

PROFESSIONAL CARERS

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

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NEWSLETTER

Summer 2024 Edition



Hey followers, welcome to our Summer Newsletter!

Is it just us, or is the year flying by!!! It's nearly August and there is one question that's on everyone's mind When we will start to see some warm weather. We know you were all thinking the same. Let's all keep our fingers crossed for some much needed sunshine in August ☀ In this edition, we have extended the length of our newsletter and took the decision to merge all of our latest news across every branch and every service, all into one. We believe in keeping everyone in the know, this way you can all stay informed 😊 To start off, we've obviously got to talk about our big win! Drum role please..... ta daaa.....



YES WE WON! A huge congratulations..... to the team at Professional Carers [Wirral]

who recently secured the "North West Family Business Award - Business to Consumer Services" at a Glitzy event held in Manchester. Our nomination was about celebrating business excellence and honouring family businesses powering the north west! Judges presenting the award stated - "This winning family business has a pragmatic attitude, whilst putting the welfare of others first. The strong team with focused family values from day one has certainly influenced the success of this business today. A trio of family members (Julie, Carly and Gary) are the driving force behind this business, and have created a business that can give employment opportunities for local communities, whilst focussing heavily on continuous learning and development of their people and their families that they support."

Julie Harrison, founder of Professional Carers stated:

"I am so humbled and privileged to see Professional Carers win this coveted award. As a family run business we are passionate about every service user we support, and every staff member we employ. The value and importance family run businesses bring to local communities and the economy is one that should be celebrated, and never underestimated. I am thrilled that the judges recognised our contribution and excellence towards business services and the health and social care sector. This leaves me to just say thank you to our fabulous and one of a kind team, whom without them all, we would not be in this position today"

The award itself, presented in the cast of a real heart, represents the 'Lifeblood' of family businesses - how lovely is that! We were also privileged to be joined by some of our longest serving employees with Professional Carers, some of whom you may recognise. Pictured left to right are team members Helen, Kirsty, Cathy, Tracy, Carly, Julie, Vicki, Shannon, Lisa, Shannon M, Mick and John! Don't they all scrub up well 🙌🙌🙌🙌🙌🙌



In the Spotlight!

Welcome to Denise and Chloe, our latest office team members to join our Edinburgh Office Branch! Denise joins us as our new Branch Manager covering for India on maternity leave, whilst Chloe joins us as our newest Care Coordinator. In this edition, we asked both staff members a series of questions, so we could all get to know a little bit more about them both.....

In the Spotlight!

In the Spotlight!



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

I qualified in the late 80's. My background is predominantly within the NHS and my very first post was as a RGN in a High Dependency ward in Forester Hill, in Aberdeen. From there I moved onto general surgery, general medicine and psychiatry. I was deputy manager at Murrayfield House nursing home for 12yrs, looking after 200 plus staff and 98 residents over 5 different units.

More recently, I have worked in residential nursing homes and I have really enjoyed all aspects of my career. I then managed my own Nursing home in Loanhead Midlothian where I successfully lead the team through COVID19 for 22 months. We never once had to use agency staff, and the team worked all different split shifts to support residents. How good is that!

2] What do you enjoy most about your job role so far?

Learning new skills, meeting people supporting others.

3] When did you first know that you wanted to pursue a career in this field?

Since I was a young child as my mum was a nurse.

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

A vet, as I don't like to see animals suffering 😞

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

Surf & Turf..Steak & prawns new potatoes and broccoli au 'gratin!

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

Hair straighteners, lip stick, moisturiser.

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

I used to dance for Scotland ... come dancing eat your heart out lol 🍷

8] Tell us three words to best describe you.

Funny, caring and understanding.

9] What is the one thing you cannot live without.

My 3 grandsons

10] If you could pick any superpower, what would it be and why?

