



CareMatters
Magazine 23/24

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Welcome to the

CareMatters Magazine



Editorial

By Communications & Engagement
Officer, **Connor McFarlane**

Hello everyone, and a very warm welcome to our yearly magazine, this time titled 'CareMatters'. Our 'CareMatters' magazine replaces our previous 'Baillieston Plus' magazine, which was released late 2022.

Can you believe it's that time again already? It feels like it was just the other day I was working on last years magazine. Time really does fly past when you're having fun!!

You already know the drill, our yearly magazine is the only place you can find out about everything going on within the organisation, such as good news stories, exclusive content, images and behind the scenes from every respective department.

We really hope you enjoy reading our magazine, and you find the information inside useful.

If you frequently read our magazines and there's something you would like to see included in a future instalment, please don't hesitate to get in touch with me on **0141 771 6478**, or alternatively you can email me at **comms@bailliestoncommunitycare.co.uk**

2023 may have been a quick year, but so much has happened and we are delighted to be able to share all the good news stories with you! So, what's been happening? well, why not find out? I have the honour of introducing our CEO, David Reilly.....

Hello from our Chief Executive



David Reilly



Hello everyone, and a very warm welcome to the latest edition of our annual magazine. It would be fair to say that it has been another quick year, where does the time go!

As ever, we have lots going on within the organisation, I'm not sure where to start as it's been such a busy year, but here goes.....

Firstly, I would like to start off by saying that I am extremely proud of all our staff who have worked tirelessly during the past year to ensure our service users receive the very best of care and support. Their professionalism, compassion and kindness shown to all our service users and their families has been exceptional. Words are not enough to express my appreciation for everything that our staff do each and every day. They have done a remarkable job once again, and I am extremely proud to be the Chief Executive of this wonderful organisation.

Our organisation currently employs around 150 staff and supports around 200 people, delivering just under 3000 hours of home care each week across Glasgow, Falkirk, South Lanarkshire and East Dunbartonshire. In addition to this we provide dementia day services for up to 16 people five days a week, and respite care for adults with complex needs, learning disabilities and physical disabilities.

You may be aware that the recruitment and retention crisis facing the care sector makes the planning and delivery of reliable, high quality and sustainable care very difficult for care providers, however we are doing all that we can to recruit and retain a highly skilled and motivated workforce. As the Chief Executive, I want to reassure you that I am fully committed to providing you with a first-class service, and that I have been taking further steps to improve the quality of our service not only for service users but for all our staff.

I would like to thank our service users, their families, and friends for their patience, and understanding and putting their trust in our organisation. We understand that at times there may have been some disruption to your service due to the ongoing recruitment challenges we face, but we are now looking on to 2024 with fresh motivation and positivity.

This has been a year of post pandemic recovery but also a move towards business as usual. This has made for new opportunities as there has been increased demand upon our sector.

The communities we work in are the heart of what we do, we strongly believe that our activities contribute to achieving the overall objectives of the organisation. The activities support service users to live independently and develop and maintain meaningful community links, where they feel valued and can play an active part in community life.

We could not operate and run our organisation and continue to make a difference to the people we support without the hard work and dedication of our staff, volunteers and the support of our funders. Despite the challenges we have faced, we have remained resilient and determined to be the best we can be and the provider of choice in the areas we serve.

Our fundraising consultant, Alice Glassey is such a valuable asset to our organisation and continues to raise funds in order for us to maintain our core services and deliver existing and exciting new projects. The ongoing work to secure funding in such a competitive climate and to adhere to the reporting standards of many funders we are successful with is not a small task. I would like to take this opportunity to thank Alice for everything that she does for our organisation.

In other news, we have seen an increase in activity this year from the Care Inspectorate after a quiet period during the pandemic. Most of our services have received visits from inspectors, and I am delighted to say that the feedback in the final reports has been really encouraging. Despite all of the challenges and arguably tougher standards being expected, our grades have remained strong, and in some cases even increased, a huge congratulations to all our service managers and staff.

