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- Safe and connected: Working through the pandemic
 - VE Day memories
 - Make Christmas more inclusive
 - Striding out for charity

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.

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Welcome to YOUR Right at Home Reporter

Hello and a very warm welcome to the very first issue of the Right at Home Reporter.

In these pages we aim to share all the good news around the business and shine a light on what makes Right at Home so special.

Right at Home is all about people and this is your publication as well. We want to hear from all members of the team and our customers. Share your good news with us. You can get in touch with editor Ged Henderson by emailing ged@hendersonnewsandmedia.com. We look forward to hearing from you!



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Memory Walk 2020

We were unable to take part in the usual Alzheimer's Society Memory Walk at Blackpool after this year's national events were cancelled as a result of the current pandemic.

Not to be deterred we decided to arrange our own socially distanced Memory Walk around the local area, starting at our office in Walmer Bridge taking in Longton Brickcroft and Ashwood Court, where we grabbed a quick cup of tea courtesy of Progress Housing Group to help us on our way.

The walk was coordinated and led by Matthew Gibbs of Walx Preston who patiently organised us and ensured that we kept safe distances and walked in our bubbles.

Matt's vision is to create a community of 10,000+ people across the wider Preston area from all backgrounds, ages and cultures who share the common goal of walking and talking together to shape their own wellbeing.



The aim is to help make Preston the healthiest city in the UK, with a rolling schedule of weekly Walk across Preston, South Ribble and Chorley areas. For more details please visit: www.walxpreston.co.uk

Carolyn Heller, from Heller Podiatry, was on hand to give us tips on footcare and some lovely samples and Spar at Walmer Bridge provided us with water and snack bars. Our manager's son, Oliver, took some photos of our event.

We had a lovely morning; the weather was kind and so were the local community with lots of 'well done' and 'good luck with your walk' as we went on our way. We enjoyed the company of dogs and children, ducks and swans and a relaxing walk for a fantastic cause.

We raised £300 on the day and £425 in total. Thank you to all who donated.

Best foot forward



Here are some useful footcare tips from Carolyn at Heller Podiatry:

- Wash and dry your feet daily and wear a clean pair of socks or stockings. Dry thoroughly between your toes.
- Use nail clippers to cut straight across toenails where possible and emery boards to file sharp corners. Don't cut down the side of your nails and don't use the point of scissors to clear your nails.
- Use cream on your feet every day avoiding the areas between your toes. This helps to stop your feet from becoming too dry and developing cracks and fissures which may cause infections.
- Do not be tempted to use a blade or corn plaster on corns as they can seriously damage your skin and cause ulcers and infections. Make sure your shoes are wide enough and deep enough to stop your toes from crushing together which is one of the causes of these problems.
- Get into the habit of checking your feet daily, try using a mirror if you can't get down to your feet. That way, you will be able to spot any changes like cuts, colour changes, swellings or wounds and get some help straight away if needed.

You can call her on 07578401969 to book an appointment.

Meet our team: Becky Dimmock, Care Coordinator

Like all the staff at Right at Home, Becky Dimmock loves making a difference to people's lives.

The 32-year-old mother of three from Ribbleton in Preston, is Care Coordinator at our office in Walmer Bridge.

Becky, whose previous job was as a manager in a county council kitchen, joined the organisation in January as a CareGiver.

She says: "I wanted something that was more of a challenge and a role I would get something out of as well.

"You get lots of job satisfaction from helping the client, it is really rewarding, you build relationships."

Job progression was also a factor for Becky and she is also enjoying her new role as Care Coordinator.

She says: "I'm the link between the clients and staff, making sure people are where they need to be, when they need to be.

"I'm also looking to ensure clients get regular CareGivers, people they can get to know and build that all important relationship.

"A lot of our work here is built on those relationships, getting people together who can hit it off, getting the match that allows them to build up trust."

Becky also uses her experience gained in the field to work with clients and their loved ones to ensure they get all the support they need, as well as supporting CareGivers.

She says: "I'm available on the end of a phone for everyone. If there's any issues I work to help solve them. That's what I'm here for."



Memories of VE Day shared

This year marked the 75th anniversary of Victory in Europe Day. Here, to mark the event and to honour those whose bravery and sacrifice we must always remember, we look back on some of the incredible Second World War experiences of our clients.



The Fighter Pilot

During the war, Mike had been an RAF fighter pilot. He remembers:

"I wasn't old enough to drive a car when the war broke out, but there I was, at 17, learning to fly planes. I was trained to fly some of the UK's most amazing planes, like the Mosquito, the Hurricane, Wellingtons and the Lancaster. I remember I'd been sent out on one 'job' and ended up crashing in a field because of engine failure!"

