

# PROFESSIONAL CARERS

Keeping Service Users and Carers up to date on the latest news, information, events and initiatives.

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## NEWSLETTER

April 2019 6<sup>th</sup> Edition

### WELCOME

Welcome to Professional Carers sixth newsletter, providing you with an update on the latest news, information, events and initiatives. We hope you enjoy catching up with all the news and welcome your feedback and suggestions of what you would like to see included.



### Save the Date: 13<sup>TH</sup> June 2019 – National Cup Cake Day and Dementia Awareness Event!

We are planning to hold a charity event on Thursday 13<sup>th</sup> June 2019 between 1pm - 4pm at our Wallasey branch to help raise money for the Alzheimer's Society. The day will involve getting together our staff and clients for a good old natter and catch up. This is also National Cup Cake day and we will be selling cakes on the day and looking for people to take part in a 'Bake Off' or donate some cakes. Whether you are a staff member, service user or member of the public you are welcome to attend.

During the day you can also register your interest to become a Dementia Friend yourself at the event.



### FANCY ENTERING OUR BAKE OFF – REGISTERED YOUR INTEREST NOW WITH THE OFFICE TEAM.

The event is being led by our Dementia Champion Helen Jozefek and complimentary tea, coffee, biscuits and cakes will be available to you all 😊



We will have some bingo on the go as well as some other planned events. Further details about the event will be communicated in due course.



### Have you heard about PASS?

We are thrilled to announce that Professional Carers has recently signed a two-year deal to introduce a new system call PASS across our service.

PASS will revolutionise how we work!! Working alongside our existing call monitoring systems to record attendance, we will soon have the ability to track, monitor and check care delivery is provided in real time by our staff. It involves the use of Emars [electronic medication charts] and Electronic care records, meaning we will become a totally paperless organisation.

Service users, their families and external professional agencies will also soon have complete access to all information and care notes we hold, making us transparent, open and honest - at the touch of a button.

Most importantly, PASS will reduce admin times across our service, freeing up our managers, care coordinators and support staff to spend more time delivering quality care and support to the people who use our service. Another step in the direction of making Professional Carers at the top of its game when delivering high quality care.

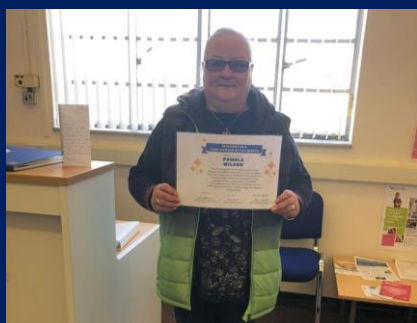
## Team Member of the Month 2019 Continues

Here at Professional Carers we appreciate the hard work our care staff do which is why we have now introduced a 'Team Member of the Month Award'. Throughout each month our care staff and service users are given the opportunity to nominate those team members who they believe deserve recognition for their hard work. Since January our Wirral team have won the award two times. If you know somebody who deserves to win our team member of the month, why not tell us the reasons why. Congratulations to the latest winners who each received certificates thanking them for their hard work.



### Winners:

January – Lokeni Thanenthiran [Wallasey]  
February – Pamela Wilson [Edinburgh]  
March – Catherine Shackleton [Wallasey Village]



Pamela Photographed above.



Loki Photographed above.



## Welcome to our team Lisa Edwards: -

Lisa joins us as our new Birkenhead coordinator as we expand our services into this new area of Wirral. Lisa has many years' experience as a care coordinator and has worked in home care for many years. Welcome to the team 😊 [as if it wasn't confusing enough without now having two Lisa's in the office!!].

## Have you enjoyed the latest bout of Hot Weather – Follow our Hot Weather tips?

**Stay hydrated.** Drink plenty of fluids; drink about 16 ounces before starting and 5 to 7 ounces every 15 or 20 minutes.

**Avoid dehydrating liquids.** Alcohol, coffee, tea and caffeinated soft drinks can hurt more than help.

**Wear protective clothing.** Lightweight, light-coloured and loose-fitting clothing helps protect against heat. Change clothing if it gets completely saturated.

**Pace yourself.** Slow down and work at an even pace. Know your own limits and ability to work safely in heat.

**Use a damp rag.** Wipe your face or put it around your neck.

**Avoid getting sunburn.** Use sunscreen and wear a hat if working outside.



**Do you require a copy of this newsletter in a different format – we can provide this document in a larger font or in other languages if needed. Just contact one of the team to access this.**

Braille

Audio

Large Print

Plain Text

Accessible Document

## Congratulations to our new team of Senior Carers: -

Big congratulations to our 1st group of Senior Carers who this week underwent training to prepare them for their new role. Our newly formed Senior Care team has been created following the recognition of individuals who excel in their role. They will be utilised to support, mentor and coach our community care workers. Led by our existing full time Field Supervision team, our Senior Carers are community based and will ensure our service delivery continues to be the very best it can be. Well done to you all!



## Leave us a review: -

Did you know you can leave a review of our services via Google or using our Social Media page. Simply search for 'Professional Carers' on google and Facebook and click on the 'leave a review' section.

Review us on



If carers or service users have any suggestions or ideas on how Professional Carers can improve its service, we would love to hear from you. Please contact Carly Peckham Registered Manager or Gary Nagle, Director of Operations on 0151 638 4500.