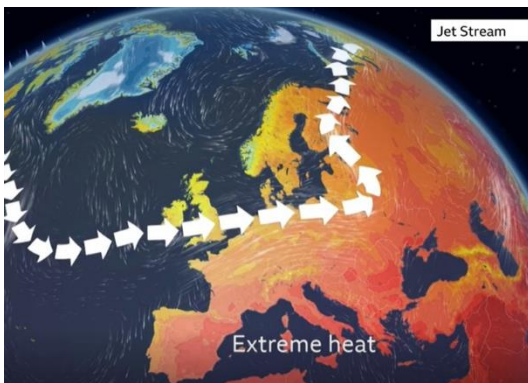


August 2023

Welcome to the August 2023 Passion for Support newsletter.
We hope you'll find the information interesting and informative.



WHAT HEATWAVE?

We're pleased the UK hasn't (yet) been affected by the record high temperatures that have been plaguing many other parts of the world. Although it would be great if it was a little bit warmer, a little bit drier and a little bit more like summer. After a rather nice June, it would be lovely if the weather improved again before the onset of autumn and winter.

CARE QUALITY COMMISSION – POTENTIAL INSPECTION

Passion for Support are registered with the Care Quality Commission (CQC) which is the independent regulator of health and adult social care in England. They ensure health and social care services such as ours provide people with safe, effective, compassionate, high-quality care. They carry out periodic inspections on the care services registered with them.

Inspected and rated

Good



We've been asked by the CQC to complete and return a report to them containing information about the service we offer, the types of customers we support and the staff we employ. This request for information is often, but not always, a precursor to them carrying out an inspection of our service. If this happens, they will ask us to put them in touch with some customers and some staff and ask them for their opinion about Passion for Support. In addition, someone from the CQC will come into the office and check through our documentation, policies, procedures and working practices.

Our last inspection was in January 2020 so we'd expect to be inspected again around now. If an inspection is scheduled, we'll let you know.

NHS

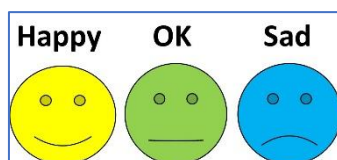
GP practices will continue to be open during the junior doctors strike. Please continue to attend your GP and dental appointments, unless you are contacted and told otherwise.



JUNIOR DOCTOR STRIKES

If you have a pre-planned appointment which needs to be cancelled or changed due to strike action you will be contacted and informed. If you are not contacted, you should attend any scheduled appointments as normal.

QUESTIONNAIRES



A few months back we circulated a questionnaire to both customers and staff. Thank you to those of you who responded. We have now analysed the results and we're pleased to report that, for the most part, both **customers and staff are happy with the service Passion for Support are providing**. We like to think we provide a great service, and we strive to always do so, so we're pleased that you agree. (The questionnaire responses are something that are likely to be reviewed during an inspection by the CQC).

Thank you for telling us we're doing a good job; it truly is very much appreciated. You can contact us any time to let us know how we're doing, whether it's to compliment or complain, please don't hesitate to let us know.




Here is a summary of the questionnaire results.




What our customers said...




1. What does Passion for Support do well for customers?
Reliable, on time, pleasant, very satisfied, quality, regularity, level of support, carers find something useful to do, delighted, supportive of my needs, work together as a team, a very happy bunny, do a good job and everything I want is done, friendly and very helpful, ask if there is anything I need before they leave.
2. What could Passion for Support do better for customers?
Can't think of anything.
3. Is there anything else you'd like to add?
A little earlier in a morning and later in an evening. Don't mess about with the times at night time.

Is the service safe?			
Passion for Support PAs understand me and I receive the right support from them.	4/4		
My PAs provide the support I need for me to do the things I want to do.	4/4		
I am supported with my medication as much as I need to be and, if PAs manage my medication, this is done in a safe and competent way.	1/4 3/4 n/a		
I feel safe and free from bullying, harassment, abuse and discrimination from my PAs and others.	4/4		

Is the service effective?			
PAs have the knowledge, qualifications and skills to carry out their role in a way that ensures I have a good quality of life.	4/4		
I am asked to give my consent to my care, treatment and support in a way I understand.	4/4		
When needed, my family and/or friends are involved in decisions about my care.	3/4 1/4 didn't answer		
PAs ensure I remain as independent and healthy as possible.	4/4		




