

Help at Home Newsletter Spring 2018



New Staff

We would like to welcome the following new members of staff to the team.



Sharon Kerr



Ruby Young



Kirstie Corbet



Owen Rowlands



Joyce Massey



Val Anderson

Pastures New

After nearly six years of service, Jackie Jardine has left for pastures new.

Jackie, a popular, much appreciated member of staff will be greatly missed.

We would like to thank her for all her hard work and commitment and wish her well for the future.

What we are currently working on



Marie Fiddes
Service Manager



Katrin Stevenson
Service Coordinator

Recruitment

We are delighted that the demand for our Home Help, Companionship and Respite Services continues to grow.

This means we have been actively recruiting staff across East Lothian and Midlothian.

If you know of anyone who might be interested in one of these roles, please pass on our contact details.

Training

We have been holding evening training sessions for staff.

Many staff have attended these evening sessions and we have covered Induction, First Aid Awareness, Professional Boundaries, Dementia Awareness, Adult Support and Protection, Diabetes Awareness and Moving and Handling.

Feedback has been very encouraging, with staff saying the training is excellent and it gives them a chance to meet other colleagues and exchange ideas.

Meeting clients

Each week, we try to get out and meet new clients as well as keeping in touch with our existing clients.

Meeting you and listening to your views ensures we are delivering the service you want.

Planning

For future events, new locations, and matching staff and clients.

Record keeping

Ensuring all our staff and client information is correct and up to date.

Expanding

Growing our services in Midlothian and East Lothian.

Compliments

We were pleased to hear the following compliments:

‘Everyone is very appreciative of the Companionship work - the worker is doing a grand job’ - Social Worker

‘Excellent match for mum – big thumbs up’ - Daughter of a Companionship client

Help at Home Newsletter Spring 2018



Carers (Scotland) Act 2016

This Act came into effect on 1st April 2018.

It is designed to support carers' health and wellbeing and help make caring more sustainable.

Measures include: -

- local authorities have a duty to provide support to carers, based on the carer's identified needs which meet the local eligibility criteria.
- a specific adult carer support plan to identify carers' needs and personal outcomes.
- a requirement for local authorities to have an information and advice service for carers which provides information and advice on, amongst other things, emergency and future care planning, advocacy, income maximisation and carers' rights.

Further information can be obtained from:

<http://www.gov.scot/Topics/Health/Support-Social-Care/Unpaid-Carers/Implementation/Carers-scotland-act-2016> ,

Or by writing to:

Carers Policy Branch
Care, Support and Rights
Division, The Scottish
Government, St Andrews
House, Regent Road
Edinburgh, EH1 3DG.

Important note on Absences or Cancellations

For planned absences, such as holidays, please give us as much notice as possible.

If you need to cancel your service, a minimum of 24 hours' notice is required.

This is to allow our staff to make alternative plans, or to have the opportunity to be deployed elsewhere.

Unfortunately, where you fail to give this notification, full charges will be applied for the planned service.

How to Contact us

Marie Fiddes, Service
Manager,
0758 788 2374

Katrin Stevenson, Service
Coordinator, 0131 454 1508

GDPR

Changes are happening to the way that companies and organisations can communicate with individuals.

A new law called the General Data Protection Regulation (GDPR) is coming into force on 25th May 2018.



This law has been introduced to protect people from receiving unwanted communications e.g. emails.

Under this law, you have the right to opt out from receiving Newsletters such as this.

If you don't want to receive these newsletters, just let us know by either emailing Katrin on katrin.stevenson@mcsence.co.uk

or write to Katrin Stevenson, McSence Help at Home, 32 Sycamore Road, Mayfield, EH22 5TA, or phone 0131 454 1508.

You will not receive any future Newsletters if you opt out.

If you would prefer to receive these Newsletters by email, again, just let Katrin know; it is your choice.

This does not affect the normal letters, or emails that we need to send you to deliver your service; they will continue as usual.

