

“Enabling people in the community since 1992”

In this edition . . .

*Welcome from the
Chief Executive*

*Learning &
Development Update*

*Service Users
and Workforce
Engagement Forums*

Christmas Party

*National Scottish
Care Awards*

The CARE Badge

*New Cars
Purchased*

*Mobile Care
Worker*

*Bealach House
Day Service*

*Service User,
Family Members and
Stakeholders Survey*



est. 1992



WELCOME

from our Chief Executive



Hello, and a very warm welcome to the Baillieston Community Care Autumn & Winter edition of our bi-annual newsletter.

Where has the time gone? It seems like only yesterday since we were working on the Spring & Summer edition and suddenly, here we are coming up to the end of another year. We hope you enjoy this edition and find it of some interest. Once again thank you for using Baillieston Community Care as your preferred care provider, we really appreciate it.



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 contact with your ideas, we'd love to hear from you.

Best wishes
David Reilly

Learning & Development Update

During the last quarter in Learning & Development we have welcomed 13 new Home Support Staff, we have inducted 18 candidates for SVQ level 2 & 3 in health & Social Care, and as we approach the SSSC registration deadline of the 13th December 2019 for care at home staff we are on target with all existing staff registered.

Our next quarter is looking to be as productive with training on Best Practise Dementia, Muscular Dystrophy, Motor Neuron & MS Awareness all planned along with new staff Inductions and ongoing Mandatory Refreshers.

If any of our service users would like to get involved in the training of our staff please get in contact with Alison Edgar, our Learning & Development Officer.



Service Users Forum

Would you be interested in taking part in our Service User forum?

We are looking for service users who would like an opportunity to contribute to the on-going development of our organisation.

Meetings take place on the **first Tuesday of the month from 12:00pm – 2:00pm**, and are held in the Barony Room at Parkhead Schoolhouse.

A buffet lunch and refreshments are provided. Please come along & have your Say!

Workforce Engagement Forum

Would you be interested in taking part in our Workforce Engagement Forum?

The purpose of this group is to provide an opportunity for staff to get together with members of the Executive Management Team and have an involvement in the development of the organisation, and discuss local and national issues affecting our sector.

Meetings will now take place on the last Tuesday of each month, starting on **Tuesday 28th January 2020 from 1:30pm – 3:00pm**, and will be held in the Barony Room, Parkhead Schoolhouse. A buffet lunch and refreshments will be provided. Please come along, and have your say.



CARE AT HOME & DAY SERVICES

You are invited to our

Christmas Party

on Thursday 12th December 2019
12:00pm – 4:00pm

(lunch will be served at 12:30pm prompt)

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

Our Christmas Party will feature a three course festive lunch, bar, entertainment & raffle

Family Members, Carers & Staff are all very welcome to attend

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.

Please confirm your attendance and any dietary requirements for catering purposes as soon as possible by contacting us at

Parkhead Schoolhouse,
135 Westmuir Street,
Parkhead, Glasgow,
G31 5EX

Tel: 0141 771 6478

*we look forward
to seeing you*

 @bailliestoncare

Email: info@bailliestoncommunitycare.co.uk



Bealach House Wins Day Service of the Year at the National Scottish Care Awards



Bealach House Day Service has been recognised as one of the leading care providers in Scotland at a prestigious evening awards ceremony celebrating the best of the independent care at home and housing support sector.

The Baillieston service won the Day Service of the Year category at the Scottish Care Awards 2019. This award celebrates the work of day services in providing individuals with opportunities to remain connected and involved with others and their local communities. It specifically recognises those services which have a sustained track record of excellent practice, a positive culture, innovative approaches and positive risk-taking.

Representatives from Bealach House collected their award, which was sponsored by Rainbow Care Services, at an Awards Ceremony on 17 May at the Marriott Hotel in Glasgow. The Awards were hosted by Michelle McManus, with nearly 400 people attending.

The Bealach House team were delighted to have won. CEO of Baillieston Community Care, David Reilly, who operate the service said:

“Bealach House operates as a day service and serves as a community hub for individuals living with dementia and their carers. Our mission is to offer compassionate, friendly and helpful care to the community. As the organisation has grown and evolved, our values of quality, dignity and respect sit firmly at the core of everything we do. We work collaboratively with other organisations offering, for example, social care and nursing students from local colleges and universities placements at the day centre and we also involve our user group in the Princes Trust programme, promoting intergenerational

community work with the local high school. We have forged a fortnightly meet up with another local community group with the aim to support service users to reconnect and build upon existing social skills, reducing isolation and loneliness.”

