

## WarrenCare News – An introduction from our Registered Manager

Welcome to our latest edition of WarrenCare News!

Winter is well and truly here, with Christmas drawing ever closer. Whilst most of us are looking forward to spending some time with our families, this is usually the time of year where Care and Support workers are appreciated the most by our Service Users. We also know that some of our Service Users would appreciate an extra special gift for Christmas, so if you haven't already responded to our **Optimo Care Christmas Wish List**, please do pass in your nominations to the office as soon as you can or tweet us @optimocare or #2kwishlist. I hope that you enjoy this month's issue. Here's to a peaceful and happy Christmas.

Michelle Francis – Registered Manager

## 2014 Training Targets – A great year for training at Optimo Care

2014 has been a superb year for training throughout the Optimo Care Group this year. We have achieved fantastic results and have achieved 96% of our mandatory training targets within the last 12 months and we constantly review our training to ensure it is always up to date and advice on best practise is always followed. During this year we have:

- Delivered 41 full induction programmes for the training of our new staff. (In figures 236 new staff have successfully completed their induction)
- We have also delivered 276 hours of training to ensure all mandatory courses are completed in the required timescales to ensure we remain compliant and within regulatory requirements. (in figures 628 members staff have attended these courses)

Special congratulations also go to the 36 members of staff who have successfully completed their Level 2 Diplomas in Health and Social Care. Congratulations everyone!

Mandatory courses this year have included: Emergency First Aid, Fire Safety, Food Safety, Health & Safety, Infection Control, Medication Awareness, Moving & Handling & Safeguarding Adults, Paediatric First Aid, Non-Violence.

We have also included other courses in our training for every care worker are such as: Welcome to the organisation-a general introduction to the business, Role of the Care Worker-an outline and comprehensive introduction to the role, Duty of Care, Delivery of Care, Record Keeping & Dementia Awareness.

Well done to everyone who has taken part in this year's training, we look forward to seeing you next year.

## Save the Children Christmas Jumper Day



The WarrenCare Sefton office staff are showing some good wool this Christmas and will be arriving at work in their best Christmas jumpers on Friday 12<sup>th</sup> December, all in the aid of Save the Children. If you'd like to donate to the cause, all you have to do is text **TEAMOPTIMO to 70050** and your £2 donation will be made.

We will be displaying pictures of the team and some of the best jumpers in the next issue of WarrenCare News. Please give generously to this great cause! More info and ways to take part can be found at <http://jumpers.savethechildren.org.uk/>

Are you an avid tweeter? Why not follow us on Twitter @optimocare for regular and up to date news updates from WarrenCare and TLC Homecare. You can also keep up to date with news and vacancies at WarrenCare by visiting [www.warrencare.co.uk](http://www.warrencare.co.uk)

## Amanda Cooney

We would like to send our best wishes to one of our longest serving members of staff, Amanda Cooney, who has recently left the company after 16 years of service. We'd like to extend our gratitude to Amanda for all of the hard work she has given to the company and we're sure that everyone will join us in wishing Amanda all of the best for the future.

## Christmas Time Sheets



Please note that timesheets for the weeks commencing the 22<sup>nd</sup> December and the 29<sup>th</sup> December will be sent out at the same time. We will be sending a double batch of timesheets earlier than usual on Tuesday 16<sup>th</sup> December to avoid delays with the Christmas post.

If you have not received these time sheets by Friday 19<sup>th</sup> December, please ensure that you contact the office so that we can issue you with your timesheets.

Timesheets for the week commencing 5<sup>th</sup> January 2015 will also be sent early on the 29<sup>th</sup> December to avoid delays with the New Year's Day bank holiday.

### 5 tips for better communication with Service Users

Here we explore how to improve communication with Service Users. It pays to understand how to communicate well with people who may have problems with hearing, concentration or understanding.

**1. What is going on in the background?** Service Users who may find everyday problems very stressful, will deeply appreciate effective communication. When communicating with someone, noise in the background can be very distracting for both you and the person listening. If a radio, or TV is on in the background, it may be a good idea to turn it off or turn it down before any attempt to communicate.

**2. Voice control:** Your voice is the main resource you have in any attempt to communicate, so be prepared to use your voice to project speech more powerfully, to slow down if necessary or to vary your tone or volume to ensure you are understood. When communicating with an elderly person, it is a good idea to consider why someone may have asked you to repeat yourself, and respond by communicating more appropriately rather than just repeating yourself.

**3. Choices to make decisions easier:** When communicating with someone who may have a tendency to become confused, communication can be improved through offering them choices and options, so instead of saying 'would you like to get out of bed', you could say 'Can I help you sit in your chair or would you prefer to stay in bed?'. Giving choices not only makes it easier to be understood, but it provides an easier route to reply for the listener who may struggle with communication as well as listening.

**4. Active listening:** Once you have made sure you have been heard, it is a good idea to check whether the person has both understood and remembered what you have said. Consider whether the person listening has both heard and understood what you have said, and if necessary you can ask questions to confirm their understanding or to find out whether you need to do more to get your message across. If you know you will be communicating with a person who gets confused easily, it may help to use short questions and sentences to ensure you get your point across.

**5. Patience:** When dealing with someone who may be confused or find hearing more difficult, you need to be prepared to be patient. Don't try to communicate if you are stressed or in a rush to get something done, as you may come across as impatient which can cause offence or frustration. When speaking to an elderly person, make sure you have enough time to put your point across, and then check you have been heard and understood.