Every year, Mike joins fellow crew members at the annual Project Propeller reunion – although this year, they won't be meeting. "This gives us a chance to see each other, and to once again fly our old planes. The only plane I never had the opportunity to fly during the war, was the Spitfire. It is, like for a lot of people, one of my favourites. But for my 90th birthday a few years ago, my family arranged for me to fly one!"

The Prisoner of War

Ifor Griffiths sadly passed away on Tuesday April 28 this year, aged 99. Here is his story.

During the war, Ifor had been involved in a few sobering brushes with death. "Early on, I was sent to Kiev, but was taken ill quite severely. I should have been sent back to the UK on the Maid of Kent Hospital Ship, but for some reason they ended up sending me to France on the hospital train instead. One of the best decisions ever made for me! In a Luftwaffe attack on Dieppe Harbour, the Germans bombed the Maid of Kent, sinking her and everyone on board."

When he made it to France, Ifor was one step closer to getting to Southampton for treatment. "We were at the port, where the Lancastria Cruise Liner was docked off the coast. This huge liner was due to take us back to the UK, as part of Operation Ariel. But she was too big to dock, so local fishermen were ferrying the injured to her."

"No one knows how many crew or injured servicemen had made it on board, when the Germans bombed her, right in front of my eyes."

Once recovered, Ifor was sent to the Middle East. "We arrived in Egypt and were met by the Italians firing at us. The Germans joined the fight and, using their tanks and heavy artillery, soon overpowered us, driving us back to Libya, and taking us prisoner."

"We were sent to a large, primitive POW camp in Italy, and although we were on starvation rations, we were largely left alone by our captors. In 1943, the camp was liberated by the Brits and Americans, but this angered Germany even more, and the Battle of Monte Cassino was bitter and fierce."



"We were shipped off to Germany and put to work in one of the POW camps – a direct violation of the Geneva Convention. The Germans had no oil supply, so they built a factory and were expecting us to convert brown coal to oil."

As the British Army and her allies didn't want Germany mass producing oil, the factory where Ifor was a POW was regularly raided. "During the first raid, I'd become gravely ill with hydrogen sulphate poisoning, so was recovering in one of the barracks. Next thing I knew, I was flying through the air before landing in a hole created by the bomb."

Although his lungs were damaged by the blast, Ifor had a third lucky escape when he realised what had happened to his campmates. "The gang with whom I'd been working had been taken down into an air raid shelter. It took a direct hit. They were all killed."

Ifor shared his stories with us in November last year. It was an honour to hear him reflecting on his amazing life; he will be sadly missed by all who knew him.

VE Day 1945 wasn't a celebration for everyone

When he joined the Army, Joe was in the 43rd Division of the Royal Signals that joined with the Polish Parachute Brigade for Operation Market Garden. However, like most of those on the ground, he was wounded on the battlefield. "I'd been shot. My right leg was shattered, and I was in a bad way. The Medic, Eric, saw I was in huge difficulty. He injected me with morphine there on the field, so he could stop the bleeding without me screaming and giving away to the Germans where we were."

"I should have been taken to a hospital in Amsterdam, but somehow, ended up in a convent! This put both my life, and the lives of the nuns at great risk – if the Germans had caught them with a Brit, they would have been shot. We all would have been. Fortunately, they managed to transfer me to the hospital, about three miles away."

"However, in order to get me back to the UK, a bit of coordination and a huge amount of luck was required! The Germans had sieged the main route out to the American Airbase, where I was supposed to have been picked up. So, me, along with a few other injured servicemen, were laid out

at the side of the road, and left there to wait to be picked up by an American aircrew.

"Back in the UK, I was told shrapnel had been removed from my head. More than that, my leg had become infected and needed to be operated on. On May 7, 1945, as I was being wheeled into surgery, one of the nurses told me, 'You have to be OK for the celebrations tomorrow!' I remember thinking I didn't want to be. I didn't want to celebrate."

As he reflects back on that original VE Day, Joe wishes he had celebrated when his bed had been wheeled out onto the hospital courtyard and a beer placed in his hand. "At the time, I think I was quite low after everything I'd been through. But this year, along with my fellow survivors of the war, I will be celebrating how precious life is."



These are just a selection of stories we've heard from our clients as they share, first-hand, their VE Day experiences.

Hear from Mike, Ifor, and Joe, in their own words, as they recall their memories of the Second World War on our website www.rightathomeuk.co.uk/preston/news

Calculating the cost of homecare

High-quality care, delivered in the comfort of your own home, can be more affordable than you think.