Ability to fly, so I could get around quickly 😊



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

I have been in the care industry for only 5 years, roles including Senior carer in a care home setting, an outreach worker within alzheimers Scotland and also support worker in the community re-engaging ex-offenders into the community.

2] What do you enjoy most about your job role so far?

I have loved getting to know the scheduling side of all the runs as I have only ever worked on the other side of this when I was a support worker.

3] When did you first know that you wanted to pursue a career in this field?

After covering a few different roles within the care industry I fell I have found my niche as I am a very organised person I enjoy the scheduling and having more responsibility.

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

Receptionist at A and E, im very interested on whats going on... nosey 🤔

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

Avocado and poached eggs on toast is a winner for me and an every weekend breakfast.

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

Pink Vaseline (cant live without), fake tan and dry shampoo. Got to attempt to keep clean!

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

I go in my ice bath at night to de-stress 🧊

8] Tell us three words to best describe you.

Grateful, organised and enthusiastic.

9] What is the one thing you cannot live without.

A spray tan!

10] If you could pick any superpower, what would it be and why?

To take illness away, never take life for granted.

WHO DO YOU WANT TO SEE NEXT IN THE SPOTLIGHT??!



On Your Promotion

Congratulations to the following staff members who have recently been promoted within the company!



Pictured: Kris Lee, promoted from Care Assistant [Day time community care team] to Care Supervisor, attached to our Head Office.



Pictured: Simon Whitwood, promoted from our Extra Care Team at Sycamore Place from Care Assistant to Senior Carer [on site].

Congratulations gentlemen on your promotion – you were made for Navy 😊

👁️ Did you know we recently crowned Sammi Chow the "200th Professional Carer" to join our organisation ❤️

In fact, we are already on our way to 250 staff – How amazing is that! #GrowthSpurt

NEWS FROM THE COMMUNITY

Meet Sylvia and Muriel, two of our wonderful service users currently supported by our team within the community.



Both Sylvia and Muriel had been friends for many many years but sadly lost contact over time, so it was truly heart warming to have a photograph of this special moment shared with us at our Head Office, which had been organised and captured by one of our amazing carers Chelsea.

Chelsea had arranged for both Muriel and Sylvia to get together once again, after all this time, and their reunion certainly brought a tear to our eyes!

Everyday Care workers across the country go above and beyond in their duties to really make a difference, helping our elderly community live life to the full. **THANK YOU TO OUR WONDERFUL TEAM!**

NEWS FROM THE COMMUNITY

Another day ... another wonderful staff member impressing us with their kindness, generosity and compassion!!! When we say we have the best Carers, we really do mean it.

A huge thank you to Shannon James, a carer from St Oswalds Court Extra Care, who recently donated a brand new Garden Patio set for residents to enjoy during the summer months. As you can see from the photo, it went down like a treat with residents Rachel and Mal.

[#thankyou](#) [#appreciationpost](#) [#communitycareprovider](#)

[#dreamteam](#) [#carework](#)



#AGEING WITH PRIDE`

The summer months bring it with a celebration of 'Pride' which is why we have changed our social media profile pictures to remind all our staff, service users and followers that we encourage and foster a culture of openness and inclusivity.

FUN FACT - You might be wondering why the Pride flag looks like it does today. It's common to see different variations of it because there are actually 17 different Pride flags! Each one symbolizes different identities so you might see a Progress Pride flag, Pansexual Pride flag, Lesbian Pride flag, and so many others!



As an organisation we also recognise challenges for our elderly LGBTQ+ communities who may feel it is taboo to talk about their sexuality or gender identity 🏳️🌈🏳️🌈🏳️🌈🏳️🌈

We support the [#ageingwithpride](https://ageingwithpride) campaign and understand that in order to have a happy and enriched later life, barriers should be broken down and respected. "Love is Love". To find out more, visit: <https://ageing-better.org.uk/ageing-with-pride>

Dehydration

Simple steps to prevent it

Check the colour of your urine:

1
2 Healthy wee is 1 to 3
3

4
5 4 to 8, must hydrate!
6

Signs you are not drinking enough:

- dry mouth
- thirst
- headache
- loose skin
- dark or strong smelling urine
- constipation
- tiredness

Aim to drink 6-8 cups of fluid per day

* Some medicines may affect urine colour. If you are unsure, please ask your pharmacist.

