



BAILLIESTON *Plus* MAGAZINE

ENABLING PEOPLE IN OUR **COMMUNITIES** SINCE 1992



CELEBRATING 30 YEARS



Registered
Charity
SC026213

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WELCOME TO BAILLIESTON



Editorial

By Communications and Engagement Officer, Connor McFarlane.



Hello everyone, and a very warm welcome to our first ever edition of our brand new magazine 'Baillieston Plus', replacing our previous newsletter. We have decided to rename this as we believe this is packed with much more exciting content and news stories.

So, why Baillieston Plus? Our Baillieston Plus magazine is one of the only places where you can find exclusive content, news, and pictures that may not be shared anywhere else. We believe this is our most exciting magazine to date, so therefore we decided it deserved an official name. It's in the name, plus means you are getting extra content and getting an insight into Baillieston Community Care like never before, and also represents our growth into areas outwith Glasgow.

What makes it different from our previous newsletter? We have become a lot more creative with our brand and designs, and we are ready to use them! We also have a lot more news stories coming from each respective department within our organisation, so you are fully updated on what's going on in every department of the service.

We hope you find the information provided in this magazine useful, and you finish feeling as informed than ever!

If there is anything you would like us to feature in future editions of our magazine, please get in contact with me on **0141 771 6478**, or email me at **connor@bailliestoncommunitycare.co.uk**

So, without further ado, I have the pleasure of introducing our CEO, David Reilly....

Welcome!



MORE ON THE
OTHER SIDE



WELCOME FROM OUR **CHIEF EXECUTIVE**

Hello everyone,

Welcome to our new Baillieston Plus magazine which is bursting with good news stories, updates from our organisation and pertinent information on the care sector. I hope you enjoy reading it as much as we have enjoyed putting the magazine together for you. Your comments, both positive and negative are welcome. Perhaps you have something to share with us that you would like included, we would love to hear from you, please do not hesitate to contact Connor McFarlane, our Communications & Engagement officer at the office to discuss your thoughts.

30th Anniversary

Wow, 30 years old, it is a remarkable honour to know that for 30 years we have made such a difference in the communities we serve.

When I think back to the day I started with the organisation in 2005, there was just three of us working from two small offices based at 6 Buchanan Street in Baillieston, with a team of about 20 staff working in the community and 5 staff at Bealach House. Fast forward to 2022, and we now have 14 staff based at our new head office in Parkhead Schoolhouse, a team of over 100 based in the community, and 5 Day Care Staff.

Baillieston Community Care will always be about our service users and staff. That has always been my goal alongside the values set by the founding board of Directors who started up the service back in 1992. Keeping compassion at the heart of everything we do will always be our goal, and although we get it wrong sometimes, we will always be working at innovative ways to keep learning and improving.

Looking back at our achievements is overwhelming. From consistently achieving positive grades from the Care Inspectorate to winning a number of prestigious awards including Care at Home Provider of the year not once but twice, Day Service Provider of the Year and the Positive Impact Award which I am extremely proud to be part of and say I am the Chief Executive. I am so grateful to our service users and staff for standing by me over the past 17 years leading this wonderful organisation, especially during the pandemic where we have been forced to work in such diverse ways. A big thank you goes to all my team in everything they do, their dedication and loyalty is always noticed. So, here's to the next 30 years and what it brings....

Covid-19 Update

Whilst we were not yet out of the woods with Covid-19, the hard work, professionalism and commitment of all our colleagues have helped us continue to keep the people we support and each other, safe and well. Our frontline staff have made tremendous effort and continue to do so day in day out to ensure care and support is delivered to the most vulnerable people in our communities. The organisation understands that the Covid-19 experience has taken a toll, which is why our employee wellbeing plays a major role in our current and future focus.

The organisation's operations and strategic plan have continuously adapted throughout the year to meet the ever-changing guidance and legislation brought about by Covid-19. This experience has changed some of our ways of working, with virtual and digital models to connect people becoming the normal. Throughout the pandemic, the senior management team have worked incredibly hard to stabilise the organisation to ensure there is capacity, safe and sustainable services based on national and local variables and robust contingency planning. The team have adapted services and approaches, and this was achieved by daily/weekly planning meetings and regular communications to our frontline staff.

It is important to note that Baillieston Community Care has adapted and re-prioritised key business processes and changed the way we operated during the last year. Our primary goal has been to continue to deliver high quality services while keeping all our service users and staff safe and well. However, our focus on the long term has not been forgotten, we will meet this by implementing a Covid recovery plan which will concentrate on the short/medium and long term goals of the organisation. The Board of Directors have been kept fully informed of and have supported decisions made by the management team in response to pressures resulting from the pandemic.

The impact of the pandemic will be with us for some time, and this new normal will bring challenges and opportunities. It is fair to say that the next few years will be challenging for the organisation as it faces an external environment that is fast moving and continuously changing due to impact of post Covid-19, Brexit and the creation of a National Care Service. Therefore, the organisation needs to ensure it is ready to meet the challenges by ensuring it is robust in its overall performance both operationally and financially.

The communities we work in are at the heart of what we do, we strongly believe that our activities contribute to achieving the overall objectives of the organisation. The activities support service users to live independently and develop and maintain meaningful community links, where they feel valued and can play an active part in community life.

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. Despite the challenges we have faced, we have remained resilient and determined to be the best we can and be the provider of choice in Glasgow, South Lanarkshire and East Dunbartonshire.

Developments in recent months have helped us all to minimise the impact of Covid-19 and have enabled us to return to a level of normality. Central to this has been the high levels of vaccination uptake throughout the UK. Although COVID-19 remains with us, transmission rates are currently lower and the impact of the virus is currently milder than at earlier stages in the pandemic.

Vaccination remains the greatest protection against Covid-19. A further booster dose is now being rolled out, to maximise protection as we head towards winter 2022/23. Our Care at Home team are included in the groups being offered the booster.

The Scottish Government has recently undertaken a review of face mask use within social care settings. As a result of several factors, including high vaccinations rates and other mitigations against Covid-19, it has been recommended that it is now safe for staff to provide services without the use of a face mask in most circumstances.

