

# PROFESSIONAL CARERS

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

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## NEWSLETTER

May 2018 3<sup>rd</sup> Edition

### WELCOME

Welcome to Professional Carers third 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.



### Did you know – 21<sup>st</sup> May 2018 – 27<sup>th</sup> May 2018 is Dementia Action Week

We are holding an event on Thursday 24<sup>th</sup> May 2018 between 1pm - 4pm at our Wallasey branch to raise awareness of Dementia.

Whether you are a staff member, service user or member of the public this is a great opportunity for a good chat and catch up. You can also register your interest to become a Dementia Champion yourself. The event is being held by our Dementia Champion Helen Jozefek and complimentary tea, coffee, biscuits and cakes will be available to you all 🍌🍰☕.

We look forward to seeing you!



### Congratulations Lindsey!

You may have heard recently we have increased our Field Supervision team. Lindsey Stowell Smith, a carer from our Wallasey team was recently promoted following a rigorous recruitment process to Field Supervisor.



You may recognise this familiar face! Lindsey has many years' experience in the Health and Social Care Industry previously working as a Social Worker for Wirral Borough Council. Lindsey's new role will involve the supervision and support of our care workers across Wirral and she will be assisted by the existing Field Supervision team. She will also work closely with our service users to improve quality and delivery of service.

### Its that time of year again – Have you received your Annual Survey form?

Each year we randomly select a large number of service users to provide us with their feedback about ways we can improve our services. It is also your opportunity to shape the way we deliver your care and support.

Over the next few weeks you may be asked to complete a short survey enabling you 'our customer' to provide us with your opinions on how well we are doing.

We would appreciate the time you take to complete these forms. Our carers are aware of this request will also be on hand to help you. If you require the survey form in an alternative format [such as a larger print or braille] or would prefer to give your comments over the telephone – please do not hesitate to contact us.



## Have you seen our new 'Team Member of the Month' board?

Here at Professional Carers we appreciate the hard work our care staff do which is why we have now introduced this initiative. 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 three times. If you know somebody who deserves to win 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.

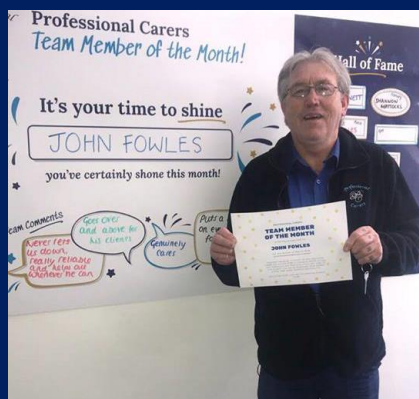


### Winners:

January – Mick Burnett [Wallasey]

February – Shannon Mattocks [Seacombe]

March – John Fowles [Wallasey]



## Welcome to our latest team of Care Workers.

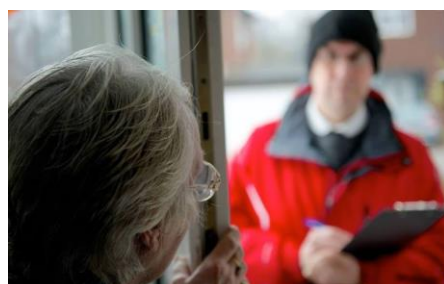
Over the last few months the company has welcomed some fantastic new care workers who have been trained in our dedicated Training Centre which opened in January 2018.



Our new Training Centre is equipped with a mock bedroom and bathroom enabling our new and existing staff to practise real life scenarios. It also contains a video and e-learning suite. For more information and photographs please visit our website.

## Are you bogus official aware?

Always identify who is calling you by asking to see their identification. Use a spyhole or door chain when answering doors and never give out your personal details without being confident you know the identity of the individual. If you have any suspicions or concerns, ask the official to leave, close the door and contact the police.



## Have you seen our Carers using their new mobile devices.

In February 2018 Professional Carers moved into the modern era and introduced mobile devices to all our Care Staff.



The use of these devices enables us to monitor our Care Staff and ensure that they are arriving at care calls when they should be. This offers our Service Users the reassurance that they need to ensure that their care calls will not be missed. If you have any queries or concerns about the use of these devices, or you believe that they are affecting your care, a FAQ about the call monitoring system can be found at the rear of the Service User Guide.

## Meet some of the Office team

Professional Carers are keen for all our service users and staff to get to know more about the office team. Each month we run a 'Meet the team' initiative on social media. In this newsletter we would like to introduce Mike Noyce. Mike works in the finance department and helps to process all of our client's invoices and monthly payroll. You can find out more about Mike by visiting our website under the 'Our Team' section.



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, Business Manager on 0151 638 4500.