

Retford and Gainsborough Newsletter

To us, it's personalSM

Welcome

Welcome to our first newsletter. We will be sending one out monthly from now on in hopes this will keep you updated with our news, events and fun stories.

At Home Instead Senior Care, we provide personalised home care for older people that is dignified, reliable and relationship-led. Our CAREGivers are carefully selected to match the personality of the person they will be visiting. It is usual for our visits to last at least one hour to ensure our CAREGivers are not rushing and take the time to look after you. From companionship, to dementia care and home help, our wide range of home care services can help you to keep living happily at home.



Covid 19 News

Well what a rollercoaster of a few months. I'm sure we aren't unlike anybody else when we say "Wow". It's been an extremely tiring and pressuring time but we are really pleased to say we have, so far survived it.

We are extremely proud of the fact that we haven't had any cases of COVID-19 with staff or clients.

We have had only one incident of a staff member needing to shield. Another staff member sensibly went for a swab which resulted in a negative outcome.

We have never been without PPE and we have supplied this in a timely manor and with ease where needed.

At the outset all our CAREgivers did all the required additional online training needed to refresh their skills along with new skills needed for example; donning and doffing.

We have used technology to its advantage and CAREGivers have facetimes and Whatsapp video called clients families.

We have continually been abreast and in line with all government guidance and have client risk assessments, key care plans and live action plans. Alongside this we have an overarching risk assessment allowing us to progress back to the move to our office. We have been having twice daily zoom meetings but we will all be glad to be back together again as a bigger team, there's nothing like a face to face chat.

Should you wish to have sight of our risk assessments then we would be more than happy to share this with you.



Our lovely CAREgiver Janice only started working with us last month and has made such an impact already! She has formed an amazing bond with a lovely lady and even took her a McDonalds as she hadn't had one in a long time!



Janice is very kind, caring and great at her job.

CQC - Engagement and Support report

We recently had our Engagement and Support call with our allocated CQC inspector.

The information they gathered from all providers will be collated and shared with partners across health and social care to help shape the national response to the pandemic.

Our inspector was very pleased with the work we have undertaken so far.

There were no improvements needed and we were asked if some of our ideas could be shared around PPE across services as good practice.

Here are some of the comments made in our report summary...

You had sufficient PPE products and are following all guidance ensuring PPE is worn at all times. You had implemented new systems where by clients had a months supply in each home. You also had a stock of at least one months supply.

The director is very supportive and can be called at anytime. The service had a strong on-call system and there was strong leadership, this was reflected in the recent staff survey as there were fantastic outcomes.

We discussed that you never felt under pressure to compromise the safety of the service and felt well supported.

We discussed you had risk assessed each home environment and requested clients had sufficient cleaning materials at home. You developed entry and exit plans for staff to follow.

Staff Satisfaction Survey

At the peak of COVID-19 we held a staff satisfaction survey to ascertain if there were any immediate areas of improvement. To ensure we were working with our teams to the best of our ability. We were extremely pleased with the results, there are no areas

100% of our staff

- Are proud to work for Home Instead Senior Care
- Feel our managers and director care about their emotional health and well-being and feel appreciated in their role.
- Are confident that we will continue to take the right steps to see us through the COVID -19 outbreak.

for improvement!

Other Comments

- I couldn't think of a better company or team to work for.
- I love working with home Instead, I am always made to feel valued. We have an amazing team.
- Our Director is truly dedicated, kind supportive & nothing is ever too much trouble to support her clients & staff.

Local Community Support

Let's Sing

Interactive, Inter-generational
Music and Movement!



Home
Instead
Care

Our Let's Sing group is running virtually until we
can run safely in person.

Jessica goes LIVE every Thursday at 1.15pm
and you can also watch this on replay

JOIN IN HERE

[FACEBOOK.COM/LETSSINGCOMMUNITY](https://www.facebook.com/letssingcommunity)

We're supporting our Local Hospice with
their fundraising efforts. This Afternoon
Tea is a great way to stay safe, have a
good time and help a fantastic local
charity!

RAFFLE

We are helping raise funds for Doncaster and
Bassetlaw Teaching Hospitals

Rainbow Gardens

and need your help!