The use of face masks by staff continues to be appropriate in the following circumstances:

- Where a service user has expressed a preference that staff wear a mask when delivering care.
- Where a member of staff wishes to continue to wear a face mask.
- Where staff feel that there is a risk of being exposed to Covid-19 or other infections.

As a result of this change in guidance there is a possibility that staff providing support to you will do so without a mask unless requested by you.

All of our staff work to strict infection prevention and control guidance and they will continue to follow existing practices regarding scrupulous hand hygiene and the use of disposable gloves, aprons and other personal protective equipment as appropriate.

I hope this update provides you with some reassurance. However, should you wish to speak to someone about your service, or to let us know that you would like staff to continue to wear face masks when supporting you, please contact us on 0141 771 6478 and one of my colleagues will be able to assist you.

Best regards
David

BAILLIESTON COMMUNITY CARE ACQUIRES EXTENDED PERSONAL CARE LTD.

We are delighted to announce the recent acquisition of Extended Personal Care Limited.

Extended Personal Care has been operating in East Dunbartonshire and Falkirk for over 19 years and has built up an excellent reputation for delivering high quality care at home and respite services. Extended Personal Care runs its operations from 'Calico House' a 24 hour respite service for adults with learning and physical disabilities based in Lennoxtown.

Due to the retirement of the current owner Mrs Moria Boyle, Baillieston Community Care made an offer to purchase the shares in Extended Personal Care to ensure continuity of care for service users and job security for the staff. We are extremely grateful to Mrs Boyle for the decision to sell her business to us.

David Reilly, CEO commented;

"I am delighted that Extended Personal Care have joined the Baillieston Community Care family. Extended Personal Care and Baillieston Community Care share a commitment to delivering the best standards of care possible, making them a perfect fit for us. We look forward to learning and sharing best practice as we move forward and continuing a shared track record of impressive care in the community. By acquiring Extended Personal Care we are helping more people to live the life they choose at home. This is a positive step in Baillieston Community Care's strategy for growth which will enable expansion of Community Care services in East Dunbartonshire and Falkirk".



CALICO HOUSE



CARE AT HOME SERVICE

”

A very warm welcome from myself, Lorna Harrison, Service Manager at Baillieston Community Care. Recently I have been working with Investors in People, Directors, Team Leaders and Home Support Workers, to update the organisations Mission Statement, Vision, Aims and our Company Values. This has now been updated and we are very proud of the work that we have achieved as a group! I am now part of the Workforce Sub Group with Alison Edgar, Learning and Development Manager, and I am excited to see what we can achieve together to benefit our workforce.

Some of you may know that we have expanded our care at home service in to the South Lanarkshire area and this has been a huge success. We are now looking to further expand our care at home service in to East Dunbartonshire and we are excited on where will be next.

We have three teams which are managed by a Care Supervisor and our Team Leaders. This is working very well and our service users and staff are getting a chance to meet their team.

In May this year I was honoured to be shortlisted for the Leadership Award at the Scottish Care annual award ceremony. I am very grateful that our CEO, David Reilly, nominated me, but unfortunately I was not successful this time, although I am hopeful that there is always a next time!

As you will all know, Covid has thrown a lot of obstacles in our way over the last two years and at times we know of the disruption it has caused for our users. I can only sincerely apologise to any of our service users who have faced any disruption to their service. It has been a learning curve for us all, and we will reflect and learn from this going forward. I am hopeful that this year we will all be able to come together for some Christmas celebrations and I will keep you all posted on what we have planned for this year.

Short breaks fund

I am pleased to announce that we have managed to secure additional funding from Creative Breaks to provide flexible respite care at home to support carers of those who are living with dementia. This time can be allocated to individuals to socialise within the local community, or have some befriending support at home, doing activities which they enjoy. We realise carers roles can be demanding and we would like to try and alleviate some of the pressures, by offering additional support.

For further information on what we could offer, please contact me at the office to have a chat or make a referral. Please contact me by telephone: **0141 771 6478** or via email: **lorna@bailliestoncommunitycare.co.uk**

FUNDRAISING

Dress **Down** Friday

Since January 2022 our Head Office team have been doing 'Dress Down Friday' to raise money for a nominated charity. The charity chosen at random was Cancer Research UK. The team at the Head Office have been making a donation of £5 every month since January, and we plan to make this donation to Cancer Research in December 2022. Well done to everyone involved!

Glasgow **Kilt Walk** 2022

On April 24th 2022 our Head Office team took part in the Glasgow Kilt walk to help raise funds for Cancer Research UK. The team raised a total of £2110, and with the generosity of the 50% boost from Sir Tom Hunter, this brought the total to £3165. Well done to everyone involved!



David Linden MP Visits Baillieston **Community** Care

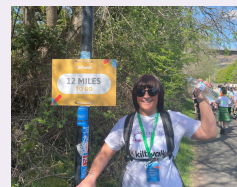
We were delighted to welcome David Linden, Member of Parliament for Glasgow East, to our Head Office. David presented us with an Early Day Motion to recognise and congratulate us on being awarded National Lottery Community Funding.

David spent some time speaking to managers and staff and getting to know more about the vital work we do.

We would like to thank David for his visit and presenting us with an Early Day Motion.



FOR CHARITY



EMPLOYEE RECOGNITION AWARD

We would like to congratulate the following staff on being awarded the 'Employee Recognition Award' from January to September.



Debbie Lowrie
Leona Mooney
Bernadette Devlin
Jackie Higgins
Mary Murray
Sharon Deans
Shelly Ferguson
Michelle Bradley



Alison Edgar

LEARNING & DEVELOPMENT

A warm welcome to our Learning & Development department, my name is Alison Edgar and I am the Learning & Development Manager. What a quick, busy & successful year it has been so far. We have attended various jobs fairs throughout the year, held our in house recruitment days and held an event at Parkhead Forge which was very successful and highlighted our profile in the community, this led to us being able to continue to build our teams by recruiting new Home Support Workers and Team Leaders.

New Recruits

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. Welcome to all of our recent recruits.

Staff Wellbeing

We have continued to support our workforce by setting up our Wellbeing sub-committee, inviting staff from all sections of the company to meet & discuss staff benefits, policy updates and staff events. We have also continued to support staff to attend sessions with St Andrews 1st Aid for Mental Health First Aid Awareness.



