

'ENABLING PEOPLE IN THE COMMUNITY SINCE 1992'



A warm welcome

From our
Chief Executive,
David Reilly



Hello everyone, and a very warm welcome to another packed edition of our Autumn and Winter Newsletter. I hope you are all keeping safe and well?

The world of care has seen significant challenges for many years, but these problems have increased immensely during the pandemic, and here at Baillieston Community Care we have not been able to avoid them.

At times like these there is a temptation to simply rest on our laurels and hope things get better without us changing. They won't! Therefore, we have been putting a lot of work recently into adapting, changing and improving what we do. We want to constantly be wise and be better at what we do.



The current pandemic continues to raise a number of pressing practical and financial issues for the organisation in relation to staff, service users, stakeholders, and the wider health & social care sector. As you may be aware, it has been widely reported that there is a national shortage of care workers working in the social care sector. Care providers across the UK are experiencing significant challenges in recruiting and retaining staff for a variety of reasons including burnout from the pandemic, and higher pay rates being offered in other sectors as the economy starts to pick up. I want to reassure you of the work that we are doing to recruit and retain the appropriate levels of staff we require to continue providing a high standard of service to our users. This includes recruitment open days, daily social media recruitment campaigns, creation of a workforce matters group, employee assistance programmes and support and supervisions to name but a few.

Our organisation currently employs in excess of a 140 staff and supports around 180 people, delivering just under 3000 hours of home care each week, and day services for up to 16 people five days a week. We have been met with such patience and gratitude from the people using our services and family members, who's support has been an inspiration when it was needed most. We cannot thank our staff enough for their hard work and bravery throughout this pandemic, they are all our superheroes.

There is no doubt that this is the most challenging time for our sector and we are doing all that we can to keep 'business as normal' and minimise any disruption to services. As we approach the winter months we will be implementing our winter contingency plans which may include some adjustments to visit times and staff allocation to ensure that we can continue to provide you with a service should the weather or staff absence have an impact on our operations.

Short breaks fund

In other news, the recent Government announcement of an additional £300million for the NHS and social care in Scotland – indeed the social care share of £150million is the largest singular investment into social care outside a budget. Frontline Social Care staff are due to receive an increase in pay from £9.50 per hour to £10.02 per hour from the 1st December this year, this is the equivalent of a Band 2 NHS worker. We see this as a positive step forward in raising the profile of our sector, however we recognise that more work needs to be done to ensure staff receive fair work practices and are valued for the important work they do each and every day.

The independent review of adult social care, recommends the establishment of a ‘National Care Service’ which aims to focus on many key areas including commissioning and procurement of social care services, human rights and fair work. We look forward to seeing how this progresses, and being part of radical and transformational change.

The Governments roll out of the vaccination programme, and the incredible scientists both in the UK and globally have paved our way out of a Covid-19 world, thanks to this, there are better times ahead.

Moving forward, looking after our mental health and wellbeing has never been more important than it is now. As we emerge from the pandemic and take slow steps back to normality, it’s vital we all keep an eye on how we’re feeling and ask for help when we need it. As a charity, we’ve got some really ambitious plans for the future to ensure our colleagues have all the tools they need to protect their mental health and wellbeing. There are also a wealth of programmes and initiatives already available to staff such as our Employee Assistance Programme, and qualified Mental Health First Aiders.

Finally, we could not operate and run our organisation and continue to make a positive difference to the people we support without the hard work and dedication of our staff, volunteers and the support of our funders. We remain resilient and determined to be the best we can and be the provider of choice in Glasgow and surrounding areas.

I would like to thank you once again for your patience and understanding during this past year, and for putting your trust in us. It is important to me that you continue to have confidence in Baillieston Community Care. I appreciate your continued business and never take it for granted.

Please keep safe and take care.
Best regards

David Reilly, CEO

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 Service Manager Lorna Harrison by telephone or email:

0141 771 6478.

Lorna@bailliestoncommunitycare.co.uk

Do you or a colleague need emotional support?
Talking to us could be your first step to feeling better

