



HOME CARE NEWSLETTER

Summer 2020



I hope you enjoy reading this issue of our newsletter, there are some lovely articles about our home carers who have continued to provide care with compassion and dedication in these challenging times. We have also included some useful phone numbers for alternative and additional services to help you cope with this 'new normal' we now find ourselves in.

Gordon Byran
Head of Care Services

I would like to take this opportunity to acknowledge and thank your families and community groups, particularly when we have made very difficult decisions to reduce some of our support packages.

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

I have been very proud to lead our care services during this time. The cooperation from you and your families, the hard work of all our care teams and the support from some of our partners, such as the British Red Cross, within the care community has been very heartening – people really do make Glasgow!

CARER SAVES MAN'S LIFE

In April, Home Carer Anne Cahill went above and beyond the call of duty to help a young man in desperate need of help. Anne was leaving a service user's home when she saw the man who was clearly in distress.

She approached him, speaking to him calmly until the police arrived. Anne managed to strike a rapport with him and when the police arrived he asked if Anne would stay with him which she did. The Police Officer who attended the scene hailed Anne a 'superstar' for how she dealt with the situation.

Gordon Bryan, Head of Care Services said "Anne really is a hero. As a service we could not be more proud of how she coped with the events that unfolded, something that many of us would find hard to do.

"She is an inspiration and we are lucky to have such a compassionate individual in our service."



SHIELDING CARERS STILL SUPPORTING THE SERVICE

A number of our home carers are 'shielding', meaning they are unable to carry out their usual face to face visits during the pandemic. However they are helping to support our service users in other ways, with some providing weekly welfare calls to service users. The calls are to make sure service users, who are not receiving visits at the moment, are safe and well and have everything they need. It is also a chance to have a friendly chat at a very lonely time for a lot of people.

Helen Molloy who is self-isolating due to a health condition said "The calls are not only beneficial for service users in terms of supporting them through the pandemic but it also gives us the chance to have a friendly conversation and catch up with others outside of our own household."

"I call between two and seven service users a week and I really look forward to speaking to them and finding out how they are all doing. We have a good catch up and they let me know if there is anything I can help them with. Even though I am unable to do my usual job just now I am grateful that I can still make a valuable contribution supporting service users through the pandemic."





CARERS CELEBRATE LONG SERVICE

Back in February before lockdown restrictions and social distancing became a part of our daily lives 64 of our home carers achieved milestone lengths of service.

All of the carers were invited to receive their 'long service award' in the City Chamber's Banqueting Hall. The awards recognised social work staff who reached 25, 30, 35 and 40 years' service. Hosted by Susanne Millar, Glasgow City Health and Social Care Partnership Interim Chief Officer and Councillor Mhairi Hunter, City Convener for Health and Social Care both senior management and colleagues came together to recognise this significant achievement of long service staff.

Closing the event, Susanne Millar thanked attendees for their ongoing contribution towards meeting the Partnership's responsibilities and gave particular congratulations to those who had achieved reached 40 years of public service.



CLAP FOR CARERS SOCIAL DISTANCING DANCE

Clap for Carers united the nation every Thursday evening as we all paid tribute on our doorstep, to the tremendous hard work and efforts of keyworkers.

Ten of our home carers made the news in April with their own special tribute - a social distancing dance. While many clapped or sang, this group broke into a dance on Wyvis Crescent in Yoker to pay tribute to their fellow frontline workers and continued to do so every Thursday until the final clap on 28 May.

Home Carer, Nadine Boyd said “A nearby resident came out on the driveway and played music for us.

“We did our dances two metres apart and every week thought of a different dance routine. On the final week we even incorporated some karaoke singing into the routine. It really cheered people up and when we showed our service users videos of us doing it their wee faces lit up.

“It gave us a morale boost too and it was great to put a smile on people’s face.”

OUR CARERS ARE HEROES

Our home carers are the service's biggest asset and we are so proud of how committed they are to helping our most vulnerable citizens through this difficult time. There are so many who are going the 'extra mile' for service users at the moment, unfortunately we don't have enough space to share all of their stories but we thought we would pay tribute to a few across the city.

