

Spring/Summer 2019

NEWSLETTER

Caledonia Social Care



It is now over 2 years we have been operating as Caledonia Social Care. Our dedicated staff have been working hard to bring you the best quality service. We are aiming to send you newsletters on a quarterly basis. If you have any suggestions on how we can improve our newsletter or topics you would like to see, please call us on 03300 537 130 or email info@caledonaisc.co.uk

Customer Satisfaction Survey

A big thank you to everyone who took part in this survey. The results have been collated and incorporated into our Development and Improvement plan, which you should have received a copy of already. The survey was overall very positive - 95% say we support people to get the most out of life, 100% felt treated with dignity and respect.

We also conducted a staff survey which came back with some very positive results. 100% of our staff felt that they made a difference to the people they supported. Our staff said they felt supported and experience high job satisfaction.

Care Inspectorate Inspection

We recently had our first inspection in January 2019. This was a very positive inspection which resulted in the following grades. Quality of Care and Support – 4 (Good). Quality of Staffing – 5 (Very Good). Quality of Management and Leadership – 4 (Good). You should have received a copy of our Development and Improvement Plan for the year ahead.

This plan has been devised based on feedback through our inspection report as well as our recent customer and employee survey's. If you wish to view the inspection report you can find this on the Care Inspectorate Website.

If you cannot access a computer and would like a copy sent to you, please contact the office on 03300 537 130.

Dementia Dog Pilot

Carla (Dementia Community Dog Handler) and Billy (Dementia Community Dog) have recently attended some team meetings to talk about the dementia dog project. This project aims to improve the lives of the people we support who have a diagnosis of dementia through animal assisted intervention (www.aai-int.org).



We are hoping to pilot this project with around 12-15 people we support getting involved over 2019 and we have identified 5 people so far who may be interested in being part of this. If you would be interested in being part of this project please let us know. You can also find further information at www.dementiadog.org

Story of Support

(by Catherine Gordon, Support Worker for Glasgow)

Susan loved doing jigsaws and we could spend hours having fun. However, trying to find suitable ones and at a reasonable price was hard. Also Susan was finding it harder to move the pieces and her concentration wasn't as good for longer periods.

I then brought my iPad which had jigsaw puzzle app. This gave us a variety of topics plus we could choose from 12 pieces up to 400. This was a great success and Susan enjoyed searching for different pictures. Susan found it easy to use her finger to move the pieces around the screen, but after some months I noticed she was having difficulty with this, so I gave her a pen that she was able to hold and have the same control.

Susan loved to show her partner how she used the app and all her completed jigsaws.

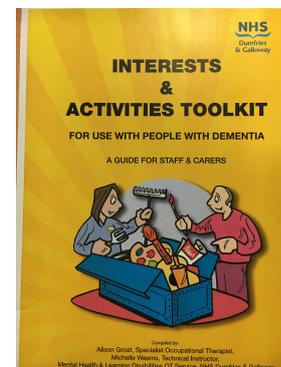


Annual General Meeting (AGM)

We held our AGM on 27th March. As we are an employee owned organisation this provides an opportunity for staff to attend and discuss their company's performance, our plans for the future and ask questions. Our AGM was very positive, all who attended engaged well and this led to some helpful and constructive discussions that the senior management team will take on board. We would like to give a massive thanks to all our staff who's commitment and hard work ensures that the people we support receive a high quality, caring, support service.

Activity Toolkit

We are working with Alison McKean (Alzheimer Scotland AHP Post Diagnostic Lead), who has developed an Interests and Activities Toolkit for people with dementia. This is a great opportunity to get involved in a project designed to enhance the lives of the people we support, particularly those who are currently struggling to engage in activities and may have lost confidence following their diagnosis. Please contact us on 03300 537 130 to discuss this further.



Proximity Trackers

West Dunbartonshire area is currently trialing proximity trackers with some of the people we support. The trackers were developed by Alzheimer Scotland who asked us to take part in the trails for them. More information on the outcome of the trails will follow.

Private Purchase / Self-Directed Support

Did you know you can purchase our services directly from us? Even if you are currently receiving support via social work and would like additional hours of support or a one-off support, you can do this by privately purchasing services directly from us or you may qualify for SDS. For more information on this call our office on 03300 537 130 or for SDS please speak to your social work department.



