

**“ENABLING PEOPLE IN THE COMMUNITY SINCE 1992”**





# A warm welcome from our Chief Executive, David Reilly

Hello everyone and a very warm welcome to our Autumn & Winter Newsletter. Where has the time gone this year? We are all now living in extraordinary times due to the current COVID-19 pandemic and as such I hope you are all keeping safe and well? Once again, thank you for choosing Baillieston Community Care as your preferred Care at Home provider, I really appreciate it.

I hope you enjoy reading this latest edition of our newsletter and find it of some interest. As always, if you have any suggestions or ideas on how we can improve the newsletter or anything else you would like us to feature, please get in touch.

Warmest regards David.



I am acutely aware that the current Coronavirus situation is very concerning for our service users, family members & staff and I would like to reassure you about how we are complying fully with Government and NHS guidance to help prevent the spread of infection and to make sure we continue to provide your care service to you safely and with minimum disruption.

The health, safety and well-being of our service users and our staff is of paramount importance and continues to be our primary consideration. As such, we are working closely with the health and social care sector, industry leaders and the Government to understand what we need to do within national guidelines to minimise the spread of the infection.

To that end my Management Team are making sure that our staff have the most up to date information and guidance needed to ensure they can deliver our services in the safest possible manner.

We are also working closely with Glasgow Health & Social Care Partnership (HSCP) to coordinate our delivery of care to service users where Covid-19 places particular pressure on service, including priority care for service users with greatest need. In line with Government guidance, we have for some time now been directing staff to stay at home if they should be self-isolating, whether due to having symptoms themselves or living in a household where someone has symptoms or are returning from travel in high risk areas, thus minimising risk to our service users.

Our staff are not permitted to return to work until the recommended Government advice has been followed, which may mean that some of our employees are absent from work for up to fourteen days.

I fully appreciate that this may have an impact on service delivery but we are committed to ensuring that service disruption is kept to a minimum wherever possible. Please accept my sincerest of apologies if you have experienced any disruption, we really are doing all we can to minimise this, and maintain our normal high standards during these challenging times.

If we have to change any aspects of care delivery we will do so in conjunction with our service users, their families and commissioners.

Our care at home staff are trained in infection control practices and their knowledge is updated and refreshed on a regular basis, especially in recent times when good hygiene practice is more important than ever. Washing your hands thoroughly with soap and warm water for at least 20 seconds is the 'gold standard' in infection control and our care at home staff have always been expected to follow good infection prevention procedures.

We really appreciate service users allowing our care at home staff to use hand washing facilities whilst in their home, this really helps. In line with the most recent Government guidance, as a minimum, our staff must wear a fluid repellent face mask, gloves, apron and where appropriate eye protection or visor for all their care visits. Care staff have training and guidance on how to properly wear and dispose of the protective equipment we provide.

Our head office staff are equally vigilant in their good hygiene practices and are doing their utmost to keep our office premises free from infection. This includes daily deep office cleaning, sanitiser and cleaning stations and the installation of desk screens. We have also reduced footfall in the office by not having group meetings or visitors to the office in the meantime.

It may also be necessary for our staff to work from home at times, including if staff are self-isolating for any reason. Please be assured that we will be operating throughout this situation as normally as possible. You will be able to contact us on the usual numbers whether the staff are in the office or working elsewhere and they will continue to be happy to speak with you. I appreciate your understanding during these unprecedented times.

I would like to take this opportunity to express my gratitude and appreciation to the amazing team I have here at Baillieston Community Care, who work tirelessly each and every day, ensuring that the people we support continue to receive a high quality and safe service during these difficult and challenging times.

Thank you once again for the trust you put in our services, we sincerely appreciate it and never take it for granted. Please do not hesitate to contact me at any time should you have any questions or concerns. In the meantime, please keep safe and well.

*David Reilly*  
Chief Executive Officer

## BAILLIESTON COMMUNITY CARE SECURES FUNDING FROM CREATIVE BREAKS

# Short breaks fund

We are delighted to announce that once again we have successfully secured funding from Creative Breaks to provide flexible respite care at home to support Carers of individuals living with dementia providing "ME" time.

Cared for individuals will receive home befriending/activities. Respite would be provided to carers whose caring roles are the most demanding.

For further information and to make a referral, please contact our Care Managers on **0141 771 6478**.

## NEW STAFF WELLBEING HUB AT BEALACH HOUSE DAY SERVICE

We are delighted to announce the launch of our new staff wellbeing hub at Bealach House Day Service.

This is an opportunity for our staff to pop in for a tea/coffee and a confidential chat in a relaxed and safe environment.

Our Managers will be available to discuss any concerns or issues that staff may have, and provide information and guidance on COVID-19.

