsey Wall, Lily Martin, and Emma Pugh who have all recently been promoted to the role of Senior Carer, team leading our staff within Extra Care sites!**



Recruitment Officer Vicki and Director Gary welcomed the lovely Erika and Mariegold at Manchester airport in January, who joined us as they embark on a new life here in the United Kingdom on a work Visa all the way from the Philippines. Wishing you the best of luck in your new role ladies! The feedback we have had to date about your caring ability has been fantastic !!

## Take A Break...

**Let's get those brain cells warmed up !!! Grab a pen and have a go at our word search and cross word puzzles.**





## England... Lovely cities

S	L	O	N	D	O	N	R	E	S	L	N	R	O
B	A	N	R	E	T	S	E	C	U	O	L	G	C
H	R	F	H	C	I	W	R	O	N	O	D	E	A
T	T	A	F	W	A	K	T	O	L	P	N	M	M
O	E	C	I	R	A	T	E	D	A	R	H	A	B
P	K	G	R	N	O	R	S	O	W	E	C	H	R
P	R	N	P	C	T	N	W	G	V	V	I	G	I
E	A	O	R	E	E	R	W	I	K	I	W	N	D
S	M	R	R	O	I	M	E	A	C	L	S	I	G
F	W	I	E	W	O	T	S	E	L	K	P	T	E
I	E	R	T	F	S	C	M	I	I	D	I	T	L
E	N	R	E	T	S	A	C	N	A	L	E	O	F
L	E	K	O	O	R	B	D	R	I	B	S	N	I
D	E	R	I	H	S	D	R	O	F	F	A	T	S

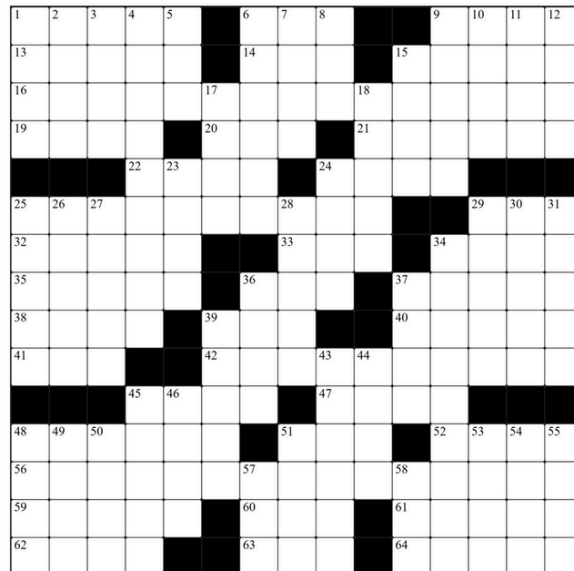
STOWE  
SAFFRON-WALDEN  
LANCASTER  
NORWICH  
BRAINTREE  
LIVERPOOL  
STAFFORDSHIRE  
CAMBRIDGE  
GLOUCESTER  
NEWMARKET  
TOPPESFIELD  
BIRDBROOKE  
IPSWICH  
WARWICK  
LONDON  
NOTTINGHAM

### ACROSS

1. Person doing nothing
6. "Quiet!"
9. Dislike very much
13. Cheer for a tenor
14. \_\_\_ de Cologne
15. Stationed (at)
16. Financial "cleaning" crime
19. Practice for boxing
20. Totally
21. Make fizzy
22. Great Pyramid city
24. Feel sorry for
25. Athlete's high-carb snacks
29. Sunbeam
32. Event with bronco riding
33. \_\_\_ sauce (sushi condiment)
34. Speed contest
35. African neighbor of Mali
36. Thin cylindrical batteries
37. Smallest pups in litters
38. "Not if \_\_\_ help it!"
39. Antiquated
40. "My luck's about to change"
41. Occupational suffix for auction
42. Newest (2019) of America's uniformed forces
45. Grains in granola
47. Epps or Sharif
48. Golfer's posture
51. "Just \_\_\_ thought"
52. Flat-topped land
56. Short-deadline requirements
59. Data to be entered
60. Sheep's comment
61. \_\_\_ a fox (crafty)
62. Speak hoarsely
63. Mar. follower
64. Flower or weed