The above tree, designed by Shona Black, Support Worker for West Dunbartonshire, is an example of the different type of support that we have provided to people accessing our services.

Case Studies

Would you be interested in telling us about your experience of receiving support from us and the difference it has made to you and your family's life? We are looking for stories to share on our website. If you would like to find out more information, please contact the office on 03300 537 130.

Recruitment and Selection

We are looking for volunteers who would be interested in assisting with the recruitment and selection of new support staff.

We are also looking for volunteers who might be interested in assisting us with the induction training we carry out with new support staff. If you would like to find out more information about either of these, please contact the office and ask to speak to either Stuart or Derek.

Events Attended

Our management team are always keen to attend events to raise awareness of the services CSC provides: -

- Scotland Excel Care and Support Framework (in relation to new tendering processes)
- Alzheimer Scotland Winter Lecture
- Employee Ownership Events
- Alzheimer Scotland Annual Conference
- Scottish Care Conference

The events were very insightful and enjoyable to attend, giving us some great ideas and information.

Direct Debit

Did you know you can pay your invoices by direct debit? Your invoice would be sent to you giving you a minimum of 10 days notification of the amount due to be taken on or after the 1st of each month. Contact the office on 03300 537 130 to request a mandate to be sent to you.

Facebook



If you are on Facebook, please visit and like our page to see our posts on your newsfeed. We would be very grateful if you could share our page and posts and invite your friends list to like our page too! If you are unsure how to do this, please ask! Facebook is a great way for us to get our name out there and let people know who we are and what we do but we need your help to do this, so please share, share, share!

Employee Ownership Day

We have just celebrated employee ownership day at the end of June. Being an employee owned company means all our staff are shareholders and are more involved in how the company is run. We hope that this also means our staff feel more valued and satisfied at work.



Dementia Friendly Places

Our support workers have identified various cafes, garden centres etc which are particularly good for visiting while on home support outings. We feel sharing this information will be helpful for anyone looking for somewhere different to go.



Employee Ownership Event

We are delighted to announce that we have been invited by the Employee Ownership Association to host the Q4 Regional Networking event in Scotland later this year, this will take place in Glasgow on 3rd December 2019.

Purple Alert

Purple Alert is a missing person app for your mobile phone supported by Alzheimer Scotland to support the safety and well being of people living with dementia. If a person with dementia is missing, the app enables a community-based network to help locate the person. Search for 'purple alert' in your app finder and download for free.

Our Website

Please have a look and let us know what you think or if you have any comments or suggestions. Your input would be very much appreciated as the website is to inform people like you of who we are and what we do.

- Torwood Garden Centre** – Central Park, Bellsdyke Road, Larbert FK5 4EG
- Café Anton** – 7 Church Walk, Denny FK6 6DF
- Bullands Coffee House** – 27 Mugdock Road, Milngavie G62 8PO
- Dobbies Garden Centre** – Boclair Road, Milngavie G62 6EP
- Caulders Garden Centre** – Mugdock Country Park, Milngavie G62 8EL
- Ardarden Estate** – Cardross, Argyle & Bute G82 5HD
- Loch Lomond Homes & Garden Centre** – Stirling Road, Ballagan, Balloch G83 8NB
- Garrion Bridges** – Horsley Brae, Overton, ML2 0RR
- Low Parks Museum** - 129 Muir Street, Hamilton, ML3 6BJ
- People's Palace** – Glasgow Green, Templeton Street, Glasgow G40 1AT
- Riverside Museum** – Pointhouse Place, Glasgow G3 8RS
- Foundry Café** – Barrhead Sports Centre, 205 Main Street G78 1SW
- Rouken Glen Park & Garden Centre** – Rouken Glen Road, Giffnock, G46 7JL
- Caulders Centre Erskine** - Erskine Bridge, Bishopton, PA7 5PU
- Ingliston Country Club & Hotel** - Old Greenock Rd, Bishopton, PA7 5PA
- Dobbies Braehead** - 75 Kings Inch Dr, Renfrew, Glasgow G51 4FB

If you have a favourite place you like visiting, please let us know and we will include it in our next newsletter. We are also looking for any suggestions that are not specific to dementia. You can email Frances the details on fdale@caledoniasc.co.uk or call 03300537143.

Question & Answer Section

If you would like to ask us any questions, or make a suggestion, and you would be happy to have them included in our newsletter, please do so and we will feature them here with our response.