Dementia Awareness

We were delighted to take part in an online promoting excellence dementia skilled resource learning programme. The pilot was in conjunction with NHS Education for Scotland and the Scottish Social Services Council. The purpose of this programme was to engage social service employers and employees in change programme, build dementia knowledge, embed use of Promoting Excellence Framework and resources, develop workforce capacity and skills in a sustainable model. This project is continuing with Day Service Officer, Yvonne McDonald, to further enhanced sessions.



SVQ

We are continuing to develop the skills of our staff by sourcing funding for SVQ's. We have worked with Michael from A.C.T.S and City of Glasgow College during 2021 and into 2022 and 12 staff completed their Vocational Qualification.



We inducted a further 8 staff through A.C.T.S in June 2022 and we have also arranged funding through SDS with City of Glasgow College for staff to complete relevant qualifications to include SVQ2/3 and additional units for Team Leaders & Supervisors, 21 staff have completed induction in October 2022.

STAFF SPOTLIGHT



Jane Fraser



Lynsey Skillin

Introducing our two new Team Leaders who joined us in August 2022:

Jane Fraser has worked in social care for 30 years and has experience in residential care, dementia & elderly care, day centre and hospital experience. In her spare time Jane enjoys time with her daughter, reading biography and is a keen Star Trek Fan.

Lynsey Skillin has worked in social care for 20 years and has experience in nursing homes, childcare and homecare. In her spare time she enjoys time with her family and is an avid prestige car fan.





FINANCE DEPARTMENT

”

Hi my name is Angela and I am the Finance Manager at Baillieston Community Care. I have been a key member of the finance team since 2008, and my main responsibilities under this 'umbrella' are all duties relating to the company payroll, producing clients invoices, and supplier payments.

I have been nominated Team Member of the month by my colleagues at Baillieston Community Care, we all work well as a team. It was a lovely surprise.

Over the years I have been through a lot of training courses at Baillieston, and recently I completed my Mental Health First Aid course.

Over the years working with Baillieston Community Care, my finance team has expanded. In February 2022, Senior Care Co-ordinator, Stacey Patrick, commenced a secondment as Finance Officer initially for three days a week for three months. In May this year, Stacey then became full time Finance Officer.

My Team at Baillieston Community Care consist of Stacey Patrick - Finance Officer, Marian Taggart - Administrator and Connor McFarlane - Communications & Engagement Officer.

Recently we have moved away from using World pay to Tyl by NatWest for our clients to pay their invoices. We had training to use this machine in-house and my staff members within my team find this easier to use.

I am pleased to announce that we will shortly be launching Access EarlyPay – this is for staff members who are wanting to pick up an overtime shift that they can be paid for there and then. For any more information on Access EarlyPay, please contact me at the office on **0141 771 6478.**, or email me at **angela@bailliestoncommunitycare.co.uk**





OUR MISSION STATEMENT

We provide a bespoke service enabling you to live well at home.

OUR VISION

To be your first choice of care provider in Scotland

OUR AIMS

We will offer a flexible focused approach to planning your care.

We will offer support to you and your family at times of need.

We will offer learning and development opportunities to provide a competent and skilled workforce.

We will offer additional services for the benefit of the local communities

We will continue to operate as a not-for-profit organisation.

OUR VALUES



Compassion



Collaboration



Dignity



Integrity



Resilience



Bernie Gaffney

BEALACH HOUSE DAY SERVICE

Hello my name is Bernie and I am the Day Service Manager at Bealach House. I would like to welcome you to our new magazine update for Autumn 2022. Since re-opening in July last year, following the coronavirus restrictions of 2020 and 2021, we have gradually increased the number of people attending each week. We have also been very busy with a full refurbishment to the building in May this year. The service has greatly benefitted from the transformation, including a new kitchen, flooring, soft furnishings and decoration throughout. Our Service Users now enjoy the new surroundings too, here are some photographs of the recent work.

We were very proud to host Baillieston Community Care's 30th Anniversary celebration at the Day Centre where our staff provided a delicious buffet and refreshments. We had a great turnout, Stakeholders, families, Service Users and staff enjoyed the day and the weather didn't let us down either.

During lockdown Community Arts group LOOP Theatre supported us by visiting service users in their front gardens, the LOOP team continue to support us by coming along each week since the centre re-opened in July 2021. We have also had a visit from the local community mounted police who brought along horses Brora and Inverness and our Service Users had a great time chatting to the officers and feeding the horses some apples from our garden.

We have also been making the most of the warmer weather and Service Users are enjoying some fresh air in the gardens.

Yoga instructor Carolyn is back offering fortnightly sessions of armchair yoga and chiropodist Amanda is also back visiting the service.

For more information, please do not hesitate to contact me on **0141 771 5655**, or email us at info@bealachhousedaycare.co.uk



GRAND RE-OPENING OF BEALACH HOUSE DAY SERVICE

Friday 12th August 2022 saw the grand reopening of Bealach House Day Service after a full internal refurbishment thanks to donations from our loyal funders.

The event brought with it one of the hottest days of the year. Attendees, staff, and families enjoyed the raffle, buffet, and ribbon cutting ceremony. Marion Rodmant, whose husband attends Bealach House, said: "The way they've done this place up is second to none. The refurbishment is amazing." Marion spoke of her husband's experience of attending Bealach House. "It's the best thing that could have happened to him," she said, "The staff are so understanding. They can't do enough for him."

The sentiment throughout the event, however, was that the care that Bealach House provides is what makes it so successful within the community. The Chairperson of the Board of Trustees, Mary Miller, spoke of the excellent work that is done at Bealach house. Mary, who has volunteered on the Board for twenty three years, said: "We're very lucky to have such a good team all around. The team is fantastic and David Reilly the CEO is the biggest asset to Baillieston Community Care." Mary started volunteering on the Board over two decades ago and has stayed ever since.



David Reilly, CEO said: "We've put in a brand-new kitchen, new doors, facings, new flooring throughout the service, all new soft furnishings have been purchased such as new blinds, pelmets, lounge chairs, furniture, cushions, new artwork, and plants, we really have overhauled the service."

"When we closed the service because of the pandemic, we were closed for a while and then when we reopened we felt it had become a bit tired and dated and we thought we had to do something to freshen the place up."