On 30th June this year, we officially opened Calico House Respite Service after a full internal refurbishment. This was a very successful day, with lots of people showing up to take the tour. Colette McDiarmid, a local Councillor in East Dunbartonshire, cut the ribbon and officially reopened Calico House. I would also like to thank RSG Contracts and Clan Contracts for making our vision come to life.

On the 3rd November 2023 it was exactly one year since we acquired Extended Personal Care and what a year it has been, from reopening Calico House to making a number of changes and improvements within our home care service. I look forward to sharing with you further developments we have planned in the new year.

We made the finals this year of both Scottish Care Awards, and we were shortlisted once again for the Care Learning Award at the Care at Home Awards in May, and in November we won the Care Innovation Award for Calico House at the Care Home Awards. What an achievement!

In August, we successfully maintained our ISO 9001:2008 Quality Management System. The ISO is awarded to those organisations that are able to demonstrate that they have strong quality assurance systems, policies and procedures in place to ensure a high quality and safe delivery of services.

I think that's me for now, and that's just scratching the surface! I hope you enjoy reading about all the latest news from across our organisation.

Finally, thank you once again for putting your trust in our services. It is important to me that you continue to have confidence in us as your preferred care provider. We appreciate your continued business and never take it for granted.

Best regards

David

A MESSAGE FROM THE BOARD OF DIRECTORS



2023 has been a significant and successful year for Baillieston Community Care, maintaining and strengthening our core work with local communities and in acquiring our new service in Lennoxton, Extended Personal Care.

We continue to be a key provider for people who use our care at home service in the Glasgow area and in Falkirk, South Lanarkshire and East Dunbartonshire, positively recognised by the Care Inspectorate in their recent inspections.

Our day care service in Baillieston, Bealach House, is back up to full operation following Covid and a refurbishment. Many thanks to the staff group who maintain such a wonderful service and environment in the midst of our community.

As well as an established care at home service in Lennoxton, Calico House Respite Service officially opened on 30 June and already it has been honoured with the 'Care Innovation Award' at the Scottish Care Awards in November, celebrating the best of the independent care home sector in Scotland. Quite an achievement and well done to all.

Your Board work closely with David and the management teams at Baillieston Community Care and Extended Personal Care to ensure the organisation runs smoothly and all staff are given the resources, training and encouragement to provide the best support to all those who use our services. Indeed, our commitment to learning and development was highlighted in May when we were shortlisted once again by Scottish Care for the 'Care Learning Award' at the Care at Home Awards.

However, as you are well aware, times are very challenging just now and the Board would like to be in a position to better reward and resource our excellent and committed staff - but unfortunately we can only operate within the limitations of our funding. Rest assured that your Board will continue to support to the maximum your management team and all staff of the organisation going forward.

In this context, the Board wish to offer our sincere thanks and appreciation to all our staff for your work in supporting each other and ensuring we offer the highest standard of service to our various communities.

The Board also wish to acknowledge the backing of the social work authorities which use our service and the charitable funders who do so much to enable us to go that extra mile, particularly at Bealach House.

Finally, a note to all those who are supported by Baillieston Community Care and Extended Personal Care. There is only one reason we exist and that is to serve the communities we work with. We are always keen to receive feedback from you, your families, and friends and also how we can improve. You can do this by contacting our Chief Executive, David Reilly.

Mary Miller,

Chairperson.



BAILLIESTON

COMMUNITYCARE

CARE AT HOME SERVICE



A very warm welcome from myself, Lorna Harrison, Service Manager. I can't believe this year is almost over already, and what a busy year it has been! I have been continuing to manage our care at home service, with support from our three Care Supervisors, and our Team Leaders.

We have been inundated with referrals throughout the year, and at times have faced recruitment challenges, to meet the demands of those most in need. We welcome all of the staff who have joined us this year and know each of you will be an asset to our organisation. I will continue to recruit and retain Home Support Workers and Team Leaders to expand the team, along with our Learning and Development Manager, Alison Edgar.