Social distance and safety measures will be in place to keep everyone safe.





# Scottish Care

Voice of the independent care sector

Alison Edgar,  
Learning & Development  
Manager announced as  
winner at Scottish Care  
Awards 2020

I am delighted to announce that Alison Edgar, Learning & Development Manager has been recognised as one of the leading homecare employees in Scotland at a prestigious evening awards ceremony celebrating the contribution of homecare staff before and during the Coronavirus pandemic.

The Learning and Development Manager at Baillieston Community Care won the Care Learning category at the Scottish Care Awards 2020. This award acknowledges the importance of continuous training and learning within care at home and housing support services.

Alison was announced as the winner of the Care Learning Award at an online Awards Ceremony hosted by presenter, columnist and Pop Idol winner, Michelle McManus on 9 October 2020.

Alison was delighted to have been recognised and said: "I am very surprised but thrilled and honoured to be chosen as a winner in these prestigious awards."

**David Reilly, CEO of Baillieston Community Care said:**

*"Alison has been working with Baillieston Community Care since 2015 and has held various positions including Support Worker, Team Leader and Learning & Development Officer. In December 2019 Alison was promoted to her current role as Learning & Development Manager. She has demonstrated her passion and commitment for the organisation in many ways and I feel proud of such an exceptional member of my team."*



**Dr Donald Macaskill, the CEO of Scottish Care said:**

*"The homecare sector is one that is often ignored and rarely recognised, this has been especially true during the Covid-19 pandemic.*

*There are more people cared for and supported in our communities than in our care homes and hospitals combined. They are being supported to play their part as full citizens of their communities. It is care and support that gives them independence and freedom, meaning and purpose, contribution and value.*

*The Care at Home and Housing Support Awards was therefore an important opportunity to recognise best practice and all the excellent work within the sector. It was an opportunity to say thank you and express our gratitude to all the individuals who make up the homecare workforce.*

*This year we received a record number of award nominations, which really highlights the large amount of quality work undertaken within this sector. We were honoured to hear the remarkable stories of the outstanding individuals and teams from across the country. Their professionalism and dedication are truly the backbone of the care at home and housing support sector. All our finalists and winners deserve to be recognised, huge congratulations and thank you once again."*

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.

# Employment opportunities with Baillieston Community Care



**BAILLIESTON**  
COMMUNITYCARE  
CARE AT HOME & DAY SERVICES

## We Are Recruiting Now!

Team Leader & Support Worker Positions Available

At Baillieston Community Care, we offer excellent benefits, supervision, full support and ongoing training. Whether you have extensive experience or aspire to develop your career, we have care packages which you will find fulfilling. And we can offer you opportunities to stretch and learn new skills.

As a Baillieston Community Care home care worker, you are essential in delivering a high standard of care that promotes wellbeing, supports independence and protects the dignity of our service users.

Full time, part time and flexible work patterns are available.

**How to Apply:**  
Call us on 0141 771 6478 or visit  
[www.bailliestoncommunitycare.co.uk](http://www.bailliestoncommunitycare.co.uk)

Our care at home staff are the frontline of our organisation and are without 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 at home team provide vital care and support as well as building and growing relationships.

Being a 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 people 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 flexible hours are available.

Here are some of the benefits:

- ✓ Scottish Living Wage employer
- ✓ Enhanced rates for Christmas & New Year
- ✓ Mobile phone and access to the latest technology
- ✓ Access to company cars
- ✓ Free Uniforms
- ✓ Free starter pack, including, PPE kit bag & Personal alarm
- ✓ Funded SVQ training
- ✓ Access to a suite of E-learning courses & other training
- ✓ Payment for attending training courses, staff meetings and appointments.
- ✓ Regular Supervision & Support
- ✓ Employee of the month benefits scheme
- ✓ Employee Assistance programme (Free 24 hour helpline)



# Staff Member Spotlight

Introducing Team Leader  
**Charlene McCausland**



Charlene has worked in the care sector for over six years, and joined Baillieston Community Care in 2015 as a Home Support Worker. Charlene was promoted and became a Team Leader in 2018. Since then she has offered great support to our staff, service users and family members and is well liked for her kind and compassionate care. Charlene is an asset to our senior team, being credited by members of her home support team who would describe her as “a genuine person who is visible in her role and supports us, we know we can contact her about anything or to report something and it will be listened to and followed up”.

As her managers we are proud to have such a hardworking, committed and dedicated person to help us achieve our objectives and deliver a high quality care at home service.

Charlene is working towards her SVQ 3 Health & Social Care, and is taking part in our Step into Leadership Program with the other Team Leaders. Charlene is ambitious in her role and hopes to grow with the organisation.