"It has been our funders who have been very generous and donated money to the organisation to pay for the refurb, the service is looking fantastic, and I cannot thank them enough."

He added: "When the clients came back into the service after the refurb was completed they just absolutely loved it and it's created a much more relaxed and welcoming environment and I think it's more conducive with the type of people we're supporting."

"All of our clients at Bealach House have a diagnosis of dementia so it was really important to us that we created a nice calming, peaceful and modern facility and I think that that's what we've created for our clients and staff."

At the ribbon cutting ceremony local MP David Linden made a moving speech thanking Baillieston Community Care for everything that the organisation has done for the community. In speaking about Baillieston Community Care, he said: "It's a testament to the fact that they've been trusted for thirty years. Trusted, not only by local residents, but by the council and all of us collectively."



A Tribute to Mr John Carr



A personal message from our CEO

It is with deep sadness that I inform you of the death of our colleague Mr John Carr who passed away suddenly on Sunday 18th September 2022.

John joined our organisation in June 2020 as a Home Support Worker, and was such a valued member of my team, he will be sorely missed by us all.

John was a dedicated employee who was passionate about ensuring those service users he supported received kind and compassionate care. John had a great sense of humour, and we will long remember John's energy, enthusiasm and commitment to our organisation.

John's funeral service took place on Friday 30th September 2022 at Daldowie Crematorium and a number of staff attended to pay their respects to the family.

A memorial tribute to John will be arranged in due course

We send our condolences to John's wife Alison and sons, Stuart and Jack.

David Reilly, CEO



**ARE YOU FOLLOWING US
ON SOCIAL MEDIA?**



BailliestonCare

BailliestonCommunityCare

www.bailliestoncommunitycare.co.uk



COMMUNICATIONS **AND** ENGAGEMENT

Hello everyone, my name is Connor McFarlane and I am the Communications & Engagement Officer here at Baillieston Community Care. My duties include marketing the organisation through a variety of daily advertisements and video content on social media, event planning, forecasting special dates that can be promoted on our social media channels, staff engagement through emails, creating magazines such as the one you are currently reading and other activities that includes communications.

September 6th 2022 marked my 1 year anniversary here at Baillieston Community Care and it has been a blast! Since then we have managed to get our social media channels connected and posting content on a consistent basis, launched an Instagram and YouTube account, created recruitment flyers and roll up banners, created our own branded 'Birthday', 'Thank you' and 'Well done' cards to be sent to staff and service users, updated our information pack inserts, updated our website, created a variety of videos on our YouTube channel to market the organisation, created our own official brand and launched a staff portal on our website for the benefit of our staff.

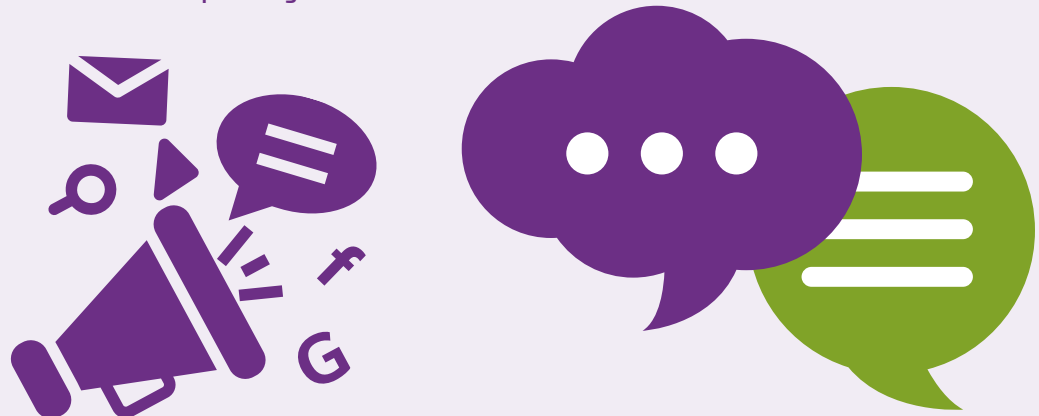
We recently celebrated our 30th anniversary and the grand reopening of Bealach House Day Services, and we marked this by creating a video project which I am extremely proud of. Myself and our Chief Executive Officer, David Reilly, came up with the idea and we then met with Digital Marketing Specialist, Adam from Nexus Data Systems, to help get a plan together for what we wanted to do. Myself and David wrote the script and Adam filmed the scenes. Each staff member told a short story of Baillieston Community Care's history in their respective scenes, and it was put together to tell one big story, from 1992 until present.

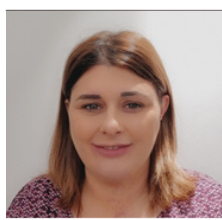


After releasing our project, we saved some of the raw footage that didn't make the final cut of the video, and put together a 'bloopers' video for a bit of fun. Both projects turned out to be very successful, generating a combined 500 views in the space of just a few days. The staff played a big part in their individual scenes to help tell our story of who we are, our history and how we got to where we are today.

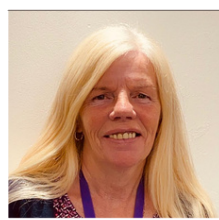


Recently I was offered the opportunity to take up a Digital Marketing apprenticeship at SCQF level 6 by QA. I am really excited about this opportunity as I believe this will help develop me in my role as Communications & Engagement Officer. Since I joined Baillieston Community Care in September 2021, I have always been looking to improve the standard of the content I create, and I see this as the perfect opportunity to do so by learning more about the digital marketing world. The future of Communications & Engagement looks exciting, and I can't wait to see how much more we can accomplish together!

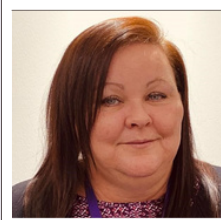




Jade Brown



Catherine Main



Bernadette Devlin

CARE SUPERVISORS

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My name is Jade Brown and I have worked for Baillieston Community Care since 2005. I started as a Home Support Worker and progressed through various roles before being promoted to Care Supervisor in 2021. I have gained my SVQ 2 & 3 in Health and Social Care. I have also completed a course for Best Practice in Dementia Care with Stirling University, and most recently, I have completed a 2-day Mental Health First Aid course. I am currently taking part in the wellbeing subcommittee.

