



*Putting Its People At The
Heart Of Everything
We Do*

JUNE 2026 - SUMMER EDITION

Newsletter

DUST OFF THOSE SUNGLASSES, STEP INTO THE GARDEN, AND
SETTLE IN AS WE SHARE THE LATEST NEWS FROM
PROFESSIONAL CARERS.

AT A GLANCE IN THIS ISSUE

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We are Dementia Friendly

The month of May saw us engage in Dementia Action Week, where we shared vital information about why early diagnosis matters more than ever.

This year's campaign shines a spotlight on a worrying reality: **1 in 3 people living with dementia in the UK do not currently have a diagnosis.** Without a diagnosis, many people are unable to access vital treatment, support services, financial guidance, or specialist care that could significantly improve their quality of life. For many families, the early signs of dementia can be difficult to recognise. Changes in memory, communication, mood, or daily routines are sometimes dismissed as part of ageing. But seeking advice early can make a huge difference.

Receiving a dementia diagnosis can feel overwhelming, but it also opens the door to support, planning, treatment options, and community resources. Organisations supporting people with dementia emphasise that early diagnosis helps individuals:

- Access medical care and support services sooner
- Plan for the future with loved ones
- Maintain independence for longer
- Understand changes in behaviour or memory

- Connect with specialist dementia support networks



Alzheimer's Society highlights that diagnosis is often the first step towards getting the right care and improving quality of life.



You **can't reliably diagnose dementia yourself** — the right route is to get a clinical assessment through a **GP**, who may then refer to a **memory clinic or specialist**. Dementia-like symptoms can also be caused by other things, including infections, depression, stress, sleep problems, thyroid issues, vitamin deficiencies, medication side effects, or alcohol use, so checking for treatable causes matters.

The usual UK diagnosis route is:

1. **Book a GP appointment**

Explain the symptoms clearly: memory changes, confusion, language problems, changes in mood or behaviour, difficulty managing daily tasks, getting lost, or changes in judgement.

2. **Keep a symptom diary before the appointment**

Note what has changed, when it started, whether it is getting worse, examples of incidents, medication changes, falls, infections, sleep issues, alcohol intake, and whether others have noticed changes.

3. **GP assessment**

The GP may ask about symptoms, medical history, mood, daily functioning, and medicines. They may do a short memory/thinking test, such as a GP cognitive assessment, and arrange blood or urine tests to rule out other causes.

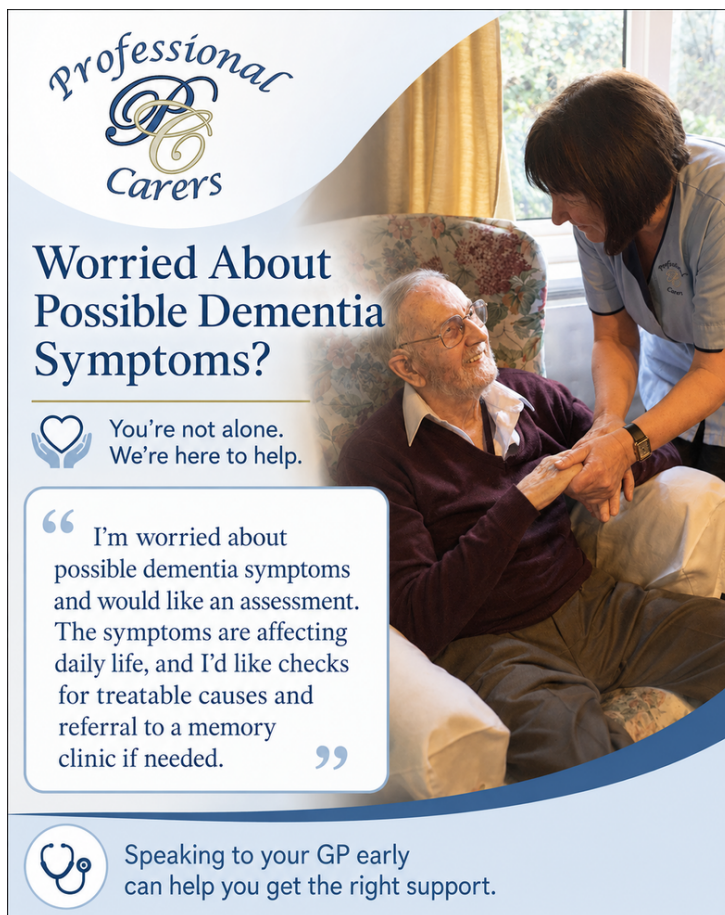
4. **Referral to a memory clinic or specialist**

A specialist may carry out more detailed cognitive tests and may arrange a brain scan,

such as CT or MRI, to look for changes in the brain and help identify the type of dementia. Alzheimer's Society also notes that blood tests, mental ability tests, and brain scans are commonly used as part of diagnosis.

