

PASSION
for
SUPPORT
Delivering care in Calderdale

NEWSLETTER 

FEBRUARY 2023

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

HAPPY NEW YEAR!

We're hoping 2023 will bring us some **post-pandemic normality**. Although we are now at the point where Covid 19 is with us for the long term and we are living with it in our lives, we still require our staff to wear masks when practical and definitely when undertaking personal or close care.

We're hoping to employ some fabulous new PAs this year and you'll find out more about our **recruitment** efforts below. We're aiming to add to our customer base too so **we'd welcome your referrals**.

Each quarter **we reward PAs** who have gone the extra mile for our customers or for whom we've received favourable feedback from customers or their families or friends so we'd especially like to hear from you if you have some positive feedback to pass on. We take the well being of our staff very seriously and your feedback is valuable in this regard.

If at any time you have any queries, compliments, complaints or suggestions, please don't hesitate to contact the office.

DISRUPTION TO ELECTRICAL SUPPLIES



There has been some talk in the media this winter about the possibility of unexpected power cuts. Although this so far hasn't been an issue, it is always good to be prepared for the future.

Northern Powergrid offer a Priority Services Membership (no cost involved) which aims to ensure vulnerable people in our community, and those reliant on their electricity supply for medical needs, are prioritised should planned or unplanned electrical outages occur. **This is what Northern Powergrid say about their service:**

*At Northern Powergrid we understand that all our customers are individuals with unique needs. We understand that **power cuts can cause a worry, particularly if you, or someone you care for, needs the power on for medical reasons, are elderly, sick or disabled or have trouble communicating.** Whatever the reason, we have developed tailored services and guidance to ensure you get the support you need. As a Priority Services Customer, **our Priority Services Membership team will make sure you receive extra help and peace of mind if there is a power cut.***

***We'll contact you** to let you know the time your power is likely to be back on and of any help we may be able to provide. We do this regardless of the time of day or night by text message, if we have a mobile phone number for you, or by calling you, if we only have a landline number for you.*

You can find out more about Northern Powergrid's Priority Services Membership on their website: <https://www.northernpowergrid.com/care> or you can telephone them on: 0800 1692996.



Keep warm and well this winter

The cost-of-living crisis is affecting people across the UK, with many struggling to heat their homes. As a result, warm banks have sprung up across the country to provide places where people can go to get warm, and Calderdale has a quite a number of them.

Listed below are some of the places you can visit to keep warm, have a hot drink and a chat. Many provide additional services such as board games too.

<p>Beechwood Road Library <i>Beechwood Road, Illingworth, HX2 9BU</i> Everyone welcome. Local North Halifax history display and a display of local events. Free children's crafts.</p> <p>Brighouse Library <i>Halifax Road, Brighouse, HD6 2AF</i></p> <p>Elim Church <i>Hall Street, HX1 5AY</i></p> <p>Elland Library <i>Coronation Street, Elland, HX5 0DF</i></p> <p>Halifax Central Library and Archives <i>HX1 1QG</i> Board Games available</p> <p>Holy Trinity Church <i>Queensbury West End, Queensbury, BD13 2AW</i></p> <p>King Cross Library <i>151 Haugh Shaw Road, HX1 3BG</i></p> <p>Lee Mount Baptist Church <i>18 Melbourne St, HX3 5DF</i> 12pm to 2pm every Wednesday in the church coffee bar. Tea, coffee, biscuits, cuppa soup, a warm space and table top games.</p> <p>Mixenden Activity Centre <i>Clough Lane, Mixenden, HX2 8SH</i></p> <p>Mixenden Library <i>Clough Lane, Mixenden, HX2 8SH</i> Free to use board games and free crafts for kids.</p>	<p>Mytholmroyd Community Centre <i>Caldene Ave, Mytholmroyd, HX7 5AF</i> 11.30am to 1.30pm Mon, Tues & Thurs. Chat, play games, drink tea/coffee, keep warm.</p> <p>Northowram Library <i>Lydgate, Northowram, HX3 7EJ</i> Closes between 1pm and 2pm on Monday, Tuesday and Thursday.</p> <p>Pellon Baptist Church <i>Long Lover Lane, HX1 4UA</i> Everyone welcome, plenty of seating, free wifi and loads of books. Use the entrance at the rear of the church.</p> <p>Rastrick Library <i>Crowtrees Lane, Rastrick, Brighouse, HD6 3NE</i></p> <p>Sowerby Bridge Library <i>Hollins Mill Lane, Sowerby Bridge, HX6 2QG</i></p> <p>Stafford Square <i>Halifax, HX3 0AT</i></p> <p>St Andrews Methodist Church <i>Huddersfield Rd, HX3 0AT</i> In the Moore Hall, chat over a cuppa, do a jigsaw or puzzles or sit quietly.</p> <p>The King's Church <i>Park Road, HX1 2TS</i> The cafe Mon-Fri 8am-2pm with meal deals. Reception area with tables and chairs people are welcome to use and games can be provided. Parents and toddlers on Friday's (term time) 10am-11.30am.</p>
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West Yorkshire Fire & Rescue Service

