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Our Ethos

Our clients receive their care the way they want, at a time when they want to have it delivered. They are involved in all decision-making, including agreement of their personalised care plan. We know that emotional and moral support for our clients and their family can be just as important as our specialist care knowledge, so it is ingrained in the support we provide and we always keep in close contact with concerned family and friends. We also understand that good day-to-day communication is vital to give families and loved ones peace of mind, which is why all daily records and communication sheets are kept accessible in the clients' home and any concerns can be easily addressed through a call to the office.

Our CareGivers

Our CareGivers want more than a job. They want to make a difference in the lives of those in their care. To ensure only the best CareGivers join us, we have a rigorous selection process in place that includes personal interviews, competency testing, psychometric testing, reference checks and background clearance.

We also ask ourselves a simple question – would I trust the CareGiver to look after my own mother in her home? We only recruit if the answer is a definite 'YES'.

Once a CareGiver meets our strict criteria, it's just the beginning. Each goes through a training and orientation process that guides them through our Right at Home values and standards, going above and beyond the national legal requirements. They are given training on issues that help them develop as better overall CareGivers, as well as training on dealing with very specific situations they may come across in their role.

Our Support Staff

Behind the scenes we understand it is crucial that our clients, their families and our staff receive the very best support and expertise from the Right at Home team.

This is why our Managers and Care Coordinators were chosen for their friendly and approachable 'can do' attitude, as well as their professionalism and experience in the field. They know all of their clients' circumstances and keep their fingers on the pulse of their changes. They work in partnership with the client, their loved ones and any other healthcare professionals to provide cohesive, all-round support.

CareGivers also need support, and we make sure they benefit from regular confidential supervision sessions, as well as 24/7 mobile phone access to an experienced member of the care team, so help and advice is always a phone call away.

A sense of normality

Welcome to our Spring 2022 edition of The Right at Home Reporter.

We're delighted that it includes details of our new monthly events programme, another positive sign that things are moving in the right direction when it comes to the pandemic.

They're a great way to bring people together for a chat and we've really missed them over the past couple of years.

That's why it was so great to see people when we opened our doors for a 'Craft and Chat' session, the first of our 2022 events.

The sessions we've got organised include one to mark The Queen's Platinum Jubilee and we're looking forward to welcoming more people into our office over the next few months.

Another positive for us is the increasing recognition that working in the care sector is more than a job, it is a rewarding profession that offers training and career development.

But don't just take our word for it, read the thoughts of some of our team on these pages, as they share how they are making a difference and their career expectations.

We are also very pleased to have received a certificate confirming Right at Home as a 2022 South Ribble Dementia Charter organisation.

We are all firmly committed to ensuring that people with dementia feel valued, understood, and able to be part of their community.



Spring is the time when we are able to get out and about more and spend less time indoors, which is good for everyone's health.

So enjoy the lighter nights and better weather and take care.

Karen Myres

Managing Director



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The doors are open – so come on in!

After a two-year break because of Covid and all its restrictions we're so pleased to have re-opened our doors for people to get together.

As part of our year-round service to clients we invite them in to join in a range of organised small group sessions.



They range from arts and crafts to playing cards and dominoes. Our reminiscence sessions have also proved really popular.

Now we can get together again, we started off our new monthly events programme at our office in Walmer Bridge with a 'Craft and Chat' session.



It was a chance for people to get together informally over cake and a cuppa while creating some crafty masterpieces, as our pictures show.

Managing director Karen Myres says: "It was lovely to see people's end products and appreciate each other's efforts, and great to just sit and have a natter with people!"

Here are some more dates for your diary – including a special event to celebrate The Queen's platinum jubilee. All events run from 1.30pm to 3.30pm.

- Wednesday April 27 – Afternoon Tea, we will be 'raising dough' for the Alzheimer's Society at this event with a selection of home

baked goodies and seedlings for you to take home and grow

- Wednesday May 25 – Jubilee Quiz, test your knowledge of Her Majesty The Queen and win a bottle of fizz to help the celebrations. Here's a quick teaser for you to get you in the mood. Who was The Queen's father was it a) King George V b) King George VI or c) King George VII?
- Wednesday June 29 – Holiday Reminiscence, share your childhood holiday memories and enjoy some picnic treats from days gone by

If you're interested in one of our activity sessions, please contact the office on 01772 619106 or email preston@rightathome.co.uk



Causes close to our hearts

The Right at Home Preston and South Ribble team continues to maintain its partnership with the Alzheimer's Society and our monthly events are a great way to donate to this amazing charity.