This year has been the first year since Covid 19 that we have been able to bring our staff and service users back together, by holding some social events. We had 2 very successful social events for our staff, by hosting quiz nights. This brought some fun and laughter back in to our organisation. You think you know someone, until you see their competitive streak!

We welcomed our service users' to our Christmas party on Thursday 14th December 2023. this is the first party in which we have been able to have since 2019. We also held our first ever Christmas Fayre, where we were able to raise some money for our chosen charity of the year, The Beatson Cancer Charity



I am delighted again that our organisation has secured more funding from Creative Breaks to provide respite care at home, to support carers of those who are living with dementia. If you are struggling, or know anyone that is struggling with being a carer to someone living with dementia, please get in touch with me and I can arrange an informal chat, provide some much needed respite care, or assist with referrals on to our local carers centers.

I welcome any ideas and suggestions to engage with our staff and service users, so if anyone has any suggestions, please contact me on the details below.

For further information on our services that we offer, please contact me at the office to have a chat or make a referral. Please contact me by telephone: **0141 771 6478** or via email: lorna@bailliestoncommunitycare.co.uk

Regards,
Lorna



SCAN
ME





Hello everyone, and a very warm welcome to the Finance & Administration section of our magazine, my name is Angela and I am the Finance Manager here at Baillieston Community Care and Extended Personal Care. I have been a key member of the team since 2008.

What a busy, demanding and successful year it has been for the finance team. My finance officer, Stacey MacLean, has now completed her course in DAS – Digital Application Support. This has been really beneficial for the finance department as Stacey has gained an SCQF level 6 and can apply this in her day to day duties.

In November 2022, Baillieston Community Care bought over Extended Personal Care who are based in Lennoxton as an extension to our current services. During this process, we are delighted to have welcomed Julie Aitken to our finance team. Julie has worked for Extended Personal Care for many years and is a welcome addition to our team. It is exciting to see our finance team grow and flourish.

My team consists of Stacey MacLean-Finance Officer, Julie Aitken-Finance Officer, Marian Taggart-Administrator and Connor McFarlane-Communications and Engagement Officer.

In January 2024, everyone at Baillieston Community Care and Extended Personal Care are going to be moving to a new system software called CarePlanner, which will be an asset to the team. We have seen a demonstration of this new software, which is a significant improvement to our current system. This upgrade will enable my finance & administration team to work more communicatively as both organisations will be using the same system.

2023 has been a really successful year for Baillieston Community Care & Extended Personal Care, and I am really excited to see what the future holds for the Finance & Administration department, as we are already seeing major improvements on the systems we are working on, which is extremely essential to the department.

If you have any questions relating to finance or administration, please do not hesitate to get in touch with me by calling our Head Office on **0141 771 6478** or email me at angela@bailliestoncommunitycare.co.uk.

Regards,

Angela



Welcome to our Learning & Development department. What a quick, busy & successful year it has been. We have attended various jobs fairs throughout the year, which has been successful in highlighting our profile in the community. This led to us being able to continue to build our teams by recruiting new Home Support Workers and Team Leaders.

We are continuing to develop the skills of our staff by sourcing funding for SVQ's, we have worked with A.C.T.S and City of Glasgow College. During 2023, 17 staff completed their award including SVQ2, SVQ3 & Additional Units for Supervisors. A few of our candidates Jade Brown & Catherine Main, James Davidson Team Leader and Nargis Rehman HSW graduating at Glasgow Royal Concert Hall



STAFF SPOTLIGHT

Training

We have continued to support our workforce in ongoing training, all refreshers and supporting staff to attend sessions with St Andrews First Aid including Mental Health First Aid Awareness & Emergency First Aid. Some of our recent staff who have completed this course from Head Office are Sharon Deans, Connor McFarlane & Michelle Davidson, and from Calico House - Lyn Gracie, Charlene McAusland & Victoria Spiers



John Gallagher who joined us as a Home Support Worker on 30th August 2022. John has developed his skills and progressed to Team Leader on 12th December 2022 and recently completed his Train The Trainer qualification for Moving & Assisting. John is now involved in training, assessing & refreshing staff as required. Well done, John! What an achievement.