A former carer now volunteering at Bealach House, following the death of his wife, expressed in a recent testimonial:

“I noticed a big difference when my wife attended Bealach House, it gave me support during a very difficult time in our lives, I now see first-hand the great job the staff are doing, I cannot praise them highly enough for giving me the opportunity to give something back for all the help they gave us.”

The awards have been hailed a huge success in recognising individuals, teams and companies, who are delivering care at an incredibly high standard in an era of challenging budgets and within an increasingly demanding work environment.

Team Member of the Month

Congratulations to the following staff who won 'Team Member of the Month' from April – September 2019



April – Andrew Duncan



May – Leighann Heron



June – Linda Harrison



July – Margaret Redford



Aug – Laura McCartney



Sept – Jade Brown

Service User Spotlight



Marie Beaton

Marie has been a service user with Baillieston Community Care for 11 years.

Marie had expressed an interest in training regarding her recent diagnosis of Ataxia, and together with Alison Edgar our Learning & Development Officer worked on her story and a Powerpoint presentation to give information and awareness for all staff members.

The training has been very well received with great feedback from all our staff.

Marie is an ambassador for Ataxia and continues to raise awareness of the condition with Baillieston Community Care.

A big thank you to Marie for helping us to deliver this person focused training

Baillieston Community Care supports the CARE badge

WHAT IS THE CARE BADGE?



The CARE badge is a unifying symbol of pride and quality in care.

While the significance of wearing the CARE badge is personal to you, benefits include:

- Showing your involvement with and/or support of care in its many forms
- Building your team spirit within a widely distributed care community
- Your personal commitment to quality in care
- Your invitation to start conversations about care
- Encouraging recruitment and retention in care
- Reinforcing the size and importance of this often-overlooked community.
- Who knows that you are the care worker regularly putting in 12 hour working days?
- Who knows that you are a carer juggling your employment with caring for a family member?
- Who knows that you dedicate your career or your spare time to improving the wellbeing of others?
- Who knows that you really appreciate the care your family member receives?
- Who knows that you CARE?

Wear the CARE badge and be proud of everything that you do because we are very proud of you! Sadly, the huge amount of work that is done by millions of care workers – paid and unpaid – often goes unnoticed and unrecognised. With your and your employer's support, the CARE Badge can help change that

David Reilly, Chief Executive Officer commented, we are delighted to be supporting the CARE badge initiative and have recently placed an order so that each and every member of our staff can wear the badge with pride.

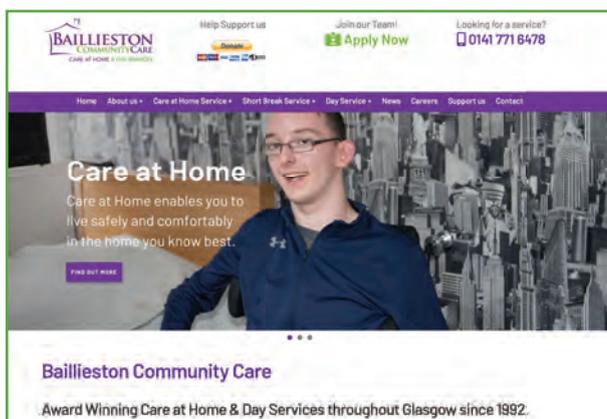
3 New Cars Purchased for Care at Home Service



On Friday 25th October 2019, we took ownership of three new Peugeot 208's for our expanding care at home service. These new additions to our fleet shows continued investment in travel arrangements for our frontline staff, ensuring the safety and comfort of our staff is of paramount importance.

New Website

We are delighted to announce that we have recently launched our brand new website. The new website is much more user friendly and contains a lot more content on the services we offer, as well as providing a range of information including, advice, testimonials and an area dedicated for comments and complaints. We would like to thank those staff and service users who feature on the new website and who also contributed and took part in its development.



Our website can be found at:

www.bailliestoncommunitycare.co.uk

We would love to know what you think of it so far, as we plan to add further content and make improvements in the coming months. If there is something you would like us to include or feature, please let us know.

Mobile Care Worker

Some of you may be aware that a few months ago, we made a significant investment in a new software system called 'Mobile Care Worker' as well as purchasing mobile phones for all our frontline care staff.

Mobile Care Worker is a secure mobile phone application used for lone worker protection, monitoring attendance and showing home care staff their rotas, as well as providing some service user information that the member of staff may need such as visit information, tasks to be completed and next of kin details.

