

PASSION
for
SUPPORT
Delivering care in Calderdale

NEWSLETTER 

Welcome to the **August 2022 Passion for Support Newsletter**. You may notice it's in a different format to previous newsletters; we hope you'll like it and that you'll find at least some of the information relevant and useful for you. When you've finished with it, feel free to forward or pass it along to other people too.

First off, if you don't wish to receive our newsletter...

Please contact the office so we can remove you from the mailing list.

If you do wish to receive our newsletter but you received an paper copy but would prefer an email copy, again, please get in touch with us in the office.

GATEWAY TO CARE



Gateway to Care is Calderdale's first point of contact for Adult Social Care services. They offer practical information and advice to help people live independently at home. The team has the expertise to offer coordinated care, support and advice on issues including:

- Support from a Social Worker.
- Equipment to help mobility and comfort.
- Financial support options.
- **Importantly**, Gateway to Care offer an emergency service at nights, weekends and Bank holidays.

Contact: 01422 393000 *or* gatewaytocare@calderdale.gov.uk

COST OF LIVING CRISIS

With prices increasing at their fastest rate in 40 years, you'll no doubt have heard about the cost of living crisis. If this is something affecting you or your finances, or that of someone you know, the **Money Helper** service offers free guidance on a range of money related matters including:

- * Money trouble
- * Savings
- * Pensions & retirement
- * Family & Care
- * Work
- * Benefits

The Money Helper website lists many ways to contact them or you can telephone them for:

Money advice on 0800 138 7777 **Pensions advice** on 0800 011 3797

WEST YORKSHIRE TRADING STANDARDS 'SAY NO TO ROGUES'



West Yorkshire Trading Standards are running a '**Say no to Rogues**' campaign to help raise awareness of ways in which rogue traders will target people, often the elderly, with their scams. West Yorkshire Trading Standards say...

"It's true that **not all crooks wear masks**. Some may just wear a smile and have a really good sales pitch whilst stood at your doorstep."

Look out for the signs of doorstep crime –

- ! A trader turns up unannounced.
- ! They offer a service that initially seems reasonably priced. Be careful - price escalation is likely to be on the cards!!
- ! They don't seem to want to accept a 'no thank you' & become pushy or insistent.
- ! Offer a 'today only' deal.
- ! Unable to provide an invoice or paperwork.

Rogue traders will often target elderly people, and sometimes revisit them if the first attempt was unsuccessful.

If you are in doubt or you are worried, **report concerns** to local Police, Trading Standards via Citizens Advice Service ☎ 0808 223 1133



COMMUNITY TRANSPORT CALDERDALE

Community Transport Calderdale provide transport for people in Calderdale and Kirklees who have trouble accessing other forms of transport for reasons of ill health, disability, lack of public transport or poverty. Their services aim to help people overcome isolation and social exclusion by giving them the chance to get out of their home for things such as

hairdressing appointments, luncheon clubs, day centres, social events, shopping, health appointments or classes at the gym. They also offer a home from hospital service and Out and About Day Trips.

You can find more information about Community Transport Calderdale by **phone**: 01422 888080 or **email**: info@ctcalderdale.co.uk



HALIFAX HERITAGE FESTIVAL

Halifax Heritage Festival events take place in August and September 2022. The festival features opportunities to discover or reconnect with Halifax's history including...

Victoria Theatre - Tour the theatre and learn about its history, go onstage and in the dressing rooms, find out about some of the artistes who have appeared there.
11am on Thursday 18th August & Thursday 15th September.
Tours cost £5 and you book via the box office 01422 351158.

Dean Clough - A guided walking tour across the Dean Clough site taking in both inside and outside the mill buildings.
10am and 2pm on Saturday 10th, Tuesday 13th & Thursday 15th September.
Tours last approximately 1 1/2 hours, are free but booking is essential: deancloughheritagetour.eventbrite.co.uk

Halifax Minster - Tours, refreshments, music and art at Halifax Minster.
Open 10am to 4pm daily.
Tours of the Minster at 11am & 1.30pm Friday 9th through to Monday 12th September, cost £5.28 and must be booked: 01422 355 436 or <https://halifaxminster.org.uk/events/>
Tours of the Churchyard at 1.30pm & 6.30pm Sunday 11th September, suggested donation of £5 but booking not required, meet outside the main south door.

Bus and Walking tours - dates and times to be announced.