NORTH WEST

Sandra Milroy has been a home carer for over 15 years. She is well known for her outgoing, friendly nature and for always going above and beyond the call of duty for her service users and colleagues.

Alice Rafferty, manager said "Sandra is a huge asset to the service, she has been using her own car to help deliver PPE to her colleagues who are on foot, making sure they are kept safe.

"She has also been going the extra mile for her service users. Some of them have private cleaners who are unable to work at the moment because of the restrictions. Sandra has been doing their laundry and helping with their housework in her own time. She has also been collecting food packages on her break from 'Well Fed Scotland' for not only her service users but their neighbours as well.

"She is truly dedicated to the service and her community."

Sandra said "Some of my service users are naturally anxious at the moment and missing their families. I hope that by spending time reassuring them I can make an uncertain time a little more bearable."

Service user, Mary said "I really do enjoy my visits from Sandra, she is such a positive person and has really been keeping me going at the moment. Nothing is too much bother and despite everything that is going on she is always so cheerful."



NORTH EAST

Lisa Tedford has been a home carer in the North East of the city for 18 years. During the pandemic she has gone out of her way to support a service user who has no family or next of kin.

The service user has mild learning difficulties and has developed a strong bond with Lisa, who treats her more like family. Over the years Lisa has, thrown her birthday parties and visited her on Christmas day.

During the pandemic Lisa has been collecting the service user's medication on her days off, and cooking and delivering home-made meals for her.

Lisa said "Because she has no family, I treat her as my family. We were away before lockdown to the caravan but then I had to self-isolate for two weeks because my son tested positive for Covid-19.

"She wasn't happy that I couldn't visit her but I organised for some photos to be posted to her and that cheered her up. I kept in touch with the carers who were visiting to see how she was doing, because she doesn't always hear the phone when you call her.

"Thankfully I am back seeing her now and we have a great relationship, she tells me 'I'm like the mum she never had' which I tell her is cheeky because she's older than me! – she likes a bit of banter"

Lisa's coordinator, Gillian Neilson said "Lisa is an exemplary home carer. When the care inspectorate last visited they were so impressed with Lisa's interactions with service users that they presented her with a bouquet of flowers, so it doesn't surprise me that she would go above the call of duty.

"Lisa has definitely been a source of comfort to this service user not just over the course of the pandemic but through the years too, they have a really lovely relationship."

SOUTH

Kathy Paton has been a home carer in the Southside for 17 years. She recently received a letter from Susanne Millar, Chief Officer of Glasgow Health and Social Care Partnership, thanking her for the outstanding care she provided to a service user who passed away.

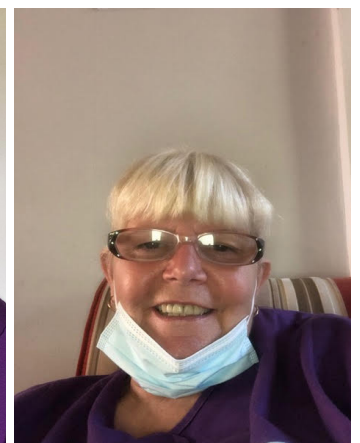
Kathy's manager Connie Stirling said "The service user's family stayed some distance away and due to lockdown restrictions were unable to visit them in their final weeks.

"This was a particularly upsetting time for the family but Kathy went out of her way to keep in touch with them and carry out requests in their absence. The family were reassured and comforted by the care that Kathy provided to their loved one.

"She treated the service user with compassion and dignity, and also supported their family by keeping in touch with them throughout. They were so grateful that someone as compassionate as Kathy could be with their loved one when they were unable to."



Lisa



Kathy

EAST

In the East of the city, home carer Pat Byrne has been going out of his way to provide continuity and reassurance for his service users, during this uncertain time.

Since taking up his post last year Pat has already established a strong bond with his service users who have grown to trust and rely on him. He normally works a seven days on, seven days off shift pattern. However, due to 'shielding' within the workforce, some of his service users wouldn't have their usual alternate carers on his week off.