This will hopefully help share news and suggestions amongst our network of carers and people we support. Please telephone, write to us, or email any questions and whether you would like them published in the newsletter. We will try to publish as many as possible.

The Scottish Social Services Council

The Scottish Social Services Council (SSSC) is the regulator for the social service workforce in Scotland. Their work means the people of Scotland can count on social services being provided by a trusted, skilled and confident workforce. They protect the public by registering social service workers, setting standards for their practice, conduct, training and education and by supporting their professional development.

All our staff are required to register with the SSSC and study towards a qualification in social care. We are proud to say we hold training high on our agenda and all our staff are on target to do this. Please see the SSSC website for further information.

Alzheimer Scotland

Alzheimer Scotland is Caledonia Social Care's sister organisation. Alzheimer Scotland offer a wide range of additional support services and information, that we (CSC) highly recommend you explore. For more information about Alzheimer Scotland and how it can support carers, visit www.alzscot.org. Or alternatively, their freephone 24hr dementia helpline 0808 808 3000 is available to answer any queries you may have.



Contact Details

CSC Main Office – 03300 537 130

CSC Emergency Out of Hours – 07976 635 353

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07790 834 416 / 03300 537 147

Scottish Social Services Council - 0345 60 30 891. www.sssc.uk.com

Care Inspectorate - 0345 600 9527
www.careinspectorate.com

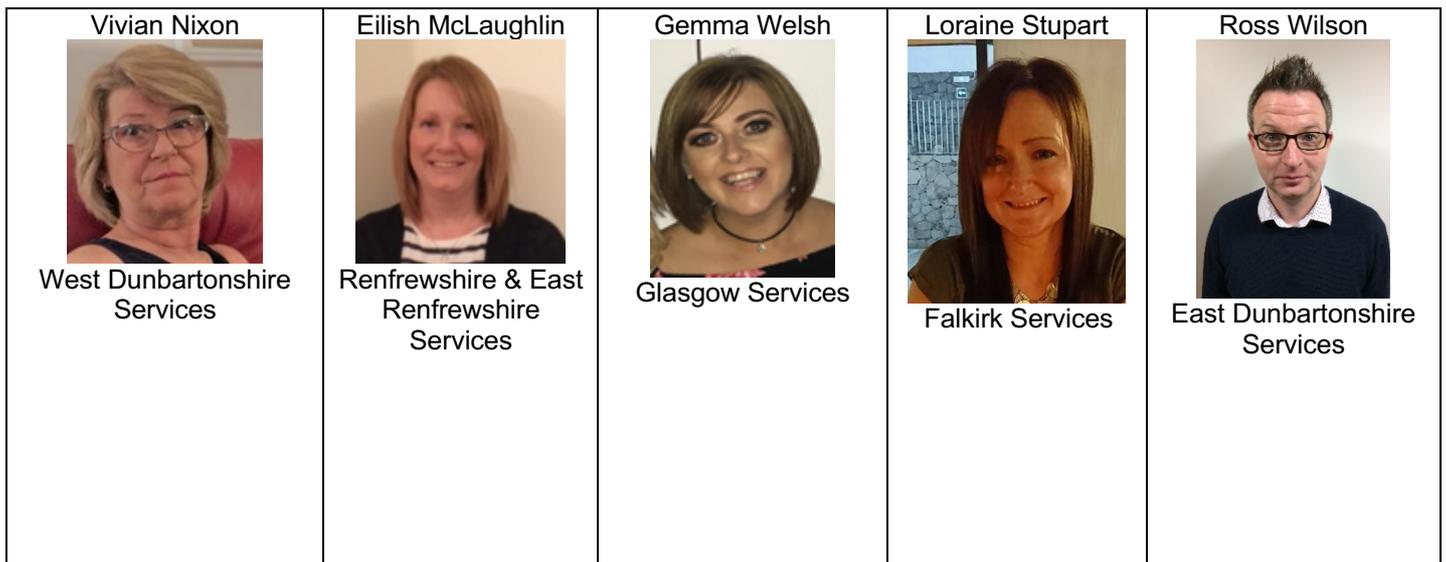
Meet The Team

Our office staff quite often speak to people on the phone so we thought you would like to be able to put a face to the name you are speaking to. Please see below for the team of office staff.

Senior Management



Care at Home Service Managers



Office Staff