Bus tours will take in some of the fascinating buildings and areas near the town centre. Meet at the bus layby on Charles Street, below Woolshops Carpark and Marks & Spencer.

Town Centre guided walks provide details of buildings and places from Medieval, Georgian and Victorian eras. Meet at the Discover Halifax Hub, 10 The Square, Woolshops, HX1 1RJ

Halifax Town Hall guided tour of the town hall designed by Sir Charles Barry, the architect of the Houses of Parliament, opened by HRH The Prince of Wales in 1863 and in 2008 voted one of the top 10 town halls in the country. Meet at the town hall.

Other events include:

- Lister Lane Cemetery - Free Guided Tour 2pm, Sunday 18th September.
- Halifax Playhouse - Open Day 10am to 4pm, Sunday 11th September.
- A talk about Percy Shaw, inventor of 'Cat's Eyes' - 7.30pm, Wednesday 14th September.
- Halifax Borough Market, Streets in the Sky tour, dates to be announced.

For information about Halifax Heritage Festival events, contact the Discover Halifax HUB on 01422 413012.



QUARTERLY STAFF REWARDS

We regularly receive feedback from customers about our Personal Assistants and Carers and this is always passed on to them. In the quarter to the end of June, **Caroline, Lina, Nicola and Tatjana** all received fabulous feedback from customers which highlighted their flexibility to cover additional visits, helping a customer who had had a fall by staying with them until family and medical help arrived and putting an anxious customer at ease. We've paid them a small 'Reward' to thank them.

We recognise and value the great work all of our staff do and appreciate receiving feedback for a job well done.

PLANNING FOR THE FUTURE

There's a saying '*growing old is inevitable, growing up is optional*'. As we grow older it is inevitable that we need to make some grown up decisions. It is often difficult to talk about aging and what we would like to happen when we die. Combining this with talking about money too can make for a difficult discussion with family and loved ones.

With this in mind, Full Circle Funerals wrote a blog*, **Understanding Funeral Costs**. It contained information about funeral costs, your choices and options. The number of decisions that need to be made can feel overwhelming. However, being informed can give you the confidence to plan the funeral that you would wish for yourself or for a loved one. Some of the important points included were:

Typically, the cost of a funeral is made up of:

- *Funeral director fees* which includes caring for the person who has died until the day of the funeral and providing practical and emotional support.
- *Third-party costs* including someone to conduct the service, fees for use of a church, flowers, newspaper, services sheets, refreshments afterwards.
- *Burial and/or cremation costs*.
- Costs can quickly add up, wherever possible, only spend money on things you value.
- Ask for full details of costs so there is nothing unexpected. You should receive an estimate of costs at a time when you are still able to review your choices.

You can find the full blog on their website -

<https://fullcirclefunerals.co.uk/blog/understanding-funeral-costs/> - or if you don't have access to the internet but would like to read it, please let us know and we can print it and post it to you.

* A 'blog' is 'a website log or journal in which someone shares information or their opinion on a topic, usually written in an informal or conversational style.'



*On behalf of everyone at Passion for Support, **THANK YOU** very much for your continued support and custom. It is very much appreciated.*

PERSONAL ASSISTANT RECRUITMENT

Like many businesses, we're always **on the look out for new staff** to boost our numbers to enable us to best support our current customers and take on new customers. We are a small team and are currently juggling customer visits to take into account members of staff who are on long term sick leave, maternity leave, short term illness, summer vacations and resignations.

We are actively recruiting Personal Assistants and Carers. Staff recruitment is a constant struggle for care companies and although plenty of people express an interest in our vacancies, 90% of those offered an interview do not turn up. In May 2022, 13.4% of Domiciliary Care roles were reported as being vacant. We're very fortunate to have a number of loyal, hardworking and flexible Personal Assistants, many of whom have been with us for over 10 years.

If you have family members, friends, neighbours or acquaintances who are looking for a role which enables them to **make a real, positive impact to the lives of others**, please ask them to get in touch with us. They can phone, email or complete this short form on our website - <https://passionforsupport.com/personal-assistants/join-our-team/>.

Applicants need to be patient, kind, caring and reliable and have a desire to help others. They must live in the Calderdale area, drive and have their own car. An enhanced DBS check and references will be required.

In return, Passion for Support offers a competitive hourly rate of pay with higher rates for working weekends and bank holidays, paid travel time, mileage, holiday pay, company pension, ongoing training and regular supervision.

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
