

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 August 2022 Professional Carers Edinburgh newsletter. Sit back and relax, grab a cup of tea and enjoy some news and updates that we have to share. In this month's newsletter we are introducing a new column named "In the Spotlight" giving you the chance to learn more about the team behind the scenes.



Training



Sebastian our Lead Trainer and Care Coordinator recently undertook further training and development and is certified to teach basic life support. This includes CPR and AED training and how to effectively perform the Heimlich manoeuvre when someone is choking.

At the end of August, all care staff will have the opportunity to attend this very exciting training session. We were also very lucky to secure some funding that has allowed us to purchase some state-of-the-art equipment to make our training even more effective. We now have 8 life support dummies, 2 choking vests and an AED machine.

Meet Sebastian



We have some exciting news that we aren't ready to share quite yet. Please keep your eyes peeled for news of a new office location.

Heatwave



As you will be aware, Scotland has been experiencing high temperatures lately so it's important that we all stay safe and cool. Please remember to stay hydrated and avoid the sun between 11am-3pm. Further advice and guidance is available on the NHS inform website.

Employee Survey

In May we issued our yearly employee survey giving our staff the chance to have their say. We are pleased to say that the feedback was fantastic, and we have managed to make some changes to the way we do things including an exciting pay rate increase for our care staff. The results have now been circulated to all staff via bright pay. If you would like a copy of this report, please contact our office on the number below.



Service User Survey

In June we issued our yearly service user survey to everyone in our care at the current time. This allows our service users to have their say about how well they feel that their care and support is going. As always, a huge thank you to all of those who took the time to fill in the survey, this will soon be analysed and a copy of the report made available.



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 India Livingstone Manager on 0131 319 1968 or via email india.livingstone@professional-carers.co.uk

In the Spotlight

In our newest series of 'In The Spotlight' we will be interviewing members of our team so that you can learn about the people behind the scenes at Professional Carers. First up meet the Registered Manager of the Edinburgh Branch, India.



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

- I started working in home care over 8 years ago, first working as a home care worker, then a care coordinator before finally progressing into a manager's position.

2] What do you enjoy about your job role?

- The job satisfaction, I absolutely love helping people, whether that be sorting out a care package for someone, working out in the community delivering care or helping out my care team. I love getting to know new people and hearing their stories.

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

- Definitely a wedding planner, I am big on planning and organising and I LOVE weddings!

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

- Lotus Biscoff spread on toast!

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

- My cat, a comfortable sun lounger and my sunglasses.

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

- I started training to be a nurse back in 2015, at the time I was also working part time as a community carer. After 2 years I decided that home care had my heart and that nursing wasn't for me.

7] Three words to best describe you.

- Organised, dedicated and caring.

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

- My wee cat, Harvey.

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

Here at Professional Carers we are extremely proud of our team members and the hard work and dedication that they show us every day. Throughout each month our care staff and service users are given the opportunity to nominate those team members in which they believe deserve recognition for their hard work.

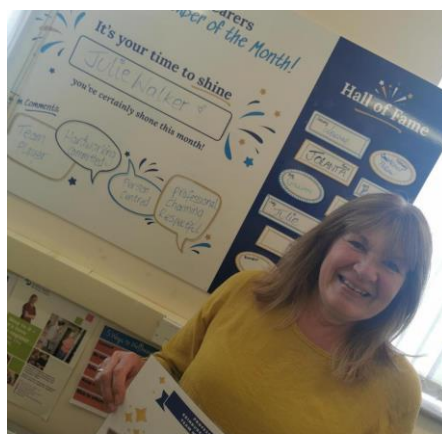
Please remember to let someone at the office know if you would like to nominate a team member. All winners receive an extra days paid holiday to use whenever they like.

Congratulations to the latest winners:

May – Gillian Newlands

June – Jemma Drummond

July – Julie Walker



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.



On the 31st of May 2022, Professional Carers Edinburgh launched PASS systems, this has allowed us to completely digitalise all care plans, risk assessments and care notes and removed the need for bulky folders and written paper notes to be kept within service user homes. This service has allowed us to hugely personalise care plans around each individuals care requirements and list tasks that give care staff a full and clear picture of what is needed at each visit.

The service also allows us, at the office, to make real time changes to care plans, medication records and task lists so that we can ensure all care plans are up to date, fit for purpose and always relevant.



OpenPass is a feature that is designed for service users and their families, allowing them to access real time care notes as and when they are submitted by care staff, remotely from their phone via the OpenPass app. This is a huge step from relying on the written notes and so far we have had some extremely positive feedback. OpenPass will also allow users to view scheduled visits, appointment times and allocated care workers for up to 7 days in advance.

This service is completely free and the app can be downloaded from either apple or play store depending on the type of device in use.

If you have any questions, please feel free to contact someone at the office who will be more than happy to assist you.