In her spare time she loves spending time at home with her family reading, keep fit and walking the family dog. Charlene is a neat person and likes her home to be spotless clean and homely for her and the family.

Congratulations to the following staff who won 'Team Member of the month' from Jan – Oct 2020.

## January

**Patricia Davie** (Home Support Worker)

## February

**Margaret Ferguson** (Team Leader)

## March

**Claire Mina** (Home Support Worker)

## April

**Francis Allan** (Home Support Worker)

## May

As a thank you to our amazing team for all their hard work during the COVID-19 Pandemic, we awarded each member of staff with a £100 love to shop voucher.

## June

**Louise Stewart** (Home Support Worker)

## July

**Tracey Lister** (Home Support Worker)

## August

**Stacey Patrick** (Care Co-ordinator)

## September

**Lorna Harrison** (Care Manager)

## October

**Anne Kinnon** (Home Support Worker)

*We would like to congratulate these staff for their outstanding commitment, service and dedication to the organisation, service users and their families.*

# Service User Spotlight

*Introducing Mr Peter Hope*



My name is Peter Hope and I have been a disabled activist most of my adult life. I think at this point I should explain why I use the term disabled person rather the common term person with a disability. I don't like the term because it is not user lead. The term implies my disability is not part of my general life experience.

The Disability Discrimination Act became law 25 years ago this week, this legislation was hard fought for by many different groups of disabled people. From all sorts of backgrounds. The reason the act should be celebrated is it was a completely new law that disabled people won.

The law has now become part of the broader Equality legislation that covers all equality issues.

I was also involved in getting accessible transport, this involved campaigning around the fact that transport, taxis, buses, etc. were not for every member of the public.

# Service Users Forum...

We are pleased to announce the reinstatement of our monthly 'Service User Forum', however for now this will take the form of a virtual meeting due to the current restrictions in place.

If you would like to take part, please let us know and we will send you a zoom invitation by email to join us.

Our first meeting will take place on Wednesday 18th November 2020 from 2:00pm until 3:00pm, and will then be monthly thereafter, date and time to be confirmed for future meetings.

# Bealach House Day Service



*Hello everyone, my name is Bernie Gaffney, and I am the Day Service Manager at Bealach House. I am responsible for the development and delivery of our day services, and leadership of staff. As a member of the senior management team at Baillieston Community Care, I also work alongside the other managers to support our Chief Executive in the overall management of the organisation.*



Bealach House Day Service offers a friendly and supportive centre based service to people living with dementia and their carers. As usual we started off the year with lots of plans which included continuing with our weekly and fortnightly program of activities, including music, art and holistic therapies, yoga, Music in Hospitals concerts and the Football Memories project, however, due to the coronavirus pandemic, the Day Service has been suspended since the initial lockdown in March.

We wanted to stay in touch with everyone and we have continued to offer a care at home visiting service at this very challenging time. Visits to our service user's homes have included providing a cooked lunch, medication prompts, laundry, shopping and befriending. Service Users, Carers and families have told us that visits from day service staff, Frances and Tracy have been extremely important, especially in the early days of lockdown when other care at home services were reduced and just having face to face contact and someone to talk to was really appreciated.

We were also able to offer Carers and families a much needed and fully funded befriending service from Baillieston Community Care of 4 hours each week for a total of 12 weeks which was funded from the Governments Wellbeing fund.

Throughout the first six months of the lockdown, Bealach House was supported by other organisations within the Baillieston area. In particular, support of groceries and provisions from Community Champion Angela Queen at Morrisons store in Baillieston has been greatly appreciated. Angela and Kevin Melia have been frequent visitors to Bealach House over the years and in 2017, a very generous donation from Morrisons stores enabled us to build a Men Shed within Bealach House grounds, so a very big thank you to Angela, Kevin and Morrisons.

We would also like to thank Brighter Baillieston for their very generous support during the pandemic and a special thanks to a young lady called Brooke Henderson who visited the day service to donate a food hamper which she made up for us in March.

We also cannot forget Laura, Amy and all of the LOOP Theatre team. LOOP have been working with Bealach House since 2018 on various projects and just before the lockdown we were taking part in "Musical Memories", a production of songs and dance which our service users were taking part in. We had just started introducing weekly home visit "sing-alongs" with LOOP, but unfortunately, because of the further tightening of restrictions, we had to postpone them until a later date. We would also like to say a big thank you to David Maxwell, who volunteers at the service, David has been coming along to help out at Bealach House with our dominoes team and the Football Memories activities for a few years now and he has kept in touch throughout the past few months of the pandemic.

Sadly, the Day Service will probably remain closed for the time being, and we will continue to keep you updated on any developments.