The new software will ensure that staff always have the most up to date information to hand, and we are confident that this will improve communication between our office and our frontline staff.

So far 50 staff have been issued with a mobile phone and are now using the new mobile care worker app to access their rota. Feedback from staff has been mainly positive with some experiencing a few teething problems. We have recently taken delivery of a further 50 mobile phones and it is our intention to have all our staff using mobile care worker by the end of the year.

We would like to take this opportunity to thank everyone for their cooperation and patience in the implementation of our new mobile system. We are confident that this investment will not only help us in our mission to provide the very best service to our users but will also ensure our staff are better equipped to respond to the day to day challenges of being a home care worker.





Bealach House Day Service

It's been a busy few months at Bealach House Day Service

Over the past few months we have been involved the following projects:

Singfit, Anna Paisley from Glasgow Caledonian University asked our service users to take part in a five week survey. They were asked to listen to various songs and to tell her if they wanted to listen to them again on a musical app as part of a group activity. Anna will return next year to complete the second part of the survey.



and Jennifer bring along a wide range of reminiscence materials such as “Granny’s handbag” which is full of interesting objects and they provide activities such as prize bingo.

The day care clients continue to visit Carmyle Parish Church every second week to join in the social afternoons, the afternoons include a variety of activities such as musical entertainment, arts and crafts and fun

exercises and of course, afternoon tea.

Visual arts group, Loop Theatre is a company of community artists who met with our service users in late 2018 as part of a project to gather information about service user’s occupations when they were young. The information was then transformed into a piece of modern dance and mime and presented as a live show and film. The Loop team promised to return to the day centre to present a viewing to those who took part and to say thank you for their participation. They returned this year and everyone had a fantastic time.

Every year at Bealach House we offer students an opportunity to gain experience in a day service setting. This year we have provided placements to students from City of Glasgow and Kelvin College and to student nurses from Baillieston and Shettleston Health centres.

Music in Hospitals which is a charity organisation providing music in a care setting visited Bealach House to present concerts throughout October, November and December.

At Bealach House, we provide weekly and fortnightly opportunities for service users to take part in yoga, tai chi, music and art therapy and to have a therapeutic massage and our shop is open every fortnight offering sweets and small personal items

Baillieston Co-operative have been visiting the day centre as part of their community based charitable work. Derek

A reminder that our “Saturday Drop In” is on the first Saturday of each month. This is open to anyone who is living with dementia and their carers. Come along, have a bite to eat at our café and a massage and meet up with others.



Service User, Family Members and Stakeholders Survey

At Baillieston Community Care, we are always keen to understand your views on the services we provide. It matters to us what you think, and what issues are important to you. We would like to thank everyone who took the time to complete the recent surveys. We are continually striving to improve our services, and feel this can only be done by engaging with our Service Users, Family Members and Stakeholders. The recent feedback enables us to identify what we are doing well and areas we need to make improvements.

Some comments include;

'My husband and I cannot find fault with any service that Baillieston Community Care give us' (Carer)

'I am happy with the service that is provided for me, thank you so much Baillieston Community Care for all the help that is given to me' (Service User)

'All the staff are really nice and caring' (Service User)

'Don't know what I would do if I didn't have the support worker that I have' (Service User)

'It would be great if I could have a small team of carers, and if they could always turn up at the agreed time' (Service User)

'Allocating of shifts could be better, and overseeing so that its done sensibly i.e. allowing time for travel and keep staff local.' (Carer)

'The service is vital to our service users and their families, and I am happy to engage and refer patients from my service' (CPN)

'Management and staff reacted to a service request professionally and swiftly and at short notice' (Social Worker)

We have incorporated this feedback into our service improvement plan, and will continue to develop and improve our care services to ensure people using our services receive a positive experience, are provided with compassionate care delivered by a skilled, competent and motivated workforce.



Staff Member Spotlight Patricia Davie

Patricia or Tricia as she is known to us all has worked with Baillieston Community Care since 2010 as a Home Support Worker. Tricia is SVQ qualified and is registered with the SSSC. Tricia says she really enjoys her job supporting service users in the community, giving continuity of care in all aspects of her role. Tricia says she feels supported by Baillieston Community Care and enjoys attending training sessions at the office. In her spare time Tricia enjoys spending time with her 2 granddaughters and time with the family exploring the Scottish countryside.

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 website, using the comments & complaints section.

On Twitter @BailliestonCare

