

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 2024 newsletter for Professional Carers Edinburgh. Sit back, relax, grab a cup of tea and enjoy some news and updates that we have to share.



A message from India.



You may be aware already that I am expecting a baby and will soon be heading off on my maternity leave. I wanted to let you all know that my final day in the office is planned for 3rd of May 2024.

I appreciate that change can be daunting, particularly when it involves the management structure and so I felt it was important that I reached out and offered my reassurance that my absence will have no effect on your care services. I will be leaving you in the very capable hands of my lovely office team who will ensure the smooth running of everything.

I return to work in March 2025 but I am sure that time will fly by and I'll be back before I know it. I hope speak with as many people as I can prior to finishing up for my leave but if I don't, I look forward to catching up on my return and sharing lots of baby pictures.

An update on who will be covering my position as Registered Manager will follow in due course, so please keep your eyes peeled.

Befriending services.

Did you know that as well as care and support services we also provide befriending services.

These visits are designed to provide social support to those who don't manage to get out and about on their own anymore and are great for those who find themselves to be a bit more socially isolated.

These services can be tailored to suit each person's specific preferences, our befrienders support people with a variety of different activities from playing games or baking at home on a rainy day to attending hairdressing appointments, having a walk round the block or grabbing an ice cream whilst the sun is shining.

If you would like some more information about the services we can provide, please contact our Edinburgh office where one of the team will be happy to discuss and advise further on how we can help you.



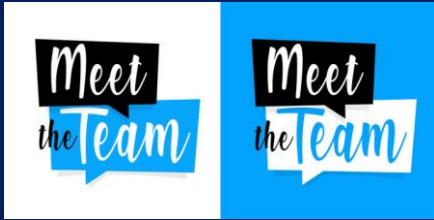
**care
inspectorate**

It's that time of year again and our Care Inspectorate inspection is due in the coming month.

Part of the inspection process will involve our inspector, Catriona, contacting the people that we support and/or their family members to seek feedback about the care and support that you receive from Professional Carers.

Whilst participants are typically chosen at random, if you would like to be contacted and you are keen to pass on your views, please let us know by calling the office or emailing edinburgh@professional-carers.co.uk and we will put your name forward to ensure you have the opportunity to share your feedback.





Please meet Catherine Hogg our Care Coordinator.



Catherine joined the Professional Carers team in February 2023 as a Care Assistant. Prior to making the leap into social care, Catherine spent many years working in hairdressing building up her fantastic social skills which transferred perfectly into her new role.

In July 2023 Catherine was promoted internally and started her new position with us as Care Coordinator and continues to blossom in her role every day.

Catherine acts as the first line manager to our care team, dealing with any day to day issues that arise, she is also in charge of scheduling of shifts and care visits and ensures that everything is ticking over as it should be.

When she is not at work Catherine is kept busy looking after her 3 year old son Jack, the pair are often out exploring the great outdoors with their British Bulldog Daisy and watching Marvel films!

Service User Survey.



As you will be aware our latest service user survey was undertaken around Christmas time where 60 randomly selected people using our service were invited to participate in a feedback exercise.

I wanted to thank everyone who took the time to participate in this and filled in feedback forms. Your views are incredibly important to us and we are always looking for ways to improve our service in any way that we can.

I am delighted to report that the results of the survey overall were fantastic and some incredible feedback was received. Any concerns that were raised have since been documented, addressed and resolved.

Please remember that you can contact us any time to discuss your feedback whether you'd like to raise a concern, or compliment, make a complaint or nominate a carer for our team member of the month award, we are always delighted to hear from you and help in any way that we can.

Copies of the survey results analysis were distributed in January 2024. However, if for any reason you did not receive one and you are interested in reading about the results, please don't hesitate to contact a member of the office team who will be more than happy to arrange this for you.



Spring has sprung..

The clocks went back on Sunday 31st of March, officially marking the start of British summer time and we couldn't be more glad to be waving goodbye to the dark mornings and cold days. Just a short battle with the April showers to contend with and hopefully we will be welcoming some lovely sunshine ahead!

We hope that you all had a lovely Easter that was filled with fun, family and lots of chocolate!

We also wanted to remind our care team that easter eggs are available for collection at the office.



Did you know that OpenPass is a service that is available to the people that we support and their family members/support network.

OpenPass is an app that can be downloaded on any smart phone and will allow the user access to real time care notes as they are written by our care team.

OpenPass will also show users scheduled visit times and what care worker will be attending, this is great for staying up to date and in the know

If you would like to take advantage of this service, please contact our office and we will assist you with setting this up.

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