# *Bealach House Staff Member spotlight*

*Frances McArthur  
Deputy Day Service Manager*



Deputy Day Service Manager Frances McArthur and Day Service Officer Tracy Forlow have continued to visit service users and families each week providing home support and spending time with Carers offering emotional support. Frances' and Tracy's bubbly personalities and concern for everyone at this difficult time have helped ease feelings and tensions, we thank you both for your continued support at this time.



*Tracy Forlow  
Day Service Officer*





Hello, and a warm welcome from our Learning & Development Manager, Alison Edgar

Welcome to the Learning & Development Department of Baillieston Community Care. it's been a very different year in terms of staff training and development, it has certainly had its challenges. We have had to think outside the box in relation to staff involvement and keeping staff up to date on training refreshers that are due and continue to support with guidelines in regard to PPE. We are striving to keep staff and service user's alike safe & well. We are supporting everyone with regular updates and training on Donning & Doffing of PPE, continually ensuring that appropriate PPE is available to our staff when and where required in the community, delivering to service user's and staff homes as required. Here are just a few highlights from our year so far....



## Step into Leadership

We have developed a 'Step into Leadership' Programme for our Team Leaders which began in October 2020. Developing our team leaders and their leadership skills can make a real difference to the service we deliver, the outcomes people who use our service achieve and, where appropriate, the wider community. Their leadership will have an impact on the vision and ethos of the organisation and play an important role in empowering others to develop and use their own leadership skills. Pictured above are our Team Leaders; (LtoR) Nicola McGlone, Margaret Ferguson, Charlene McCausland, Tracey Laird & Ellen Woods.

## Health & Wellbeing

We have recently set up a 'wellbeing hub' for staff to drop into at Bealach House Day Service three days per week for a coffee & a chat in a safe and confidential environment. Staff will also have access to support and information on services available to assist with mental health and wellbeing support.

We are also providing de-briefing sessions for staff to give support during the Covid pandemic, and we continue to support staff and encourage them to engage with our employee assistance programme and external organisations such as Lifelink as required. Feedback from our staff has been extremely positive, and the support is being well received by staff.

## Vocational Training

Five of our Home Support Workers have successfully completed their SVQ2 Health & Social Care qualification this year with continued support via social distancing from assessors. We have completed induction for seven Home Support Workers for the next cohort.

## New Equipment

We have been successful in securing funding for new and updated equipment. We will purchase new laptops to assist with our e-learning programme and vital First Aid training equipment and replacement Moving & Assisting slings to comply with regulations.

## Ongoing Induction

We are continuing to recruit and complete Induction of new Home Support Workers at social distance, this is a new way of working in small groups but on the whole is very successful. We do appreciate and thank you for your patience and understanding of meeting new staff who need to shadow after Induction is complete.

Some of our new recruits below:



## Virtual Meetings

We have been supporting our care at home staff via various online platforms such as Zoom, Microsoft Teams and E-Learning. We continue to explore new ways of working and supporting staff during the Covid pandemic.

Please do not hesitate to contact me should you have any questions regarding learning & development,

*Warm regards,  
Alison*



Hello, and a warm welcome from our  
Care at Home Managers,

Rosalind McVie & Lorna Harrison

Hello, we would like to introduce ourselves to those we have still to formally meet, we are the Care Managers at Baillieston Community Care. Due to the current Coronavirus pandemic and the restrictions placed upon us, we have not been able to visit service users at home as much as we have done in the past, however we are looking forward to meeting you all hopefully very soon and seeing some of you at our virtual service user forum.

We are both fully responsible for overseeing the quality of care provision and service delivery of our Care at Home Service. We also work closely with other Managers to support our Chief Executive in the overall management of the organisation and contribute towards the achievement of the organisation's strategic and operational targets and business aims.

We have recently been working to create staff teams and service user teams so that both groups will have designated Team Leaders,



Quality Officers, Care Co-ordinators and Care Managers. This will be clear to all who their points of contact will be within the office team. We hope to launch this very soon.

Unfortunately this year, we have been unable to arrange any service user events such as our 'Spring Fling' and 'Christmas Party' however we would like to have a Christmas raffle with some fabulous prizes, such as gift cards, hampers and other gifts. We will have raffle tickets available for sale soon, and if anyone would like to purchase some please contact the office. We will arrange a virtual raffle draw just before Christmas and we hope as many of you will be able to join us to see who will be the lucky winners.

In the meantime, should you have any questions regarding any aspect of your care and support, please get in touch with us.

*Best regards*

*Rosa & Lorna*



## 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](mailto:info@bailliestoncommunitycare.co.uk)  
[info@bealachhousedaycare.co.uk](mailto: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

