



RAISING DEMENTIA AWARENESS, ONE DAY AT A TIME!

Alzheimer's & Dementia Support Services

April / May 2015

IN THIS ISSUE

Staff Update

by The Operations team

Payslips:

As many of you may have noticed, your payslip this month may have looked a little different. A number of changes have been made to our payroll processes recently, many of which have allowed for better automation and improved efficiency. One of the changes relates to the frequency in which you receive your sessional holiday pay. Historically we have paid our Care Staff their holiday entitlement every three months, this not only has ramifications towards our cashflow, but also means that there is a delay between you accruing your annual leave and receiving payment for it.

The new changes will mean that you receive your sessional holiday pay monthly; this not only benefits our staff but also the charity as a whole.

If anyone has any questions or concerns in relation to their payslip then please contact either Annette or Kris, who will be only too happy to help.

DBS Checks:

Jackie has nearly completed her audit of our staff files and will begin looking at our DBS expiry reports. Please be advised that your DBS will need to be renewed annually. We will fund your first DBS but you must sign up to the update service. You have 19 days, from date of issue, to opt into the DBS Update Service and it will cost you £13 each year. Should you choose not to sign up to the Update Service this year, you will be required to have a new DBS next year at a cost of £54, this will not be covered by Alzheimer's & Dementia Support Services. Speak to Jackie for details of the DBS Update Service.

Blue Folders:

Can we remind you all that you each have a blue folder in the office. All communications from the office are stored in there, so it is essential that you check your folder when you submit your timesheets.



Swiping In and Out

An update on our swipe in and out system.

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mydonate

Information about our current mydonate pages.

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OUR SERVICES



Afternoon Tea

Following on from the great news of the donation from Carol and Gordon Harris. The cheque has now risen to £1,140.00. Photo of Jackie West (Warden) Carol Harris (Organiser of the Afternoon Tea) and Ross accepting the cheque. Once again a big, big "Thank You" to all that took part.



Basepoint

Another fantastic donation from Basepoint. Thank you so much!! Lynne, Zoe, Barbara, Michelle and Walter pictured above with our very large cheque!



Wobbly Wednesday's

As many of you may know, Kris' grandparents, Barbara and Harry (Nana and Granpa) have been using our Galileo Machine for the last 18 weeks and have seen some fantastic results. Don't forget that our "Wobble Board" is available for all of our staff, clients and members.

WE ARE LOOKING FOR VENUE'S

Angela is looking for suggestions of places to host some of our fundraising activities. If anyone knows of any halls or rooms that could be suitable, then please let Angela know.

Swiping in and Swiping out!

by Annette

Gentag Phones

Thank you for all contacting me with your phone details so that I can update our records, if you would like to have a list of carers work phone numbers so that you can update your phones please contact me and I will be happy to provide them for you.

It is very important that you use your phones to swipe in/out of your care calls as we use this data to produce your wages. Unfortunately the number of carers that are not swiping in and out has increased in recent weeks, if you are having a problem with your phone then please come and see me straight away.

I know some of you do have issues with your phones, but it has been proven by some members of staff that it is possible to successfully swipe in / out for 100% of their calls. We have been told that sometimes you just need a bit of patience as it can take time for the swipe in to go through.

For the third month in a row Rose Tonbridge has been top of the Swipe in / out leaderboard! Thanks Rose

Again, if you have any problems, please get in touch straight away

New Faces

by Annette

We would like to welcome our new starters to Alzheimer's & Dementia Support Services. This month we have seen a record breaking number of staff starting, with a few more just about to begin their employment with us.

If you see our new staff out and about in the community, in the office or Garden Lodge please make sure you say, 'hello'.

A huge welcome to Julie Couves, Vinita Solanki, Sean Hutchinson, Christina Hammond, Michelle Muckle and Lisa Barlow!

NEWS IN BRIEF

**Training and Dementia Friends**

A group photo of the volunteers that attended the Training and Dementia Friends Session this month. All ready for the opening of our New Memory Café in West Kingsdown, 5th May 2015 10am. Everybody welcome to attend.

**Bake Off**

Many thanks to all who entered a bake into Basepoint's BIG Bake Off competition. Britt Wyatt of 'She Who Bakes' came to judge and has chosen the Raspberry and Blueberry, Lemon and Lime Drizzle Cake made by our very own Janet Green. Congratulations Janet!

**The Rotary Club**

This month we were also fortunate enough to receive a cheque from the Rotary Club. A huge thank you everyone involved!

