

## Welcome Back!!

October – December 2015  
ISSUE 4

After a long well deserved break- **Welcome back to our newsletter!** I am pleased to say that all is back on track with Issue 4.

There's a new look and layout to our newsletter along with new and old material. We will have competitions with great prizes for the winner! Carer of the Quarter nominated by carers, inspirational stories, accolades from clients, good practices and much much more.

### ACCOLADES FROM CLIENTS

I would like to say that Suzie is very good, she knows exactly what I need, she looks after me very well and Joanna is lovely, she is a sweetie and she is a very good carer. **Mrs. P.D (client) Maidenhead**

Joanna and Natalie are very good, they have been with me from the start, the younger girls are all very good too and I enjoy helping them with their cooking skills! **Mrs. M.G (client) Maidenhead**

Thank you Manju, I really appreciate you and all your team for all that you do to try to support Mum. I do realise how difficult it must be for you all at times. I just wanted to say; you are all great and thank you for all for everything you do. **Mrs. J.H (daughter) Windsor**

I have spoken to Mr. E this morning who is very happy and said that all the carers who came in yesterday were **GREAT!** Thank you for all your help. **Ms J S (Social Worker – RBWM) Maidenhead**

You are so good (Anne) I don't know how you do things. You must have to deal with so much, thank you very much. **Mrs P.P (client) Maidenhead**

### CARER OF THE QUARTER GOES TO!



We are delighted to announce our Carer of the Quarter has been awarded to Joanna Piskorska.

Joanna is a Maidenhead carer and works full time, she has been working with us since May 2013.

Joanna has received the most nominations and many of you have praised Joanna for her hard work, dedication, commitment and kindness to her clients. She is well liked and respected by her fellow colleagues. Nothing is too much for Joanna! She is a good team player and is always willing to help out when needed.

Joanna deserves this commendation and it pleases us that she has been recognised by her peers. She receives a £50.00 gift voucher from M&S.

**Please join us in congratulating Joanna – I'm sure you are pleased for her as much as we are!**

### Ranj's Blog!!!

Congratulations, Joanna for achieving the "Carer of the Quarter" award!!

I feel that it is extremely important that we recognise and show appreciation to all our carers. A **VERY BIG THANK YOU** to all that participated in nominating.

In addition I would like to say thank you to everyone for all their hard work and commitment this year.

"A special thank you" to our "**Unsung Heroes**" our night carers – **Kamra, Sandy, Debbie, Donna, Kulwinder and Toyin**. You maybe out of sight but definitely not out of mind!! Thank you for all that you do!!!



# Caremark Coffee Morning



There are now an estimated 2.5 million people living with cancer in the UK, rising to 4 million by 2030.

On Friday 25<sup>th</sup> September we joined “The World’s biggest Coffee Morning” by hosting our own Coffee morning to raise money for a good cause and support the fantastic work of Macmillan Cancer Support.

**It was easy! We just invited some friends, put the kettle on, had a slice or 2 of cake and nattered!**

A “**Big thank**” to all the Care & Support workers that took time out of their busy schedule to bake and join us to raise money for a good cause.

We are pleased to announce that we have raised an astonishing **£346.00** in 4 hours, **WOW!!!!**

**Here are the best bits of the day!!!**





# Good practices for medication!



Here are some helpful tips to ensure Medication is administered safely and in accordance with company policies and the law.

1. **DO NOT** administer medication if you do not feel competent to do so.
2. Before administering check the medication is for your client and not for someone else. And that it has not **EXPIRED**.
3. If starting a new blister pack – check contents against the **pharmacy label and Mar Sheet**.
4. Always check the blister pack or individual medication packing to ensure the correct medication and quantity is being administered. The **MAR Sheet** should also be checked.
5. **DO NOT** administer anything that has not been prescribed. Over counter medication, home remedies **MUST NOT BE GIVEN**.
6. Do not give medication to a client against their wishes or in any way alter the timing, dosage or appearance of any medication or disguise the medication in any way.
7. Ensure medication is not concealed. **DO NOT** take part in any unauthorised or unknown medication procedures. **DO NOT** change the form of any medication e.g. by crushing a tablet into powder.
8. If you have incorrectly taken medication out. **DO NOT** wrap it up in tissue paper etc. and put it back in the packaging. It has been **contaminated** and needs to be taken to the nearest pharmacy. The same applies to tablets that have fallen.
9. Any changes to medication for a client **MUST** to be reported to the appropriate person in charge. **Please do not make any amendments to any Mar Sheet**.
10. **DO NOT** throw medication package in the **BIN** with client's details still written on them.
11. **All MAR SHEETS** need to be completed correctly, along with carers report.