I lead Team Riverside with support from the Team leaders. Over the next few months our key focus areas are care planning, regular reviews, ensuring we are delivering safe and effective care, making a positive difference whilst delivering our priorities and core values. My area has recently expanded to South Lanarkshire and this has been a great success.

My name is Catherine Main and I have worked for Baillieston Community Care since 2009. I started working with the organisation as a Support Worker, then Team Leader, before becoming Care Supervisor in 2019. I have achieved my SVQ 3 in Health and Social Care and I lead Team Clyde to the best of my ability. I am looking forward to expanding my knowledge by working on additional units for my SVQ level 4 in Health and Social Care. I arrange weekly meetings with my Team Leaders and my support workers to keep them up to date with what is happening within the organisation. I oversee referrals within my area and assess them, then I will discuss with my coordinator and start a planning process to identify a member of staff who would be suitable for that service.

My name is Bernadette Devlin. In 2013 I started as a Home Support Worker with Baillieston Community Care where I advanced into a Team Leader position, and I gained my SVQ 3 in Health and Social Care. I progressed through various roles within the organisation before being promoted to Care Supervisor in 2021. I have completed a 2 day Mental Health First Aid Course and the opportunity to continue to learn and grow within the organisation and continue to add to many year's experience.

I am the Care Supervisor for Team Buchanan with support from three Team leaders, our Care Manager and the coordination staff focusing on delivering the best care to our Service Users living at home, ensuring we provide safe and effective care focusing on Service user's care planning, by updating care plans and carrying out regular reviews personalising their care plan. All of us in the team are committed to ensuring that service users receive the best quality of care from our staff in line with our core values.

Phone: 0141 771 6478

Emails: jade@bailliestoncommunitycare.co.uk

catherine@bailliestoncommunitycare.co.uk

bernadette.devlin@bailliestoncommunitycare.co.uk





Lorraine Kenny



Michelle Davidson



Sharon Deans

CARE CO-ORDINATION

”

Hello everyone, my name is Lorraine Kenny and I am Senior Care Co Ordinator here at Baillieston Community Care. I have worked for Baillieston Community Care for 15 years, and yes, it's been a long haul, but a pleasure. When I started working for Baillieston Community Care I didn't have any experience in the care sector, with help and funding through Baillieston I gained my SVQ 2 and SVQ 3 in Health and Social Care. I have also had the privilege to be part in numerous other training, especially in completing a course Best Practice in Dementia Care with Stirling University and just recently Mental Health First Aid Course.

The past two years living with Covid has been very hard and trying for everyone. It has been a tough and emotional time for all, but we are very proud as we continued to deliver our services as normal as possible through it all.

The Co-ordination team comprises of another two Co-ordinators who are Michelle and Sharon. We work closely and well with one another. In my role I ensure that all of the information on Service Users and Staff are updated on a regular basis and correct to the best of our knowledge. Every week consists of updating our availability of our staff, we can then plan and allocate visits to ensure our service users receive consistent high quality and person centred care.

I am part of Team Riverside and we have recently expanded into South Lanarkshire, where we continue to deliver excellent care and promote independence to make a positive difference in people's lives.

For more information regarding Co-ordination, please get in contact with us on **0141 771 6478**, or email us at
lorraine@bailliestoncommunitycare.co.uk
michelle@bailliestoncommunitycare.co.uk
sharon@bailliestoncommunitycare.co.uk





COMPLIANCE

”

Hello everyone, my name is Frances McArthur and I am the Compliance Officer here at Baillieston Community Care. I have been with the organisation for over 17 years and during this time I have had various roles which include, Home Support Worker, Day Care Officer and Deputy Day Services Manager. As Compliance Officer, my duties include, monitoring People Planner and Access Care Planning. Within these I monitor signing in/out, tasks and length of time spent in service user's homes. I also monitor reviews for both staff and service users, spot checks, homes visits and supervisions.

Since moving to Head Office, I have been made very welcome and I enjoy working closely with my colleagues, guided by our CEO, David Reilly, and Service Manager, Lorna Harrison. I carry out audits for medication, all compliance and mock inspection for the organisation, sending out and compiling reports for staff assessments and surveys, and arrange mobile devices for new staff and assist with any technical issues.

I have updated many forms to aid my colleagues and myself with my work and audits. Keeping on top of medication audits is one of my achievements as is all the other work I do.

I hope to enjoy many more years in my role working with Baillieston Community Care.

For more information regarding compliance, please get in contact with me on **0141 771 6478**, or email me at **frances@bailliestoncommunitycare.co.uk**



CARE TECHNOLOGIST

21

I'm Dan the Care Technologist working with Baillieston Community Care. I've previously worked a number of years in social care and was involved in a digital inclusion project getting people more confident using online services. This led me to my current role as Care Technologist.



What is a care technologist?

This is part of a project that was piloted in Aberdeen with SRS Specialist Resources Solutions and is now entering phase 3 in Glasgow, East Ayrshire, and Aberdeen. The role involves getting to know people who access care at home and seeing where technology can help them live independently and safely in their own home.

What kind of tech will you use?

When we say 'technology' this could be anything from an adjustment to improve accessibility on someone's phone to a robotic cat! From apps to voice activated devices, nothing is too simple or too complex if it can improve someone's wellbeing and independence.

Peter's story

Peter wanted to better utilise his Alexa device and suggested using smart bulbs to help him turn the lights on and off. We helped him install these and the smart plugs that he hadn't used for a while. We also showed Peter how to optimise his Alexa by using the Routines function. This allowed Peter to turn all his lights and electronics off by saying "Alexa, good night" and everything that is connected to Alexa would turn off. This helped to keep Peter independent in his home and reduce the risk of falls. But don't just take our word for it, here's what Peter had to say:

“ Meeting Dan has been really helpful and he has helped me to set up my smart plugs and lights properly. Instead of me struggling to find switches I can use my voice. It's a bit scientific and fun as well as convenient! ”

If you or someone you know could benefit from the project, feel free to get in touch with Dan to refer someone else or yourself, or even just for a chat to learn more about the project!

