



### Beast from the East

**T**HE SO-CALLED 'BEAST FROM THE EAST' saw quite a lot of drifting snow and certainly gave us challenges in reaching all our clients. We saw communities come together to help, particularly in Dirleton. Members of the public and NHS staff who were stuck at home, offered to come out and assist during the worst of the bad weather. With the aid of hire vehicles and the calling in of staff from other McSence services, we managed to cope and supplied our services despite the weather.



### Staff changes

We would like to welcome Karen Checkley (Quality Assurance), Natasha Hilton (Coordinator East Lothian) and Yvonne Yorkston (Coordinator) to the office in Mayfield. Karen and Natasha joined from SCRT and Yvonne worked at the British Red Cross.



Karen



Natasha



Yvonne

LARA RITCHIE left us in February. We wish her well in the future

### Are you a Carer supporting a loved one?

Did you know Carers can attend out training courses?

They help keep you informed, keep you up to date, provide a forum for you to learn more about your role and the opportunity to meet others.

If you would like to find out more about this, please contact Tracey-Ann Sinnet, our Care at Home Manager on 0131 454 1501.

### Service Users Forums

We will shortly be running our Service User Forums. This is an opportunity for you to let us know your views and to have an input into the ongoing development of McSence Care at Home.

The **Midlothian & East Lothian Service User Forum** will be held on **Wednesday 11<sup>th</sup> April, 2pm to 4pm** at McSence Conference Centre, 32 Sycamore Road, Mayfield, EH22 5TA.



The **Borders Service User Forum** will be held on **Tuesday 24<sup>th</sup> April, 2pm to 4pm** at Yarrow Room, Ettrick Riverside, Dunsdale Road, Selkirk, TD7 5EB.



If you would like to attend, please let the office know on 0131 454 1500.

If you require transport, just let us know. There is an opportunity to raise any agenda points before the forum.



# NEWSLETTER

SPRING 2018



## Call Monitoring

You will be aware that we are planning to roll out a call monitoring service. However, due to the inclement weather, we have delayed this for a few weeks. We now expect to have this up and running by the end of April. We will keep you updated on progress.

## Service Questionnaires

We will soon be sending out our Service User Questionnaires and would really appreciate if you complete and return them to us. Please let us know your views – the good and the bad – as this gives us a complete picture of our service and helps us plan ahead.

## Staff Recruitment

As our service continues to grow, so does our demand for more staff. We advertise regularly and all our new staff must go through police checks, rigorous reference checks, eight mandatory training courses and shadowing with experienced staff before we match them to clients. This means that the recruitment process can take several weeks from start to finish. However, this does ensure we run our service to the highest standards. We recognise that this can cause some disruption to our service and we would like to apologise if you have been inconvenienced in any way.

## Other Useful Information

Here are some useful websites for finding out more about care and support services for older people. If you don't have access to a computer, let us know and we can provide this in print form.

[https://www.midlothian.gov.uk/info/1352/carers/187/support\\_for\\_unpaid\\_adult\\_carers](https://www.midlothian.gov.uk/info/1352/carers/187/support_for_unpaid_adult_carers)

[http://www.eastlothian.gov.uk/info/1453/help\\_at\\_home](http://www.eastlothian.gov.uk/info/1453/help_at_home)

[https://www.scotborders.gov.uk/info/20070/care\\_at\\_home](https://www.scotborders.gov.uk/info/20070/care_at_home)

<http://www.fote.org.uk/>

<https://www.dementiauk.org/>

<https://ageukblog.org.uk/>

## Tips for Eating Healthily

Eat more of these:

- fruits and vegetables (choose a range of types with vibrant colours)
- whole grains, like oatmeal, whole-wheat bread, and brown rice
- fat-free or low-fat milk and cheese, or soy or rice milk that is fortified with vitamin D and calcium
- seafood, lean meats, poultry, and eggs
- beans, nuts, and seeds



Eat less of these foods:

Some foods have many calories but offer few nutrients. We should all eat less of these foods:

- sugar-sweetened drinks and desserts that have added sugars
- foods with butter, shortening, or other fats that are solid at room temperature
- white bread, rice, and pasta made from refined grains