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Telopea Care and Nursing Agency

Dear All

There have been many communications internally regarding updates and concerns but I would like to take this opportunity to thank all clients, patients and staff who have supported the company during the past three months mainly because of staffing shortages as well as carer and client cancellations.

Due to the various government updates on PPE our staff will now ask if the client wishes them to continue to wear their mask and abide by their preference. PPE of course of gloves and aprons must always be worn, shoe covers are available and of course all carers must attend wearing uniform and displaying ID.

PPE must be left in people's homes to reduce the risk of the transmission of infection. Carers, please ensure you call in at the office when the supply of ppe in someone's home is running low. This isn't the responsibility of a few but all carers. The very nature of work in a domiciliary setting means that great care must be taken to control the spread on infection. You will come into contact with a number of people during your working day which is an ideal opportunity for infection to spread. All carers and nurses wash your hands before and after the process of delivering care and also sanitise your hands don't use the sanitiser as a substitute.

During the warm weather can I remind carers do not place fans directly towards the patients face, breathing line of air flow as the fan may whisk away the normal air flow. Instead, please place the fan away from the patient so as to move the air around but not directly on to the patient themselves. Please ensure all patients and clients are left with a drink of juice or water within their reach unless there is an alternative feeding regime in place, do not overfill the container please fill to a manageable level.

Ensure all personal waste is placed in pedal bin bags (white or pale green) tied up and then placed in the black bin directly. Carers, please ensure any items use for personal care are put back in the position in which they were found and tidy up after bathing and feeding.

Should any gifts be given from a client to a nurse or carer please make sure it is reported to the office so it can be documented on the patient and carer file.

Carers please gain consent for all your duties by conversation, remember in some circumstances your conversation should represent that of a question.

Most people regard how they look as being very important, just because they need our help doesn't mean to say you just have to push a comb through their hair, or put on non matching clothes or jumpers. Most people are embarrassed and sometimes emotional that they cannot keep up their appearance and it can have an effect on their emotional wellbeing, self-esteem and general confidence.

Telopea pride themselves on the provision of good care therefore if any client or carer has any concerns please do not hesitate in letting the office know, we promise your concern will be dealt with discreetly.

Thankyou Brenda Saint-James 27/06/22