



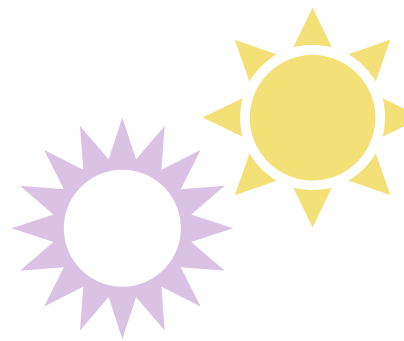
NEWSLETTER

Contrast Care



SUMMER

2024



What's new?

We are delighted to announce that we have recently expanded and we are now providing care in Dingwall, Maryburgh, Conon Bridge, Muir of Ord & Beaully. We are also very proud to say that our team of carers has grown as a result and we would like to take this opportunity to welcome both new staff and clients to the Contrast Care Team!

At Contrast care, we continually want to improve the care and support we provide to all our clients. We appreciate your feedback from our recent May 2024 survey, which we have now collated (see pgs 6 & 7) and we will use these results to make the necessary changes to continually improve our service.

Thank You...

In our newsletter, you can expect:

- Expansion news
- Our values
- Training update
- How to complain
- Information on pressure ulcers
- Moving more!
- Survey results
- Word search



At Contrast Care, everything we say and do is guided by our values. Our values support our vision, shape our culture and ensure we are all working towards the same goals. Contrast Care values are more than just words. They are embedded in our recruitment process and they are pivotal in all that we say and do.

Values Statement

Commitment to quality of care

We provide the highest quality of care by providing individualised care & support to meet the needs of each client. We do this by active listening and by adopting good communication. In the process, we ensure the client is at the heart of everything we do. We focus on training to enhance employee excellence as well as admitting and learning by our mistakes and building on our successes. Our clients are supported to make informed choices about their care and support.

Togetherness

Henry Ford said 'coming together is a beginning; keeping together is progress; working together is success. Here at Contrast care, we have built friendships with each other and being part of this team gives us a sense of belonging. We have the right attitude to perform well for our clients and each other. We work as a team delivering the highest standard of care and work towards our vision of being a leading health care provider.

Compassion

We treat all our clients in a kind, humane and considerate manner and put them at ease in sometimes quite difficult circumstances. We go above and beyond to meet their needs, as our guiding principles are clearly to serve our clients and inspire happiness and confidence. We do not wait to be asked, because we care.

Respect & Dignity

Each client is treated and respected as an individual. We understand each person has their own identity, needs, wishes, choices, beliefs and values and that 'One size fits all' does not work when it comes to providing care and support. We prioritise our client's needs and seek to empower them to reach their full potential. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do. Everyone has the right to speak their mind and be kept safe from harm, as well as the right to respect and dignity. We ensure an individual's rights are respected by us and others involved in their care.

Making a difference

We support our whole community and believe in equality for all. We recognise that we all have a part to play in making our communities and ourselves healthier. We have the right attitude and understand that even a smile and a friendly face can make a huge difference to someone's day and life.

Training Opportunities

We are dedicated to working to the highest standards of care and focus on implementing a culture of learning in the workplace. As such, we encourage continuous professional development.

A number of our staff have completed SVQ2 & SVQ3 as required by our regulatory body Scottish Social Services Council (SSSC) and others are registering to work towards the qualification this year.

As well as mandatory courses, our staff have completed training on Dementia Care, Falls Prevention & Awareness, Prevention and Control of Infection, Medication & End of Life care to name a few, that are offered through the East College.

As part of our Improvement plan 2024, we have:

- Protocols in place for the Prevention & and Management of Pressure Ulcers. We have completed our training on this very Important topic and we will be discussing in more detail during your initial assessment and reviews. (See page 4)
- Promoting more movement for both our clients and staff (See page 5)

Contrast Care Walking Club

Practice what you preach!! Not only will we be encouraging our lovely clients to move more through the day but we have formed a walking club. So far, we have ventured up Fyrish and had a walk around Beaully river. We hope to visit Loch nam Bonnach next.



Feedback & Complaints

If there is an issue you would like to raise, you can do so by calling 07388918983, emailing contrastcare@outlook.com or alternatively by writing to us at our office address below

The Manager
Contrast Care Ltd
3 Mid Street
Beaully
IV4 7DP

This Care Inspectorate encourages complainants to raise matters of concern in the first instance with the provider. However, if you are dissatisfied with the way we have dealt with your complaint, you can ask the Care Inspectorate to look at it.