Regards,
Alison



BEALACH HOUSE DAY SERVICE



Hello my name is Bernie and I am the Day Service Manager at Bealach House. I would like to tell you about what's been happening at Bealach House in 2023

In February we were invited by the LOOP Theatre team along to the Centre for Contemporary Arts (CCA) in Glasgow to watch a production of Moving Memories. Our Service Users had been involved in the project where LOOP had recorded their memories of where they worked and what their pastimes were in their younger days and turned them into a combination of music, mime and song

In June we celebrated King Charles' coronation with an afternoon garden tea party.

Everyone reminisced, sang along to old favourite tunes and enjoyed the delicious spread. Also in June we were had a Care Inspectorate visit resulting in an overall grade of 5/Very Good, the inspection highlighted positive outcomes which promote wellbeing and inclusion of Service Users and their families

Our Client Committee representatives continue to be involved in how we provide support and their views are always important and valuable

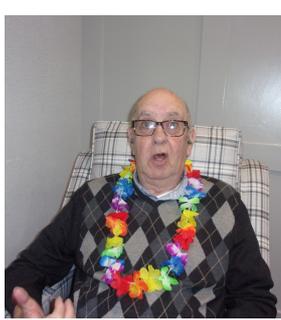
In September/October two Day Service Officers Geraldine and Yvonne completed their SVQ Level 3 in Health and Social Care, this means all of our care team hold qualifications at level 3 and above.

As the year draws to an end, we have been very busy making Christmas decorations and other knick-knacks to sell at the Christmas Fayre at Parkhead Schoolhouse with all of the proceeds going to our chosen charities

Lastly, we end the year with the Christmas party at Shettleston Bowling Club, Christmas lunches and a carol service visit from the local nursery

Regards

Bernie



ALLAN



BETTY



MATTIE



VERA



MAY



JANE

MINI BUS APPEAL

JustGiving®

We are looking to purchase a new minibus for Bealach House Day Service. We need to raise a total of £55,000 and need your help!

We appreciate any donation no matter the size as this will make such a difference.

**SCAN
ME
TO DONATE**



**“We are your client committee,
and we want to hear from you!”**



**EXTENDED
PERSONALCARE**
CARE AT HOME SERVICE



My name is Kathleen Devine and I have been with Extended Personal Care since 2009. I was promoted to Operations Manager in July 2017. My main role is to oversee our Care at Home Service in East Dunbartonshire and Falkirk Council Areas.

I am pleased to report that our Care at Home Service received a very positive report from The Care Inspectorate in July this year. We were awarded three Grade '5s (very good) for the Care, support and wellbeing of our clients. We were also awarded a Grade 4 (Good) for our Leadership Quality Assurance, and Improvement.

Our Focus in the coming few months will be on our recruitment. We are currently looking for caring and compassionate people to join our team, who are interested in working in both East Dunbartonshire and Falkirk Council areas.

We will also be sending out our Annual Service Users questionnaires to all our clients and relatives over the course of the next month and we would encourage all our clients to return as your feedback helps drive our service improvements.

If you have any questions in relation to our Care at Home Service here at Extended Personal Care, please do not hesitate to contact me by calling **01360 319010** or email me at **kathleen@extendedpersonalcare.co.uk**

Regards,

Kathleen



**SCAN
ME**





OUR MISSION STATEMENT

We are committed to providing a comprehensive range of high quality, person focused care services delivered by a team of skilled health and social care professionals.

OUR VISION

To be your first choice of care provider in Scotland.

OUR AIMS

We will offer a flexible focused approach to planning your care.

We will offer support to you and your family at times of need.

We will offer learning and development opportunities to provide a competent and skilled workforce.

We will offer additional services for the benefit of the local communities.