SAFE AND WELL CHECK

West Yorkshire Fire & Rescue Service offer Safe and Well checks to ensure people remain safe in their homes. There are two types available:

1. A free interactive online resource to help you conduct your own fire safety check. Once completed, you are provided with a personal advice sheet to print off or keep electronically. You can use this link to carry out your own fire safety review: <https://secure.westyorksfire.gov.uk:50251/public/education/>

2. Or, for those that are particularly vulnerable, a home visit: 0800 5874536. This involves:

- Identifying and making you aware of potential fire risks
- Making sure you know what to do to reduce or prevent fire risks
- Discussing a bed-time routine to help keep you safe at night
- Helping you put together an escape plan in case a fire breaks out
- Ensuring you have a working smoke alarm, and you know how to test and maintain it
- Referral (with your permission) to agencies that may offer further help to keep you safe and well.

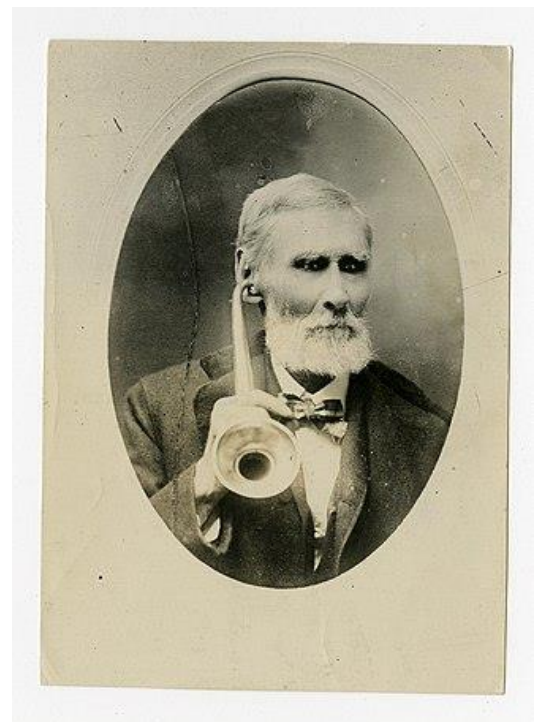
CHECK YOUR HEARING

The Royal National Institute for Deaf People

(RNID) now offer the opportunity for you to check your hearing from the comfort of your own home with their free, online, 3-minute hearing test. You can find details on their website:

[website: https://rnid.org.uk/information-and-support/take-online-hearing-check/](https://rnid.org.uk/information-and-support/take-online-hearing-check/)

The online test is not intended to replace the full hearing test done by an audiologist but prompts people who might not quite be ready to admit they have a hearing loss to check it out and to encourage them contact their GP for further tests.



CITIZENS ADVICE BUREAU and YORKSHIRE BUILDING SOCIETY

Citizens Advice are holding sessions at **Yorkshire Building Society** branches, including the Halifax branch (12 Corn Market, HX1 1TH). To book an appointment, telephone 01422 229168 or call in to the branch.

In addition, there they are holding a Cost of Living drop in session on Friday 24th February between 10am and 12noon.

Further details in the flyer below.



WE'VE JOINED FORCES WITH CITIZENS ADVICE

We can all face problems that seem complicated or intimidating and we realise this past year has been challenging for everyone.

We've partnered with Citizens Advice to host their expert advisers in some of our Yorkshire branches. Citizens Advice help millions of people overcome problems - last year alone they helped over **2.4 million** people in person, by phone, email or web chat. They're independent and totally impartial and give advice to people with many kinds of problems - from money to legal and consumer - to help them find a way forward.

If you ever feel lost and need some advice and support with a problem you're experiencing, you can talk to Citizens Advice **here at this branch** - to give you the knowledge and confidence to find your way forward, whoever you are, whatever your problem.