There has been lots of media attention recently on the state of the social care sector and the cost of care for the elderly. In response to this, we want to highlight how private homecare can be a cost-effective and highly viable option for those looking into care for a family member and dispel the myth that residential care is the only option.

There are a number of different tools available to families who are exploring their options when thinking about care for a loved one and the Internet is packed with information on funding and the different types of funding that you or a relative may be eligible for.

It's important to note that the cost and government provisions for care vary from area to area. To understand the cost of care in your local area, you can use the Which? Cost of care calculator. This handy tool allows you to see whether you are eligible for local authority financial support, the cost of care in your area and next steps if you wish to proceed with care for yourself or a loved one.

We have also put together our own useful guide on funding and planning. This explains what types of funding are available and whether you are likely to be eligible for this funding, from Carer's Allowance to Attendance Allowance, we explain the differences.

The Money Advice Service also provides a comprehensive guide to care,

weighing up the differences between homecare and a care home and comparing costs.

According to its website, homecare costs are, on average, £14,000 per year for 14 hours of care per week, whereas a care home can cost anything from £27,000 to £39,000 per year.

We know it's not an easy decision when choosing between different types of care. If you would like more information or an informal chat about the services we provide, we are just a phone call away.

Other useful links:

www.homecare.co.uk/fees

www.ageuk.org.uk/information-advice/care-paying-for-care

Nell loves her shopping expeditions!

Companionship is important to all of us and here at Right at Home we love seeing our clients' confidence grow through the relationships we build.

During lockdown Nell Leckie was isolated at home, away from her family and friends. Her son Robert got in touch with us and asked if we could offer her some companionship.



Nell is a very happy and positive lady who enjoyed going out in Longton, where she lives, getting her hair done, shopping and having a coffee.

But Nell, who is 95, had suffered a few falls at home and her confidence was knocked a little.

She told us she would love to be able to go out and about again, with the support of our CareGivers, but needed to build up trust first.

That's where our CareGivers come in. We match our clients and caregivers very carefully, building relationships is vital to what we do.

On our fourth visit we arranged for Nell to go the hairdressers for a wash and blow dry and then, after a walk, stop for a coffee at The Mad Hatter café in Longton. The trip was a real success.

As soon as Nell got out into the fresh air and was pampered at the salon, her face lit up and she couldn't stop smiling.

Carmen Baluta-Burgess is now Nell's main CareGiver. She says: "Nell loves going out whenever the weather is good, we go for walks or to the café for a drink or do some shopping at Booths.

"She feels safer when there is someone with her, this makes her more confident and in control and she is not so lonely anymore, she loves to chat about her life and I love listening to her stories."

Nell's daughter Irene Breckell says: "Mum has certainly enjoyed the companionship; it has made a huge difference.

"It is great that she is getting out and about. She just loves shopping. It has been a really good experience all round.

"Right at Home have been a really good help, we know someone is going in during the week to see her and it has really put our minds at rest."

Making Christmas more inclusive

While many people look forward to the sparkle and magic of Christmas, for others it can be overwhelming. The lights, the songs, the decorations, the parties, the family gatherings and the financial pressure. For those living with dementia, or caring for those living with dementia, it can be even more difficult.

Here we share Alzheimer's Society's advice for making Christmas more inclusive, with tips provided by people who are affected by dementia.

Familiarity is key

When someone is living with dementia, sudden changes can be extremely disconcerting:

Are you putting up decorations or moving furniture to fit in your Christmas tree? Don't rush it. Gradually add decorations over a few days, gift presents in the week leading up to/after the day rather than all in one go and maintain an easy and recognisable exit route when moving furniture.

Bear in mind any clubs or weekly events your loved ones attend which may not run over the holidays. This can cause a break in the weekly routine which can be distressing. Plan your own activities to help maintain a sense of consistency.

When planning dinner, if your loved one is used to eating at certain times, build this into your planning and keep portion sizes familiar. Staying hydrated, even in winter, is also very important. Ease the pressure on yourself by having Christmas dinner in the evening, if midday is too early. Your day doesn't have to adhere to everyone else's expectations.

Generational awareness

The joy and excitement of Christmas can be noisy and chaotic, depending on the ages of the people sharing your day. And trying to keep up with multiple conversations from lots of faces you no longer recognise can be exhausting.

Speak to people in advance about how you can work together to make the day as dementia-friendly as possible. Involve the younger generations with one-on-one time with their grandparents to show them their new favourite gift.

A safe, quiet space

Having lots of visitors – especially all in one go – can be a challenge at the best of times. For those living with dementia, trying to remember who people are and names can be difficult.

Create a safe space for your loved one to go for some peace and quiet when they need it (although others might benefit from this too!). Be mindful of the signs your loved one is feeling tired. They may not be able to tell you when they are finished for the day.