OUR CORE VALUES



COMPASSION



COLLABORATION



DIGNITY



INTEGRITY



RESILIENCE



CALICO HOUSE RESPITE SERVICE



Hello everyone, my name is Angela Hendry. I am the Clinical Service Manager at Calico House.

I came to Calico in early August of this year. I have been working along side a great team and they all share my passion of providing the best possible care we can give to our guests with complex needs and also provide well needed respite for their families.

I have been a Registered Nurse for 44 years. I started my career in a medical receiving ward at Stobhill General Hospital. I had a post there for almost two years and as I was really interested in Palliative care, I applied for a post with Marie Curie Cancer Care in Glasgow.

I loved Palliative care so much that I stayed with the Marie Curie for 33 years. I felt very privileged and proud to be one of the Marie Curie nurses.

I decided to change paths in 2014 and came to Extended Personal Care as their only Registered nurse. I was responsible for running the Respite facility as well as other duties. I really enjoyed working in the Respite facility and found it incredibly rewarding to provide both guests and their families the best possible experience they could have, providing the best care, lots of fun and laughter and take them out to visit places and do things that they couldn't do at home.



Covid struck and sadly the respite centre closed. I had been there for 6 years. I then went on to work in a nursing home for frail elderly residents and those with Dementia. I was in post there for almost 3 years and had 48 residents under my care.

I received an email in June of this year from Kathleen at Extended personal care to let me know that Baillieston Community Care had taken over and was reopening Calico House. Kathleen asked me if I would be interested in a post at Calico and here I am. I bring with me my experience in Respite and my Palliative Care experience and knowledge.

I know with a great team behind me and the guidance of our CEO David Reilly, we can make Calico a “Centre of Excellence” and the preferred place for our guests and family’s to go to for respite.

Calico was slow to get up and running, but with a huge effort made by all at Baillieston Community Care and Calico House, the word is out now that we are providing a beautiful environment, experienced nurses and support workers and we aim to give our guests at Calico a comfortable safe and happy experience in respite.

We provide the best freshly prepared meals of their choice. We also provide activities such as arts and crafts, card games, dominos, board games, jigsaws, baking, and many more indoor activities. We have movie nights, music nights and are constantly adding to the list.

Calico House is situated at the foot of the Campsie Hills and has lovely walk ways. We have a beautiful pond situated directly across from the house. The pond has swans and signets, ducks and ducklings and it is a popular walk for people with dogs. Some of our guests have enjoyed talking to local residents and finding out more about the area and the history of Calico.

We have encouraged our guests to participate, if able, in outdoor activities such as pool, snooker, shopping for gifts, visits to garden centres, and tea rooms for high tea.

One of our guests has asked us if we could take him to a horse race and visit a pub for a pint on his return visit to Calico.

It’s all about the guests experiences and having the opportunity to do what they would like to do as they perhaps don’t have the chance to do things when they are at home. Calico has had a few return guests and we are very busy at the moment.

The team and I look forward to continuing to make Calico House the best Respite facility and the preferred place for guests with complex needs to stay. To build up good relationships with the guests and their family and for their family to trust their loved ones in our care.

Regards,

Angela



SCAN
ME





Hello all, and welcome to the Communications & Engagement section. 2023 has gone by too quickly, it almost feels non-existent, but a lot has happened this year. As you will know, Baillieston Community Care acquired Extended Personal Care on 3rd November 2022, and we spent the majority of 2023 rebranding the organisation and our new respite service - Calico House. Calico House underwent a major internal refurbishment and was furnished to the highest standard. However, Calico House also needed it's own brand, and I am honoured to have played a part. Calico House Respite Service was in need of new colours, a new logo and most importantly, social media channels to help get it out there. Since then, Calico House Respite Service now has an official logo, brand colours, ad campaigns which have been launched on its Facebook channel, and is now welcoming guests!

The vast majority of work from the Comms & Engagement department this year has been purely dedicated to Calico House Respite Service, and making sure it has a brand that everyone associated with the organisation can be proud of. It's so surreal seeing your own ideas come to life and be incorporated in to the brand.

