



RAISING AWARENESS, ONE DAY AT A TIME!

Alzheimer's & Dementia Support Services

December 2014

IN THIS ISSUE

Getting Involved

by The Operations team



Here it is the first edition of the Alzheimer's & Dementia Support Services Newsletter. We have decided to produce this Newsletter so that you can all see what is going on throughout the organisation and so that you can all keep your fingers on the pulse because communication is key.

It has been suggested that communications with all staff members needs to be improved this is one of the reasons why we have decided to produce a monthly newsletter. We would

like everyone to contribute to our news on a monthly basis and look forward to hearing your views, ideas, and details of any up and coming events so that we can let everyone know about them.

So if you have anything that you would like to be said or anything you would like to share please let the operations team know so that it can be included in next month's Newsletter.

As the Operations Team we would like to wish you a fantastic Christmas and all the best for the New Year

01474 533990

Or email info@alz-dem.org

Challenge Facebook?

Many of you will have noticed that our Facebook Page has recently been revamped. Find out how you can help raise awareness!

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Monday Club

We look at some of the recent adventures the Service Users from our Monday Club have been on.

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Swipe in, Swipe Out

by Tracey Levett

On 1st December 2014 we began using the new I-Connect system that will be loaded onto the new mobile phones which have recently been issued to our care workers. It will ensure we know if a careworker/clients are safe as it records when our care worker arrives and time they leave.

As well as collecting this important information about all visit times, the new system will also enable us to:

- Cut down on unnecessary paperwork and administration time.
- keep care workers informed about changes to their rotas.
- make sure care workers know about our service user's requirements, even if they have changed recently.
- check that care workers arrive punctually, so that we can be sure that our service users are

being looked after and that our care workers are safe

- The only noticeable difference to the routine is that our care workers will touch their mobile phone against a small tag or label as they enter a service users home, and do so again when they leave. It uses the same technology as tags found on items in some shops to deter shoplifters and is completely safe.

Throughout the month of December will be holding a parallel run for all staff to ensure that we are ready to go live by the 1st January. We have split our testing into three phases. Phase one was for two of our staff to act as guinea pigs and test the system. This went smoothly, which meant we added an additional three people to those helping us test. Once the initial five people had vigorously tested the system, a further five staff members were added. excited to



All tests have gone through without a problem and we are all really introduce the new Swipe in / Swipe out System.

If you have any questions, problems or concerns then please do not hesitate to contact either Carol, Karen or Tracey who will be only too happy to help.

Compliance

by Annette Bowles



Well Guy's over the past few weeks I have been updating your staff files and making sure that all documents within your files are correct. I would like to thank all of you for responding to my emails requesting this information for these documents to be brought in. We are now 95% compliant, but would stress for the few of you who still need to produce these documents that it is very important I get them. I am now giving you a deadline of 5th January to bring these into me.

The documents that I am asking for are important to your employment with us, listed below are some of the documents we need to keep on file.

- Proof of identification
- Driving Licence (Both Parts)
- Car Mot Certificate Car insurance

We are asking for you to provide these documents not only from an Employer point of view, but to make sure that you all have the correct documents to protect yourselves while working for us.

Our main aim as the Operations Team, who are a very friendly bunch, is to make sure that all our Staff Comply with all government regulations, to ensure the safety of both our clients and our staff.

I would like to wish you all a very Merry Christmas and all the best for 2015

OUR MEMORY CAFE'S



A great turn out

Our Memory Cafe at Dartford. We enjoyed the chat with Rachael Spencer from Kent Fire Brigade and Amy Page, Mental Health Nurse from the Jasmine Centre. 12 people came along to enjoy the chat



Our New Memory Cafe

Hartley Memory Café with the people involved in setting it up Veronica McGannon, Jackie West (Community Warden), Reverend Jim Fletcher (Thanks for the Church funding) and Ross Mullis.

FAST FACTS

Number of Facebook Page Likes

669

is the number of unique Facebook page likes we currently have! Our Target is 500, and then on to 1000!

New Staff Members

12

We have taken on 12 new starters since the October, this is a fantastic effort. Welcome to EVERYONE!

MAKING A POINT?

Is there an article you want to see in the next issue? Would you like to help write it?

PLEASE TALK TO TRACEY OR ANNETTE
01474 533990 EXT 206



facebook.com/Alzheimersanddementiasupportservices

Social Media

by Kris Healey

Social media is an increasingly effective strategy for charities that want to connect with supporters. A recent survey showed that UK charitable organisations have doubled their supporters on key social media channels in the past year. Yet, for many charities, the vastness of the social media landscape is too daunting to venture into - WE ARE NOT ONE OF THOSE CHARITIES!

