

# HOME CARE NEWSLETTER

Summer 2022

**W**elcome to our Summer 2022 Service User newsletter, I hope this finds you well and able to enjoy some of the rare sunny days!

Home Care is moving towards a tentative recovery following the Covid – 19 pandemic and I hope you are enjoying more ‘freedoms’ at the moment too. Our priorities as we move into Summer 2022 are to concentrate on your feedback – there is some detail of what you told us in our recent consultation within this newsletter. Where you identified potential improvements, we will work hard to continue to improve the service to ensure you receive quality care that makes you feel safe in your homes.

You also told us that you would like to see more puzzles and quizzes in the newsletter, so we have included one for you and will continue to do so.



Also, in this edition you can read about Helen and how her reablement service helped her gain her independence back, some of our home carers are driving new electric vehicles, we have rolled out a new response team as part of our Supported Living Service and Home carers Jollene and Michelle sprang into action when a member of the public needed assistance.

If your circumstances have changed since we have last contacted you then please get in touch with us at **[careservices@glasgow.gov.uk](mailto: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.

# Reablement helps Helen get back on the road to recovery

After a run of ill health which culminated in a hospital stay, Helen who lives in the southside was supported by the reablement service to get back on her feet.



Helen pictured on holiday in Rhodes

“When I was discharged, I needed to walk with a Zimmer and was confined to the upstairs of my home. The reablement service supported my recovery, helping me with showering, cooking, and regaining my mobility.

“I was determined to get back to where I was before my hospital stay and being strong willed, I wouldn’t give up. After two months, I was able to climb up and down the stairs in my house and go for walks by myself. I had living aids installed to allow me to shower without assistance and was able to cook for myself again.

“I am so grateful to the service for giving me the support and encouragement to regain my independence. I even managed a holiday to Rhodes on my own and plan to return again soon, this wouldn’t have been possible without the support of the service to assist my recovery.”

Helen said “I suffer from health issues and earlier this year had a cardiac arrest, which led to me being resuscitated six times. I ended up in hospital for two months and lost my mobility.

# Letter from the public praises home carers actions



Home carers Michelle and Jollene

**East end home carers Jollene and Michelle came to the assistance of a member of the public after witnessing her fall outside her flat.**

The lady tripped on stairs and luckily the carers were finishing a shift at her neighbours so were on hand to help. Following the incident, she wrote a letter to the carers’ manager praising how helpful they were and how grateful she was. She said “I bumped my head and felt shaky and stunned, as I live on my own and had received a head injury, they suggested phoning an ambulance.

Jollene waited with me until the ambulance arrived and Michelle went to the local shop to replace the carton of milk that burst open when I fell.

“Michelle also called to check on me the following day when she was visiting my neighbour. I would like to acknowledge how helpful the carers were as it turned out my blood pressure was extremely high. This would not have been detected had it not been for the carers responding to my situation very professionally.”

Wendy Galbraith, Area Operations Manager said, “Michelle and Jollene are a credit to the service, I am thankful they were nearby when this incident occurred and were able to assist.”



# Service user survey results are in

Following the service user survey that was issued last December, we are now analysing the responses to see how these will shape our home care service going forward.

We have included a summary of some of the results below and a full version will be included in **HSCP's Annual Performance Report**.



**96%** of those surveyed felt having a home care service made them feel safe at home.

“ I don't think you could improve my care. My care and carers go above and beyond ”

**93%** of those surveyed felt listened to and respected.



**94%** of service users are confident they have the right skills/training to support them.

**96%** felt their home carers were friendly and helpful.



“ The carers work hard. Always smiling and treat me with dignity and respect ”

“ My mum loves having her usual carers and sometimes they change and it upsets her ”

**90%** of those surveys thought the contact they had with home carers improved their quality of life.



“ Some carers are always hurried ”

**91%** enjoyed reading this newsletter and **86%** wanted to see other features such as quizzes. **“You asked we delivered, see back page for a crossword puzzle!”**



“ I would like to thank all the staff for the service provided as it enables my dad to live a safe and fulfilled life at home ”

“ If the same carer could come at the same time each day it would be a major improvement for me ”

## Service user's son thanks carers

A service user's son recently took the time to write to the home care management team expressing his gratitude for the service that his mother receives.