On 15th August 2023, I released a welcome video for Calico House Respite Service, which essentially acts as a virtual tour video of the centre, to allow viewers and potential guests to see the centre and what's included before booking a luxury stay.

We have also launched an official website for Calico House, which provides a lot more information and allows users to enquire for a respite break. You can visit the website at www.calicohouse.co.uk.



CALICO HOUSE RESPITE SERVICE



STAFF SOCIAL EVENTS

With more or less all Covid restrictions being lifted, we were able to host our first in person staff social events since before the pandemic.

On 9th August 2023, we hosted a 'Staff Social Night' at the Parkhead Schoolhouse in the Barony Room. This was a really fun and successful night with around 25 staff members in attendance. This night consisted of a quiz, a free raffle, and was topped off with 'Play Your Cards Right'. lots of winners!!

On 25th October 2023, we hosted another staff social night, but this time it was Halloween themed. The night consisted of a Halloween themed quiz, and was topped of with a raffle and a prize for the best costume. Again, a very fun and successful night.

On 7th December 2023, we hosted our first ever Christmas Fayre. We had a variety of tables selling a range of different items including sweets & treats, home baking, hand crafted goods, wax melts and home fragrance items, unique cards and more! This turned out to be a very busy day with a great turn out of people purchasing some Christmas goodies!!

We are delighted to announce that we raised a total of £430 as a result of our first ever Christmas Fayre, which we will be donating to our chosen charity of the year - The Beatson Cancer Charity. Well done to all involved!



CARE TECHNOLOGY



Hello everyone, and a very warm welcome to the Care Technology section. My name is James Davidson, and I am a Team Leader here at Baillieston Community Care.

In July 2022, Scottish Care created a new ‘Care Technologist’ role to help integrate technology into service users’ homes. This was assigned to Dan Plant, which was originally trialled for a year. Dan was situated in our Head Office.

Throughout Dan's time as Care Technologist, he introduced technology into the homes of some of our service users, which has made a big impact to their daily living routine and has also helped promote independence. Since then, Dan has moved on from our Head Office to continue the role with technology for Scottish Care. Due to the success of the trial, the opportunity has arisen for us to continue Dan's legacy by continuing to implement technology into our service users homes.

As a home care organisation, we have a number of service users with numerous care needs, so we believe that introducing technology into their daily routine can enable them to live more independently. There is a variety of technology options available, some of which has already been implemented for service users, which is making a huge impact on their daily routine.

Here are some examples of the technology that is available; Reminder Dementia Clock, Kettle Companion, Curtain or Blind Robot, Smart Bulbs, Flood Prevention Plugs, Alexa/Echo Dot, Tablets, Locating Tags, Hydration Reminder, Smart Plug, Doro 6820, Bone Conductor Earphones, Echo Show, Sensor Lights, Companion Pet, Daylight Lamp, Robot Vacuum and Cleaner, Ring Doorbell, Universal Remote, Echo Flex, Meross Smart Thermostat. (Please see next page for tech)

We are constantly searching for new technology and devices that can support people to live independently. If you want to keep up-to-date with the added tech list, please visit the Scottish Care website which is updated more frequently.

If you would like further information regarding implementing technology into your home, please don't hesitate to contact me on **0141 771 6478** or email me at james@bailliestoncommunitycare.co.uk

Please note that we currently have funding to help supply technical appliances to help promote the independence of daily living for service users.



Kettle
Companion

Kettle Companion

Assisted living device (small sphere), placed in a loved ones' home to allow light touch monitoring.



Curtain or Blind Robot

Open and close curtains with voice or through the app!



Smart Bulb

Voice or app activated lights to set up around the home. Can reduce fall likelihood for those with poor mobility.



Flood Prevention Plugs

Safety plug used to prevent flooding - when water level reaches certain depth, pressure system activates to release water down plughole.



Locating Tags

Versatile tracker for keys, bags, phones, remote controls and more.