And this year we are also supporting The British Heart Foundation, an organisation that funds around £100million of research each year into all heart and circulatory diseases and the things that cause them.

Heart diseases, strokes, vascular dementia, diabetes. They're all connected, and they're all under their microscope.

All our staff team have training in basic life support and CPR, and we are keen to support this fantastic charity and to provide information and resources to keep your heart healthy.

Look out for further information about blood pressure monitoring and our exercise bike at the office can give you a quick 10 minute warm up if you are passing.



More than a job

– this is a profession that cares

Working in care is not only a very rewarding role but also an incredibly skilled profession.

The homecare sector provides excellent opportunities in a range of roles.



There are so many different career pathways and progression opportunities you can work towards, and here at Right at Home we are fully committed to helping our staff on their professional journeys.

We can only provide the highest quality care to our clients if we take good care of our people. That's why we offer competitive rates of pay, continuous training and ongoing support.

Our CareGivers have a multitude of skills and abilities: from delivering very complex care needs and medication administration, to utilising sophisticated emotional intelligence and communication skills and promoting independence and reassurance to those they care for and their loved ones.

Right at Home aims to support our staff to achieve their goals, whether that means becoming a CareGiver for the first time or stepping up into a senior or management position.

If you're new to care and would like to become a CareGiver, you don't need experience - we can teach you everything you need to know, holding your hand every step of the way.

What you do need is to be committed and passionate about supporting others and working as part of a solid team.

And if you are an experienced care worker, you still have room to grow. That's why on top of our thorough induction programme, you'll have access to plenty of great opportunities to keep you learning and progressing.

We don't just have a thorough and robust training plan for our CareGivers, we have lots of support available for the many other roles in the organisation as well.

Right at Home also offers access to over 120 e-learning courses through our Learning Management platform so our employees can learn on the go!

Even if you haven't worked in care before, it is very likely that you already have lots of transferable skills and experience without even realising it. Perhaps you have helped to care for younger siblings, older relatives, or had responsibilities in job roles which are suitable for care too.

When recruiting, we ask ourselves a simple question. Would I trust the CareGiver to look after my own mother in her home?

We only recruit if the answer is a definite 'YES'.

Career progression

Here are just some members of our team in Preston and South Ribble, sharing their experiences working in homecare and what it means to them to be in the profession.

Felicity Fielden – Care Coordinator/Scheduler

“I wanted to work in care as I am a very caring person who enjoys looking after people - I feel I receive great job satisfaction when looking after our clients.



“I started at Right at Home Preston and South Ribble last year as a CareGiver and I have recently progressed to a Care Coordinator role, which I am enjoying. Looking ahead, I would like to work my way further up within the company however at this moment I am enjoying the roles I am currently in.”



Danielle Livesey – Client Support Worker

“I enjoy looking after people and making a

difference to their lives - I find the job very rewarding. I am currently the Client Support Worker, and I am completing my Level 3 in Health and Social Care. I would like to progress within the company to deputy manager.”

Pauline Howard - CareGiver

“I really enjoy working with my clients and have built up great relationships with them. Social care is a very rewarding job and I receive job satisfaction from supporting my clients in their own home’s.

“I have worked in many roles, but feel that this role is more rewarding, and I feel appreciated. I enjoy working independently in the community and feel that I am supported well by the office team as and when needed”



Kelly Whittle -Training and Recruitment Coordinator

“I find my role as Training and Recruitment Coordinator really satisfying, from finding the right person who shares our values and then supporting them through their induction and on boarding to seeing them out in the community carrying out their role and making a difference is so rewarding to me.

“I feel privileged to have been part of their journey. I am happy in my current role and have exciting plans for how this will develop.”



Michelle Monks - CareGiver

“Right at Home is a friendly and rewarding company to work for, their values and ethos are just some of the many reasons I love working for them.