Your Mental Health First Aiders are here for you

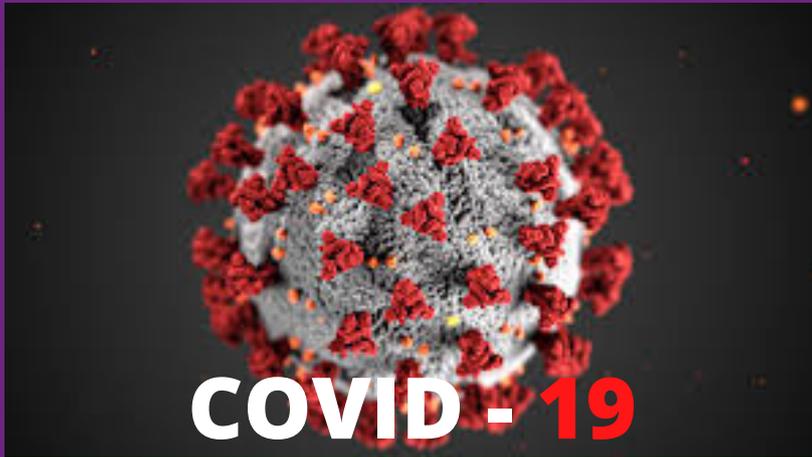
Name	Position
David Reilly	- Chief Executive
Lorna Harrison	- Service Manager
Angela Williams	- Finance Manager
Alison Edgar	- Learning & Development Manager
Bernadette Gaffney	- Day Services Manager
Frances McArthur	- Deputy Day Services Manager
Stacey Patrick	- Senior Co-ordinator
Bernadette Devlin	- Care Supervisor
Jade Brown	- Care Supervisor
Catherine Main	- Care Supervisor
Irene Dorans	- Finance Officer

Mental Health First Aiders are trained to be a point of contact if you, or someone you are concerned about, is experiencing poor mental health or emotional distress. They are trained to provide initial support and can refer you to professional support channels if required in the strictest confidence.
*Training provided by St Andrew's First Aid

Have a conversation with someone you can trust

Telephone: 0141 771 6478
Email: info@bailliestoncommunitycare.co.uk
www.bailliestoncommunitycare.co.uk
@bailliestoncare

Head Office: Parkhead Schoolhouse, 135 Westmuir Street, Glasgow, G31 5EX



**KEEPING
OUR
PEOPLE
SAFE**

COVID-19 UPDATE FROM OUR CHIEF EXECUTIVE, DAVID REILLY

I know that the ongoing situation around COVID-19 continues to be a worrying and anxious time for people, and I wanted to add some reassurance to you about the measures we continue to take to protect our Service Users and Staff.

Our Staff receive a comprehensive induction and ongoing training in infection control and are strictly following industry guidance from the UK's Public Health Authorities. In line with the latest Government advice all our staff are working hard to minimise the risk of transmission through safe working procedures. This includes the use of personal protection equipment (PPE) as needed, implementation of the vaccination programme, and at least twice weekly testing.

The majority of our staff have now received both their vaccinations and we are now working on a programme of boosters and flu vaccinations at the same time. This should add another level of protection for both staff and service users, and help us to navigate our way out of the pandemic safely back to some level of normality.

Our staff continue to carry out at least twice weekly Lateral Flow Tests, and would isolate immediately upon discovery of a positive result. This is then followed up with a PCR test. We have been extremely fortunate as an organisation throughout the pandemic to keep the virus out of our services and thus reducing community transmission. Our numbers of service users who have tested positive remains very low, and I cannot thank our staff enough for their continued efforts in reducing the spread of Covid-19.

We continue to follow direction provided by the UK's Public Health Authorities and review guidance daily, working closely with organisations such as Scottish Care, Care Inspectorate, Glasgow HSCP and other care providers.

If you have a specific concern about your care needs or the needs of a family member, please contact me or a member of my team and we will be more than happy to reassure you.

Regards
David



Scottish Care

Voice of the independent care sector

A message from Scottish Care

Care services under extreme pressure – a message from Scottish Care to those who use social care services and supports

You will all be aware from media coverage of the significant pressures on the health and social care system at the moment. In recent weeks parts of Scotland have seen some of the highest rates of COVID-19 infection since the pandemic began and our hospitals are under unprecedented strain for this time of year.

These pressures are being driven not just by COVID-19 but also by increased demand for a range of services as well as significant staff shortages across the health and care system. These shortages are the result of many factors including recruitment drives from other sectors such as hospitality and retail at levels they have never previously done, and that fewer people can move from Europe to work as care workers since the UK left the European Union. A combination of all these things means the social care sector is stretched to capacity or beyond on an almost daily basis. Social care is a career where you can make a difference every day, but there are simply fewer people around to be recruited to the critical work of care.

As the national body representing hundreds of care providers across Scotland, we are committed to working with central and local Government to improve the terms and conditions of frontline workers as a way to encourage more people into the sector. However, these efforts will take time to come to fruition. In the meantime, our frontline staff are under enormous pressure and stress.

We are writing to you to not only make you aware of these pressures but to ask you to do all you can to support the staff and those delivering care and support. As part of this we would encourage you to adhere to the public health guidance and to take up the vaccine and any boosters as well as the flu vaccination should you be eligible.