Hydration Reminder

- Attaches to any water bottle or standard sized glass
- Blinks to remind you to hydrate, can detect when you take a drink.



Smart Plug

A plug to manage devices across the home without having to reach them.



Doro 6820

The Doro flip phone is simple to use, has an easy to find emergency assistance button and is designed as a stripped back mobile for older people and people with dementia.



Bone Conductor Earphones

Bluetooth enabled over-ear device that enables listening without in-ear discomfort



Echo Show

8" HD screen device with available widgets, apps, voice activation, video calls and smart tech control for the whole house and family



Sensor Lights

Sensor lights are great for people with limited mobility, who are prone to falls, or living with dementia.



Companion Pet

Robotic pets are great for homes unable to host animals, and have proven to be a therapeutic aid for people living with dementia.



Daylight Lamp

This light is suggested to use for 30 minutes a day, preferably in the morning, to reduce effects of Seasonal Affective Disorder (SAD).



Echo Dot

Device links up to other Echo and Alexa devices to improve Smart home technology



Robot Vacuum & Cleaners

Robotic cleaners can assist those with low mobility remain independent and keep a clean home.



Ring Doorbell

Offers extra security and ability to communicate with visitors without having to get to the door.



Universal Remote

A simplified TV remote to un-complicate using TV's, including smart TV's.



Echo Flex

Does the same as other Echo devices - drop-in, voice activated, links and manages other apps such as smart bulbs and smart plugs.



Meross Smart Thermostat

Able to control your heating through a smartphone or smart speaker.

- Compatible with Alexa and Google Assistant so you can control it with your voice.
- Normally requires a qualified electrician to install.



Reminder Dementia Clock

The high resolution digital alarm clock clearly spells out the full day of the week, month and date, also shows morning, afternoon, evening, night & midnight.



WINNERS OF THE CARE INNOVATION AWARD



Calico House Respite Service has been honoured with an esteemed recognition at the Scottish Care Awards 2023, a prestigious evening awards ceremony celebrating the best of the independent care home sector in Scotland.

In Scotland, 85% of all care home support is provided by the independent sector, caring for over 30,500 older individuals and employing nearly 44,500 dedicated individuals.

Calico House has won the Care Innovation award category at the Scottish Care Awards 2023. This award celebrates exceptional achievements in transforming the care home community, service and environment. Recognising the use of innovative approaches and a willingness to embrace positive resident-centred practice.

The team collected their award, which was sponsored by iCare 24 Group at an Awards Ceremony on Friday 17 November at the Hilton Hotel in Glasgow. The Awards Ceremony were hosted by Michelle McManus, with over 550 people attending.

The team at Calico House were delighted to have been recognised and said:
 “We are very surprised but thrilled and honoured to be chosen as a winner in these prestigious awards.”



Winner
Calico House
Respite
Baillieston
Community Care

David Reilly, the Chief Executive of Baillieston Community Care, which owns Calico House Respite, said: “Calico House prior to COVID-19 was a much loved and respected respite service within the local community. During its closure many residents in the surrounding areas of East Dunbartonshire, Falkirk and Glasgow were unable to experience respite care.

Respite care, especially for those with complex care, is challenging to locate and many of the previous residents of Calico House were unable to source new and appropriate respite for almost three years. We feel the biggest impact has been the re-establishment of this crucial and often lifeline service back to those who need it most in our communities.

We have been working with the members of our community to help redesign, rebuild and reshape the nature of respite care that aims to go further in future proofing this much needed service.

Calico House has seen the re-establishment of old friendships with carers and guests and the building of new relationships with others. We are also further working with the complex care teams within the communities to offer safe intermediate care to those who are being discharged from acute care and those who are awaiting on care at home packages for those with complex care needs.

The re-opening of Calico House this year has undoubtedly made a major impact on the local areas and the people we care for. Our vision is to create a ‘centre of excellence’, and we are excited to embark on a journey that will create something special and remain a vital community service for years to come.”