Pat's coordinator Liane Brophy said "Some of Pat's service users were anxious about different carers coming into their homes and were struggling to adapt to the changes. So Pat selflessly volunteered to work extra hours to cover his back to back colleague to make sure that his service users were seeing familiar faces. He is a hard worker and despite only starting with the service last year, he has already developed good relationships with his service users. We feel lucky to have such a dedicated carer in the team."

Service user, Thomas said "My wife is in a care home and with visiting restrictions in place due to the virus I haven't been able to see her. Pat has been a great support to me and I really appreciate him spending his time to help me through this difficult time."

Pat said "I don't really think that I am doing anything special, it is such a difficult time and we all need to help each other through it."



Also in the east of the city, home carer Lynne Greig went out of her way to mark a service user's very special birthday in lockdown.

Lynne who has been a carer for 12 years helped service user Margaret celebrate turning 104 in May. Margaret is one of 30 service users over the age of 100.

Lynne said "Margaret is marvellous, she's very capable and very mobile you definitely wouldn't know she was 104!"

"To mark her birthday I got her a bouquet of flowers and a birthday cake from Marks and Spencer. The balloon shops were shut due to lockdown restrictions, but my friend managed to create a beautiful balloon display for me to decorate her home.

"Margaret was thrilled and was very grateful, I am delighted that I got to spend her birthday with her."

Lynne's manager Yvonne said "Lynn is a really kind and thoughtful carer. She went out of her way to make Margaret's birthday special knowing that with lockdown restrictions she wouldn't be able to receive any visits from family or friends."

USEFUL NUMBERS - Alternative and additional services

Glasgow HSCP Carers Team - Carers information line - 0141 353 6504

Social Work based Team for Carers across Glasgow. This service provides unpaid carers advice, support and links/referral to other services. Can provide information on SDS and support services/respite.

Age UK Scotland - National helpline for people over 50 - 0800 12 44 222

Scotland's national charity supporting people over the age of 50, Age Scotland works to improve people's lives and promote their rights and interests. Provide Information and Advice.

Glasgow's Golden Generation - 0141 221 9924

Established in 1948 as Glasgow Old People's Welfare Association (GOPWA), Glasgow's Golden Generation is Glasgow's leading charity for the elderly.

Our charity aims to improve the quality of life of older adults in Glasgow through a variety of support services ranging from our 3 day care centres, clubs, community support, volunteering, befriending and welfare services.

Glasgow Food Train - 0141 423 1722

Food Train is a registered charity, voluntary organisation and social enterprise. Since 1995 Food Train has been making daily life easier for older people, providing vital services to those who are no longer able to manage independently, through age, ill health, frailty or disability.

Wiltshire Farm Foods – 01475 746480

Frozen Meal Delivery Service

Cook and Care - 0141 336 3562

Meal Delivery Service

British Red Cross – 0344 871 8000

From hiring a wheelchair or dealing with loneliness, getting support at home.

Royal Voluntary Service – 0330 555 0310

Our dedicated teams will continue to support the community with companionship telephone calls and by delivering essential food and medication.

Care and Repair – 0141 433 2749

Glasgow Care and Repair assists home owners aged 65 or over and people with disabilities, with no adult family living with them, to organise repairs to the fabric of their property or help to carry out adaptation works.

Good Morning Service – 0141 336 7766

Provide telephone befriending and alert calls to older people. Telephone Befrienders call out to members at a pre-arranged time to check that all is well. We take an active interest in people and over time hope to become a good friend on the phone, someone to share a laugh with or simply be there to listen and give emotional support in difficult times.

Help for Heroes Glasgow – 0141 276 7199

The leading charity for the Armed Forces Community. Helping wounded veterans and their families to recover and get on with their lives.

I-Care Scotland – 0141 773 2226

(Private Hot Meal delivery /home shopping service).

Glasgow Mutual Aid

This is a new volunteer group that provides support for people who are unable to get out, or who may require shopping, food or medicines.

www.facebook.com/groups/glasgowmutualaid/