



Service User Newsletter 2017



Welcome! We are delighted to share our most recent issue of our Service User Newsletter, which includes an update on our process with the new Pass System, a Recruitment Workshop coming soon, new Private Services and Special Recognition for some of our staff.

Scottish Care



The voice of the Independent Care Sector in Scotland

Primecare Health's very own Quality Assurance Officer, Bryan Henderson and service user, Sandra Ormiston participated in the Scottish Care short film "What a difference good care makes". The film was launched at the "Bringing Home Care: Transforming Support in the Community" Conference and Exhibition on 12th May 2017 and is now available for everyone to watch!

The link to the video is:

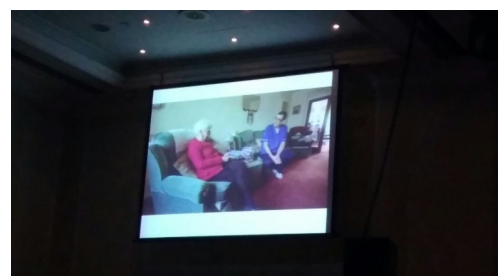
<https://www.youtube.com/watch?v=u0tYrJJNUg>

You can also view it directly from the Scottish Care's website:

www.scottishcare.org

Directed by Michael Rea, the film features people in receipt of care and their families, as well as those providing the care.

It is a wonderful piece of filming and we are so proud to have been part of it.



Private Services

We would like to take this opportunity to introduce our additional services which could assist you to maintain an independent lifestyle and support you to remain in the comfort of your own home.

Befriending and Companionship Services—we can offer support to enable you to participate in social and community life. Our services can include providing support for:

- Attending GP, hospital and dental appointments
- A trip to the local shops or shopping centre
- Visiting friends and family
- Going on long walks
- Attending social/ leisure activities
- Companionship in your own home
- Carer assisted travel needs

Domestic Support and Cleaning—we can also provide practical support in and around your home. Our services include:

- Ironing service (collection and delivery)
- General housework such as Hoovering, dusting and laundry
- Kitchen and bathroom hygiene
- Shopping

If you wish to arrange any of the services or have any further questions please contact our office.



Twitter

Primecare Health Ltd is now live on Twitter!!!!

Please follow our twitter page to receive up to date information regarding the company!

@Primecare_ltd

GET FOLLOWING!!

Service Users Forum

Thank you again for those who attended our forum in March at the Dakota Hotel, South Queensferry. It was great to have your valuable feedback about our service and we hope you all enjoyed the event.

PASS SYSTEM

PASSsystem



We are pleased to let you know that open PASS is now available on web, mobile and tablet allowing family members even more flexibility in accessing information about the care.

What's new about openPASS?

OpenPASS 24/7 provides a unique, verified and secure view of real-time care plans and records to authorised users, anywhere anytime and is now supporting real-time care updates for almost 1,000 family members from over 100 care services. Everylife Technologies are introducing a charge for this service. This will now cost £1.99 + VAT per service user, per month. Charges will start from the 1st May 2017.

IMPORTANT NOTE: The openPASS at Home service, which provides an up-to-date view of the care plan and care notes while the end user remains at the service user's address, will continue to be free for 30 minutes at a time, by scanning the QR code on front of the care plan.

If you have any further questions please do not hesitate to contact a member of our team. In the meantime, we hope you continue to find openPASS a valuable new addition to our service.

Dementia Singing Group

North West Carers are working in partnership with South Queensferry Dementia Friendly Initiative and Queensferry Care to set up a signing group for People with Dementia and their Carers.

Alternatively for more information contact Joan or Moira on 0131 315 3130, or email Joan @nwcarers.org.uk

****NO SINGING EXPERIENCE IS NEEDED****

It is not a choir, it is simply singing for fun!

WHEN? Every 2nd Tuesday

WHERE? South Queensferry Parish Church
The Loan, South Queensferry,
EH30 9HY

TIME: 2pm—4pm



Recruitment—Working Better Together



In the next month our HR team will be setting up workshops in June 2017 with service users and care workers to redesign our recruitment process. This will involve areas such as Job Descriptions, Advertising, Interview Questions and New Start Information. We would like to invite a few of our service users and staff to attend these workshops therefore, for those that are interested please contact Lynette Robertson or Fiona Watson at the office for further information. The first session is on Tuesday 27th June 2017, 1pm—3:30pm at the Marriot Hotel, 111 Glasgow Road, Edinburgh, EH12 8NF.



Charter for Involvement



Over the next few weeks Primecare is going to be signing up for the Charter for Involvement, here is some information regarding Charter for Involvement:

The National Involvement Network (NIN) is a group of people who get support from different organisations across Scotland.

“The Charter is our voice, telling what support we need to be involved” Alan MacKenzie, St Joseph’s Service.

The Charter helps people to be listened to and respected.

Using the Charter means people have more choice and control.

Further update will follow in our next issue, for some extra information in the meantime go to their website:

<http://arcuk.org.uk/scotland/charter-for-involvement/>

Napier Placements



Primecare Health Ltd have recently been involved in working with Edinburgh Napier University, providing support to student nurses. Our fellow employee Sharon Murphy has been heavily involved in the placement with Napier University along with our Office Manager, Lorna Easton and Lynette Robertson, HR Officer. This is a great opportunity for us to make great new connections within the community and promote the great work we do in social care.

We also have a potential new student placement running with West Lothian College and this will hopefully be starting from August/ September time.

Race For Life



On Sunday 15th May 2017, 7 of our team members took part in the 5K Race For Life at Hopeton House in South Queensferry.

The team raised a considerable amount of money,.

Bella and Millie also completed the race, Millie being the first dog to complete the race!

Well done to the ladies and dogs of Primecare!



Special Recognition



Carron Gibson is awarded with 'Local Hero of the Month' in West Lothian for her 15 year career as a home carer.

Well done to Fay Meechan and Katie McEwan for receiving excellent feedback from their service users, Keep up the great work ladies!



Graham Murray and Francine Hutchison receive their flowers for aiding to a car accident whilst out on their normal shifts, thank you for your courage and help at the accident - and on your day to day shifts!



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HEALTH

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