This year's awards received a substantial record number of entries, a testament to all the excellent work going on in our care homes in Scotland. Care homes, often unsung heroes in the community, will get their moment in the spotlight, showcasing the passion and commitment of those who work to ensure that residents live their fullest lives.

Scottish Care has proudly hosted the National Care Home Awards for the past 19 years, establishing itself as the largest ceremony of its kind in Scotland, championing and recognising the pivotal role of care homes and their workforce in society.

CHRISTMAS PARTY 2023



CALICO HOUSE REOPENING



Cllr Colette McDiarmid reopening Calico House



Guests in the conservatory



CEO, David Reilly and the Board of Directors



Service Manager, Lorna Harrison and Finance Manager, Angela Williams pictured with Care Supervisor, Catherine Main and Team Leader, Jane Fraser



CEO, David Reilly and Chairperson, Mary Miller, pictured with RSG Contracts



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US ON SOCIAL MEDIA?**



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**ALICE
GLASSEY**

FUNDRAISER

It has been another busy and successful year for our fundraising. So far, our fundraising consultant who works 1.5 days a month has raised over £80,000 with more to come in over the next few months to the end of March 24. We are of course very grateful to all the Trusts and Foundations and individuals who support our work, from funding to support the running of Bealach House and the activities delivered to funding for new garden resources at the day care centre. Additionally, funding has been secured for the care at home technology project, the home based activity befriending and respite project and also new chairs and laptops for the training room at head office.

There is never any shortage of projects needing funding although the funding climate is definitely getting harder, however, the charity has been fortunate to receive some legacy funding this year, not included in the above total, which we will be able to use towards purchasing a new minibus. Our main focus moving into 2024 will be to secure the balance of funding for the new minibus.

Any donations no matter how large or small are put to good use and we are always grateful for any support or recommendations/referrals.

Alice Glassey
Fundraising Consultant



In memory of Louise Reilly



A personal message from our CEO

It is with great sadness and a heavy heart that I write this message to pay tribute to the passing of our dear colleague and friend Louise, who sadly passed away on Sunday 29th October 2023.

This news came as such a shock to us all, and our thoughts and prayers are with her family, friends and everyone who knew Louise.

Louise joined our organisation in 2012 as a Care at Home Support Worker and was such a professional and dedicated employee who provided the kindest of care and support to our service users and their families.

Louise's funeral service took place on Thursday 16th November 2023 at Daldowie Crematorium and a number of staff and service users attended to pay their respects to the family. A collection was made by staff, and a total of £440.00 was raised and presented to the family, thank you to everyone who generously donated.

We send our sincerest condolences to Louise's two children, Scott and Emma, their partners and her much loved grandchildren.

I'd also like to take this opportunity to reflect and remember all our service users who we've sadly lost this year, they will forever be in our thoughts.

Regards
David Reilly, CEO



JOIN OUR TEAM OF CARE HEROES

WE'RE HIRING!!

Our care at home staff are our care heroes and are without a doubt our greatest asset. It's our care team that enable our service users to remain safe in the comfort of their own homes.

Our care heroes provide vital care and support as well as building and growing relationships.

Being part of our dedicated team is immensely rewarding but it also demands commitment, dedication and professionalism. Working with some of the most vulnerable members of society can give enormous satisfaction to the right person. It offers the opportunity to make a real difference to peoples lives, a vocation rather than just a job. We are looking for people who are passionate about great care. If you share our commitment to provide the best care at home service, get in touch with us today.

- Full time, part time and sessional hours available
- Competitive hourly rates
- Holiday pay
- Free SVQ training
- No experience needed, as full training is provided
- Access EarlyPay
- Employee Assistance Programme
- Access to Company Vehicles
- Access to Mobile Phones
- Great Support and Supervision
- + Many other benefits

Join our team of care heroes!! Head over to our website and navigate towards 'Apply Now' and fill out a very quick application form.

www.bailliestoncommunitycare.co.uk



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- SERVICE
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