 **Free for everyone, finding you a way forward at**

 **YORKSHIRE BUILDING SOCIETY**

If you'd like to book a free Citizens Advice appointment, pop-in to the branches or give them a call:

Leeds 149-150 Briggate, Leeds, LS1 6BR • **01132 234994**
Wakefield 30-32 Kirkgate, Wakefield, WF1 1TG • **01924 589688**
Barnsley 14-16 Cheapside, Barnsley, S70 1RR • **01226 228560**
Castleford 85 Carlton Street, WF10 1BP • **01977 711368**
Rothwell 54/58 Commercial Street, LS26 0QB • **01132 234996**
York 7-7a Feasegate, York, YO1 8SH • **01904 569018**
Brighouse 2 Bethel Street, Brighouse HD6 1JN • **01484 829892**
Halifax 12 Corn Market, Halifax HX1 1TH • **01422 229168**
Doncaster 20/26 Printing Office Street, Doncaster DN1 1TR • **01302 511860**
Huddersfield 22-24 New Street, Huddersfield HD1 2BU • **01484 829895**
Dewsbury 26 Church Street, Dewsbury WF13 1JU • **01924 589685**
Sheffield 66-70 Leopold Street, Sheffield S1 1RQ • **01142 244009**

What to expect **BEFORE** your appointment

Once your appointment is booked, YBS (Yorkshire Building Society) will contact you a few days before you are due to visit us, to check you can still make it.

What to expect **AT** your appointment

When you arrive for your appointment please speak to one of our colleagues and let them know you're there to see Citizens Advice. They'll show you where to go and introduce you to your adviser. The appointment will take place in a private meeting room. Whatever you discuss in the meeting is fully confidential and no personal information will be shared with YBS or anyone else. Your appointment is free and will last up to an hour depending on what you want to discuss.

If you can't book an appointment

If you try to book an appointment at one of our branches and there are no suitable slots available, but you need urgent help, please look at the other ways to access help via the Citizens Advice website at www.citizensadvice.org.uk

Yorkshire Building Society is a member of the Building Societies Association and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Yorkshire Building Society is entered in the Financial Services Register and its registration number is 106085. Head Office: Yorkshire House, Yorkshire Drive, Bradford BD5 8LJ. Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

YBM 12586 Yorkshire 03 03 22

PHOTO IDENTIFICATION REQUIRED WHEN VOTING

From 4 May 2023, voters in England will need to show photo ID to vote at polling stations in some elections.

This will apply to:

- Local elections
- Police and Crime Commissioner elections
- UK parliamentary by-elections
- Recall petitions



If you don't have accepted photo ID, you can apply for a free voter ID document, which is known as a Voter Authority Certificate.

To find out more about accepted forms of photo ID, how to apply for a free Voter Authority Certificate, and what to expect on polling day you can find information on The Electoral Commission website: <https://www.electoralcommission.org.uk/i-am-a/voter/voter-id>

PERSONAL ASSISTANT RECRUITMENT

On 25th January 2023, Passion for Support joined other local care providers and relevant businesses at a Recruitment Fair at the Orange Box in Halifax. People interested in working in care came along to find out what the role of a carer involves and to find out about working for Passion for Support specifically. The event was well worthwhile and was well attended.



Calderdale Cares Careers Recruitment Fair

Meet employers | Live vacancies | Interview support | CV Audit | help and Advice

Wednesday 25th January at The Orange Box 1 Blackledge, Halifax HX1 1AF
Thursday 2nd February at Todfellows Space Oxford St, Todmorden OL14 5PU

Logos for Calderdale Council, Tracy Brabin Mayor of West Yorkshire, Leeds City Region Enterprise Partnership, and West Yorkshire are visible.

EMPLOYEE WELL BEING

We recently received details of the **Employee Assistance Program**, a free 24-hour confidential helpline, to support staff working within the Health and Social Care sector; **in paid and voluntary roles**, across Kirklees, Calderdale and Wakefield; through any of life's issues or problems. The service offers support in a confidential, friendly nonjudgmental manner, through experienced therapists or advisors.

The service supports people who:

- Are at risk of Stress, Anxiety and Low mood.
- Have financial issues.
- Experiencing relationship difficulties.
- Require legal support.

They have a dedicated app for social care workers <https://workforce.adultsocialcare.uk/> or you can contact the service on 0800 028 0199.

* Cute photo of a quokka because research carried out by Tourism Western Australia and The University of Leeds has found that quokka's can be good for your health: <https://www.firststopsingapore.com/en/study-quokkas-can-be-good-for-your-health/>



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.

USEFUL CONTACTS

A list of useful organisations which are there to offer help, advice, support or to listen to your concerns.

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.	

OUR CONTACT DETAILS ARE

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 any time 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