John said “My mother May is 83 and lives with dementia, my father was her main carer until a fall put him in hospital earlier this year. I moved in with my mum to help out but the level of care my mum requires is very demanding and her needs are such that we are currently waiting on a place in a residential care home.

“However, she started to receive a care at home service in February which has been a big support to both of us. She gets a personal care service four times a day and is much more comfortable with the carers helping her with this than me.

“I am still living with mum to support her but the additional help from the service has relieved some of the pressure both mentally and physically on myself.

“The carers, namely Barbara, Margaret and Deborah have been so helpful and have taken such an interest in my mum. They have been wonderful company and support for both of us over the past few months.”

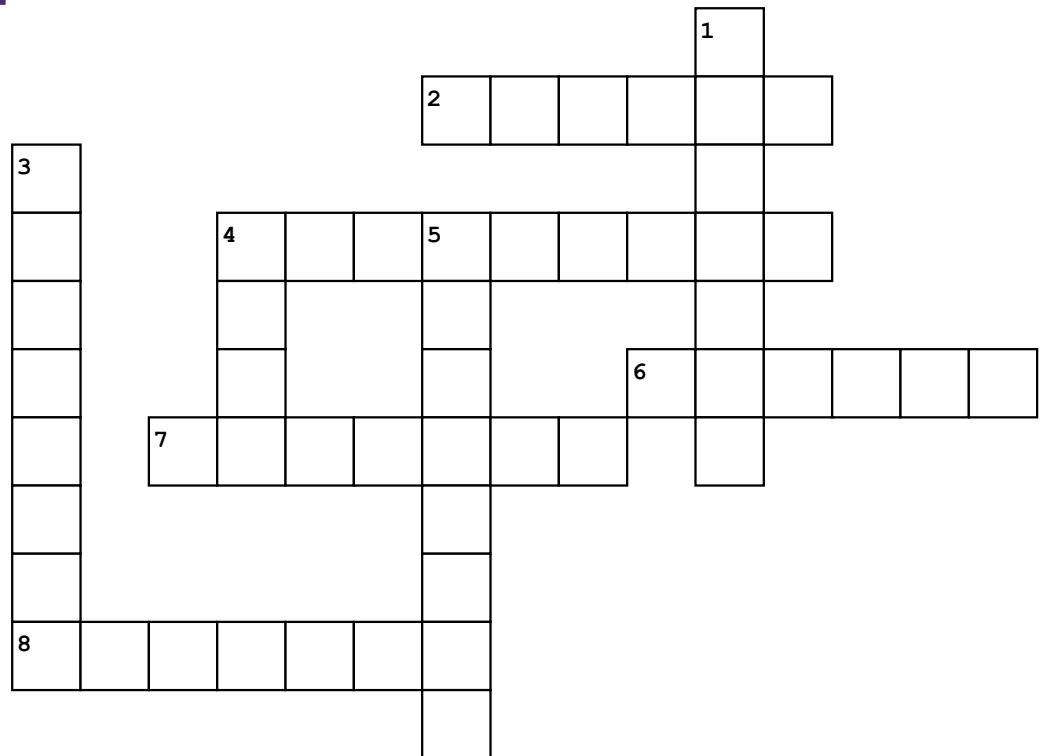
# Crossword puzzle

## Across

- 2. kin
- 4. neighbourhood
- 6. welfare
- 7. act of assistance
- 8. assist

## Down

- 1. chat
- 3. people
- 4. close attention
- 5. movement



Across : 2. Family 4. Community 6. Health 7. Service 8. Support  
Down: 1. Blether 3. Citizens 4. Care 5. Mobility

## Would you like this newsletter in another format?

Following our recent survey some service users indicated they would like this newsletter to be available in audio or braille. If this is something that would benefit you or your relative please call **0141 353 9292** and let us know. This is something we intend to look at for future editions so it would be good to know how many service users would be interested in receiving a more accessible format.



## Home Care goes electric

Our home care service is currently participating in an electric vehicle pilot. In the North West of the city, 28 Nissan Leafs, which are fully electric are being trialled by home care staff. The long-term aim is to eventually replace the whole of the home care fleet with these energy efficient vehicles.



One of our new fully electric Nissan Leafs