

All sorts of Festive Fun!

To celebrate the festive season we have been holding festive cafés throughout November and December. All six cafés in Dartford, Gravesend, Swanley, Meopham, Hartley and West Kingsdown joined in.

West Kingsdown

West Kingsdown ended the year with a festive Sing-a-long. Residents and regulars of the café enjoyed the time with St Edmunds Church Choir and enjoyed munching on some mince pies. There was a great atmosphere and lots of chat. A big thank you to our volunteers for all their help over the year. Here's to 2017!



Gravesend

Despite it still being November when the last Gravesend café was held those who attended certainly got into the Christmas spirit. We held a special raffle with prizes generously donated by Beryl Jackson, which raised an amazing £36!

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Gravesend continued...

A Christmas themed 'Pass the Parcel and the chance to purchase some of our charity Christmas cards, took place throughout the morning, all accompanied by the musical talents of Laurie Blake on the piano and a few token mince pies all added to the fun and made the final café of 2016 a morning to remember. Sadly Nicola, who facilitates the group, had forgotten her Christmas pudding hat so looked just a little under dressed for the occasion.



Hartley

Hartley also ended the year with a festive Sing-a-long. Regulars of the café enjoyed the time with SHADARA Singers and eating lots of mince pies. It was a wonderful event with everyone thoroughly enjoying themselves. A big thank you to our volunteers for all their help over the year. Here's to 2017!



Raffle Prizes? If you have received any presents from Santa that you really don't want or would like to recycle, Fundraising would love to hear from you. We always need raffle prizes for events and all donations would be gratefully received.

Thank You! Our fundraising team would like to say a big thank you to all the staff who helped with both their Charity Cabaret and their Celebrate a Life event, we would have been able to do it without you!

Information on Upcoming Events

20th December Post Diagnostics at Jasmine Centre

Staff Nominations for December

Liz Jewell would like to nominate **Kris Healey** for all his work on the spreadsheets that have revolutionised our organisational ability to collate accurate and meaningful information on the activities we do. This was largely done outside of work and is a significant breakthrough in our being able to evidence the work we do. Thank you Kris!





Staff Notice from Liz our CEO

2017 is going to be an exciting year for Alzheimer's & Dementia Support Services. We will be launching Safeharbour – Memory Wellbeing Centre and the Admiral Nurse Service alongside the Client Liaison Team. Safeharbour will be in the public domain and we will interface with the general public much more than in the past.

It is a new beginning and perhaps a good opportunity to reflect upon the way we all conduct ourselves while representing the organisation. We have a strong value base and long tradition of having excellent people skills – both of which we need to continue to grow. Other areas we need to pay equal attention to are what others will now be expecting of us as leaders in our field. We need to behave and see ourselves as professionals:

Appearance - A professional is neat in appearance. It is important to meet or even exceed the requirements of our dress code, which is to be smart, paying special attention to appearance when interacting with clients and other professionals.

Demeanour - As a professional your demeanour should be confident, polite and well spoken regardless of who you are talking to. Important you keep your calm, even during tense situations.

Reliability - As a professional, you will be counted on to find a way to get the job done. Responding to people promptly and following through on promises in a timely manner is also important, as this demonstrates reliability.

Competence – As a professional you will strive to become experts in your field. There will be many opportunities to learn and develop skills and competencies – make sure you are taking up those opportunities. This will set you apart from the rest of the pack.

Ethics – As a professional you need to adhere to a strict code of ethics, displaying ethical behaviour at all times.

Maintaining Your Poise - A professional must maintain poise even when facing a difficult situation. For example, if a colleague or client treats you in a belligerent manner, you should not resort to the same type of behaviour.

Phone Etiquette - Your phone etiquette is also an important component of professional behaviour. This means identifying yourself by your full name, company, and title when you place a call. Be sure not to dominate the conversation and listen intently to the other party.



Written Correspondence - During written correspondence, keep your letters brief and to the point. Your tone should be polite and formal without being "stuffy." This also applies to email correspondence.

Organisational Skills – As a professional you need to be able to quickly and easily find what is needed. Your work area should be neat and organized, and your bag should contain only what is needed for your appointment.

Accountability – As a professional you are accountable for your actions at all times. If you make a mistake, own up to it and try to fix it if possible. Don't try to place the blame on a colleague. If Alzheimer's & Dementia Support Services made the mistake, take responsibility, and work to resolve the issue.

All of the above is the concern of everyone working and volunteering for this organisation. As we raise our profile so people's expectations of us will increase and we will be judged much more harshly in all of the above. Please start 2017 with a commitment to being the best you can be and recognising that the areas above are more important than they might have been in the past.



A Big Thank You to you All!

I just wanted to, 'Thank you' all for the hard work and commitment you have all put in throughout 2016. It has been an amazing year with some significant changes:

- New IT system
- Safeharbour – Memory Wellbeing Centre
- Key staff qualified in Train the Trainer Training
- Appointment of an Admiral Nurse
- Building of a collaborative network to enhance partnership working
- Appraisal process launched
- Our CQC Inspection

What is important is the work we do for our clients and the quality of the relationships you form with them. This is the core of what this organisation is about and we need to build on this going forward.



THANK
YOU