We rely on public support and so need to find new ways to reach our supporters, potential donors and volunteers. Social media can be one of the most effective ways for charities to build supporters, boost donations, share success stories, network with like-minded organisations, encourage people to sign up to campaigns, recruit volunteers, or demonstrate the impact of their work.

Social media gives us the chance to make emotional connections and raise awareness. Text on a page can be great for getting information across, but images, videos and human reactions are what really bring the scope of our work to life. Potential volunteers are more likely to get involved if they can picture the people they will help.

Social media has the power to personalise our work. It will also personalise our supporters. Users of social media like to connect with their peers and be part of an online community. This can be maximized by liking, sharing & commenting on our posts or inviting friends. Our Facebook project started in the middle of November 2014, in a few short weeks we have taken our number of "Facebook Page Likes" from 39 to 669 (at time of writing). Initially I wanted to achieve 100 people by Christmas, this was achieved in a matter of days. I then set my sights on achieving 500 likes by Christmas, as you can tell we are now well on our way to achieving a 1000 likes.

Please keep sharing our page between your friends and family, asking them to like the page and really raise awareness. The more people who follow us, the bigger impact we can make and the more successful our future fundraising campaigns will be.

Remember, 'Sharing is Caring'

facebook.com/Alzheimersanddementiasupportservices

Christmas Party

by Operations Team

We are celebrating Christmas this year with a staff Christmas party at Garden Lodge.

The party starts at 4:30 pm on Thursday 18th December and will continue until 9:00pm to allow everyone the chance to pop along.

We will have mulled wine, hot food and plenty of party games. Ross will amaze us with his magic and will be giving lessons on how to make balloon creations.

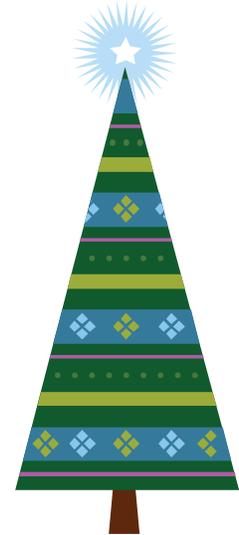
Bring along your party invitation for a chance to win a prize in our free raffle.

We look forward to seeing you on the 18th

We will also be saying a sad farewell to Brenda Langford who after 11 years will be leaving us.

Brenda has been our Day Care Manager for a number of years, combining this role with the Support at Home Service. With the arrival of the computerised roster system Brenda joined the Client Liaison Team and has been busy meeting and supporting new clients. She has decided that she would like a more hands on role and will be leaving us just before Christmas.

We wish Brenda all the very best in her new endeavors she will be greatly missed.



Monday Club

by Lynne Lidstone

The "Monday Club" remains active in the community with outings and visits to lots of local places of interest. Here's what we've been up to.

We recently had an informative and interesting visit to Northfleet Fire Station we were all very impressed by the technology. The staff made the visit a really enjoyable afternoon.

We've also been for a guided tour of the Kent Fire Fighters Museum newly opened at the Woodlands Garden Centre in Hartley. It's definitely well worth a visit if you are passing.

Our annual trip to Shoreham aircraft Museum was very enjoyable. Geoff Nutkins made us very welcome and after looking around his collection we had a very nice picnic in his gardens.



A visit to Pricillas Pantry in Gravesend "Cuppa and a chat.... Just perfect

We have been spokesmen giving the person with dementia's point of view, giving input and attending events presented by the Dementia Friendly Communities. We have been involved in a very successful pilot scheme for "Secret Shopping" in local establishments. (We were pleased to feed back that staff were generally very helpful).

So all in all a busy year "Monday Club" have been celebrating the Christmas Season with a visit to a play group nativity play and concert and have had a invite out for Christmas Dinner.

Louisa a Dementia Nurse from the Jasmine Centre, who has just started a regular visit to the group will be joining us for drinks and nibbles. A great end to a very busy year!

Support at Home Plus

by Carol Best

Christmas is fast approaching, a time to be with/remember our loved ones. A difficult time, to balance both work and family life.

- Letters were sent out to all our families in November requesting the cover required over the holiday period
- The team are chasing the last few requirements outstanding
- Karen is now working on completing the rota's for this time and will be with you shortly

As you are all aware Karen will be leaving the team in January, all the team are sad to see her go as she has become a valued member, but we wish her well in the new position she has taken.

The team are fortunate to welcome Tracey and Annette for a 6 month period, which allows us time to recruit the right person.

