

HOME CARE NEWSLETTER

Summer 2021

Welcome to the summer edition of our Service User Newsletter. I hope this reaches you feeling well and you are continuing to cope in these unprecedented times.

I hope you enjoy reading this issue of our newsletter, there are some lovely articles about our service users and staff who have continued to provide care with compassion and dedication in these challenging times. Keeping in touch with friends and family is really important and finding new ways of doing so using technology has been a vital lifeline for Catherine a service user in supported living, also there is a trip down memory lane with two of our carers who have a combined service of over 60 years and home carer Sheila demonstrates the precautions she takes with PPE when making visits to particularly vulnerable service users.



I have been very proud to lead home care services during this time, the understanding from you and your families, the hard work of all our care teams and the on going support you have given to the hard working home care teams.

If your circumstances have changed since we have last contacted you then please get in touch with us at careservices@glasgow.gov.uk or call our team on **0141 353 9292** and we will discuss your needs with you or your representative.

Thanks,
Gordon Bryan,
Head of Care Services.



Home care NOW and THEN

Alison McKay started working as a home carer 31 years ago and has seen the role of a home carer evolve over that period. Alison said “At 21 I had the opportunity to be an au pair in London, but I decided to stay in Glasgow and become a home carer. I remember my friend’s mum who was a home carer was astonished that I had chosen it for a career. She said it was an older woman’s job and I was too young, she couldn’t understand why I wanted to do it.

“I just wanted to help people though and I haven’t regretted it, I work in a great team and have made great friends- my colleague Janice who I work alongside has become a dear friend as well as a colleague. We started within weeks of each other and received our long service awards together in 2015.

“When we started, we never had a uniform, it was just our own clothes we wore and then we’d put a check tabard on top when going into service user’s homes. The nature of the job has changed too. We used to be called ‘home helps’ and it was more about doing shopping, laundry and housework. The job has evolved though and now it’s more like auxiliary nursing. We provide personal care, do a lot of moving and handling and administer medication. I’ve feel like I’ve been upskilled and have undertaken training throughout my career as the demands of the job have changed.

“The past year has been tough but I’m lucky I work with a team that all support and look out for each other. I definitely made the right career choice because I’ve found a job where I help make a difference to people’s lives.”



Now

Janice and Alison

Then



SURPRISE birthday celebration for service user Rachel

Service user Rachel was surprised by her home carers Margaret Logan, Annmarie McErlean, Stephen Winning, Margaret Pringle and Clair Gallie who helped to celebrate her 99th birthday. Clair said “In her younger days Rachel did office work and was employed by the council until she retired. She still lives in the house she grew up in with her mum, dad and brother. However, she has no living family left and is such a lovely lady so we decided to celebrate her birthday with her.



“She had tears in her eyes and was very happy that we had marked her special day with balloons, cards, sweet treats and small gifts. She was astonished that you could get balloons in the shape of numbers, she thought that was marvellous!”

Rachel said, “I was overwhelmed by the effort my carers went to and I really enjoyed spending my birthday with them.”

Service user Catherine is an 'iPad Granny'

Home carer Pauline Mulheron works in the supported living team and has been assisting a service user with technology so she can stay connected with family on the other side of the world.

Pauline said "Catherine is 85 and due to deteriorating health and travel restrictions she has been unable to make her annual visit to family in Australia.

"The service provided her with an iPad to keep in touch with her family, the carers set the video calls during home visits, and she is not only able to hear her family but see them too.

The other week she saw her great grandchildren hula hooping and she spoke to her daughter who was sitting in a football stadium and was able to turn the camera to show her the crowd. It is much more immersive and engaging than a traditional phone call.



"It has been brilliant for Catherine's mental health and wellbeing, her face lights up when she sees her family onscreen and she looks forward to the regular calls. Catherine's great grandchildren now call her "iPad granny'!"

If you are struggling to keep in touch with loved ones at the moment and would benefit from technology to help you do so, please call 0141 353 9292 and register your interest for loan of a device.

Additional PPE for vulnerable Service User

Home carer Sheila Jamieson is pictured in medical PPE which she wears to attend to a service user who uses a respiratory machine and has complex health needs. The PPE includes a full gown, FFP3 mask and visor.

Sheila says "We have to take full precautions with this service user as they are particularly vulnerable to the potential impact of respiratory issues associated with Covid-19.

"We have a duty of care to protect them and although the gowns and masks can be uncomfortable to wear, their safety is paramount.

"The service user has been so supportive of the home care team and all we are doing to support them to live at home."



Locality Engagement Forums – Home Care City Wide Session

The Health and Social Care Partnership in Glasgow (HSCP) is responsible for the planning, design, and delivery of children, adult, and older people's services, it is vital that members of the community are included in the planning and design of services to make sure that they meet the needs of communities and individuals. One way HSCP engages with individuals is through Locality Engagement Forums (LEF(s)).



Please note this photo was taken pre-Covid.

LEF(s) are spaces created by the HSCP for service users, families, carers, community representatives and also third sector organisations to come together. It provides individuals with the opportunity to exchange information, share learning and the chance for members of the public to ask any specific questions. LEF(s) operate quarterly and each session is focused around key thematic pieces of work. The sessions are shaped around what individual's priorities are (as identified via a questionnaire sent out at the start of 2021.)

There are currently three LEF(s) in Glasgow-South, North West and North East. More information around the locality engagement forums can be found at <https://glasgowcity.hscpscot/south-locality-engagement-forum>

Glasgow South will be hosting the first locality engagement forum which is open to individuals throughout the city which will be focusing on home care services. More information about this session will be sent out in due course however if you wish to register for the session please email:

Callum.lynch@ggc.scot.nhs.uk

We need your views on our home care service.

Home carers help in EMERGENCY

Home carers Leona Dillon and Michelle O'Connell were leaving a service user's home in April when they spotted a young person who had collapsed across the street. The home care duo sprang into action and called for an ambulance while assisting the young person until it arrived. They were also able to contact the young person's mother who then arrived on the scene and couldn't thank them enough for their help.

Assistant manager Yvonne Rennie said, "Leona and Michelle are the type of people who will always help someone if they are able to, we are lucky to have such compassionate carers in our team."