We know this is an exceptionally stressful time for everyone involved in support and care not least those who receive care and unpaid carers, and we ask for you to be understanding and sensitive to the staff working with you. We would ask for your understanding and patience if your care provider has to change staff at short notice or is unable to meet your requested time slots. Staff have been working under real pressure to deliver services and have gone above and beyond in recent months and they will continue to do so.

We are grateful for you taking time to read this message and hope that together in partnership we can all meet the challenges of the next few months and continue to support and care for those you love and know in the weeks ahead.

Yours sincerely

Dr Donald Macaskill
Chief Executive

Karen Hedge
National Director

Care at Home Service



I came to the organisation initially as a Team leader, then covered a secondment as Home Care Supervisor and promoted to Home Care Manager.

In my new position I am fully responsible for overseeing our care at home service, quality of care and I am in regular contact with staff and service users. I report to our Chief Executive, David Reilly. I have three Care Supervisors who support me in my role, and they oversee a team each of their own. These teams are as follows:

Team Clyde: Care Supervisor Catherine Main, with support from Team Leaders Charlene McCausland, Sharon Deans and Kyle Tubb. The areas that this team work within are: Easterhouse, Cranhill, Riddrie, Bishopbriggs, Bearsden and Partick.

Team Riverside: Care Supervisor Jade Brown, with support from Team Leaders Nikki McGlone and Ellen Woods. The areas that this team work within are: Shettleston, Greenfield, Carntyne, Dennistoun, Tollcross, Dalmarnock & Bridgeton.

Team Buchanan: Care Supervisor Bernadette Devlin, with support from Team Leaders Tracey Laird and Lee McBride. The areas that this team work within are: Uddingston, Coatbridge, Baillieston, Mount Vernon, Sandyhills, Shettleston & Tollcross.

Due to the Covid pandemic I have not been out on as many home visits as I would have liked, however I hope to see you in the near future! For those who I have yet to meet, I look forward to the opportunity to meet you soon!

I would like to introduce myself as the new Service Manager at Baillieston Community Care. Most of you will know that myself and my colleague Rosalind McVie were both Care Managers previously for the organisation. Sadly Rosalind has moved on to pursue new opportunities and will be greatly missed by myself, colleagues and service users.

My history in Social Care spans over a decade, starting as a support worker to adults and children with learning and physical disabilities. At my previous employment I gained an SVQ level 3 in Health & Social Care. Since joining Baillieston Community Care, I have completed a specialised course in Dementia Training which is City & Guilds accredited with Stirling University. Most recently I have achieved my SVQ 4 in Health & Social care. I am now working towards achieving my Leadership & Management award.

Introducing our teams

Management Team



David Reilly
(Chief Executive)



Lorna Harrison
(Service Manager)



Alison Edgar
(Learning &
Development
Manager)



Angela Williams
(Finance Manager)



Bernadette Gaffney
(Day Service
Manager)

Team Buchanan



Bernadette Devlin
(Care Supervisor)



Michelle Davidson
(Care Co-ordinator)



Tracey Laird
(Team Leader)



Lee McBride
(Team Leader)

Team Clyde



Catherine Main
(Care Supervisor)



Stacey Patrick
(Senior Care
Co-ordinator)



Charlene McCausland
(Team Leader)



Kyle Tubb
(Team Leader)

Team Riverside



Jade Brown
(Care Supervisor)



Lorraine Kenny
(Care Co-ordinator)



Nikki McGlone
(Team Leader)



Ellen Woods
(Team Leader)

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.



After 16 months of lockdown and COVID 19 restrictions, Bealach House Day Service re-opened its doors to Service Users on July 26th 2021. We started operating with a reduced amount of people to comply with social distancing protocols and to ease everyone back into the day service routine, then we slowly increased the attendees over a number of weeks. We were delighted to be able to welcome back a number of service users and to welcome a whole new group of people. As the weather in August and September was generally dry and warm, we were able to make use of our outdoor spaces.

During lockdown restrictions, community arts group Loop Theatre supported day service staff by visiting Service Users at home in their garden and doorstep areas providing some great fun with sing-alongs and happy and encouraging conversations. We were delighted that they were able to return to the centre on Friday afternoons to resume the Moving Memories project which was started in 2020 and they too made very good use of the good weather and outdoor space at Bealach House.

The Day Service team continue to support everyone at Bealach House, they are: Day Service Manager Bernie Gaffney, Day Service Officer Tracy Forlow, Driver Gerry O'Connor, Cook/Domestic Maureen Harty and Acting Day Service Officer Geraldine Gaffney. We would like to welcome new Day Service Officer Yvonne McDonald to our team and not forgetting Deputy Day Service Manager Frances McArthur who is currently based at our Head Office at the Parkhead Schoolhouse but continues to support Bernie and the team.

