

BAILLIESTON COMMUNITY CARE NEWS BULLETIN JULY 2016

Welcome

Hello and a very warm welcome to our July Newsletter.



I hope you enjoy reading this news bulletin, and If you have any feedback, or ideas for future articles you would like us to feature, please contact me on **0141 771 6478** or email **david@bailliestoncommunitycare.co.uk**

Regards David Reilly, Operations Director



Scottish Care Conference

On Thursday 23rd June, 6 staff and 8 clients attended the National Scottish Care conference which was held in the Marriott Hotel in Glasgow.

Our Clients were invited along to hear the launch of the convention on the rights of adults and older people receiving care at home or housing support. A special thank you to those clients who took part in the development of the convention and for attending the conference. I would also like to thank the staff who accompanied our clients to the conference and provided support, a great day was had by all.



Scottish Care Awards

On the evening of Thursday 23rd June 2016, we attended the prestigious Scottish Care Awards at the Marriott Hotel in Glasgow. I am absolutely delighted to announce that we won the **'Care at Home Provider of the Year' Award**. This is the second time we have won this award, and is a fantastic achievement for our organisation. I want to personally thank all our wonderful staff for their continued support to the organisation but more importantly for the excellent service they provide to our clients and their families each and every day. Well done everybody!

WINNERS



New Staff

We would like to extend a very warm welcome to the following new employees who have recently joined our care at home team:

Leah McCartney & Casey McGougan

WELCOME

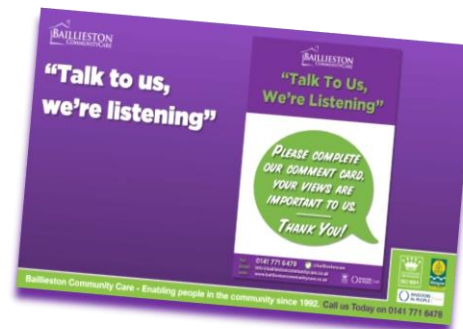
Service User Forum

Our next Service User forum is due to take place at the end of this month, beginning of August, and if you would like to contribute to the ongoing development of our organisation and influence decision making of future initiatives, then please get in contact with our Care Manager, Amanda McCarren.



Client Comment Card

Just a wee reminder that if you haven't already done so, I would encourage you to return your completed comment card to us at your earliest convenience as your views matter to us. As soon as we have received the majority of feedback cards back, we will then analyse the data, form an action plan and consult with you on how we move forward as an organisation. We hope to have this completed within the next few weeks. If you would like another card, please get in touch.



Future Newsletters

We have decided that this will be our last monthly newsletter, and instead will be replaced with a bright new quarterly newsletter. We hope that you are not too disappointed with this decision, as we are confident that we will still provide you with the same amount of information but on a quarterly basis. Look out for our Autumn newsletter coming later this 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