## HELPFUL CODES

- A CLIENT ABSENT** – e.g. client gone out, in respite etc.
- C CARER'S REPORT** e.g. Meds left out, no meds left, incorrect meds administered etc.
- D DROPPED ON FLOOR** medication has dropped on the floor – discard in accordance to company policy.
- H Client in hospital**
- N Nausea & Vomiting** e.g. Client unable to take medication due to feeling nauseas or feeling sick.
- O Others** – e.g. Family have administered medication, medication left out.

**If you feel you need more training or clarification on any matters regarding medication, please do not hesitate to contact the office.**



## 60 Seconds with a Care & Support Worker

Sue Scanlon joined Caremark in August 2015, and works with our Maidenhead team. She came to us with a wealth of care experience having worked in residential care for 5 years. Sue had taken a break from Care for a while to explore other avenues of work and to spend more time with her family. But, Sue soon realised her heart lay in what she loved and enjoyed the most, caring for others.

Sue commented that she was very nervous at the beginning but settled very quickly. "I can honestly say that Caremark are the best company I have ever worked for! I get treated so well and am appreciated as an employee. My colleagues in Maidenhead have been extremely warm, welcoming and approachable." Sue has built a good positive relationship with her clients, all of them have taken to her and appreciate all the work she does for them especially as she only joined the team recently.

# CARERS CORNER

## Carer of the Quarter October – December 2015

Who would you vote as carer of the Quarter???

Vote for a colleague you feel deserves to be recognised!

Please complete the attached nomination form. Post the completed form into the nomination box located in the office.

NO LATER THAN  
MONDAY 1<sup>st</sup> DECEMBER

## RIP

**This year we saw some of our dear and much loved clients passing.**

Mrs E P	Wraysbury
Mrs S H	Wraysbury
Mrs M S	Wraysbury
Mrs B M	Windsor
Mr E S	Windsor
Mrs J M	Maidenhead
Mrs R C	Datchet
Mrs I R	Windsor
Miss S J	Windsor
Mrs J C	Windsor
Mr R. N	Windsor
Mrs W.C	Windsor
Mrs G P	Windsor
Mrs P. S	Windsor
Mr D P	Windsor

## Message from Supervisors!!

We would both like to say a “**big thank**” you to all the Maidenhead & Windsor team for all your hard work and dedication over the last year.

**We truly appreciate you all!**

## WELCOME MESSAGE

On behalf of all the staff at Caremark we would like to welcome all the new Care & Support Workers who have joined our team this year.

We hope you will have a great time working with us!

**Welcome aboard!**

## What do you think?

As we continue to grow as a business we are always looking to recruit Care & Support workers. We always encourage existing Care & Support workers to make referrals. If you know anyone who wants to make a positive difference to someone's life and who can drive please ask them to contact the office. Once the referred candidate has successfully completed working for the company for a minimum of 6 months, the referring Care & Support Worker will receive a £50.00 voucher.



**Happy Birthday to you!!**

October	Gurdip, Sakina and Denzil.
November	Martha, Kelly S and Sainabou, Jane.
December	Tara, Mohammad, Francesca, Dorothy, Suki and Anne.

Thank you for taking the time to read the 4<sup>th</sup> issue of our newsletter. Hopefully you have enjoyed the contents!

It would be great if you could make any contributions, as this is your newsletter!!! Any suggestions of things you would like as a regular feature or any stories are always welcomed and appreciated.

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