

## ANNE PERRIN RETIRES AFTER 21 YEARS

In August this year we waved goodbye to our lovely Anne Perrin who has worked in the office for 21 Years. Office staff attended a meal for her at The Boatyard and also celebrated the occasion in the office. Anne loved her gifts of jewellery and a bird bath that she wanted for her garden. We wish her a very long and happy retirement.



Receptionists past and present



## MEET THE NEW GIRLS!

Marina and Cindy are our latest recruits on reception, read a bit about them below :

**Marina Pride:** I started working for SPDNS this February. I had previously worked as a Mid-day assistant at primary schools, which I enjoyed for around 8 years. As my family has now grown up I felt I would be better suited to office work that I used to do when I first started my career. I am enjoying my new role and still get a chance to speak to people even though they are not the little ones anymore.



**Cindy Stallard:** I recently joined the Reception team at SPDNS in August this year. My career began as a secretary in London then after having my two daughters I retrained as a reflexologist and massage therapist which I still continue to do in my spare time. I am enjoying my role at SPDNS and hope I can be of help to you now and in the future.



## STAFF NEWS

This last quarter we have had some new staff completing their induction.

We welcome George Brown and Beverley Hutton to the Adult Social Care Team. At St Luke's Hospice at Home we have Paula Laydon, Lindsay Kidd, who has been working as a Nurse in Perth Australia and Trudy Offley. We also welcome Denise Moon as Team administrator for St Luke's.

Three people have started the new Care Certificate and we wish them every success.

Please remember that we offer QCF short Awards in Dementia, End of life and Stroke, please contact Sue Laurie on Ext 232 if interested.

Mandatory Training dates will be sent out to all staff in December, please call your Team administrator to book for next year.

Celebrations:

Pat Brand from HR will be celebrating 30 years of marriage to her lovely husband Paul, congratulations and here is to many more.

Caroline Hobbs has been presented with two more beautiful grandsons. Owen and Oliver were both born within a day of each other. Many congratulations Caroline.

## QUALITY AND AUDIT, FEEDBACK FROM SURVEYS

We want to ensure we provide a consistently high quality service and to protect people in our care. Our staff represent SPDNS, how you interact with service users & provide care and support is vital in maintaining our good reputation. We are very proud of the work that you do, and know how much the service users appreciate what you do from their feedback.

In order to meet our CQC Registration requirements we have to show that we monitor our care, deal effectively with comments and complaints and strive to improve our services to meet the needs of all our service users. To demonstrate that we are doing this we undertake audits and monitor closely feedback from service users and staff so that we continue to improve services, learn from what we do, including achievements.

Service user satisfaction levels remain consistently high in all our services which is very encouraging. We know that service users want to be kept informed if you are running late so please let us know if you are delayed so we can pass this on.

Our plans for the next year are to work on our dementia commitment, ensuring families are provided with information about local support and that we continue to develop individualised care plans which will help you provide appropriate person centred care. We are also working on learning and development plans for staff and looking at staff appraisal.

## CARE CERTIFICATE

In line with Skills for Care requirements all new staff without a NVQ/QCF qualification have to complete the Care Certificate to prove competence and knowledge. We have 3 staff nearing completion and 2 more about to start. It is achieved by attending induction training, observation of practice and completion of workbooks. This was developed after investigations into abuse in the NHS and private sector and hopefully will improve the standard of care throughout the sector.

## AWARD IN THE AWARENESS OF DEMENTIA LEVEL 3

As a company we actively promote dementia training and awareness so we offer this award to staff who fit the criteria. The Board of Directors have approved some free places of which there are a few left.

If you are interested please speak to your manager.

Each issue will feature a section on a different service. This issue we look at what has been going on at St Luke's.