My Donate Pages

by Kris Healey

Snowdon Trek

- Basepoint management team will be trekking up Snowdon and setting up a 'flexible work space' on the 7th September 2015.
- <https://mydonate.bt.com/fundraisers/michellegagie2>

Prudential Ride London 2015

- David Brown, Neil Poynton and Scott Newman are taking part in the Prudential Ride London 2015 100 mile cycle challenge on the 2nd August 2015.
- <https://mydonate.bt.com/fundraisers/cafteam2015>

Sky Dive

- Vicky Walker and a few friends are doing a Tandem Skydive on 1st December 2015!
- <https://mydonate.bt.com/fundraisers/vickywalkeris30>

Making a difference

by Abbie Boyd

In January whilst being unemployed I thought that it would be a good idea to do something productive with my time and help a good cause. This is when I decided to volunteer one day a week in the Alzheimer's & Dementia Support Services office helping members of staff. I have learnt how to do excel formatting, franking, filing, creating forms and how to behave within the office.

I already have an Admin qualification but I haven't had the chance to put it into practice until now. I work alongside Kris and Annette, who are so helpful in teaching me how the office works.

I don't just see this as work experience as I enjoy doing my part for the cause as I have been helping the organisation from a young age through my dance performances in Daycare and my participation in charity events. It is nice to see how the charity works behind the scenes in the office as it is completely different to Daycare. Although I will eventually find employment, I know that I will still make time to do what I can for Alzheimer's & Dementia Support Services.

CEO's Thoughts

by Liz Jewell

PREMISES

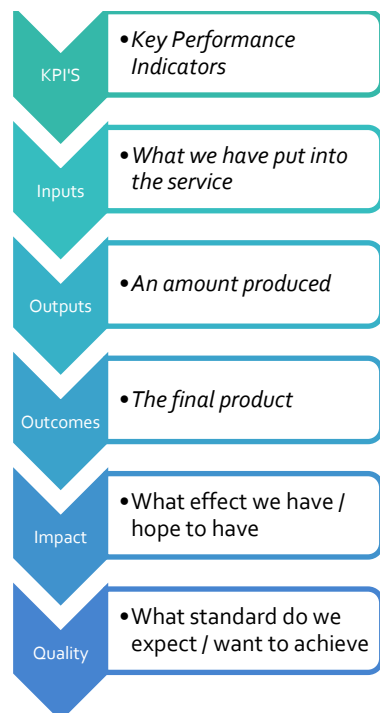
The negotiations with KCC regarding the Age UK Building on Coldharbour Road are still continuing and we are edging towards an agreement. The Heads of Terms have been drafted and are now with KCC. It is like watching paint dry however I am confident it will be worth the wait in the end!

The long term will be to buy the building and land in order to develop a **DEMENTIA HUB** for the local community and Kent.

I would be really interested to hear people's ideas about what they think a Dementia Hub should include to truly meet the needs of our clients and potential clients.

STRATEGIC PLAN

In your teams you will be looking at the following:-



This is to help think about what we are trying to achieve and how we might know when we have achieved it. Remember we are striving for **continuous improvement** and believe **'better never stops'**. We do offer good services however we all know there are

still lots of opportunities to make them excellent. With your help that is something we can achieve.

COMMUNICATION



It was identified that communication from the office to staff was poor and this newsletter is one measure we have adopted to try to improve things. Communication is a two way process and I would urge you to provide constructive feedback; good and bad to help improve things and to ensure our clients gets the best care they can. As Care Workers you get to see and develop relationships with the clients that are invaluable....make sure you feedback any information that helps ensure the Care Plan is up to date and relevant. You are a vital part of a team and it is important that all the team members understand what is going on. The ideal place to provide feedback will be in supervisions and these will be taking place on a regular basis going forward.



Effective communication between all of us helps to fill the gaps before they become a problem.

NOMINATIONS



Joy Blunderfield has nominated **Janet Green** for the "over and above" this month. Janet spent a Monday evening cooking and preparing a cake for the "Bake off" that Basepoint held to raise funds for us. Not only did Janet go to the expense of baking the cake but managed to achieve a first as the winning cake.

Sherrie Boyd and Mandy Tehara have nominated **Helen Caller**. They have received a number of comments from carers & staff that Helen willingly helps others over and above what might be expected and how this has had a really positive impact.

Well done to Janet and Helen for being this month champions. A big

'Thank you'

To nominate send an email to me liz.jewell@alz-dem.org and /or Kris Healey kris.healey@alz-dem.org with the following information;

- Name of the person you are nominating
- What they did?
- What made it so special for you?

Alzheimer's & Dementia Support Services

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