



Staff news: We said farewell to Amanda Cherry, our Chief Executive & Registered Manager at the end of March. Amanda worked for SPDNS from 2009 and saw many changes in health and social care during this time. We wish her a well deserved rest and all the very best for the future. Thank you Amanda for all that you did.

We are pleased to announce that we are appointing a new Registered Manager to replace Amanda who will take over the role in early June. In the meantime senior managers are dealing with the day to day running of SPDNS, supported by the Board of Directors, and are here to support you all.

A special message from Ruth Clark, Director of SPDNS

A couple of months ago we were delighted to hear that SPDNS had been rated outstanding for care in the recent social care CQC inspection. We always knew we were good but it was great that this had been endorsed.

Now we are in an unprecedented situation. Even Captain Tom cannot remember anything like it. As people are working together to help those around them I would like to thank you for all you are continuing to do at this difficult time. I've just watched a clip of a 17 year old carer who gave a 94 year old she was looking after a cushion with a photo of his wife. It is these things that are making life bearable for those who are isolated at this time. Every Thursday we have the 'clap for carers' and I think especially of all of you at SPDNS. On behalf of the Board of Directors I would thank you most sincerely for all that you are doing. **Please KEEP SAFE and CARRY ON. You are really appreciated.**

Ruth Clark



Key Performance Indicators (KPI's) 2020:

We have reviewed and updated our Key Performance indicators for 2020. So that you are aware these are:

- **Ensuring service users are satisfied with their care.** We do this by seeking regular feedback from those we care for and their families and responding to concerns and complaints in a timely way
- **Ensuring there are no missed visits.** Any missed visit is of concern and we investigate all reports of a missed visit to ensure that we avoid it happening again. Over the last quarter we had no missed visit reported, so thank you all
- **Maintaining our CQC ratings of Good (or above) for both our teams.** We are pleased that both teams have achieved this – well done
- **Staff compliance in signing the MAR** - we carry out regular audits on this and compliance is improving
- **Staff are recording care as per policy** - we want to make sure that all staff complete a record of their care in detail for every visit they undertake
- **All staff receive regular supervision** – we carry out quarterly audits to check on this. Please note that due to the COVID-19 situation staff may be contacted by phone instead of having 1:1 meetings in the office
- **All care staff have their competency checked on medication administration 6 monthly** – part of direct observations includes this
- **New staff undertaking the Care Certificate complete this as part of their probation** – Sue Laurie, our Workforce Development Manager monitors this and supports new staff in completing the Care Certificate

In addition to these KPI's we have 3 quality initiatives we are working on: dementia care planning, respite assessments and care planning and compliance with GDPR.

COVID-19

You will all be aware that we are sending you weekly update memos on COVID-19. Advice is changing daily and we need to keep you informed of any changes. We have had donations of Personal Protective Equipment (PPE) from Deanes school and would like to thank them for this.

We are working in unprecedented times and it is very hard for everyone. Please take care of yourself and once again we are eternally grateful for everything that you do.