Is the service Caring?			
PAs know and respect my unique background, culture, abilities, strengths and hopes for the future.	4/4		
I am treated as an individual and encouraged to express my views.	4/4		
PAs treat me with kindness and compassion.	4/4		
PAs ensure my privacy and confidentiality are respected.	4/4		
If my needs change, PAs & Passion for Support respond quickly.	2/4 1/4 didn't answer	1/4	
My independence is promoted and PAs encourage and support me to do things for myself.	4/4		




Is the service responsive?			
My care, treatment and support needs are developed in partnership with me.	3/4 1/4 didn't answer		
I am fully involved in decisions about my current and future care.	2/4 2/4 didn't answer		
The information about my care is shared with me in a way I can understand.	2/4 2/4 didn't answer		
If I have concerns and/or worries about my care, they are taken seriously, investigated thoroughly and responded to in good time.	4/4		




Is the service well led?			
The impression I have of Passion for Support is that it is fair, respectful, positive and well organised.	3/4	1/4	
PAs know what is expected of them and are happy in their work.	4/4		
I know that I can contact Passion for Support at any time if I have a query or a concern.	4/4		




What our staff said




1. What does Passion for Support do well for staff?
Regular supervision, always possible to contact management, introductions to customers, listens when we require any adjustments to our rotas/availability, tried to keep us local, pays a competitive hourly rate plus mileage and travel time, flexible, understanding with personal issues, training and learning opportunities are good fair as possible with annual leave, put visits together with minimal gaps between them.
2. What could Passion for Support do better for staff?
I have all the support needed, changes to rota sometimes clarity as these have a knock on effect on how the customer reacts, condense rounds, improve staff communication, rotas could be better planned in terms of distance from home and travel time, remove rule of no travel time pay if a gap of 4 hours between visits, rotas further in advance, better communication re rota changes, all hands on deck when required.
3. What does Passion for Support do well for customers?
Provides friendly, tailor made service, makes them feel safe, tries to maintain continuity, matches PAs to customers, provide PAs that go above and beyond their job role and help out when possible, meet customer needs and times for visits, staff are well trained and deliver high standard of care and support, flexible, works in a person centred way.
4. What could Passion for Support do better for customers?
Make certain that all needs are cared for, clarity when changes are made, maintain regular times, better continuity of care, better communication from office, rotas are not on time, when visits change time or carer they are not always informed and this really bothers some customers, if all staff went to all customers it would make covering holidays and sickness much easier.
5. Is there anything else you'd like to add?
Start having staff meetings, more sitting services to fill gaps, more staff incentives, birthday's off.

Is the service safe?			
I understand my responsibility to protect and safeguard customers from bullying, harassment, abuse, discrimination, avoidable harm and neglect.	6/6		
I am assured that Passion for Support would fully investigate any concern raised with them and lessons learnt as a result would be implemented.	6/6		
Passion for Support promotes the need to follow best practice in relation to infection prevention and control.	6/6		
I am encouraged to support customers to do the things that they want to do.	6/6		

Is the service effective?			
Passion for Support values my input and provides me with the training and guidance I need to do my job well.	6/6		
Passion for Support shares relevant legislation and best practice with me so I know the way I am working is correct.	6/6		
I am empowered to promote the independence and health of the customers I support.	6/6		
I understand the laws around consent and always seek informed consent to care.	6/6		

Is the service Caring?			
Personal Assistants treat customers with dignity, respect, kindness and compassion.	6/6		
Customers' privacy is always respected by Personal Assistants including personal information about them.	5/6	1/6	
Personal Assistants are encouraged to allow customers to do as much as they can for themselves, and to have as much choice and control over their lives as possible.	6/6		
I have time to care for customers in an individualised and person-centred way.	6/6		
Personal Assistants understand the importance of not discriminating because of someone's protected characteristics (i.e. age, disability, gender, race, marital status, religion, sex, sexual orientation).	6/6		
Passion for Support ensures that Personal Assistant's are happy, healthy and well supported.	4/6	2/6	

Is the service responsive?			
Personal Assistants listen to customers personal stories, needs, preferences and ideas and act on them.	6/6		
Personal Assistants understand the importance of relationships and support customers to not feel lonely and help them keep in contact with family, friends and pursue leisure and social activities.	6/6		
Concerns raised by Personal Assistants or customers are taken seriously and appropriate actions are taken by Passion for Support management.	5/6	1/6	