HELP US TO CREATE TWO BEAUTIFUL GARDENS AT OUR DONCASTER
AND WORKSOP SITES RESPECTIVELY.

IN MEMORY OF ALL THOSE WE HAVE LOST TO COVID-19

We have **3 HAMPERS** of goodies up for raffle

Pick a number between 1 and 100

each number costs

JUST £2!

01777 712629

[FACEBOOK.COM/HOMEINSTEADRETORDANDGAINSBOROUGH](https://www.facebook.com/homeinsteadretfordandgainsborough)

We've teamed up with the founder of Let's
Sing Jessica to launch an initiative at
Bassetlaw Museum, with the support of the
Mayor of Retford and Deborah
Merryweather, chairwoman of BDC. We
encourage people to decorate their own
rocks and add them to the rock snake.
Join the Facebook group 'Retford
Community Spirit' for positive stories and
to add your pictures and videos of your
rocks.

We sponsor local community group Let's
sing. Let's sing was founded on Jessica's
life-long passion for singing and music.
The sessions focus on bringing people of
all ages together with Singing, Movement
to Music, Friendship building,
Reminiscence and Play. Due to Covid we
are unable to run but we do have a virtual
class each week!

National Afternoon Tea Week

AUGUST 10TH - 16TH

Bassetlaw Hospice

Could you host a socially distanced Afternoon Tea Party
for your family or friends to raise funds for the Hospice?

Ask your guests to
make a **small
donation** for their
afternoon tea
then..



Enjoy
**good food, good
company** and
fundraise at the
same time!

FOR INVITES, BUNTING, A SMALL POSTER, TEA PARTY TIPS & RECIPES

EMAIL - DEBBIE@BASSETLAWHOSPICE.ORG

We are helping raise money for an
amazing project to create two Rainbow
Gardens in memory of those lost due to
Covid-19 by doing a raffle. The 3
hampers up for grabs are full of goodies
and its ONLY £2 to choose a number! Go
to our Facebook page or call us for more
information..

Retford Positivity Rock Snake

IS LOCATED ON THE STEPS OUTSIDE BASSETLAW
MUSEUM AND YOU CAN ADD ROCKS BETWEEN
10AM AND 4PM. MONDAY TO FRIDAY!

THESE CAN BE PAINTED WITH A PICTURE. HAVE A MESSAGE ON THEM
OR COME FROM BUSINESSES TO SHOW THEIR SUPPORT TO THE
TOWN! WE HOPE THE ROCK SNAKE WILL BE A SYMBOL OF
POSITIVITY IN THESE CHALLENGING TIMES AND BRING A SMILES TO
EVERYONE'S FACES!

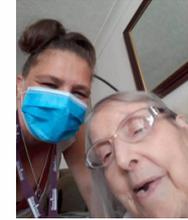


Masks

Wearing a mask doesn't mean care has to look or be any different. We can still enjoy each others company and show kindness.

You can always see a smile in someone's eyes even if it's hidden by a mask!

We always try to go the extra mile for all of our wonderful clients.



As of Friday the 24th of July it is mandatory to wear face coverings in shops and supermarkets. If you are looking for a face covering why not try the Aurora Centre who are selling them.

The money you pay will go towards providing free packages of support for people in Bassetlaw affected by a cancer diagnosis or long-term health conditions.

THE OLD LIBRARY BUILDING, WORKSOP S80 2BJ

WWW.FACEBOOK.COM/AURORAWELLBEINGCENTREBASSETLAW

01909 470985



Compliments

"It's testament to Home Instead that Dad wanted as many of his carers (and other Office based staff that he has interacted with) to join the family at his 85th birthday party, as he got to know them as friends not just carers."

"It's not always easy to find an Agency who will care in the way you would like your family member to be cared for. I have now found an agency who I really respect, are professional and yet have a personal touch. Since using this agency, I have found them to be excellent at their job of supporting my father at home. They understand his condition and in addition to their expertise, they have built up a rapport with him and with us. Whatever has happened, they have kept my father's well being central to their thinking. They are practical and solution focused, but never at the expense of my father's relationship with them. They are exceptional at working with the family from regular reviews, phone calls about the care and weekly time sheets so we know exactly who is with my father. It really feels like they are sharing the responsibility of his care with us and for us."

