

“Enabling people in the community since 1992”

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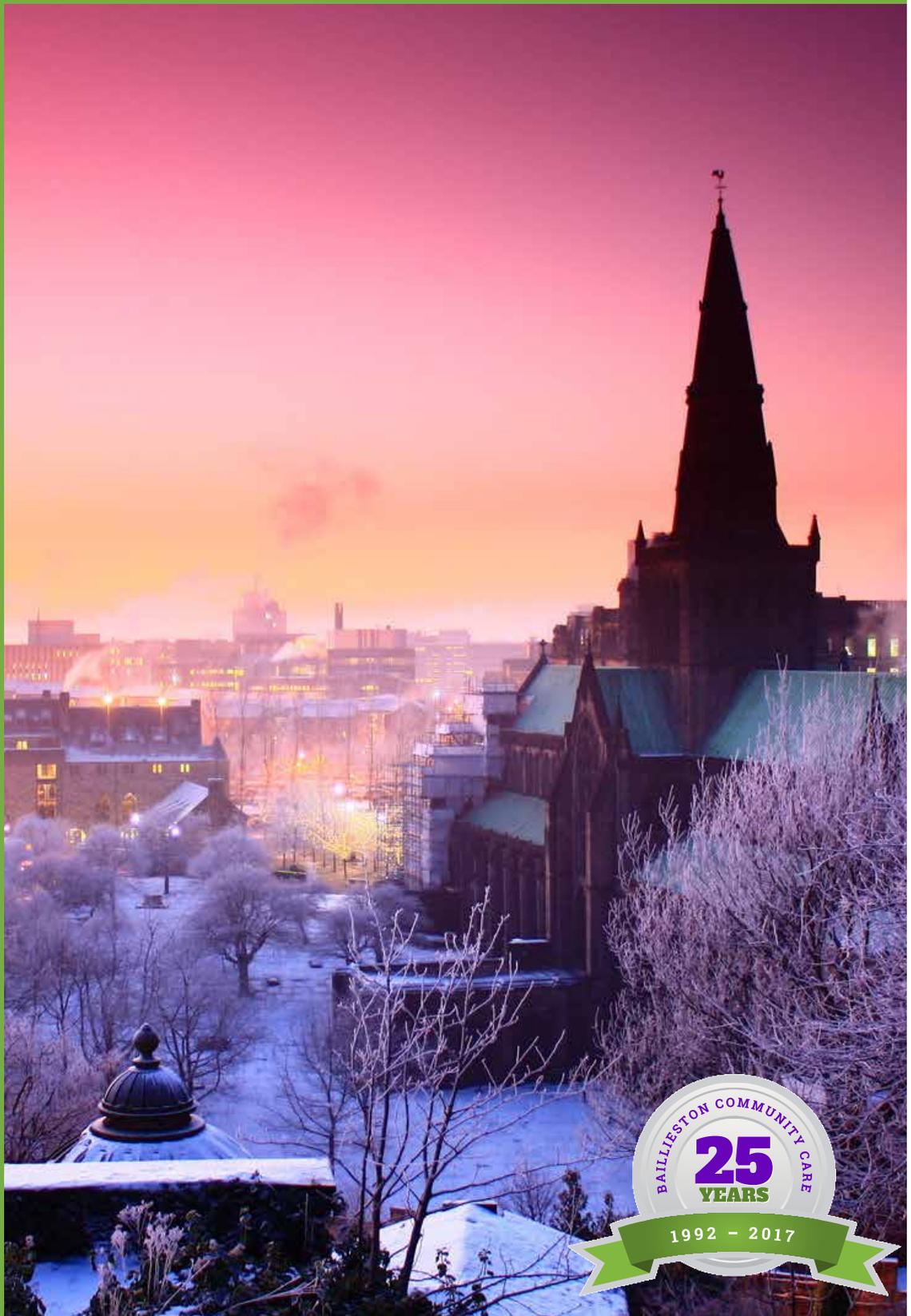
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Welcome



Hello and a very warm welcome to our Winter Newsletter.

Within this edition you will find some pertinent information, good news stories, new projects and general advice. As ever, if you have any ideas on how we can improve the newsletter, or anything you would like us to feature, please get in touch.

A message from the Chief Executive

Once again, we thank you for choosing and putting your trust in Baillieston Community Care. We would like to be thought of, among many things, as an all-inclusive provider of care and support and we work diligently to improve on areas where we are weak and maintain areas we see as our strengths. We can only be better through re-assessing how we work and listening to staff and service users. We always welcome constructive input and to that end we are actively setting up both a service user and staff 'Have your Say' Cake and Coffee drop-in session, whereby we would see ourselves meeting up monthly to discuss various topics relating to the care at home sector and tap into the knowledge that both our service users and staff possess.



As you may be aware, over the last couple of months, we've had an unprecedented amount of staff absence, and I am acutely aware that for some of our service users this level of absence may have impacted on the quality of service you received from us. Please accept my sincere apologies for any inconvenience you may have experienced in this respect. We deeply value your relationship with Baillieston Community Care and are committed to providing you with the highest level of service simply because our service users deserve the very best.

We have been working hard to resolve these issues, and I am pleased to report that following a successful recruitment drive, we now have a full complement of staff, and I am confident that 'normal' service has since resumed.

I would also like to use this as an opportunity to say a massive 'thank you' to all our amazing staff who work tirelessly to ensure that our service users receive a high quality service in very demanding and challenging times. The efforts our staff go to by taking on extra work to ensuring continuity of care, is truly remarkable and outstanding. On behalf of the Senior Management Team, we thank you for all your hard work, dedication and commitment shown to our organisation but more importantly our service users.

Please do not hesitate to contact me should you wish to have a chat about any aspect of our service.

