

PROFESSIONAL CARERS

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

Inside this issue:

- ✓ Congratulations To The Team
- ✓ How To Access Our CQC Report
- ✓ PASS Roll Out
- ✓ Christmas Cancellation Form
- ✓ Team Member Of The Month Update
- ✓ Details Of Our New Website Design

NEWSLETTER

November 2019 8th Edition

WELCOME

Welcome to Professional Carers eighth 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.



Congratulations to Professional Carers who have recently achieved 'Outstanding' following our latest Care Quality Commission Inspection

We are thrilled to announce that following our latest CQC inspection, we have been graded an overall rating of 'Outstanding' – The highest possible rating for services.

This means we are currently only one of two care companies across the whole of Wirral to achieve this status!! #PROUD #OUTSTANDING

During a two day intensive inspection, inspectors carried out audits on all our paperwork, policies

and systems. They also made contact with a number of staff, service users and family members to check how well we are delivering services.

Inspectors stated 'Everyone involved in the running of the service, from the managers and provider to the care staff, exuded passion for delivering care that was person centred and gave people a meaningful life. All 'Professional Carers' staff went above and beyond to provide people with positive

outcomes and experiences; people were consistently placed at the heart of the service'.

We are extremely proud of this achievement and we would encourage all of our staff and clients to view the report, which can be accessed via our website or on the CQC's website.

You can also request a copy of the report by contacting the office on 0151 638 4500.

Our Latest Team Member of the Month Awards

Congratulations to Leanne Brown who was named Septembers Team Member of the Month. Leanne was awarded this for consistently delivering high standards of care. She also holds an excellent attendance and performance record! Well done Leanne from all the team x



Refer a Staff Member to Us

Do you know someone who would make a fantastic Professional Carer. Fancy getting £100 Love to Shop Vouchers or even the cash to spend on what you see fit. Well why not refer someone into us for employment. If they complete 6 months employment satisfactorily each referrer will receive this gift!



Conditions apply please speak to a manager for more details.

Christmas & New Year Cancellation Forms

This month our clients will be receiving a form to advise us whether they wish to cancel any calls over the Christmas and New Year periods. We understand that many of them spend time with families or friends and may not need our services, so it is important to complete and return these forms back to us asap. Please hand them to a carer on completion who will return it to the office.

For our private paying clients, please also ensure you are aware of the additional charges applicable during this period.

If you have any questions or queries about these charges, please contact Mike Noyce on 0151 638 4500.



The PASS System is here:- We are extremely pleased to advise that our care service is starting to use an electronic care planning and care notes system which commenced in October 2019 called PASS. Already live in the Leasowe, Moreton, Hoylake and Upton areas, our care workers will soon be using this mobile based system across all areas of Wirral to receive care plans and assessment documents, electronically. They will then enter their care notes and medication records, on their mobile phone as opposed to using paper records that we previously used.

The new system has substantial advantages:

- As soon as we hear that there is a change in medication from the pharmacy, surgery, carers, district nurses or even the service user, we are able to update our systems and advise our care workers immediately without having to deliver new paperwork to the address.

- When there is a change in the care plan we are able to make this change immediately at the touch of a button.

- Running alongside our electronic call monitoring system to ensure attendance, we will also monitor and be alerted if specific tasks such as medication or other care tasks have not been completed. We will then be able to get in touch to put this right as soon as a call has been completed. This helps to safeguard your loved ones offering the trust and reassurance you want and need.

Gary Nagle, Director of Operations states 'The introduction of PASS ...

... marks a substantial improvement to the way we deliver our home care service. Should any health or social care professional or family member contact our office or on-call service out of hours, we will have full access and knowledge of all care and medication delivered, real time. By using OpenPass 24/7 this also gives family members the opportunity to view care delivery at any location, 24 hours a day, offering assurances that their loved ones are receiving safe, responsive and effective care. Here at Professional Carers we are continually seeking new and innovative ways to improve our services and to date the feedback about PASS has been fantastic. We are working hard in the background to deploy this across all areas of Wirral and our next area to go Live is Birkenhead. It is our intention to roll out this system throughout Wallasey as we enter the new year'.

If you or a family member is already receiving care via pass and you want to know more about OpenPASS, you can find our more information and guidance here:

<https://www.openpass.com/>

Alternatively, contact one of the team via telephone on 0151 638 4500 or via email on info@professional-carers.co.uk to find out how to request 24/7 OpenPASS access.

Have you visited our new website:- We have recently redeveloped our website. Take a look or why not subscribe via email to our latest news and blogs. The site can be accessed via www.professional-carers.co.uk

Here you will find latest news, information, blogs, newsletters, photos, videos and details of our services and vacancies 🧑🏻‍🔧🧑🏻‍🔧

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.