5. **Diagnosis and care planning**

If dementia is diagnosed, the team should explain the likely type, treatment or medication options where relevant, driving/work implications, support services, care planning, and legal/financial steps.



Professional Carers

Worried About Possible Dementia Symptoms?

 You're not alone. We're here to help.

“ I'm worried about possible dementia symptoms and would like an assessment. The symptoms are affecting daily life, and I'd like checks for treatable causes and referral to a memory clinic if needed. **”**

 Speaking to your GP early can help you get the right support.

Seek urgent medical help sooner if the confusion came on **suddenly**, because sudden confusion can be delirium or another urgent medical issue rather than dementia. Call **111** for urgent advice, or **999** if there is immediate danger.

What Is An Admiral Nurse And How They Can Help

Admiral Nurses are specialist dementia nurses provided through Dementia UK. They offer free, expert advice and support to families affected by dementia. Their role is to help people understand dementia, manage difficult situations, and feel less alone.

They can support with things such as:

- understanding changes in memory, mood, communication or behaviour
- finding ways to stay connected when communication becomes harder
- managing distress, fear or confusion

- planning ahead for care and support
- talking through benefits or where to get financial guidance
- helping families cope when things feel difficult or overwhelming



Admiral Nurses can support people by phone, video appointment, face-to-face clinic appointments, through the Dementia Helpline, or in some local communities.

If you or someone close to you is affected by dementia, you do not have to manage everything on your own. Dementia UK's Admiral Nurses can provide a listening ear, practical guidance, and specialist support when it is needed most.

To find out more, visit Dementia UK's website and search "What is an Admiral Nurse?" or call their free Dementia Helpline on 0800 888 6678.

Keeping Well as We Get Older

Looking after our health and wellbeing is important at every age, but small everyday habits can make a big difference as we get older. Staying well is not about doing everything perfectly — it is about making gentle, realistic choices that help us feel safer, stronger and more independent.

Keep moving where you can

Regular movement can help with strength, balance, mood and confidence. This does not have to mean strenuous exercise. A short walk, gentle stretching, standing up regularly, chair-based exercises, or moving around the home can all help.

The NHS recommends that older adults try to include activities that improve strength, balance and flexibility, as these can support independence and reduce the risk of falls.

Eat and drink well

Eating regular meals and drinking enough fluids can help with energy, concentration and general wellbeing. Try to include a variety of foods, such as fruit, vegetables, protein, dairy or

alternatives, and starchy foods like potatoes, rice, pasta or bread.

It is also important to drink regularly throughout the day, even when you do not feel thirsty. Tea, water, milk, squash and soups can all help with fluid intake.

Reduce the risk of falls

Falls can affect confidence as well as physical health. Simple steps can help make the home safer, such as keeping walkways clear, using good lighting, wearing well-fitting slippers or shoes, and taking care with rugs, wires or uneven flooring.

It is also a good idea to have regular eye tests, check medication with a pharmacist or GP if you feel dizzy, and ask for advice if you feel unsteady on your feet.



Stay connected

Keeping in touch with others is good for emotional wellbeing. A phone call, visit from a friend or family member, community group, lunch club, faith group, hobby, or local activity can all help reduce loneliness and keep the mind active.

Even small moments of connection can brighten the day.

Keep up with health appointments

Regular check-ups, vaccinations, eye tests, hearing checks, dental appointments and medication reviews can help identify problems early. If something does not feel right, it is always better to ask for advice sooner rather than waiting.

Ask for help when needed

Everyone needs support sometimes. If you are finding daily tasks harder, feeling low, struggling with mobility, or worried about your health, speak to a GP, family member, carer, or someone you trust.

There is support available, and asking for help is a positive step towards staying well and independent.

A simple wellbeing reminder

This month, why not choose one small thing to focus on?

It could be drinking an extra glass of water each day, going for a short walk, booking an eye test, calling a friend, or clearing a trip hazard at home.

Small steps really can make a big difference.

People Spotlight - Congratulations Kirsty and Jo



We are delighted to congratulate Kirsty on her new role as **Assistant Manager** in our Head Office and Joanne who has taken up a position of **Senior Carer** within extra care sites.

Kirsty and Joanne will be supporting our teams and service users to help ensure we continue to deliver high-quality, person-centred services across Professional Carers.

We are thrilled to see both individuals take this next step in their career and we know they will continue to make a positive difference across the Professional Carers family.

Be sure to say 'Hi' if you see them out and about.

This week, social care made primetime television!



Natalie Cassidy: Caring Together shines a much-needed light on the realities of care in the UK - have you tuned in yet?



The BBC documentary explores the experiences of people who rely on care, the families who support them, and the dedicated care workers who help people live independently every day. It is a powerful reminder of just how vital care is — not only as a service, but as a lifeline for individuals, families, and communities. Catch the programme now on BBC Iplayer.