Phone: **07934 532 396**

Email: **dan.plant@scottishcare.org**

We will be running monthly drop-in sessions to let people know more about the project and to demonstrate the kinds of devices and technology we might use with service users. Please get in touch with us to find out when and where we will be hosting our next drop-in session.

JOIN OUR TEAM OF **CARE HEROES**



Our care at home staff are our care heroes 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 heroes 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 sessional hours available
- Competitive hourly rates
- Holiday pay
- Free SVQ training
- No experience needed, as full training is provided
- Access EarlyPay
- Employee Assistance Programme
- Access to Company Vehicles
- Access to Mobile Phones
- Great Support and Supervision
- + Many other benefits



Join our team of care heroes!! Head over to our website and navigate towards 'Apply now' and fill out a very quick application form.

www.bailliestoncommunitycare.co.uk





homecare.co.uk

PLEASE TAKE A MOMENT TO
REVIEW US



30 YEARS

1994 - 1996

In 1994 we opened Bealach House offering home care services, and in 1996 we further developed our services to offer care at home to other service user groups. We then became known as Baillieston Community Care

2012

In 2012 our day service was visited by channel 4's 'Secret Millionaire', Carol Hayes, who is a London based agent. Carol gifted us with 20 thousand pounds towards our sunroom extension

2006

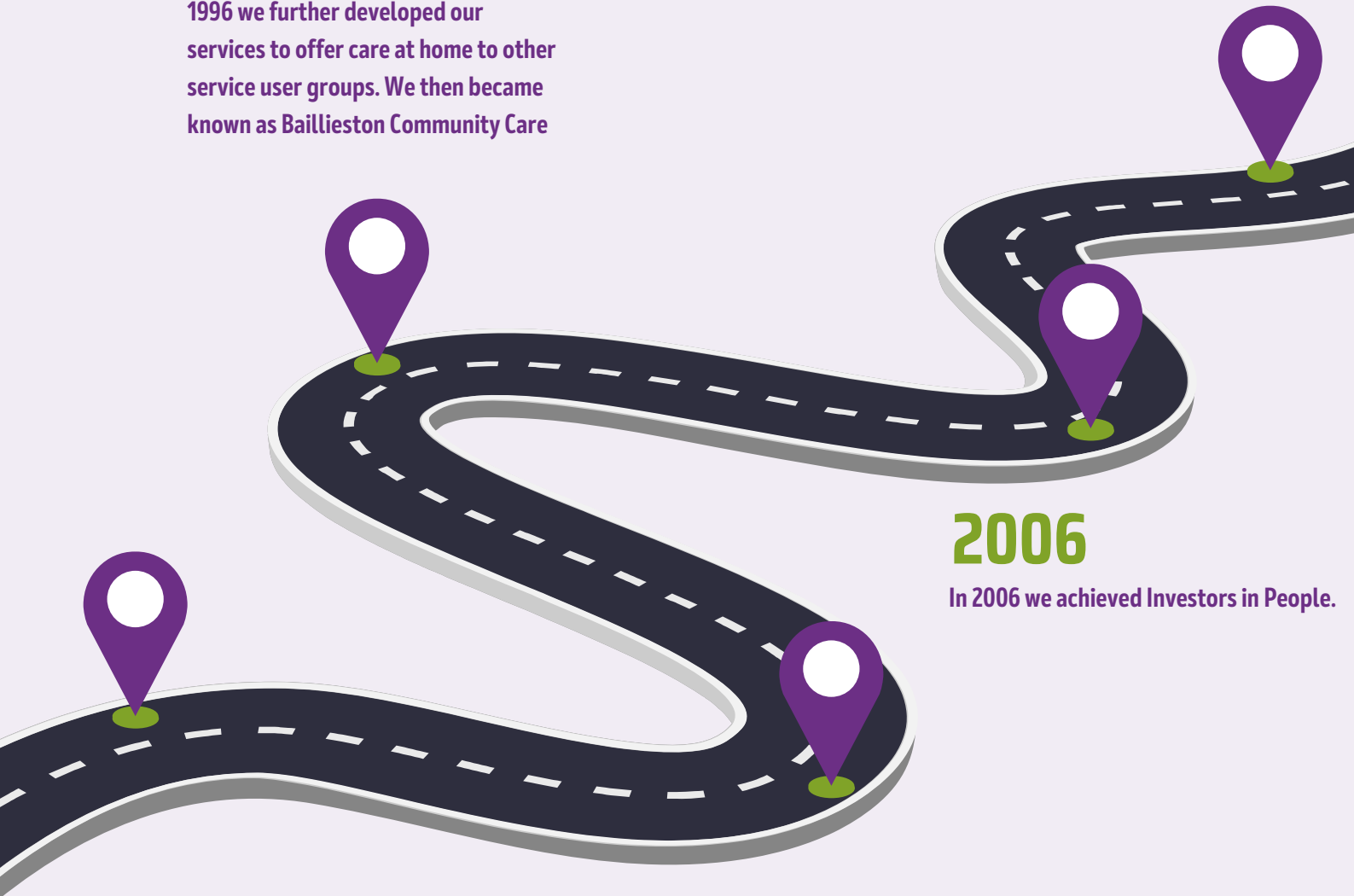
In 2006 we achieved Investors in People.

1992

Baillieston Community Care was founded in 1992 by a group of local carers offering home support to people living with dementia. At this time we were known as Baillieston Dementia Project.

1994

Bealach House began operating in 1994. At that time we offered 2 days of day care to up to 10 people per week. This has increased over the years and we now offer 5 days of day care to up-to 16 people per day.



AS BAILLIESTON COMMUNITY CARE

2014 - 2016

In 2014 and 2016, we won Care at Home Provider of The Year respectively.

2020

in 2020 we were faced with the Covid-19 pandemic. This greatly impacted the way we delivered our services, and we had to make some changes to our service.