“Their flexible working hours have been a godsend to me as I had previously

struggled to keep a healthy work life balance. I have always felt listened to supported and appreciated which is so important to me.

“The carers I work with are some of the most kind and caring people I have ever met and inspire me to be the best carer I can be. I am proud to be part of such a wonderful team who provide amazing quality care to our lovely clients.”

Joining the Right at Home Family

Interested in a rewarding career in the care profession? Then please give us a call and we can tell you more. Phone 01772 619106 or email preston@rightathome.co.uk and let's start the conversation.

Training pays off for everyone

Training continues to be at the heart of everything we do at Right at Home. All our CareGivers go through a tailored process that ensures they meet our high values and standards.

They also receive training and support to help them develop in their roles, as well as supporting them in dealing with very specific situations they may face in the course of their duties.



Training pays off, both for Right at Home as an organisation and for our much-valued members of staff.

Recently several of the team updated their basic life support skills at the office as part of their regular training. Becky, Sue and Hayley are pictured undergoing their session.

Felicity and Becky have also just completed their Care Certificate, a great way to start their career in social care.



Sue's happy returns!

Sue Lucas is feeling Right at Home after returning to her rewarding role as a CareGiver.

She left the organisation last year to work in a nursing home but is now back and enjoying her job more than ever.

Sue, 68, from Houghton, has a wealth of experience in the care sector and working to support people living with dementia.

She began working in care after looking after her aunt Elsie, who passed away at the age of 104.

Sue says: "Looking after her at home gave me the idea that I would like to go into care work, so I took the plunge and I've never looked back.

"My one regret is that I didn't go into it when I was younger to make a real career of it.

"I really enjoy home care and the feeling that I am helping to make a difference in people's lives. Working in the community also gives me the flexibility I'm after."

Sue, who received her NVQ level two health and social care diploma during her time in the organisation, continues to take advantage of the training opportunities provided by Right at Home.

She says: "The business is really good when it comes to offering training opportunities, you really are encouraged to develop your skills, which is great.

"I'm not the only member of the team that has left and come back, which shows what a good place it is to work."

Sue has also been hard at work with needle and thread making special sensory cushions.

People with cognitive loss can find great comfort in having something to play with and sensory or 'fiddle cushions' are one of the most popular solutions.

They may also help to alleviate stress and restlessness with people who have dementia.

A keen embroiderer, Sue started to make the cushions when she was in isolation after testing positive for Covid and they were so well received she's kept on sewing.



Memories of the Coronation



The start of The Queen's Platinum Jubilee celebrations has sparked happy memories for many Right at Home clients.

They include Preston couple John and June, who were married in March 1953, the same year that The Queen was crowned.

They got married at St Andrews, Ashton, and they had their

honeymoon in London, staying in a hotel on Russell Square.

They did the sights in the capital and June remembered the start of preparations for the coronation including wooden stands being built along what would be the procession route to Westminster Abbey.

As part of their honeymoon, they also had a theatre package. June said at the time she didn't mind what she saw as long as it wasn't Swan Lake. Guess what was on at the Royal Opera House!

June recalls: "There was a feeling and sense of excitement about the Coronation and the fact that it was being televised meant that ordinary people were able to watch and join in the celebrations, which is what everyone did back home in Preston."



Jean's a top draw!

A set of colourful drawings highlight Jean Cowburn's artistic talents and the role she played in a business that provided work for hundreds of families in Leyland.

Jean was one of a small handful of talented designers working at the Leyland and Birmingham Rubber Company's factory in the town in the 1950s.

Her job was to create the eye-catching patterns for the inlaid rubber floors the company provided for cinemas, pubs and other establishments, including Blackpool's Winter Gardens. She has kept some of her finely hand drawn work as a reminder of the time when the rubber industry was as important to the town as making motors.

Arts and crafts have always been central to Jean's life. She studied at night school, travelling from Leyland to the Harris school of art in Preston by bus.

Jean says: "Art was my best subject at school and the headmaster got me an interview. I started off at the company tracing designs and then moved into designing. It was a lovely job, and I enjoyed every minute of it."

