

# PROFESSIONAL CARERS

Keeping Service Users and Carers up to date on the latest news, progress to date and next steps

Inside this issue:

- ✓ Our New Office
- ✓ Service User Survey Results
- ✓ S.T.A.R Service
- ✓ And much more

## NEWSLETTER

September 2017 2<sup>nd</sup> Edition

### WELCOME

Welcome to Professional Carers second newsletter, providing you with an update on the success of the company, the latest news, progress to date and our next steps. We hope you enjoy catching up with all the news.



**We have moved!** Since June an opportunity came up to purchase a new office, which is a lot bigger and more suitable. However, don't worry we have only moved next door but one! Carly Peckham, Registered Manager of Care services states 'We have been coordinating this move now for several weeks and I am thrilled with its modern, sleek and professional look.' Carly also added 'We would like to invite all service users old and new to pop into our new office, to have a cup of tea and a chat and have a look round.'



to do and find ways to enable you to become more independent. The ways the team can help include:-

- Increasing your confidence
- Finding new ways for you to do things
- Providing you with specialist equipment or technology if necessary
- Offering practical help and encouragement

We are thrilled with this opportunity that builds on to our existing Domiciliary Home Care contract with Wirral Borough Council, enabling us to further grow as a business and provide additional employment and services to the community within Wirral.

the doors of our office an inviting people in, brought such joy to those people in the community who are usually stuck indoors, with only a radio or television to keep them company.



This of course promoted the five ways of wellbeing; We **CONNECTED** – Service users and staff came to the office, so they were **ACTIVE** – We **TOOK NOTE** of how people appreciated us taking time out of our work to put this event on – By talking to one another we **LEARNED** things – We **GAVE** something back to the community.

We are planning on running this event over the next 12 months, due to the success of the first one, we plan to do a different theme each time, if anyone is interested in attending or would like more information please contact us on 0151 638 4500.

### S.T.A.R Service



In June 2017, Professional Carers secured a Tier 2 contract with Wirral Borough Council for Short Term Assessment and Reablement Services (S.T.A.R) in the Wallasey and Moreton areas.

S.T.A.R. will look at what you used



### 5 Ways to Wellbeing

**In May we held** our first wellbeing session, we invited service users and staff into our office and enjoyed an afternoon of listening and singing along to music from 'back in the day', those that attended thoroughly enjoyed the afternoon. Such a simple thing opening

**CONNECT**  
**KEEP LEARNING**  
**BE ACTIVE**  
**TAKE NOTICE**  
**GIVE**

**Professional Carers sent out** surveys to random service users in June. This exercise is carried out annually and proves to be a very effective tool, as the monitoring of service user satisfaction is considered to be an important indicator as to whether Professional Carers is achieving its objectives of delivering a quality home care service and meeting all of the service users requirements.

Some of the results included:-

100% of the service users were either very satisfied or satisfied with the help from Professional Carers that they receive in their own home. 100% of the service users always / nearly always see the same care workers. 100% were always happy about the way the care workers treat them.

A number of carers were highlighted in the survey and received a special personalised gift of thanks, in recognition of making a difference in a service users life and they were:-

- Angela Houghton
- Catherine King
- Elizabeth Rose
- Georgia Gardiner
- Jade Wing
- Jane Solheim
- Kirsty Walsh
- Linda Greenberg
- Lindsay Stowell-Smith
- Lokeni Thanenthiran
- Melissa Owens
- Melissa Pouncey
- Paul Brumfitt
- Shannon Mattocks

This exercise demonstrated and re-enforced that Professional Carers is providing a quality service to service users. Anyone that would like a copy of the full results please contact the office on 0151 638 4500.

**Recommend a service user** to use our service and earn money. Earn up to £25.00 in High Street Vouchers



Conditions apply please speak to a manager for more details.



**We would like to** welcome two new co-ordinators who have joined the team Joanne Downey and Nina McCarthy. Joanne has previous experience working as a co-ordination in other companies, she will co-ordinate the Wallasey and surrounding areas. Joanne said that she is looking forward to meeting all the care staff and getting to know them and building the best care team. Nina was promoted within the company, she was a carer for nearly 3 years, and was successful in gaining this new position. Nina is very much looking forward to this new role, she said that it is going to be a challenge but one that she is looking forward to taking on. Nina will be co-ordinating the Moreton and surrounding areas.



**During our recent** unannounced CQC Inspection

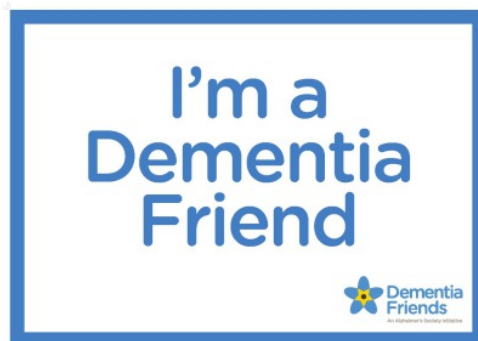
on 11th and 14th October 2016 we are pleased to announce an overall rating of 'Good' in all areas. This indicates that we are operating in adherence to standards and meeting all of the required expectations of the CQC.

**Meet Wendy our new volunteer receptionist.** When asked what Wendy enjoys the most about volunteering in our office she stated:-



*'Professional Carers how may I help youuuuuuu....I love talking on the telephone and making the girls cups of tea - they work hard like me so they deserve one, I also like a good chat and saying hello to people visiting. I sometimes get the gloves ready to hand out to the carers which is a very important job!'*

We provide care and support to Wendy - By allowing Wendy to volunteer this enables some much-needed respite for her family on a weekly basis - If you would like to get involved - get in touch today by contacting us on 0151 638 4500.



Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition. Staff at Professional Carers are committed to spreading the word about the impact dementia has to our service users training our staff accordingly. We are

committed in providing a positive difference to people living with dementia in the community which is why we are enrolling our care teams onto the 'Dementia Friends' programme, with nominated champions providing training to all our newly inducted staff. For more information about this initiative or to become a dementia friend, visit <https://www.dementiafriends.org.uk/>

**If carers or service users** have any suggestions or ideas on how Professional Carers can improve the running of the company, we would love to hear from you. Please contact a manager on 0151 638 4500 to discuss your ideas or suggestions.



Please visit our website for more information, news and updates:-

[www.professional-carers.co.uk](http://www.professional-carers.co.uk)