2018

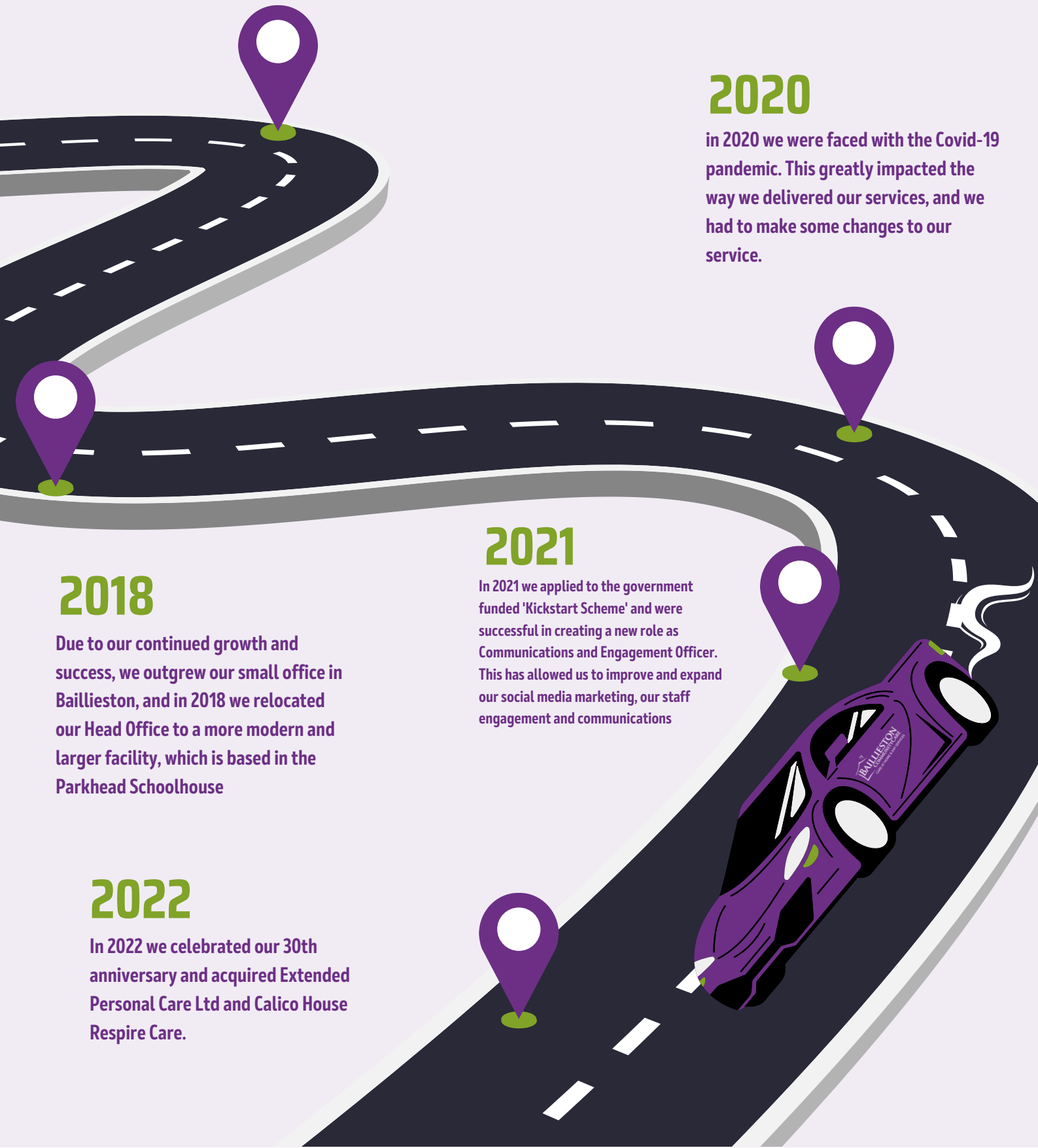
Due to our continued growth and success, we outgrew our small office in Baillieston, and in 2018 we relocated our Head Office to a more modern and larger facility, which is based in the Parkhead Schoolhouse

2021

In 2021 we applied to the government funded 'Kickstart Scheme' and were successful in creating a new role as Communications and Engagement Officer. This has allowed us to improve and expand our social media marketing, our staff engagement and communications

2022

In 2022 we celebrated our 30th anniversary and acquired Extended Personal Care Ltd and Calico House Respire Care.



ACCESS **EARLYPAY** - AVAILABLE NOW FOR EMPLOYEES

We are delighted to announce that we have launched Access EarlyPay an on-demand pay app which gives our employees instant access to the pay they've already earned, leading to a more engaged workforce, and reduced staff turnover. On-demand pay brings pay into the 21st century by giving our people the flexibility to access the wages they have already earned as and when they need it without impacting our normal payroll processes.

Employers using Access Early Pay have seen:

- 22% increase in employee productivity
- 25% reduction in staff turnover

For further information on Access Early Pay, please do not hesitate to contact our **Finance Manager, Angela Williams** on **0141 771 6478** or email angela@bailliestoncommunitycare.co.uk



 access EarlyPay

On-Demand Pay when you need it

From all of life's little emergencies to those must-haves and treat yourself moments, get instant access to the pay you've already earned in 3 easy steps.

Coming soon

1 Improve employee mental and financial wellbeing

45% of Access EarlyPay users only alternative when in need of cash is to ask friends & family or request a salary advance. EarlyPay takes away the stress and strain of this and puts the user in control of their own financial wellbeing.

2 Increase shift uptake

40% of Access EarlyPay users said having access to their pay instantly has encouraged them to take on more shifts. With demand often outweighing supply, EarlyPay is a key tool in your armoury for filling shifts!

3 Take control of recruitment and retention

49% of Access EarlyPay users said they were more likely to stay with their current employer, over moving to an organisation without on-demand pay access.

4 Be one step ahead...

Whilst on-demand pay is currently a fairly new consideration in the UK, over 10% of employees in the USA have access to on-demand pay, with some large organisations like Walmart even providing their own offering.

5 Provide the employee benefit everyone wants...

55% of Access EarlyPay users said it was a very important employee benefit to them, in comparison to other benefits on offer from their employer.