### SPOTLIGHT ON ST LUKE'S

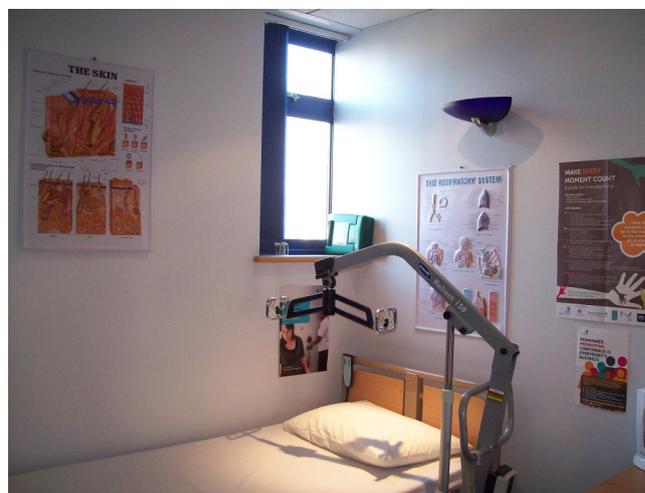
The St Luke's hospice at home team has had a very busy year and just celebrated a birthday! In November 2014 we launched a brand new service, One Response. This is a collaboration, supported by the Clinical commissioning Groups, St. Luke's Hospice, Saint Francis Hospice, Marie Curie, Macmillan and the local NHS community trust - NELFT. The service provides one telephone number, giving a single point of access for all patients with a palliative or end of life need in South West Essex - offering a 24 hour service for support, assessment and advice, with a capacity to visit within 2 hours as needed. The Hospice at Home team have been instrumental in the support and management of the service. H@H services are continuing to expand and include fast tracked care for patients who may be at home/in hospital or the Hospice wanting to be discharged home. We are caring for more patients and supporting their families. Our caseload is around 260 patients, and in October almost 2000 hours of care were provided. Having all three services working in harmony is showing a positive effect and outcome for the families and their loved ones who have died.

The team should take pride in achieving this as it has a lot of challenges to work collaboratively and with such a high numbers of patients and rapid turnover. I have included just one from our many compliments – *“Thank you so much for your support and help to care for my Mum. It meant so much to her to spend her final time at home and with your help we were able to do that for her and for that we are extremely grateful. It was a pleasure to have you all at our home and you have all made a very difficult experience easier with your support, thank you.”*



### PICTURES OF NEW OFFICE & TRAINING ROOM LAYOUT

For those of you that haven't visited the office for training yet take a look at the new layout below.



## ***HEALTH & SAFETY***



### **Keeping the Elderly warm this winter**

Elderly people are more vulnerable to cold weather as their skin protective abilities, bone strength and body's ability to regulate temperature all weaken with age. They are at risk of blood clots in cold temperature due to the rough linings of their blood vessels because blood thickens in the cold. Cold and wintry conditions can cause severe illness and in worst cases people can die. Monitoring personal warmth is vital for health. The older a person gets they feel colder also due to various medical problems like under active-thyroid, arthritis and circulatory problems.

#### **WHAT CAN YOU DO ?**

**Close curtains at dusk**

**Encourage the service users to keep windows closed, breathing cold air at night can increase risk of infection**

**Offer hot high carbohydrate and protein meals and hot drinks**

**If the service user feels cold turn up the heat If service user is able encourage mobility to keep them warm**

**Advise wearing several thin layers of clothes, thermal underwear is advisable.**

**When sitting in a chair cover with a blanket**

**Keep feet up as the air is cooler to the ground**

**Encourage to wear a hat at night especially if they turn their heating off, a lot of heat is lost through the top of the head.**

**Keep their face and hands warm, encourage the wearing of gloves and a scarf (if face, hands or feet get cold the blood pressure can go up and increase the risk of a heart attack.)**

**Heat the bed prior to getting into e.g. electric blanket or hot water bottle**

#### **ANY CONCERNS SPEAK TO YOUR MANAGER**

**Diaries now in the office for collection**

**Reminder - If you can think of anyone who would make a great carer at SPDNS remember you will be paid £150.00 introductory Bonus**

Don't forget to tell us what you think of the newsletter and also if you have any items for sale or upcoming events you would like us to promote.