

HOME CARE NEWSLETTER

August 2023

Welcome to our Summer 2023 Service User newsletter, 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.

I am as always proud of the work undertaken by the teams across all of the city, and from your feedback from the recent survey, I realise you are too, it was lovely to read and see the comments returned, some of which included the following words used to describe our service:

- **respectful**
- **friendly**
- **caring**
- **supportive and sensitive.**

We will provide further detailed feedback of the results in the winter edition.

Over the course of the last 12 months, our home care teams



delivered care to an average of 5,050 service users every month and carried out a total of 4,478,256 visits across the city. Within this same period, there were also 17,567 instances where our home care teams could not gain access to a property. If you are going out and do not need your home carer, please remember to phone the office on **0141 353 9292** as it can lead to us phoning you, your family or even the police/fire brigade if we don't know that you are safe.

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 CARER GIRI REACHES FOR THE STARS!

Hard work, and dedication has paid off for talented home carer Giri Yaduvashni, who recently found out she has been accepted by Jordell Bank Research Centre to study for a PHD.



Home carer Giri

project. It is amazing to think I will be working as an astronomer by next year.

"I intend to continue doing shifts in home care at the weekend while I study during the week as I will still be based in Glasgow initially. I love being a home carer, it feels great to help people and lots of our service users don't have anyone else which I can empathise with, as I am originally from India, which is where all my family are. My team mean the world to me, they are like my family in Glasgow and have been so supportive of me pursuing my goals. I'm sure their motivation and encouragement will spur me on through my PHD studies.

Giri's manager Angela Currie said "Giri has worked as a home carer since 2020, she is a fantastic asset to the service and gets on well with everyone she meets- both colleagues and service users.

"We are so proud of her achievements and that she will soon be an astronomer proving that you can literally 'reach for the stars!'"

After completing a Masters' Degrees in both Astronomy and Astrophysics, Giri secured a place at the research centre to undertake a PHD. She will specifically be researching 'exoplanets', which are planets beyond our solar system.

Giri said "I am thrilled and can't wait to execute my idea into a full

RED CROSS FOOD PARCELS



A selection of the items in the food parcels

The service is delighted to be shortlisted for a COSLA award in the category of 'Strengthening Communities and Local Democracy'. This is for our partnership with the British Red Cross , delivering winter food parcels to the city's most vulnerable residents and socially isolated service users.

Robert Murray, Home Care Service Manager says "We ran the project through the winter period up until March. It involved our community-based workers including home carers and wider HSCP partners identifying service users who were struggling over the winter months and at risk of food poverty.

"We used a straightforward referral process to highlight the service users in need so that the British Red Cross were able to organise a food parcel delivery for them. As part of the process, it was recognised there was a demand for a specific food parcel tailored to families.

"The food parcel was an immediate short-term solution providing two days of food. Signposting details to 'Glasgow Helps' were included along with the parcel, so the service user could access further longer-term support. Over the period, the project delivered around 500 food parcels across Glasgow."

We will find out on 28 September at an awards ceremony in Crieff if we are successful.

THE HERBERT PROTOCOL

The Herbert Protocol is a national scheme introduced by the police in partnership with other agencies to encourage carers to compile useful information which could be used to help locate a vulnerable person if they go missing.

the ability to leave the house.) Keeping a completed form means you don't have to try to remember the information when you are under stress if someone goes missing. And it saves time, so we can start the search sooner.

Carers, family or friends of a vulnerable person, or the person themselves, can fill in a Herbert Protocol form in advance, containing information to help the police. We have previously written to service users attaching the Herbert protocol form to complete. If you haven't already received a form, please let us know and we can send you one. Please can you complete it with your family member if they are at risk of this (i.e. have a condition affecting their cognition and who have



Did you know that all people in a caring role supporting their loved ones within the community are eligible for Carer Support through Glasgow HSCP partnership Carers teams; find out more information on available

support in the leaflet enclosed; you can access this services by directly making a self-referral or by speaking to one of your home care team to assist you with this.

RECRUITMENT DRIVE FOR HOME CARERS

Did you catch our new recruitment advert on STV earlier this year? Starring our home care staff Megan, Deborah, Nicole and David, the advert carried the new strapline 'Become a carer for life, in a career for life'.

Gordon Bryan, Head of Care Services said "The recruitment campaign ran to help boost our staffing numbers, we have various front line roles in the service to offer those seeking employment. As well as running our advert on STV it was also supported by targeted ads on social media channels and outdoor screens across the city.

"The advert promoted the benefits of a career in home care, highlighting aspects including job security and potential career progression within the service.

"Following the campaign, we have received over 500 applications from which we have recruited 200 new home carers to help with future planning."

For more information or to view the advert visit www.shorturl.at/cIDU3



Nicole, David, Megan and Deborah

CARE INSPECTORATE

SCAN ME!

We would like to thank our service users and staff who recently participated in our inspection by the Care Inspectorate, your feedback will be used to help support improvement of the service. As part of our commitment to continuous improvement we would welcome your ongoing feedback on the service.

You can use the QR code on the right to send in any compliments about the service or your home carer. This can be done by you, or your family member and we will review it monthly. We will publish an annual overview of the number of compliments received and the common themes.



SCANNING QR CODES IS EASY

1. Open your camera on your phone
2. Point your camera at the QR Code, hold it steady
3. A link banner should appear, click it and it will take you to the relevant website

QUICK QUIZ

How many of our 'Scotland' questions can you answer correctly?
(Answers at the bottom.)

1. The fictional village of Glendarroch featured in which Scottish TV soap?

- A. Hamish MacBeth B. High Road
C. Monarch of the Glen

2. Which popular Scottish music act released 'Bye Bye Baby' in 1975?

- A. Bay City Rollers B. Simple Minds
C. Deacon Blue



3. The late great Billy Bremner won how many caps for the Scotland National Football team?

- A. 47 B. 54 C. 61

4. What is the largest canal in Scotland?

- A. Forth & Clyde B. Crinan C. Caledonian

Answers: B A B C