Welcome Back



Learning & Development

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



The Learning & Development Department has had its challenges over recent times, despite this we have had a very productive year. Whilst we had to think of new ways of working to keep everyone safe, we have been able to continue recruiting & inducting new HSW to support our service users, welcome to all of our recent staff who have joined us.

We would like to thank all of our service users for their continued support and understanding when meeting new staff during the shadowing period leading on from Induction.



Recruitment Day

We had our first Recruitment Day on 13th October, this was very successful, working in conjunction with Jobs & Business Glasgow and The Bridges Programme. We also were delighted that Mary Miller, Chairperson of our Board of Directors joined us for the day along with Councillor Ballantyne



Training

As restrictions have been lifted we have been able to re-start larger group programmes to include refresher sessions in Moving & Assisting, Medication, Adult Support & Protection and Dementia Support. It has been beneficial to all staff who have commented that they really enjoyed being in the office and meeting up with colleagues again



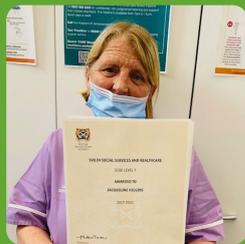
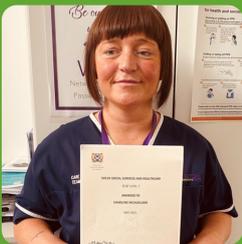
We have also been able to welcome external training agencies back to the office, to include **PEG training by Nutricia, Behaviours that Challenge with Dr Tia Martin and Mental Health First Aid with St Andrews First Aid.**



SVQ

During the pandemic we have continued with developing staff members within the restrictions, we work with ACTS and City of Glasgow College in relation to SVQ qualification required for SSSC Registration.

We have had 11 HSW complete SVQ2 and 1 completing SVQ3, also 2 Team Leaders completed SVQ3, this is quite an achievement during a difficult situation and we wish all staff huge congratulations on completing their award.



Step Into Leadership

We restarted our Step Into Leadership programme, developing Team leader skills to go forward and build supportive relationships with both staff and our service users. We have recently recruited a further 2 Team Leaders and we are delighted to introduce Kyle & Lee



Kyle previously worked as a chef before joining us as a Home Support Worker in December 2018, he has recently been promoted as one of our first male Team Leaders, and is enjoying the role, developing his skills, assessing new referrals and meeting his staff and service users

Lee has been employed with BCC since June this year and he has 14 years experience in the care sector working in Mental Health services and Care Home. Lee is delighted to be one of our first male Team Leaders and is also enjoying developing his skills assessing new referrals and meeting staff and service users in the community

KICKSTART SCHEME

We are pleased to announce that we were recently successful in obtaining funding from the Government's Kickstart Scheme to create two new exciting posts here at Baillieston Community Care.

David Reilly, CEO commented, "We are delighted to be playing our part in the Government's Kickstart programme, which will create valuable new opportunities for young people who may otherwise face a very challenging employment climate. We are pleased to welcome both Connor and Dylan to Baillieston Community Care, supporting young people to start their careers and build skills for the future".

I have pleasure in introducing our newest members of staff, and their role within the organisation;

Connor McFarlane – Communications & Engagement Officer & Dylan Murphy – Finance & Admin officer



My name is Connor McFarlane and I am the Communications and Engagement Officer here at Baillieston Community Care. I joined the organisation in early September 2021 and I have loved every second of it!

My duties as Communications and Engagement Officer include taking charge of the organisations social media channels and creating fresh daily content, working on the organisations newsletters, marketing, advertising, event planning and many other things. I have worked with computers most of my life and I have previously studied Computing with Digital Media which has allowed me to apply my experience here at Baillieston Community Care.

My job role is a very exciting opportunity and I am very grateful to be given the chance to fulfil these duties.



My name is Dylan Murphy and I am the new Finance/Admin Officer. I joined the team in October 2021 and can't wait for all the opportunities to develop a career in an organisation that is truly about helping those in the community.

I am currently studying Accountancy and Finance which ties in very well with my new role in the organisation. I have worked in various call centres so it is a huge change going to a more personal work environment but one that I am currently enjoying and can't wait to see what the future holds. Thanks to all of the employees and service users I have met as you have been an absolute pleasure to deal with.

Employment opportunities with Baillieston Community Care



RECRUITING NOW!

HOME CARE 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/



Our care at home staff are the frontline of our organisation 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 at home team 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 flexible hours are available.