Being involved

Despite the internal battle with dementia, people still want and need to feel involved and useful. Find jobs they can do – even with the help of younger members of the family. This can be as simple as laying out the table for Christmas dinner.

Treasure the memories

Whether this is your first Christmas since diagnosis, or tenth, the day can bring mixed emotions. Spending time with your loved ones at Christmas can highlight the changes in them from the previous year.



When they don't remember certain things, tell them the story as if it is a new adventure: once, twice, three times if necessary. Bring out the old photos and take plenty of new ones. Play the Christmas songs and carols. Read the bad cracker jokes. These are precious moments for you to treasure.

Christmas is about you and your loved ones, give yourself permission to be flexible about how you choose to celebrate it. There are no rules about how Christmas should be, so tailor it to suit the changes within your family and don't put too much pressure on yourself to have the 'perfect' day.

An over-cooked turkey or burnt potatoes is just another story to tell in the years to come.

Tips to see you through the winter

Here at Right at Home Preston and South Ribble we can help by supporting you and your loved ones to keep warm and safe by providing care when you need it most.

- Research by Age UK revealed that more than one million elderly people don't get to speak to family, a friend or a neighbour for over a month. Winter can be a depressing time for lots of people, but older people often suffer the most during this season. Let's help end isolation this winter.
- An important point surrounding care of the elderly during winter is to make sure they are kept warm. Older people take longer to get warm than younger people, and lose heat

more quickly. Ensuring they have hot meals can be crucial when the colder weather sets in.

- If you're caring for a relative or neighbour this winter, make sure to keep food stocked in their house, along with blankets and hot water bottles, just in case of an emergency.
- Help keep your neighbours' paths and driveways clear this winter so people can make it to their door. This will also help reduce the risk of slips and trips, especially in the cold.
- Ask your loved ones to wear layers of 'easy to remove' clothing to help stay warm. Layers can then be taken off or put on, depending on how warm or cold someone is feeling.

Keeping our clients safe and connected during the coronavirus outbreak

At Right at Home, we understand that it is crucial for our clients and their families to receive the very best support and expertise from their CareGivers.

While we always try and go the extra mile, now it is more important than ever to ensure that our clients receive exceptional care and support, with many shielding or self-isolating at home.

What we are doing to keep your loved ones safe during this time:

Reducing the impact of isolation

Our care isn't just about completing tasks. Social interaction is very important for mental health and wellbeing and a visit from one of our CareGivers can really put a smile on a client's face and boost morale.

Helping clients to stay connected with family

We are also supporting clients to use technology to video call and talk to family members and friends.

Supporting with shopping and prescriptions

We are on hand to pick up essential items for our clients and collect prescriptions to avoid unnecessary contact with others.

Ensuring our clients remain safe with our continued care and support

Where necessary, we use government guideline Personal Protective Equipment (PPE) to ensure your loved ones are as comfortable and safe as possible.

We are there to care so family members can continue to self-isolate to further minimise the chances of spreading infection.

We are highly trained

All of our CareGivers receive robust training which includes infection prevention, handwashing and the safe use and removal of required PPE. Our CareGivers will also clean any surfaces that they have touched during the care call.

Maintaining health

Our trusted relationship with our clients means that we can spot any changes in their health and adapt our care and support appropriately. We can also notify loved ones if anything new arises. We understand that this is a worrying time and you will be concerned about your loved ones but we want to provide you with peace of mind that we are doing everything we can to keep our clients safe and comfortable at home.

If you would like more information on how we are supporting clients or have any questions, please contact us on 01772 619106.

A home approach to staying active

Normally in the run up to Christmas the team at Right at Home would be hard at work organising seasonal activities at our offices in Walmer Bridge.

And it's not just at Christmas when we enjoy bringing people together for some good cheer.

As part of our year-round service to clients we regularly invite them in to join in a range of organised group sessions, from arts and craft to playing cards and dominoes. Our reminiscence sessions are also really popular.

Sadly, because of the restrictions we all find ourselves living with today we're unable to open our doors for people to get together and we've had to postpone our group sessions. But that isn't going to stop us bringing our activities to our clients in their homes. We can organise craft or arts sessions with them, or just enjoy a game of cards or dominoes.

Carers like Carmen Baluta-Burgess, who is a dab hand at painting, are only too willing to visit for an activity session.

Managing director Karen Myres says: "Hopefully at some stage we'll be able to start running small groups again.

"Until then we're available and more than happy to organise activities in our clients' homes, whether that's an arts and crafts session or a good game of dominoes."

Anyone interested in arranging an activity session can contact Jane Rimmer at our office on 01772 619106.

