

# PROFESSIONAL CARERS

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

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## NEWSLETTER

**We've missed you!** August 2021 – Summer

We haven't sent a newsletter in a while as we've been busy ensuring that our teams and service users are kept safe in line with government guidance concerning the Pandemic. With advice changing regularly, you can imagine we've had our hands full! That said, its business as usual for the team at Professional Carers and we are always here for you. Our contact details can be found at the rear of this newsletter should you need us ☺



### Coronavirus Pandemic Update

In July we saw parts of the country enter 'Stage 4' of the governments roadmap to manage the COVID19 pandemic. This included lifting of certain restrictions such as the mandatory requirement for individuals to wear facemasks in certain places, relaxing rules on the number of people who can meet indoors and reopening of festivals and music gigs.

The current level of infection in Wirral places the borough within the highest in the Liverpool City Region. The rate of 515 per 100,000 people means on average 235 people in Wirral are testing positive for COVID-19 every day. Hospital admissions are also rising.

82% of adults in Wirral have now had their first vaccination with 68% of Wirral adults having two doses, which is encouraging. We would encourage anyone who has not yet had their vaccine, to speak with their GP and arrange to receive this. We wanted to share the following guidance :

Get fully vaccinated – it's shown to be safe and effective against the virus, including new variants.

Be kind and considerate of others who may be feeling extremely nervous about the further lifting of restrictions.

Continue wearing face coverings in crowded indoor areas where social distancing cannot be followed, such as supermarkets and on public transport and where it would make others feel more comfortable.

Continue social distancing by not unnecessarily being in crowded areas and continue to practice good hand hygiene, in particular hand washing.

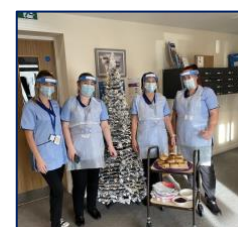
Keep getting tested – everyone should undertake twice weekly rapid symptom free testing using Lateral Flow Tests (LFT). These can often be collected from supermarkets, pharmacies, or GP surgeries.

You can find out more information about support for Wirral Residents via: <https://www.wirral.gov.uk/health-and-social-care/health-wirral/coronavirus-update> or simply search “COVID Wirral” via google.

*OUR STAFF WILL CONTINUE TO WEAR PERSONAL PROTECTIVE EQUIPMENT TO PROTECT YOU!*

Guidance concerning the use of personal protective equipment hasn't changed for our care teams. We have briefed them all and they should continue to wear gloves, aprons, facemasks and visors, especially when supporting with personal care. In some circumstances you may also see our staff wearing visors, if care is being delivered to somebody who has tested positive for COVID19, or if they are shielding or high risk.

If you see any of our staff not wearing personal protective equipment, please alert us in the office so we can address this. We all have the responsibility to protect each other, so there are no excuses! You can contact the team direct on 0151 638 4500 to report any breaches of this instruction.



## SEND US YOUR SMILES

#sendusyoursmiles

The Health and Social Care Industry across the country is struggling to recruit and attract new carers into Caring roles. You might be wondering why, as we all know how rewarding and satisfying a job in social care can be!! This is why we have been running a number of initiatives to help raise the importance of Care Work in the local community. WE THEREFORE NEED YOUR HELP!!

We have been asking our staff to share photographs of them completing their duties, and why not, everyone loves a good selfie!! Take part and show us how important your Carer is, by sending us your smiles with them.



PRIDE MONTH – JUNE 2021 ... gave us all an opportunity to come together and show how much we value acceptance and equality in society. You might see some of our staff wearing their new 'Rainbow Lanyards' which encourages and shows our commitment to inclusivity and respect for diversity! See if you can spot any out and about!

all cultures

all religions

all genders

all lgbtq

all colors

all ages



## LIBRARY SERVICES



### Wirral Home Reader Service

Wirral residents who are unable to visit their local library can have books, audio and community information delivered to their home for free using the home reader service. Visits are made every four weeks at a pre-arranged time. Order and collect is also available. You can order up to 8 books, or why not go for a lucky dip, a random selection of books that will be chosen by the library team!! To enquire or place an order, simply contact your local library who offer this service using one of the numbers listed below... Happy Reading!! 😊



Wallasey Central – 0151 639 2334

Birkenhead Central – 0151 606 2114

West Kirby – 0151 606 2665

Bebington – 0151 608 3430

There may be a closer library to you, but these are the only ones taking part in the 'Home Reader' delivery service.

## Read now.

Your local library in your pocket.



Thousands of eBooks available to borrow from your local library. Join today.



### Thank You For Understanding

We wanted to take this opportunity to thank all our service users for your understanding whilst we have dealt with the Coronavirus Pandemic. This has resulted in some service disruption including [at times] later than usual calls and changes to your normal care staff. Unfortunately, we are unable to control the times when our staff are having to isolate due to COVID19. We always do our very best to accommodate your wishes and needs. The last 12 -16 months have been particularly challenging and we are proud of the commitment, hard work and dedication to keep you safe! It is great that we can start to return to some normality. Remember, we are not quite out of the woodwork yet, but things are slowly getting better. Carly Peckham – Registered Manager

Congratulations to Yvonne Barreiro who has recently been promoted to Care Coordinator. I am sure you will all wish her the best of luck she moves from Carer to Care Coordinator!



### Did You Know ....



Each week every single one of our staff complete a weekly COVID19 test to check that they are safe to attend your address. Some of our staff based in our Extra Care Scheme also take an additional two tests each week, known as "Lateral Flow Tests". These enable us to get results within as little as 20 minutes! Now that's speedy!!

### OUR SERVICE USER SURVEY IS NOW AVAILABLE FOR DOWNLOAD!!

Last month we wrote to you all and asked for your views on our service. The results have now been produced and you can view the report by visiting [www.professional-carers.co.uk](http://www.professional-carers.co.uk) and clicking on our downloads page!



Need to contact a member of the team, telephone us as normal on 0151 638 4500. Alternatively, send us an email to [info@professional-carers.co.uk](mailto:info@professional-carers.co.uk) or chat to us via social media! We are always here for you to help! 😊