* This information does not replace advice from medical or healthcare professionals.

Things you can do in your home during hot weather

When the hot weather arrives there are several quick and easy steps that we can all take to reduce heat in the home:

1. If possible, shade or cover windows.
2. Open windows (when it is safe to do so) when the air feels cooler outside, for example at night, and try to get air flowing through the home.
3. Use electric fans if the air temperature is below 35°C, but do not aim the fan directly at your body as this can lead to dehydration.
4. Check that your heating is turned off.
5. To reduce heat generated in the home, turn off lights and electrical equipment that are not in use and consider cooking at cooler times of the day.
6. Move to a cooler part of the house, especially for sleeping if possible.
7. It may be cooler outside in the shade or in a public building (such as places of worship, local libraries, or supermarkets) so consider a visit as a way of cooling down if you are able to safely travel there without putting yourself at more risk from the heat.



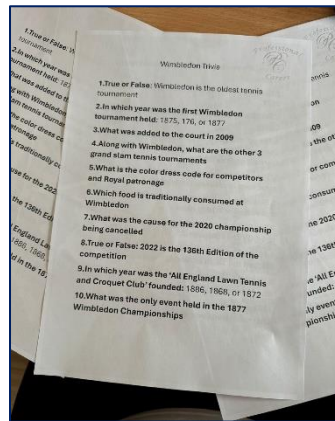
COMING SOON... Our third Extra

Care site is now nearly complete. Based in Rock Ferry, Birkenhead and housing over 102 residents, we will soon be delivering care around the clock to those aged 55+ helping them to live independently within a community setting. If you are a Wirral resident, and wish to be considered for placement, you can get in touch now with the Wirral Department of Adult Social Care on 0151 514 2222 or email: cadt@wirral.gov.uk to express an interest.

Opening Autumn 2024 – Spinakker House Extra Care

MORE NEWS FROM THE COMMUNITY...

🍓🎯 Thank you to everyone who joined us this month for the 'Strawberry's and Cream Tea' social gathering, aimed at bringing the local community, carers and service users together for lots of fun and laughter. We had games, raffles and of course in keeping with Wimbledon, some well prepared tennis trivia! Thanks to Denise, Julie Boss and the team for organising this wonderful afternoon, we hope you all enjoyed it as much as we did [#socialcare](#) [#community](#) [#inclusion](#)



MENTAL
HEALTH
AWARENESS
WEEK



Mental Health Matters...

'Mental Health Awareness' is an opportunity to remind you all that it's ok, to not be ok. Did you know that our staff, service users and their family members can access our free 'Wellbeing Hub' via our website. Take a look today and see what mental health support you can access. This includes free therapy, one on one counselling plus much more!

Power of attorney

A power of attorney is a way of giving someone you trust the legal authority to make decisions on your behalf if you're no longer able to make them yourself – or if you don't want to.

There might come a time when you're no longer able to make or communicate your own decisions. Having a power of attorney set up can make things much easier if and when that time comes – so it's worth considering now.

A power of attorney is a legal document that appoints someone – your 'attorney' – to make decisions on your behalf.

There are a number of reasons why you may need someone to make decisions on your behalf. It may be a temporary measure, if you're going into hospital and need help with everyday financial tasks like paying your bills. Or it may be part of long-term planning – if, for example, you've been diagnosed with dementia and want to plan ahead in case you lose mental capacity to make your own decisions in the future. Know your rights and visit: <https://www.gov.uk/power-of-attorney>



OUR HALL OF FAME!! Meet the latest award winners.....



