

24/11/23

Dear All

December is here nearly again thank you everyone for all your hard work and your loyalty to Telopea. The recent months have presented many challenges for us all, which together we will continue to work through I feel we have a great team, well done everyone. Please all be careful there are a lot of leaves on payments and in gardens, so take care, mind you don't slip, open, and shut gates as appropriate, open and close curtains, perhaps leave a light on a timer for the patient if possible. Remove mail from any door entry and place in a safe position for mail to be safely accessed. Wear your Telopea HI Viz to keep safe and always wear your uniform.

Please can we all remember if call times to the clients need to change on a particular day to assist timings or rotas, we must let the clients know, so please communicate with the office. Any changes, or concerns in a client's behaviour, new pressure areas, or you feel things aren't quite right, again please let the office know. Watch medication, please check and double check correct and documented administration please. We must push forward with the App, it is an amazing safeguard especially when required for sending documentation in the event of a concern

Please everyone, ensure that you have enough PPE for our clients in each household and as there does seem to be a fair bit of infection around, please follow our guidelines and do not transfer any PPE from one house to another. You are all aware and this is a strict practice, PPE goes into a house, is used in that house, disposed of in that house. Remember to wear your gloves and aprons, masks too if the clients require it. Watch for dirty feet, wipe your shoes on a mat or wear shoe covers, this helps wear and tear in people's homes. Make sure each client has adequate care paperwork within.

Keep warm this winter and safe, there are fleeces, personal alarms, Hi Viz and torches available for your safety and please wear your ID.

I will try and do another message before Christmas but if not, I hope you all enjoy Christmas with your clients and patients I know they are grateful for the care that you give. Christmas can be a lovely time when you are caring, although I appreciate how difficult it is when balancing your job with your family but, hopefully we can all help one another.

Telopea have some lovely clients and patients old and new and, it is an important time for us all to be loving, caring, and sharing.

Emotions are a key element as a carer or a nurse and play an important role in the caring process. Either myself or Telopea Nurse, will do a reassessment in a concerning situation or in possible emergency situations, please liaise with the office, find out what to do. The GP should always be notified if there are concerns, ask permission from the patient for the Office to contact the GP or, in a real emergency, call 999, the paramedics, or 111 and please advise the office. These dedicated lines are always busy so be patient with the questions they ask when telephoning. Remember to document everything in the care notes provided and also, please advise a member of the Telopea staff. Telopea are currently using both paperwork and the App for everyone's safety.

Kind regards as always and thank you to everyone.

Brenda