

# Service User Newsletter

We are delighted to share our most recent issue of our Service User Newsletter, which includes an update on the progress of our new electronic care planning and care notes system, the 'PASSsystem' from Everylife Technologies.

We also share articles on our latest inspection report from the Care Inspectorate, as well as information about our newly introduced 'senior carer role'.

Lastly, we want to tell you about the fantastic fundraising events we have participated in over the past few months.



Carol Craig, Registered Manager.

We are now in the process of rolling out our new electronic care planning and care notes system.

Our care workers will still be visiting and providing the same high level of care for you. However, our senior carers will now be using the mobile based system to receive your care plan, enter their care notes and medication records on the mobile phone. As we are still in the implementation stage they will continue to complete the communication and medication books however this will eventually be replaced. You will also begin to notice that care plans and risk assessments will be carried out using the PASSsystem.



The new system has substantial advantages and marks a substantial improvement in homecare. If you wish any further information on this, please contact Lorna Easton, Office Manager.

## Inspection Report



As most of you will be aware, the Care Inspectorate carry out a yearly inspection of all Care at Home services.

During an inspection, the inspector grades the service with the lowest grade being a one and the highest being a six.

Our latest inspection, carried out in September 2016 we received the following grades:

<b>Quality of Care and Support</b>	<b>4</b>
<b>Quality of Staffing</b>	<b>4</b>
<b>Quality of Management and Leadership</b>	<b>5</b>

It was also noted that all previous requirements made at the last inspection had been met.

No requirements were made from our most recent inspection. As a result of their recommendations we plan to carry out the following actions:

- Continue to monitor and carry out any care plan and risk assessments due for their 6 monthly review
- Gradually implement our new electronic care planning and care notes system—the PASSsystem.
- Review our medication support and processes for our service users. This will be part of all risk assessments
- Annual appraisals for all staff will continue to be carried out by our management team.

We will continue to work hard to meet these recommendations and to meet the expectations of our service users. A copy of our latest report can be obtained on the Care Inspectorate website: <http://www.careinspectorate.com>

If you wish to discuss any aspect of your service, please do not hesitate to contact our office.

## Changes to your care services



**Self Directed Support**  
My Support My Choice

The City of Edinburgh Council recently completed the process of awarding new contracts to organisations that deliver care at home services. Primecare Health chose not to join the new contract, however we are still continuing to provide services within Edinburgh and West Lothian. Self Directed Support legislation enables you to make informed choices on what your support looks like and how it is delivered. You have the choice to continue to receive your care at home service from Primecare Health or move to another registered organisation identified by you.

The options available to you are as follows:

- Option 1** You ask the Council to provide you with a direct payment which you use to buy support from Primecare Health
- Option 2** You choose the support you want with your budget and ask Primecare Health to organise this on your behalf through the Council. This is called an Individual Service Fund
- Option 3** You ask the Council to choose and organise the support you need. You will be required to move to a new Provider or sub-contracted Provider. If you wish to continue with Primecare Health, this option is not available to you
- Option 4** You ask the Council for a mix of these options for different types of support

We appreciate it can be a confusing time with change, but we will work with you to discuss what we can offer and how we can support you to continue to meet your outcomes. The City of Edinburgh Council have also now written to all our service users to explain their process in more detail.

If you wish to discuss these options further please contact, **Lorna Easton, Office Manager on 0131 339 1468.**







Primecare Health are the proud main sponsor for Davidson's Mains and District Pipe Band. Formed in 2010 by Pipe Major Clare Miller, it has given over 50 children aged between 8 and 18 an opportunity to perform and compete locally and now internationally.

This year they have won 18 trophies and titles including 5th place at the Scottish Pipe Band Championships, 5th place at the World Pipe Band Championships. The band was also crowned Lothian and Borders Champion of Champions as a band and for Drumming.

The band has given its young members some amazing opportunities including performing with The Red Hot Chilli Pipers as part of the Edinburgh International Festival, supporting The Scottish Fiddle Orchestra at a summer concert and Hogmanay Celebration in The Usher Hall

and leading the parade to promote Edinburgh's new status as a Fair Trade City. They also have their own concert at Christmas time where all band members and learners can display their talents to family and friends.

#### **Future events:**

Christmas Concert, **Friday 16th December 2016**. Royal High School, 7pm-9pm

**Saturday 20th May 2017**

British Championships - Paisley

**Saturday 10th June 2017**

UK Championships - Belfast

**Saturday 24th June 2017**

European Championships - Forres

**Saturday 29th July 2017**

Scottish Championships - Dumbarton

We wish them continued success and the best of luck for 2017!

On 6<sup>th</sup> September a new national phone number "105" was launched by electricity network operators for customers to call should they need to report or get information about a power cut in their area.

Key points to note about this service are:

- Dialling 105 will put customers through to their local electricity network operator – the company that manages the cables, power lines and substations that deliver electricity into homes and businesses in their area.
- 105 is just one of the ways that customers can contact their electricity network operator. They can also contact them by phone or via their website, and most network operators are on social media too.
- 105 is a free service for people in England, Scotland and Wales.
- Customers can call 105 no matter who they choose to buy electricity from.
- Customers can also call 105 if they spot damage to electricity power lines and substations that could put anyone in danger. If there's a serious immediate risk, they should call the emergency services too.



## Service User Forum



Thank you to everyone who was able to attend our forums in August and November 2016 at The Holiday Inn, Edinburgh. It was great to meet with you all and we valued everyone's feedback.

We hope to arrange our next forum early 2017.





## Senior Carer Role

From October 2016, we introduced this new role within our organisation as part of our development for supporting and improving service delivery and monitoring.

8 staff have been successfully appointed and are now receiving training and support to carry out their additional duties. They are also undertaking the initial rolling out of the PASSsystem using their smartphones.

The senior carers will be providing ongoing support to our new care staff, carrying out staff observations, home visit assessments and 1:1 staff support and supervisions. In addition, part of their role will also be to speak to our service users to capture their views on the service we are providing and inform the management team of necessary changes or improvements.



Some of our Primecare Health staff participated in fundraising events in September 2016 to raise money for Alzheimer Scotland and St Margaret's Academy for Malawi, School Building project.

A huge thank you for everyone's support and as promised, here are some of the captured moments from both of these days.