Is the service well led?			
I know the roles and responsibilities of Passion for Supports management team.	6/6		
I am clear on Passion for Supports vision and values and deliver them in my day-to-day work.	6/6		
The Registered Manager is visible, approachable and leads by example.	4/6	2/6	
There is good communication between management and Personal Assistants.	4/6	2/6	

WHO TO CONTACT FOR MEDICAL HELP

As we know, for a number of reasons the NHS is experiencing some of the most severe pressures in its 75-year history and the health service is struggling to cope. We can all do our bit to ease the pressure by using the most appropriate medical service for our needs. The image below sets out your first point of contact should you need medical help or advice.



Injured or unwell? Use the right service



Self-care

- Grazed knees
- Sore throat
- Coughs and colds

Visit [nhs.uk](https://www.nhs.uk) for self-care advice



Pharmacy

- Headaches
- Upset stomach
- Aches and pains
- Bites and stings



NHS 111

Visit [111.nhs.uk](https://www.111.nhs.uk) or call 111 for advice and support

24 hours a day
7 days a week



GP

Call your own GP practice, wherever you are staying, for symptoms that won't go away



Minor Injury Unit

Urgent but not life-threatening

- sprains
- fractures
- burns

999 A&E

- Unconscious
- Breathing difficulties
- Stroke
- Heart attack
- Heavy bleeding
- Severe burns



Mental Health

A range of mental health support services are available.

If someone is at immediate risk of harm, call 999



Dentist

If you have dental pain and your dentist is closed, visit [111.nhs.uk](https://www.111.nhs.uk) or call NHS 111



Holiday Health

Away from home? You can still:

- Call your own GP
- Visit a pharmacy
- Contact NHS111

A DAYTIME NAP IS GOOD FOR THE BRAIN

Great news! Researchers at University College London have discovered that regularly finding time for a little snooze is good for your brain and helps keep it bigger for longer.

The research found that nappers' brains were larger by 15 cubic centimetres / 0.9 cubic inches, the equivalent to **delaying ageing by between three and six years**. But, and isn't there always a but... the scientists recommend keeping naps to less than half an hour. Apparently 27% of people over 65 reporting having a daytime nap. So, no need to feel guilty for nodding off in your seat, it's doing you a power of good.



MOVERS AND SHAKERS – A PARKINSON'S DISEASE PODCAST

A group of six friends living with Parkinson's – some or all of whom you may recognise – have launched a podcast to raise awareness of the condition. Cure Parkinson's Patron and Vicar of Dibley co-writer Paul Mayhew-Archer is joined by former BBC presenter and legendary inquisitor Jeremy Paxman; former BBC technology correspondent Rory Cellan-Jones; High Court Judge Sir Nicholas Mostyn; former BBC political expert Mark Mardell and former 'Working Lunch' presenter, management consultant and lecturer Gillian Lacey-Solymar.



Their regular podcast, titled 'Movers & Shakers', **shares the challenges and positives of their Parkinson's experience** through **informative, open** and often **hilarious** conversations. The group touch on **research** news and interview their own **specialists** and international **experts** on different aspects of the condition.

If you're living with Parkinson's yourself, or know someone affected by the disease, this series of podcasts will help you to understand the condition.

So, **what is a podcast** you might ask?

In simple terms, a podcast is a **digital audio** (or sometimes video) **recording** that relates to a **specific theme**. You can find podcasts on Apple, Google, YouTube and on Spotify, as is the case with the Movers and Shakers podcast. As a general rule, podcasts are a form of entertainment. People might listen to a podcast to learn more about a topic, keep up with current events, or because they want to laugh.

You can listen to the **Movers and Shakers** series of podcasts (and others which might interest you) on [spotify.com](https://open.spotify.com/show/4dipKcMG0IocnGsdRmB2nJ) on your computer, tablet or mobile phone:

<https://open.spotify.com/show/4dipKcMG0IocnGsdRmB2nJ>

FREE TV LICENCE IF YOU'RE 75 OR OVER (terms & conditions apply)



Although not all over 75s are entitled to a free TV licence now since rules changed in 2020, there are still some circumstances when you can apply for a free TV licence. These include:

- If you, or someone in your household, is 75 years or over, and **in receipt of pension guarantee credits**.
- **If you live in a care home.**
- If you have a **severe sight impairment** that means you're registered blind, you can get a 50% discount (regardless of your age).
- And **if your TV is black and white** (rare as this is these days!), you'll pay £53 instead of the normal £159 for a year's TV licence.

