

# SPDNS Staff Newsletter

## February 2020



### Staff news

We welcome a new College Support Worker to the team and two new Health Care Assistants to St Luke's Hospice at home.

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### Update from Senior Managers Meeting 14<sup>th</sup> January

- **Mental health first aider:** Sue Laurie is our mental health first aider. Should you feel you need any support over a mental health condition or are concerned about a colleague please contact Sue (extension 232) or email her at: [suelaurie@spdnsnursecare.com](mailto:suelaurie@spdnsnursecare.com)
- **Staff representative:** We are pleased to announce that Wendy Cornish, Community Carer, will be our staff representative at future senior managers meetings. If there are any issues or concerns that you would like her to raise on your behalf please make Wendy aware.

### CQC inspection – adult social care team

Thank you very much to those of you who spoke with or emailed our CQC inspector. The inspection took place on 9<sup>th</sup> January, initial feedback from the Inspector on the day was good, we are waiting for the report. The inspector visited some of our service users and has also contacted some by phone for feedback. We will inform you as soon as we have our final report and let you know the CQC rating that we have been given.

### Driving documents

A reminder that you must keep us updated with your current driving documents: driving licence, business insurance and where applicable annual MOT. Please bring these documents to supervision or appraisal so we can update your details.

**Compliments:** Here is a sample of recent compliments, well done everyone and thank you:

**Adult team:** (from a relative) "Thank you to carers. He doesn't know what he would do without them"

**St Luke's:** "I'm so grateful for all the help, the carers are wonderful. Thank you"  
"A wonderful team of hard workers"

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### **1<sup>st</sup> February Dignity Action Day– 10 dignity do's:**

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people's loneliness and isolation

### **3<sup>rd</sup> February is Tinnitus awareness week**

Tinnitus is the name for hearing noises that are not caused by an outside source. Tinnitus can sound like buzzing, ringing, humming, hissing. You can hear these sounds in 1 or both ears, or in your head, this can be very distressing for people who suffer tinnitus. They may come and go or you might hear them all the time. The NHS advise that anyone who has tinnitus regularly or constantly, or it is getting worse, affecting sleep or concentration should see their GP.

## **SPDNS homecare**

I am sure that many of you will have noticed the new office windows and signs. The website is now live, please have a look and let us know what you think. This is still work in progress. We will be relaunching our Facebook page so look out for that.

## **Apprenticeships**

Southend Adult Community College are again able to offer Level 2 and 3 Diplomas in Adult Health & Social Care – if you or anyone you know may be interested please contact Pat Brand.