Many changes have been made in a short space of time, I realise this has been difficult but necessary. We are very much reliant as are our clients and their families on the continuing dedication and excellent service that you all provide.

But!!!

If something is wrong we need to know please tell me,

'I can't put it right if I don't know something is wrong'

This year we have promoted internally, Gill and Sherrie to be Senior Carers, Karen has and will continue to take on more of a trainer role. I am always committed to encourage any team member to gain new skills/further their career.

We have started to enrol Care staff onto their Diploma level 2 and I will be looking at further training for all that wish to further their skills.

We have gained and are continuing to gain permanent clients through the DVH project which shows we are 'getting it right'.

NEW YEAR

Support at Home will be available 07.00-22.00 Monday to Sunday, clients are now receiving a choice of an alternative carer when you are unable to cover.

I will be looking at ways to develop and increase the hours we presently cover but it is still vital to offer the high level of care that you all provide.



A Suggestion Box will be in place for the new year.

If something is not right, or not working, this is your chance to not only tell us – But to offer solutions too!

Its simple put thoughts and ideas into the Suggestion Box for them to be reviewed and considered.

Recruitment of Service Delivery Co-Ordinator



'Your chance to be involved in the Interview Process'

- I am looking for someone to represent the Care Team
- It will be your collective choice. (You will need to make this decision as a team).
- To be involved with who we recruit, and sit in on the interviews

Please contact me in the New Year with who you would like to act as a representative for you all.

So I wish you all a Merry Christmas and look forward to working with you all in the New Year

NEWS IN BRIEF



Bertie The Dog

Bertie recently attended our sponsored walk around Shorne Country Park. Raising a staggering amount of money in his own right. He even wore his own personalized ADSS T shirt!



Petra Takes The Jump

A fantastic effort by Petra Dungate to raise £680 in memory of her mother by Sky Diving for The Alzheimer's & Dementia Support Services. Thank you to all those that kindly donated and of course Petra for making the dive!



Sweet Tooth

Prior to her recent 'Swipe in / Swipe out' Training session, Michelle Wingfield kindly donated a plate of amazing donuts for the office. They went down very well, Thanks Michelle!

CEO's Thoughts

by Liz Jewell

I am feeling very reflective at the moment as it is exactly two years since I joined Alzheimer's & Dementia Support Services. I really enjoy leading this organisation and working with all of you to take it to the next level. I think you are all a wonderful group of people and it is a privilege for me to work with you. Over the last two years we have experienced the challenges that come with change as well as some significant achievements:-

- ✓ Undergone an independent strategic staff review and implemented all of its recommendations
- ✓ Held two conferences; '**Dementia Conference 2013: Enhancing Lives'** and the Open Space event: **People with dementia say, "I want a life, not just a service." How will we respond?**
- ✓ Rolled out the Dementia Buddy Scheme to Medway, Maidstone & Tunbridge Wells NHS Acute Hospitals
- ✓ Won the Welfare and Social care category for the Charity Award 2014
- ✓ Increased our fundraising efforts and increasing the income from this
- ✓ Opened in partnership with the local community a Dementia cafe in Hartley
- ✓ Implemented a new IT system, and appointed senior staff with the competencies and expertise to strengthen the infrastructure needed for a growing undertaking

- ✓ Undertaken a pilot; DVH Bridging Service which has increased the Support at Home Plus hours of delivery three fold +.
- ✓ Developed the training programme to ensure we are achieving best practice in relation to the standards of training we expect our staff to have.
- ✓ Reviewed the systems and processes for SAH+ to ensure we are CQC compliant
- ✓ Participating fully with the GSK Network group that informs the national think tank; the Kings Fund and being asked to represent that group at various forums
- ✓ About to launch the 5 year strategic plan – something everyone has contributed to and will continue to contribute to as we roll it out
(To name but a few)

I am not going to pretend that we have not all felt the strain at times; being challenged by the planned and unplanned changes that have confronted us. However, we have coped and I firmly believe we have turned a corner - all possible because everyone has pulled together for the benefit of the clients

and out of care for each other. I want to reassure you that I am totally committed to getting it right and making sure Alzheimer's & Dementia Support Services offers the very best care available in the field of Domiciliary Care. I believe that is only possible by holding dear the ethos that runs through this organisation like a rock.

We have great opportunities ahead, not just for the organisation as a whole but also for those individuals within the organisation who want to progress their careers. The goal will always be to be person centred and provide the highest quality of care and support and it will take each and every one of us, working together, to ensure we achieve that standard.

I want to **thank you all** for your contribution and wish you a wonderful Christmas and New Year



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