Here are some of our benefits:

- Rates starting from £10.02 per hour
- 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)

TEAM MEMBER OF THE MONTH

Congratulations to the following staff who won 'Team Member of the month from Jan - Oct 2021.

January

All staff

February

Samantha Reeves
(Home Support Worker)

March

Gerard Connor
(Day Service Driver)

April

Margaret Ann Quinn
(Home Support Worker)

May

Frances McArthur
(Deputy Day Service Manager)

June

Sharon Deans
(Team Leader)

July

Angela Williams
(Finance Manager)

August

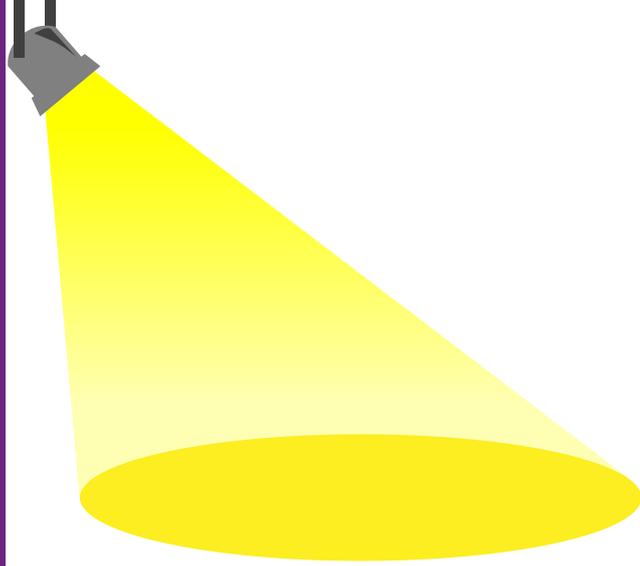
John Carr
(Home Support Worker)

September

Ann Kinnon
(Home Support Worker)

October

Connor McFarlane
(Communications & Engagement Officer)



STAFF SPOTLIGHT

Carol Cork & Elle Mulholland Home Support Workers



Carol & Elle work on the runs providing support to our service users on a four on four off rota, this provides continuity of care and the feedback from individuals is very positive.

Carol has worked for the organisation for five years, she previously worked in the community offering 1-1 support.

Elle has worked for the organisation on the runs for one year. Elle enjoys the variety of support given to service users, and also the reassurance it gives them that it is the same two support workers for four days.



[homecare.co.uk](https://www.homecare.co.uk)

PLEASE TAKE A MOMENT TO REVIEW US

Scan the QR code below and enter
your review on [homecare.co.uk](https://www.homecare.co.uk) for
Baillieston Community Care



Alternatively, visit [homecare.co.uk/submitreview](https://www.homecare.co.uk/submitreview)
or pick up a [homecare.co.uk](https://www.homecare.co.uk) review card

CHRISTMAS VIRTUAL EVENT



*We are delighted to invite you to attend our very first
Christmas Virtual Event*

On Wednesday 15th December 2021

Service Users: 2:00pm – 3:30pm

Staff: 6:00pm – 7:30pm

Our virtual event will feature; Prize Quiz & Free Raffle

*The event will be hosted via Zoom, and joining instructions will be emailed
to all participants. Please contact the office to request an invite.*

*Should you require assistance to attend the event, please let us know and
support will be provided.*

We look forward to seeing you, and having some fun!

CONTACT US



**Head Office:
Parkhead Schoolhouse
135 Westmuir Street
Parkhead
Glasgow
G31 5EX**

**info@bailliestoncommunitycare.co.uk
0141 771 6478**

**Bealach House Day Service:
Old Wood Rd
Baillieston
Glasgow
G69 7AE**

**info@bealachhousedaycare.co.uk
0141 771 5655**

FOLLOW



Follow us on Social Media



@BailliestonCare

@BailliestonCommunityCare

BAILLIESTON
COMMUNITYCARE
CARE AT HOME & DAY SERVICES




Spoon
f /SPOONCAFES

Spoon is ready to welcome you to our new Community Café based at the Parkhead Schoolhouse.

FRESH COFFEE AND FAMILY FAVOURITE MEALS
We can't think of anywhere better to enjoy your morning latte or family favourite meals, including Freshly Cooked Pizza from our Spoon Pizza Oven!

MORE THAN A CAFE
We aim to offer a safe and welcoming environment with community-focused events throughout the year, together with volunteering and employability skills opportunities.

OPEN: MON - THU 9AM - 4PM • FRI 9AM - 3PM

**SPOON@PARKHEADSCHOOLHOUSE
135 WESTMUIR STREET, G31 5EX**