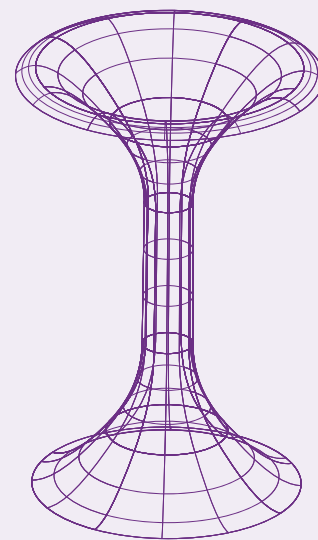
THE **STAFF** PORTAL

(COMING SOON)

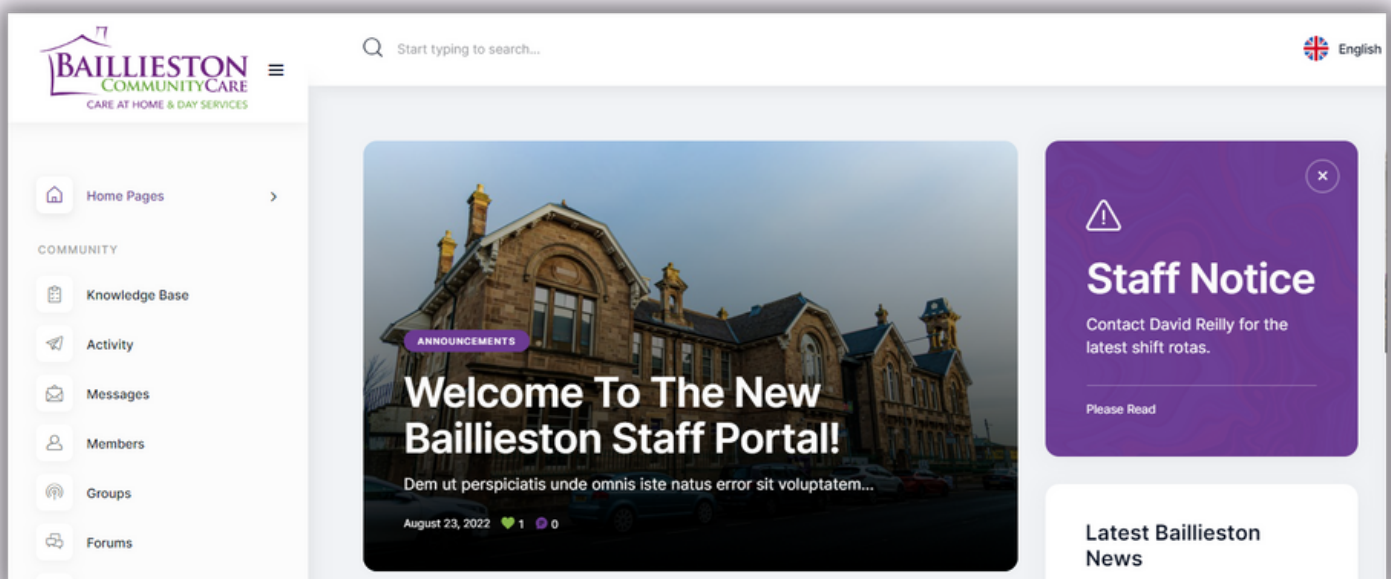
We are delighted to announce that we will soon be launching our brand new staff portal for the benefit of all of our staff. We are really excited about this as this will allow staff to stay connected and keep up-to date with everything that is happening within the organisation, all in one place!

Benefits of the staff portal:

- Access all E-Learning Material
- Organisation and Event Updates
- Stay Connected Through Adding Friends and Sending Messages
- Access to Policies
- Instant Staff Updates Through Staff Notice
- Event Countdowns
- + Much more



All of your information, all in one place. COMING SOON!!





Alice Glassey

OUR FUNDRAISER

My name is Alice Glassey and I have been providing Fundraising Consultancy Services to Baillieston Community Care since November 2012 working approximately two days per month. I have worked in the voluntary sector since 1994 and have extensive experience in all Fundraising disciplines including Training and Recruitment – previously Head of Fundraising for The Princess Royal Trust for Carers, Head of UK Regional Fundraising for Mencap and Director of Fundraising for The Prince's Trust. I now support several charities like Baillieston Community Care providing a hands on fundraising service.

Working closely with the CEO and team, we have been very fortunate in raising considerable funds for the organisation not only towards the annual running costs of Bealach House Day Care Service and the home based activity befriending/respite service, but also for upgrade and refurbishment costs at Bealach House both indoors and outdoors over the years including new kitchen, wet rooms and shower rooms, sensory garden and landscaping to the recent refurbishment. Funding was also secured to purchase a specially adapted larger mini bus for transporting service users to the Day Care Centre as well as for the many outings that are undertaken, a Men's Shed which can also be used as a cinema, a Saturday drop in service Cake n Company at Bealach House once a month, music therapy sessions, Spanish sessions, laptops and tablets for reminiscence sessions, a resource library of aids and adaptations at Head Office and other equipment and resources required by the organisation to assist with making life easier for service users and their carers. To date over 1 million pounds has been raised.

It is heart-warming to see how the charity has developed and evolved over the years and their hard work and dedication is testament to the number of long term funders who have continued to support the charity over the years.



BAILLIESTON WORD SEARCH

R	W	H	O	U	S	E	L	A	E	B	D
B	E	A	L	A	C	H	N	R	B	K	I
Q	W	I	P	T	X	C	A	R	E	R	Y
C	O	H	O	M	E	C	F	D	A	E	H
C	O	M	M	U	N	I	T	Y	A	O	Y
U	E	C	I	V	R	E	S	R	U	C	B
S	R	O	F	F	I	C	E	S	U	E	Y
E	B	A	I	L	L	I	E	S	T	O	N
R	F	S	Z	T	W	T	H	I	R	T	Y

- BAILLIESTON
- BEALACH
- OFFICE
- COMMUNITY
- HOUSE
- SERVICE
- CARE
- THIRTY
- USER
- CARER
- YEAR
- HOME
- HEAD





CONTACT US

Bealach House Day Service:

Old Wood Rd

Baillieston, Glasgow, G69 7AE

info@bealachhousedaycare.co.uk

0141 771 5655

Extended Personal Care &

Calico House Respite Service:

2 Whitefield Lodge

Lennoxton, G66 7JW

office@extendedpersonalcare.co.uk

01360 319010

Head Office:

Parkhead Schoolhouse

135 Westmuir Street

Parkhead, Glasgow, G31 5EX

info@bailliestoncommunitycare.co.uk

0141 771 6478