You can apply for a free licence either online or by telephone.

Online: Go to tvlicensing.co.uk and search for 'free licence'.

Telephone: Call 0300 790 6117 to request an application form (lines are open between 8.30am and 6.30pm, Monday to Friday).

REWARDING OUR STAFF

We try our best to ensure our staff are rewarded fairly for the work they carry out. We pay a fair hourly rate, with additional pay for giving up weekends and bank holidays to work, and in addition pay travel time between visits, mileage, holiday pay and pension contributions. We also have a quarterly reward scheme when we pay a small 'thank you' to recognise members of staff who have gone above and beyond their job description or for whom we've received some really positive feedback from a customer or their family.

Our '**thank you**' rewards so far this year have gone to: Caroline, Jo, Lesley, Lina, Lynsey, Megan and Michelle

In addition, we pay a long-service reward to staff once they have been with us for 5 and then 10 years. This year's long-serving members of staff have been:

5 years' service reward: Daniel, Dee, Jo, Kathy and Tatjana.

10 years' service reward: Caroline

We appreciate each and every one of them, and we know you do too.

If you'd like us to pay a small reward to **thank a member of staff** for a job well done, please contact the office to let us know.

PERSONAL ASSISTANT RECRUITMENT

Finally, some **progress on Personal Assistant recruitment!** We interviewed four candidates and offered roles to all of them. We now have three new recruits (as usual, one of the candidates never responded to any further contact from us) and we are working as quickly as we can to get two of the new recruits started as soon as all the formalities have been finalised.

The final new recruit has already stated working with us. We'd like to **welcome Sapna** to Passion for Support. Sapna is an experienced Personal Assistant and we hope she'll be happy with us and that, like us, you'll agree she is a valuable addition to the Passion for Support team.



We are currently **seeking an additional Team Leader** and have asked our existing staff to consider if they'd like to take this role on, with appropriate training provided. If we have no interest we'll advertise the role externally.

We recently met with a business which recruits **carers from abroad** and makes all of the arrangements for them to be placed with the company which employs them. We've not made a decision to go ahead with this, but we now have all the information we need so we can do so if we feel that would be the best way forward.

SO LONG, FAREWELL

Neil, one of our longest serving members of staff has moved on to pastures new and has headed over to the east coast to start easing himself into retirement. We wish him all the best with that.

THANK YOU very much for your continued support and custom.
It is very much appreciated.



Passion for Support is a **domiciliary home care company** based in Greetland, Halifax. Established in January 2009, we provide private home care to adults throughout Calderdale. Our visits last a minimum of 1 hour as we don't believe we can add value to the lives of our customers in less time than this. You can find out more about us on our website: <https://passionforsupport.com/> or telephone the office for information.

Monday to Friday 9.30am until 4.00pm

Contact us in the office on
01422 374097

For **urgent matters** that must be dealt with
outside office hours our On Call number is
07377 376945

You can contact us by **email** at
admin@passionforsupport.com

Our office is at: Brian Royd Business Centre, Saddleworth Road, Greetland, Halifax, HX4 8NF
Our **Care Quality Commission (CQC)** provider ID is: 1-101657235

Age UK Advice Line	0800 678602
Age UK's free advice line is a confidential service for older people, their families, friends, carers and professionals. They will give you information that is reliable and up to date and help you to access the advice you need. You can also arrange a free weekly friendship call from one of their volunteers.	
Alzheimer's Society	0333 150 3456
If you are affected by dementia or worried about a diagnosis, trained staff are ready to give you the support you need.	
Gateway to Care	01422 313000
Your first point of contact for adult social care in Calderdale. They offer practical information and advice to help you to live independently at home.	
Macmillan Cancer Support	0808 808 000
Offer confidential support to people living with cancer and their loved ones. Macmillan have specialist cancer nurses who can help you to understand your diagnosis and treatment options and provide support throughout your cancer experience.	
Marie Curie	0800 090 2309
Offer help and support to people living with a terminal illness diagnosis or those that care for them, how to get support from a Marie Curie nurse and bereavement support.	
The Silver Line	0800 4708090
A free, confidential service for older people. They provide friendship, <u>conversation</u> and support 24 hours a day, 7 days a week.	