

# PROFESSIONAL CARERS

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

Inside this issue:

- ✓ CQC Inspection.
- ✓ Welcome to the team.
- ✓ Digital Security Protection Toolkit
- ✓ Updates on Sycamore Place Extra Care
- ✓ A tribute to a much loved St Oswalds Resident



## NEWSLETTER

Spring 2023 Edition

### Phew.. it's been a few busy months for us....

Have you heard the great news, we were recently inspected by the Care Quality Commission and received a 'Good' rating overall for our services. We are thrilled with this outcome and this couldn't have been achieved without the hard work of our care teams, operations staff and the great feedback provided from the people we support. You can read a summary of our CQC report below, with the full report available for download on our website.



### Inspection summary

CQC carried out an inspection of this care service on 10 February 2023 and 15 February 2023. This is a summary of what we found.

Overall rating for this service



Good ●

Is the service safe?

Good ●

Is the service caring?

Good ●

Is the service well-led?

Good ●

#### People's experience of using this service and what we found – A Summary.

Professional Carers had an open and transparent culture resulting in an effectively organised, supportive and well-run service. The registered manager, directors and nominated individual were clear about how the service should be provided and they led by example.

People's needs were comprehensively assessed before they started using the service, people and their relatives were fully involved in the assessment and care planning processes. Staff had established supportive relationships with people and knew them extremely well. Staff provided people with person centred care. Staff supported people to access healthcare professionals when required and supported people to manage their medicines safely.

The provider was driven in supporting their staff and provided access to resources to benefit the health and wellbeing of employees. Care workers spoke very highly about working for the service. People told us their care workers were caring and kind. Care workers had a good understanding of how to support people in a way that promoted their privacy, dignity and independence.

The provider had systems in place to protect people from the risk of abuse and people told us they felt safe. Risk assessments were completed to help identify and minimise risks people faced. Infection control measures were safe. Steps were taken to learn lessons when things went wrong. The provider had internal quality assurance audits relating to medicine and care records were well embedded and used to drive improvements. **Thank you and well done for this achievement!!!!**



You can view the full report here: <https://www.cqc.org.uk/location/1-139840380/reports>

 Due to renovation work taking place at our Training Centre recently, it was great to finally restart our inductions this month! A huge Professional Carers welcome to Heather, Louise, Joanne, Lesley and Collette who were put through their paces over the last 3 days with resident Trainer Helen and M.D Julie. Our comprehensive 3 day induction helps equip and prepare our newest carers for the next stage of their induction journey, their mentoring period! This week we welcome Kayleigh, Daniel, Molly, Katy and Peter. Good luck guys - we are thrilled to have you join our amazing team.




### The Digital Security and Protection Toolkit – We are compliant!

During the last two weeks, members of our support teams and management attended Cyber Security and Information Governance refresher training, enabling us to maintain our certification with the “Digital Security and Protection Toolkit.”



## Data Security and Protection Toolkit

2022-23 (version 5)





**Standards met**

**Professional Carers Wirral - 221 Seaview Road, Wallasey (AR45)**  
221 Seaview Road, Wallasey, Merseyside, England, CH45 4PD

Date of publication: 28 February 2023 (valid to: 30 June 2024)

This organisation has completed a Data Security and Protection Toolkit self-assessment to demonstrate it is practising good data security and that personal information is handled correctly.

[www.dsptoolkit.nhs.uk](http://www.dsptoolkit.nhs.uk)

Completing this certification demonstrate that our organisation is meeting the required standards as set by the National Data Guardian’s (NDG). We all have responsibility to keep the information we hold about our service users and staff safe, especially sensitive and personal data! Rest assured, you’re in good hands.

### You will be missed by us all David Taylor: RIP 1959 - 2023

Recently we said goodbye to the much loved Dave Taylor, a resident within our Extra Care Scheme St Oswalds Court. Unexpected, his sudden death was a shock to the team and we want to say a huge thank you to everyone based at St Oswalds Court Extra Care, for the wonderful care, memories made and support provided to David during the last 2 years whilst under our Care.





## CARE FRIENDS BONUS





Earn a whopping £300 for each successful referral during April !  
[Usually £250]



This month, our Directors Gary and Carly were recently on site at our newest Extra Care Scheme, Sycamore Place, Wallasey, donning their high vis jackets and steel toe capped boots. Due to open in June, we are excited about our new venture and are currently recruiting for new care staff to join us. Watch this space for further news and information or sign up to our blogs page on our website to receive up to date notifications.