### DOWN

1. Some of the first PCs
2. Delete from a list



3. Singer Del Rey or Turner of films
4. Fir or pine
5. Singer Orbison
6. Underwater research facility
7. Transport by truck
8. Follower of Attila
9. Son of Charles III
10. Nepal's locale
11. Camper's shelter
12. Competitive advantage
15. Red veggie
17. Apt to do nothing
18. "Fresh as a" flower
23. Frankenstein's helper
24. Athletes who are paid
25. Bert's Muppet buddy
26. "Hold the rocks" drink request
27. Poe's first name
28. Carne \_\_\_ (roasted meat)
29. Vacation break, for short
30. Misbehave
31. Affirmative answers
34. Gossipy "grapevine"
36. Swiss peaks
37. Costa \_\_\_ (Central American nation)
39. "Bone" prefix
43. Performer sharing top billing
44. Mideast leader
45. Ahead by a point
46. S&L customer
48. Batter recipe step
49. Fey or Turner
50. Measures of current
51. Right away, in a memo
53. Irish vocalist
54. Lee of Marvel Comics fame
55. Aide: Abbr.
57. Major hoops org.
58. African snake

## Blog...Death and Bereavement Support



The death of someone close to us can be one of the hardest things that we ever have to go through. It can affect us in lots of different ways – and there's no right

## or wrong way to feel.

Unfortunately, as we get older, it gets more likely that we'll experience a bereavement. This might be the death of a parent, a friend, a partner or even a child. How we react is likely to depend on our relationship with the person and the circumstances of their death. Grief is very personal, and it can take some time to come to terms with how you feel. The emotions you experience might feel overwhelming at times but things do get easier – even though it might not feel possible at first. Talking to someone is often the best way to start feeling better – whether they're a loved one or a professional, such as a doctor or bereavement counsellor.

Dealing with grief Grief is the often conflicting mixture of emotions you experience when someone close to you dies. It can be overwhelming – but it's important to remember that there's no right or wrong way to feel. Everyone grieves in their own way. Grief is natural and it can last a long time. How you feel might be influenced by several things – such as your personality, past experiences, beliefs and relationship with the person who's died, as well as how they died. After the death of someone you care about, it's important to talk about how you're feeling with someone when you feel ready to. This could be a friend, a relative or a professional. There's no one-size-fits-all approach when it comes to seeking support – the important thing is to do what feels right for you.

**“At first, I stopped doing all the things I used to do. Eventually I started going back to bingo and actually felt much better for it.”**

Kay, 85



The emotions you experience as you grieve can be intense, and you might feel some more strongly than others. There might be days you cope better and days you feel overwhelmed. You might cry a lot – and that's OK. Lots of people find that they feel better after crying. Equally, you might not cry at all – and that's OK too. There's no formula for how to respond to the death of a loved one. There are no right or wrong emotions. And with time, and the right support, feelings of grief tend to become less intense, and you can start to adjust to the loss. Numb After a loved one dies, you might feel a sense of numbness and disbelief, even if the death was expected. You might feel like you're in a daze.

**“I don't think I'll ever really get over losing Pauline, but with time I've learned to cope and enjoy life again.”**

Michael, 78



As this initial shock passes, you may experience other strong emotions. The feeling of emptiness that can follow someone's death might feel overwhelming and like it'll never go away. At this time, sadness can come in waves – some days or weeks might seem easier to cope with than others. This is a natural response when someone dies. It's during this period of sadness that some healing can take place, even if it doesn't feel that way. But some people find that this sadness doesn't pass, and it develops into depression. If you feel



depressed, if you can't think about anything but the person who's died, or you're struggling with things like eating and sleeping, talk to your doctor or a loved one. It's important to get support if you need it.

### Age UK friendship services

If you're looking for some companionship, Age UK has a range of friendship services that you might like to try – whether it's a regular call or just a little chat when you need one.

- **The Telephone Friendship Service:** If you'd like to receive a weekly call, our Telephone Friendship Service matches people with a friendly volunteer. You can search 'telephone friendship' on the Age UK website or call **0800 434 6105** to find out more. You need to be over 60 and meet eligibility criteria.
- **The Silver Line Helpline:** If you'd like a friendly chat, you can call The Silver Line on **0800 4 70 80 90**. It's a free, confidential telephone service for older people and it's open 24 hours a day, 365 days a year.

Source: Age Uk

## Are you following us on Social Media?



Did you know Professional Carers uses social media to communicate lots of it's updates, advice and guidance. We have over 2.9k followers so if you're not signed up, visit us using using the links below or search 'Professional Carers Wirral' or 'Professional Carers Edinburgh' online;

🌐 Professional Carers Wirral | Wallasey

🌐 Instagram (@professionalcarers\_wirral)

🌐 Professional Carers Edinburgh | Edinburgh

🌐 Instagram (@professionalcarers\_edinburgh)

*That's it for now, see you in the next issue!* *Goodbye*