

# PROFESSIONAL CARERS

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

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## NEWSLETTER

Welcome to the Spring 2023 Professional Carers Edinburgh Branch newsletter.

Sit back and relax, grab a cup of tea and enjoy some news and updates that we have to share.



### Our Values

- Compassion
- Accountability
- Respect
- Excellence

At Professional Carers we live and breathe our core values and place them at the centre of everything that we do because we C.A.R.E.

In the recent months we have placed a huge focus on these values and how they can be incorporated further into our daily practices.

After some hard work behind the scenes we have now introduced values based supervisions and appraisals to help our care team reflect on the important work that they do. So far the feedback has been great and we hope to continue using these new techniques to improve and perfect our service even further.



### Local Heroes.

Back in April, two of our carers saved the day when they found a vulnerable young boy out in the street alone.

Brodie and Karla were busy travelling to their next care visit when they spotted the boy but didn't hesitate to help. They contacted the police and waited with the boy until the police arrived.

The family couldn't thank the girls enough and showed their appreciation by delivering a beautiful bunch of flowers, bottle of bubbles and some chocolates.

We couldn't be prouder of our team and this was a fantastic example of going the extra mile.



### Spring has Sprung....

and summer is just around the corner. We hope that like us you're enjoying the blossoms on the trees, the lighter nights and the warmer days



### Have your say!

Did you know that you can leave Professional Carers a review on Facebook or Google? Whether you're an employee, a service user or a family member. We welcome all reviews and feedback as they help us to shape the service that we deliver.

You can also like and follow us on Facebook or Instagram to stay up to date with the latest news and information.

If you have any suggestions or ideas on how Professional Carers can improve its service, we would love to hear from you. Please contact India Livingstone Registered Manager on 0131 319 1968 or via email [india.livingstone@professional-carers.co.uk](mailto:india.livingstone@professional-carers.co.uk)



Please meet Leanne, one of our Care Coordinators.



**1] How long have you worked in care and what roles have you completed?**

I have worked in care since I was 18. I started off as a carer before moving to Professional Carers as a Care Co-ordinator when we first opened the Edinburgh branch 7 years ago.

**2] What do you enjoy about your job role?**

I like the rewarding feeling when we are able to get clients home from hospital to be back with their families. I also enjoy working with all the different carers and learning everyone's stories.

**3] If you could do another job for just one day, what would it be and why**

A midwife as I absolutely love babies and I have always thought this would a great job.

**4] If you had to eat one meal, every day for the rest of your life, what would it be?**

Pasta – definitely.

**5] If you were stuck on an island what three things would you bring?**

I have 2 kids and another on the way – I would just enjoy the peace and quiet!

**6] Tell us an interesting fact about you that nobody knows.**

I'm a huge fan of pineapple on pizza!

**7] Three words to best describe you.**

Kind, caring and shy.

**8] What is the one thing, you can't live without?**

My family.



### **Did you know you can nominate for 'Team Member of the Month'?**

Each month we run a team member of the month incentive scheme to shine a light on the fantastic work our care team does. The chosen person is presented with a badge, lanyard, certificate and awarded an additional day of paid holiday – on us!

Nominations for this award can be made by anyone. Simply email us at [edinburgh@professional-carers.co.uk](mailto:edinburgh@professional-carers.co.uk) with the reasons for nomination. If your nominee is not selected, they will receive an email detailing that they have been nominated and the reasons why. All nominations are anonymous.

Our most recent winners are:

December – Kasia Walas

January – Aaron Smith

February – Ulrike Currie

March – Lucy Green

April – Brodie Meikle

### **Our signage is up!**

After our long awaited move to our new premises in late 2022, we have been working hard behind the scenes to make our new office our own and the final piece of the puzzle was our signage and it looks fantastic if we do say so ourselves!

If you're in the neighbourhood please pop in to say hello (you won't miss us now). Our kettle is always boiled and we love to put a face to a name when it comes to friends and relatives of those in our care!



### **What's new with the office team?**

We are delighted to announce that both Lauren and Louise have joined the Professional Carers office team in their new role as Field Supervisors.

They will be working hard to quality assure our service, carrying out reviews and assessments for service users and coaching our care team on site in the community.

Both Lauren and Louise were promoted internally and we very much look forward to seeing what their new chapters bring them.

