

Carers Updates 16.10.23

Dear Everyone

I would like to thank you for all the hard work you continue to do for all our clients and patients. Now that the App is underway it is assisting in bringing everyone together and making processes and conditions more accurate for reporting procedures. However, for the present, please keep patient paper files up to date as well please, as everything is being monitored side by side.

You are all given Training but in all cases knowledge and experience is key; so please help your colleagues with complex situations, we all learn everyday, learning never stops.

Regarding your own personal worries, concerns, problems; if you do have a personal worry and we can help, please get in touch and talk with the person in the office you know best. We will try and help if we can but, never, never please involve your client or patient in your own worries or circumstances. Neither should you talk about any political or religious beliefs with a patient, unless invited to do so.

Your job is to look after your patient according to the care remit and, also listen to them. The patient/client must be heard so listen and, it is your job to report anything you feel is of a concern to their health, safety or well-being, so remember;

- Think the unthinkable
- Believe the unbelievable
- Report to the Office.

With the dark nights approaching and cold mornings, watch for slippery surfaces, wear proper shoes, watch out for slippery slabs and decking, close gates behind you, observe for any people hanging around who aren't normally. Leave a light on when you leave a house from a tea call, with patients permission, so they can see if they are mobile, this also helps with them seeing and knowing the time, close curtains, open as appropriate in the morning.

- Key safes take a torch, remember to replace the key.
- Complete and sign paperwork.
- Collect fresh paperwork and bring in completed patient files for auditing.
- Wear your Uniform, its professional, respectful, be smart.
- Correctly dispose of ppe – use it please.
- COVID is on the rise at present wear a mask if preferred, or feel more comfortable, but masks are not mandatory at the moment.

The Office have personal alarms for carers in stock, ppe, COVID tests, small torches, fleeces, Hi Viz to protect you when getting in and out of your car.

Thank you everyone. Please look after yourselves and all your patients/clients.

Kind regards

Brenda