Activities, groups & clubs

We are currently working on a Whats On Where Guide which will be a guide to all activities, groups and clubs in Retford and surrounding villages. We hope that this will be of use to you all once we can all start attending groups again.

It is FREE, yes free! to advertise in this guide so if you run a local activity, group or club or, you know someone who does get in touch!

Contact us: Retfordcs@outlook.com or 01777 712629/ 07867430104

Puzzles

Wordsearch

Find the words

They will be Horizontal, Vertical & Diagonal

1. JANICE
2. HOME
3. SUPPORT
4. JULY
5. NEWSLETTER
6. SHIELDING
7. BASSETLAW
8. RETFORD
9. POSITIVE
10. COMMUNITY
11. ENGAGEMENT
12. CAREGIVER

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

Anagrams

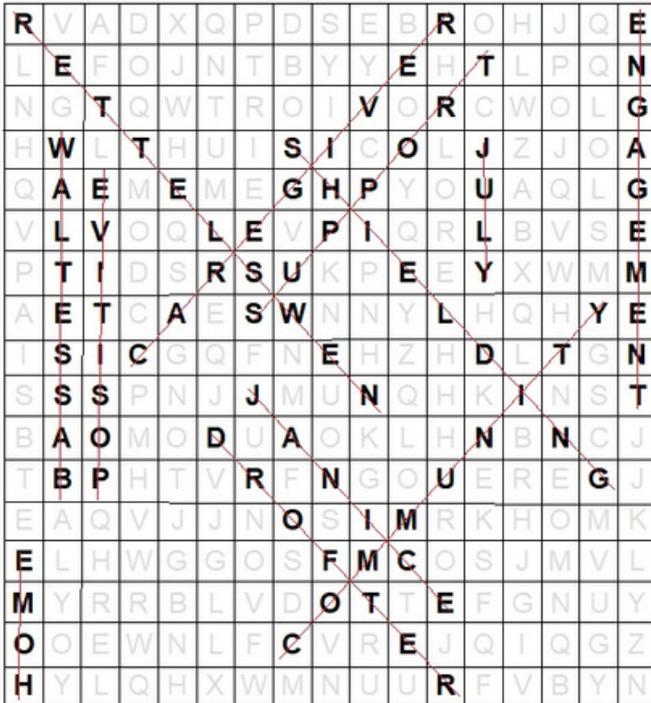
1. ANDPEMCI _____
2. CAEF VRNOIEGSC _____
3. MEOH NDEITSA _____
4. TOUSRHWYRTT _____
5. DNEIRF _____
6. LSAOEEINPSRD _____
7. QFELDUAI _____
8. TIITVEACSI _____
9. STPLNMMICOE _____
10. LEST' NSGI _____

Finish the Lyric

1. Kiss me Goodnight ...
2. Let's twist again...
3. Knees up...
4. Build me up...
5. It's a long way to...
6. Under the moon...
7. Pack up your troubles...
8. Going to the chapel and we're...
9. Que Sera Sera...
10. Goodness Gracious...

Answers

Wordsearch



Anagrams

1. PANDEMIC
2. FACE COVERINGS
3. HOME INSTEAD
4. TRUSTWORTHY
5. FRIEND
6. PERSONALISED
7. QUALIFIED
8. ACTIVITIES
9. COMPLIMENTS
10. LET'S SING

Finish the Lyric

1. Sergeant Major
2. Like we did last summer
3. Mother Brown
4. Buttercup
5. Tipperary
6. Of Love
7. In your old kit bag
8. Gonna get Married
9. What ever will be will be
10. Great balls of fire

A Positive Note to finish

This is Gary, partner of one of our nursing friends. Every morning she goes out to work she drives past his house and he dresses in different characters and waves her off, wishing her to stay safe and thanking her and all NHS workers for all their hard work during this terrible pandemic.

There are some excellent examples of people trying to keep everyone's spirits up during this worrying time. A Big Thank You to you all!