Regards David Reilly, Chief Executive

New Payment Facility ... Pay your invoice over the phone via Worldpay!

We can now accept Debit/Credit card payments over the phone using worldpay. This is a brand new facility for our service users and customers to pay their invoices in a more streamlined and efficient way. Please contact Angela Williams, Finance Manager or Irene Dorans, Finance Officer to find out more information about using this facility.



Additional New Fleet Car Purchased for Home Care Service

New Car Purchased for Home Care Service

We are delighted to announce that on Thursday 31st August, we took ownership of a new car for our expanding Home Care Service. This addition to our fleet will not only create a more productive and efficient service for our Service Users, but will also act as a platform for future business growth and development.

Pictured below is David Reilly, Chief Executive, and some of our team checking out the new car.



BAILLIESTON
COMMUNITYCARE



Meet up with the Chief Executive and Home Care Managers at a 'cake & coffee' drop-in session.

**For staff, this will take place on the First Wednesday of every month at the following times:
10:30am – 12:30pm 3:00pm – 4:00pm
Starting Wednesday 6th December 2017**

**For Service Users this will take place on the last Wednesday of the month
Starting Wednesday 24th January 2018 from 2:00pm – 4:00pm
at Baillieston Community Care, 6 Buchanan Street, Baillieston, G69 6DY**



This is a fresh new modern approach to engagement between service users, management & staff, as we are keen to establish new ways of working by gathering views, opinions and ideas.

So why not pop in for some cake and coffee and contribute to the ongoing development of the organisation

We look forward to seeing you!



STAFF NEWS

New Team Members - We would like to take this opportunity to extend a very warm welcome to the following new staff who have joined our care at home team within the last few months: Erin Connolly, Jacqueline Connolly, Sharon Connolly, Stephen Connolly, Bernadette Craig, Thomas Devonan, Stephanie Hill, Jade McEwan, Nicola McGlone, Nicola McNamee, Isabel Owens, Amy Simpson, Karen Steven, Stephanie Vickery & Samantha Whyte.

Following an unannounced inspection by the Care Inspectorate on Monday 7th, Tuesday 8th & Wednesday 9th August 2017, the following grades were issued by our Inspector Mr Tony Valbonesi.



care
inspectorate

Quality of Care & Support – 5 (very good)
Quality of Leadership & Management – 4 (good)

We would like to thank all our staff for their hard work and commitment shown to our service users and the organisation. We are fully committed to providing a very high standard of care to our service users, and we will fully implement the improvements and recommendations suggested by our Inspector. Should anyone have any questions regarding the inspection report they should contact David Reilly, Chief Executive.



You are invited to our

Christmas Party

on

Thursday 14th December 2017
12:00pm – 4:00pm

The venue will be
Shettleston Bowling Club,
53 -59 Culrain Street, Glasgow, G32 7AB

Family Members, Carers & Staff Welcome
Our Christmas Party will feature; Bar, Buffet & Cabaret Singer

A number of staff will be present on the day for support, however should you require assistance in getting ready to attend, please get in touch with us and we can help make arrangements for you.

We look forward to seeing you

Bealach House Day Care Centre

It's been such a busy few months at Bealach House, with a variety of events and activities throughout the autumn period. These include; a fraud awareness talk from Glasgow City Council, and our Service Users now attending Carmyle Church every second Monday for a tea and coffee afternoon with activities involved.

On Thursday 12th October 2017, we held an open day at Bealach House with invitations being sent out to a range of people including; Carers, neighbours, funders and stakeholders. Although attendance was down from our last year's open day, nonetheless a great day was had by all who attended.

On the day, our resident cook, Tracy Smith prepared a wonderful buffet for our visiting guests, and our service users arranged a raffle and sweet sale which raised £133.50 for the centres social fund. Thank you to everyone who attended, and for all the hard work of our staff in making the day such a success.

In other news... We also celebrated Halloween at the day centre, with our service users taking part in some activities such as 'dooking for apples' a great time was had by all. Our new 'men's shed' is now up and running, and many activities have taken place over the last month such as a cinema afternoon, arts and crafts and home baking.

We also had Alex our music therapist, who provides twice monthly sessions which includes service users singing, dancing and using musical instruments, and Tracy our visiting holistic therapist continues to visit and offer a range of massage therapies for our service users. Jennifer our resident musician and singer was also in over the last few months entertaining service users, and we also attended Muir Memorial Church in Garrowhill to see an orchestra. Aleix from 'Lingo Flamingo' is half way through 10 week course of Spanish lessons.

Finally, on Friday 17th November, We attended a Pudsey Bear children in need day at Ashton Grange Care Home, where our service users joined residents for a 'cake and coffee' afternoon with entertainment being provided by a local singer. An enjoyable day was had by the service users who attended, and a massive thank you to the staff of Ashton Grange for inviting us along.



Festive Opening times



We would like to take this opportunity to inform you of our opening times over the festive period. Our Head Office and Bealach House Day Centre will close on Friday 22nd December 2017 and reopen on Wednesday 27th December 2017. We will close again on Friday 29th and reopen on Wednesday 3rd January 2018. During this time our on call service will be available for any emergencies.

We would like to wish all our service users, their families and all our amazing staff a very Merry Christmas and a happy and prosperous New Year.

Comments, Complaints & Feedback - *Talk to us about your experiences!*

Our services are designed around you, and as part of our commitment to listen and learn, we want to hear your views, so here is how you can get in touch:



Call us: Head Office 0141 771 6478 or Bealach House 0141 771 5655

Email us: info@bailliestoncommunitycare.co.uk
info@bealachhousedaycare.co.uk

Via our **Suggestion Box** which is located in our main reception

Via our **website**, using the comments & complaints section.

On Twitter @BailliestonCare