And when she left work to start her family, she took on another artistic role at home, designing and making wedding cakes.

Jean met Eric, her late husband, at work. He was an engineer at Leyland and Birmingham Rubber. They shared a passion for music, and Eric was well-known on the local band scene as a versatile musician. She recalls trips to nearby towns like Blackpool to enjoy the music of the big-name big bands.

The couple were married at St Ambrose Church in the town and were together for 60 years, bringing up their two children.

Today Jean is slowly getting on her feet again with the support of the team at Right at Home. The independent 88-year-old suffered a broken hip in a fall at home and has been receiving visits from CareGivers since August last year.

She says: "They have been really great, giving me that support and help I've needed since my accident. It's nice to see a friendly face. I'm making progress and managing to do more for myself. They may be small things, but they mean a lot to me."

Kelly Whittle, one of Jean's CareGivers, says: "I always enjoy my visits. Jean has so many interesting tales to tell about her life. She is such an independent lady, and it is great to be able to help her keep that independence."



United in dementia support

The team is very proud to have received a certificate confirming Right at Home as a 2022 South Ribble Dementia Charter organisation.

We have received it from the South Ribble Dementia Action Alliance, a fantastic organisation made up of individuals and organisations that are committed to transforming the quality of life of people living with dementia in the borough.

Managing director Karen Myres said: "We are proud to be a member of the organisation, which looks to support the many people caring for friends or relatives with dementia.

"As a dementia friendly community, we are all committed to ensuring that people with dementia feel valued, understood, and able to be part of their community."

The alliance does so much good work. It has just produced a digital inclusion book to help provide information and tips on using the internet.

Produced in discussion with people living with dementia its aim is to help with access services to online services such as the NHS, GPs, councils, banking. There is even advice on online shopping.

Anyone is welcome to have a copy and it is a great resource for people with memory difficulties and those living with dementia. It has been produced in discussions with people living with dementia.

Copies are available from Right at Home. Please call the office and we can supply. It can also be viewed at www.southribble.gov.uk/dementia



Keeping you safe: A Covid-19 update

Throughout the course of the pandemic, testing has played a key role in helping to prevent transmission and contain the spread of Covid-19 in adult social care.

Following the government's announcement that restrictions would be eased across the sector and from April 4, regular staff asymptomatic testing has been reduced from pre-shift testing to twice weekly testing.

All our staff will continue to be eligible for free symptomatic testing, though this will now be with two lateral flow tests conducted 48 hours apart.

Our CareGivers will continue to follow infection control guidance and we will carry on providing PPE as directed by the department of health and social care.

Managing director Karen Myres said: "Throughout the pandemic we've had the best interests of our clients and staff

front of mind and have continued to update our policies and procedures in line with official government guidance.

"Once again I'd like to express my pride in the efforts of our team throughout the pandemic, which has enabled us to deliver the much-needed care so many people in our communities rely on."

If you have any questions please contact the office team on 01772 619106.

Stepping up foot protection



Our regular column by Carolyn Heller, senior podiatrist at Heller Podiatry

When people have diabetes, the risk to their feet is

greater because of damage to their blood vessels and nerves leading to poor circulation and loss of feeling in the feet.

This is why the protection of feet in people with diabetes is even more important.

Problems can often be prevented by good diabetes management, good foot care and hygiene practices and regular appointments with a HCPC registered podiatrist who will check for circulatory and neurological problems in your feet.

Other things you can do in the meantime include:

- Wash and check your feet daily – look for swelling, redness, pus, discharge, pain, discolouration or breaks in the skin. Dry thoroughly, especially between the toes
- If you find any problems, clean with warm tap water, cover with a sterile dressing and contact your doctor for an examination

- Arrange regular check-ups and treatment with a HCPC registered podiatrist
- Do not walk around anywhere barefoot
- Do not use hot water bottles, electric blankets or foot spas
- Do not cut corns or calluses yourself and do not use corn ointments/creams or corn plasters, THESE PREPARATIONS CONTAIN ACIDS THAT CAN CAUSE ULCERS. To treat these conditions, see a HCPC registered podiatrist

You can contact Carolyn on 07578 401969