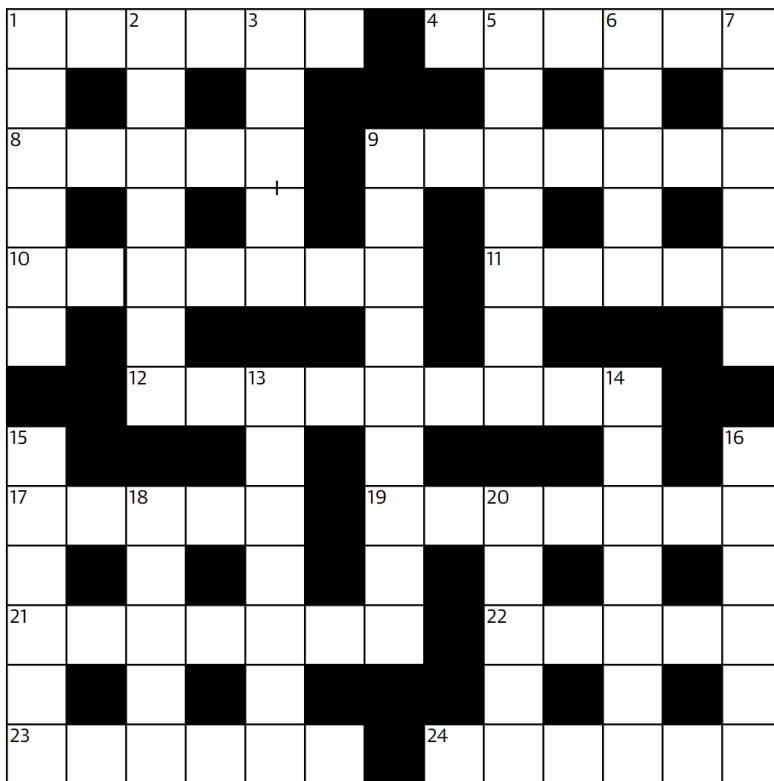
Pictured Senior Carer Carol Leech, Care Assistants Mark Sodergen, Tanya Parry and Matthew Whelan

DO YOU WANT TO NOMINATE A PROFESSIONAL CARER FOR AN AWARD. GET IN TOUCH TODAY AND TELL US ABOUT YOUR EXPERIENCE OF OUR SERVICE. EACH WINNER RECEIVES AN EXTRA DAYS PAID LEAVE AS A THANK YOU FROM US!

HAVE YOUR SAY



ANNUAL EMPLOYMENT SURVEY NOW AVAILABLE!



Across

- 1 Worldwide (6)
- 4 Sanctuary (6)
- 8 Handle (an awkward question) (5)
- 9 Chewy (meat) (7)
- 10 Chewy (pasta) (2,5)
- 11 Secretly tie the knot (5)
- 12 Brief __, 1945 film directed by David Lean (9)
- 17 Heavenly creature? (5)
- 19 From the distant past (7)
- 21 Further (a cause) (7)
- 22 Live (5)
- 23 Most bashful (6)
- 24 Thwart (6)

Down

- 1 Loud laugh (6)
- 2 Behind (7)
- 3 Accessory (3-2)
- 5 An excessive amount (of something) (7)
- 6 (Slang) unfamiliar vocabulary (5)
- 7 Chaos (6)
- 9 Guess or gamble (9)
- 13 Cold-hearted (7)
- 14 Rare metal, Re, used in the process for making lead-free petrol (7)
- 15 University setting (6)
- 16 Liberty or The Little Mermaid? (6)
- 18 Comical - Disney character (5)
- 20 Narrow opening (5)



Need some advice?

The [Age UK Advice Line](#) is a free, confidential, national phone service for older people, their families, friends, carers and professionals, which is open 365 days a year (8am-7pm). If you're feeling lonely or need some practical help and support, please call us on 0800 678 1602.

