

# PROFESSIONAL CARERS

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

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## NEWSLETTER

June 2019 7<sup>th</sup> Edition

### WELCOME

Welcome to Professional Carers seventh 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.



**Our 'Bake Off' event was a huge success. Thanks to everyone who took part.**

On Thursday 13<sup>th</sup> June 2019 between 1pm - 4pm at our Wallasey branch we held an event to help raise money for the Alzheimer's Society. The day involved a get together for our staff and clients for a good old natter and catch up. This event actually coincided with National Cup Cake Day, an event set up by the Alzheimer's Society. We also held a 'Bake Off' event with our managing director Julie 'Boss' Harrison judging the cakes.



**Well done to our winners – 1<sup>st</sup> Prize went to Carer Tracy Veste**



We were blown away by the number of entrants and some of the cakes looked very professional indeed. In fact we think some of you are thinking of opening up a Professional Carers bakery!!! 🍩🍰☕



**We raised over £250.00 for the Alzheimer's charity, something that is very close to our heart!!**

Thank you to everyone who was able to make it and also for your kind generosity. Everyone dug deep and we have raised over £250.00.



Overall the event was a huge success and this followed on from last year's 'Memory Walk'. We are always seeking new ways to give back into the community and if you have any ideas on how we can do this, or you are taking part in a charity event and would like to share your story, please do get in touch with us. 😊

**We recognise the hard work our care staff do – which is why we are always looking at special ways to say ‘Thank You’.** This month we provided free pack lunches to our carers working over the 13<sup>th</sup> and 14<sup>th</sup> June. These were hand delivered by our office team to carers working in the community, so they didn’t have to come to us. Everyone enjoys a little treat every once in a while, and we know that a little thank you goes a long way.



### It’s time for our annual survey

Each year we send out our annual surveys to a selection of service users receiving care and support from us. Feedback is so important and determines how we can shape and improve our services moving forward.

The surveys will be getting posted out within the next week or so – so please look out for this. If you require any assistance completing these, please ask a family member or perhaps one of your care team to help. If you are not selected to receive a survey, please contact a member of the team and we will be happy to send one out.

Once the results have been collated, they will be made available via our website, but we will also communicate it out via our next newsletter.

### ‘Home To Assess’ – an exciting opportunity for Professional Carers.

We are thrilled to announce that Professional Carers will be taking part in a new pilot called ‘Home to Assess’ which commenced on Monday 3rd June 2019. Working in partnership with Wirral Borough Council, Medequip, Wirral Community Health & Care NHS Foundation Trust (WCHC) and our colleagues from Wirral University Teaching Hospital, a select team of Care Assistants based at Arrowe Park will soon help coordinate and improve the time it takes for patients to return home. With access to a dedicated vehicle for transportation, equipment and the ability to work side by side with health and social care professionals, we will assist with patient pre planned and coordinated discharges 7 days a week, Wirral wide. Our focus is one of ‘Home to Assess’ and will also include a rapid response team of Care Assistants.



Congratulations to our newly formed ‘Home To Assess’ team (from left to right) Senior Carers Ellie Rapley, Sally Martin, Shannon Mattocks accompanied by Care Assistants Carron Buckley, Yvonne Barreiro and Brittany White. Good luck guys 🙌

You can read more about this initiative on our website clicking on the ‘latest news’ section.

### 🌸 Congratulations to Mays Team Member of the Month Winner - Jacqueline Guttridge 🌸

Awarded for being a fantastic team player and helping out in all areas. Jacqueline has fitted in so well since joining us and is bubbly, always smiling and never complains. We have received fantastic feedback about her care delivery and her performance should be commended!



Over 12 staff received nominations last month, in fact we think we may need a bigger team board !!!! Full details of the nominations can be found by visiting our Facebook page – take a look or leave us a review, simply search ‘Professional Carers’ on Facebook.

**Don’t forget Carers Week is 10 – 16<sup>th</sup> June 2019 further details will be announced on our social media in due course.**



Get involved with Carers Week 2019 from 10 - 16 June

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.