Spinnaker House Celebrate Eurovision



At Professional Carers, we know that care is about far more than meeting day-to-day needs — it's about supporting the moments, memories, and traditions that matter most to the people we support 💙

Recently, the team at Spinnaker House Extra Care came together to make sure resident Andrew could still enjoy his annual Eurovision celebration. This was despite facing a number of serious health challenges, including hospital stays and ongoing treatment.



Eurovision has been an important tradition for Andrew since 1981 and holds very special memories of his grandmother making this event far more than just a party 🎤 ✨

Understanding how meaningful the occasion was, the team worked hard to ensure the celebration could still go ahead during a very difficult time.

Thanks to the compassion and dedication shown by Senior Carers Lyndsey and Ashley, as well as Carers Chris, Saidur, and the wider Professional Carers team, Andrew was able to enjoy an event that brought comfort, happiness, and familiarity when he needed it most.

Meet Our Award Winners

Congratulations to the following staff who have all been recognised over recent months for ongoing competence, a passion for delivering high quality care and being all round superstars!!! Who do you recognise on the wall of fame



(Pictured left to right: Coordinator Jade, Senior Carer Emma, Carers Stacey and Gaynor)



If you'd like to highlight a team member for going above and beyond, or for providing exceptional care, why not nominate them today by contacting the team. Each winner will be presented with a certificate and awarded an extra days holiday to take at their leisure - let's face it, a little reward and relaxation goes a long way!



Falls: Stay Safe and Know What to Do

A simple guide for service users



1 Help prevent falls

- Wear well-fitting shoes or slippers with good grip
- Keep floors clear of clutter and loose rugs
- Use handrails and walking aids if needed
- Turn on lights, especially at night
- Get up slowly from beds and chairs
- Keep glasses and medicines reviewed



2 If you have a fall

- Stay calm and take a few slow breaths
- Check for pain, bleeding, or dizziness
- If you are not badly hurt and can move, roll onto your side, get onto hands and knees, and use a sturdy chair to help you up slowly
- If you are hurt or unsure, stay where you are and call for help
- Use your pendant alarm, phone, or shout for help



3 Call 999 urgently if

- You hit your head
- You cannot get up
- You have severe pain or heavy bleeding
- You have chest pain or trouble breathing
- You feel confused, faint, or very unwell



4 After a fall

- Tell your carer, family member, or GP
- Rest and have a drink if you can
- Check what may have caused the fall
- Ask for support to help prevent another fall





You are not alone. If you are worried about falls, speak to your carer or care team.



Take A Break...



Let's get those brain cells warmed up !!!

Grab a pen and and have a go at our games and puzzles.

There are five differences between these vegetable gardens. How many can you see?



There are six 'brie-llient' differences between these delicious cheeseboards.



Time for a word search...

Mammals

All the words are hidden vertically, horizontally or diagonally—in both directions. The letters that remain unused form a sentence from left to right.

M A M M R I N G E D S E A L F
A L S A L P I N E S H R E W I
A R D O L P H I N Y E A W A E
R E M H A R P S E A L H B L L
O F E R R E T N O D E N D A D
R F N I M A A L S T H I A T V
A A R D V A R K I L U A S U O
E R A L L Y G N I I G T L V L
B I E T I B D I G O O N L R E
R G T P A R H N T N R U I O S
A E A U I R O L I E I O B B I
L K D M D R P V E O L M N I O
O S F D U U F A S P L K R S P
P R A T E S K A N G A R O O R
I N N B G E K A E S R O H N O
N I D N L U R R R S E G T H P
B E I R Y E O U A N G N W I T
S U P Y T A L P H T M U I L K

GNU
GORILLA
HARP SEAL
HORNBILL
HORSE
HYENA
INDRI
KANGAROO
KUDU
LION
MOUNTAIN HARE
MUSKRAT
OKAPI
PIG
PLATYPUS
POLAR BEAR
PORPOISE
RED DEER
RINGED SEAL
SABLE
TARPAN

AARDVARK
ALPINE SHREW
BINTURONG

BISON
DOLPHIN
ELK

FERRET
FIELD VOLE
GIRAFFE

Have a suggestion, idea or complaint?



We understand that you may have a suggestion or an idea to help improve our services. Perhaps you are unhappy with something and wish to speak to someone more senior. Our team can be contacted in a variety of ways, including via email, telephone or even in person at our head office.

You can speak to us using the following methods confidentially [if you wish] by:

Visiting our Head Office : 221 Seaview Road, Wallasey, CH45 4PD

Telephone us on: 0151 638 4500

Email: info@professional-carers.co.uk

Are you following us on Social Media?



Did you know Professional Carers uses social media to communicate lots of its updates, advice and guidance. We have over 3 thousand followers so if you're not signed up, visit us using the links below or search 'Professional Carers Wirral' online;

 Professional Carers Wirral | Wallasey

 Instagram (@professionalcarers_wirral)

That's it for now, see you in the next issue! Goodbye