You can contact the Care Inspectorate by calling the national enquiries line on 0845 600 9527, or in writing to the local office at:

Great Glen House
Leachkin Road
INVERNESS
IV3 8NW

How can pressure ulcers develop: who's at risk?








Anyone can get a pressure ulcer, which is why it's important you know the warning signs. However, some people are at higher risk than others.

Are any of these statements true for anyone you support? If so, they might be at risk of developing a pressure ulcer.

- ✓ They have impaired mobility or spend a lot of time in the same position such as sitting or lying down, possibly following illness or surgery
- ✓ They're incontinent or regularly have wet skin.
- ✓ They have reduced feeling in any part of their body
- ✓ They're unable to tell anyone about any discomfort, itchiness or pain
- ✓ They have delicate or thin skin
- ✓ They have a poor diet or don't drink enough water
- ✓ They do repetitive behaviours, such as rocking or rubbing objects which put pressure on area(s) of their body

How can people reduce the risk of pressure ulcers?



-  Change position and move as much as possible
-  Have a healthy, balanced diet and enough to drink
-  Check skin every day for early signs and symptoms of pressure ulcers
-  Ask a GP or nurse if prescribed creams are required to protect skin
-  Stop or cut down on smoking - it can restrict blood circulation
-  Dry skin thoroughly after washing, but without vigorous rubbing
-  Be careful moving to ensure skin is not dragged



Care about Physical Activity (CAPA) programme

Contrast Care is passionate about encouraging movement into the daily lives of those we support. Sometimes we can get out of the habit of moving. This can have negative consequences. Prolonged sitting leads to poor health such as frailty, falls and bone health. Moving more often is of crucial importance to our health and wellbeing. Increasing strength and balance in particular also helps older people to remain independent for longer, have a better quality of life and contributes to reduced falls.

What can we do to help? We will discuss with you how you can start moving at home safely. By doing so, you will be able to:

- Do things for yourself around the house
- Be more independent with your daily tasks
- Break up the time you spend sitting down
- Move more around your house with confidence
- Make the most of each day
- Reduce the risk of developing pressure ulcers

This could be achieved by just standing up more each day for short periods or going to the window to look out at the garden or the birds. We will be interested in hearing your ideas as well (of course!) as you are and should be at the centre of your own support.

But what about the risks? You may worry about the risk of starting to move.

However, research shows it is harmful to sit still for long periods of time'

(Care Inspectorate 2024)

Let us work with you to see how you can move more

Contrast Survey Results - May 2024

Please see some collated results for the May 2024 surveys.

Client Satisfaction (61% return rate)



100%

Are you able to communicate in a way that is right for you, at your own pace, by carers who are sensitive to you and your needs?

100 % Agree or Strongly Agree



100%

Would you recommend our service?

100 % YES



100%

Do you have trusting relationships with your carer/s?

100 % YES



100%

How would you rate the overall quality of our service?

100 % Very Good or Excellent



100%

I experience warmth, kindness and compassion in how I am supported and cared for

100% Agree or Strongly Agree

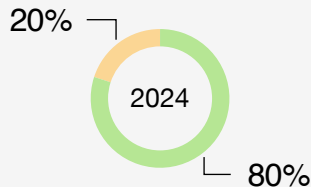
Do you know how to make a complaint or raise a concern with your care?

91% Yes 9% No

It is very important for all of our clients to know how to make a complaint or raise a concern.

See page 3 for details. Please contact us if in any doubt.

Contrast Care Values



80%

Below are our Contrast Care company values. Do you feel we exhibit these values in practice?

*Commitment to quality of care

*Togetherness *Compassion

*Respect & Dignity *Making a difference?

80% Yes

20% No Answer

Can you give an example of how these values are displayed during support?

'We agree Contrast Care endeavour to follow their values in practice. This is confirmed by our watching training sessions for new staff which have taken place at our home'

'Yes absolutely, all carers follow the Care Values. My mums needs have recently changed and this has been overcome sensitively and compassionately and encompasses the Care Values. All carers adapt to mum's current and fluctuating needs on a daily basis with sensitivity, respect and person-centred approach'

'They give me respect and dignity at all times'

Contrast Survey Results - May 2024

"Excellent company to work for. Management and staff all work well together. Contrast Care is by far the best at providing care at home for many clients and their families and is also the best at looking after their staff, providing support if needed, as sometimes support work can be emotional and demanding"

'We are like one big family, all supporting each other'

'I feel contrast care are very supportive with staff good communication would highly recommend as an employer'

"Very happy in my role , enjoy the team working approach and supported throughout"

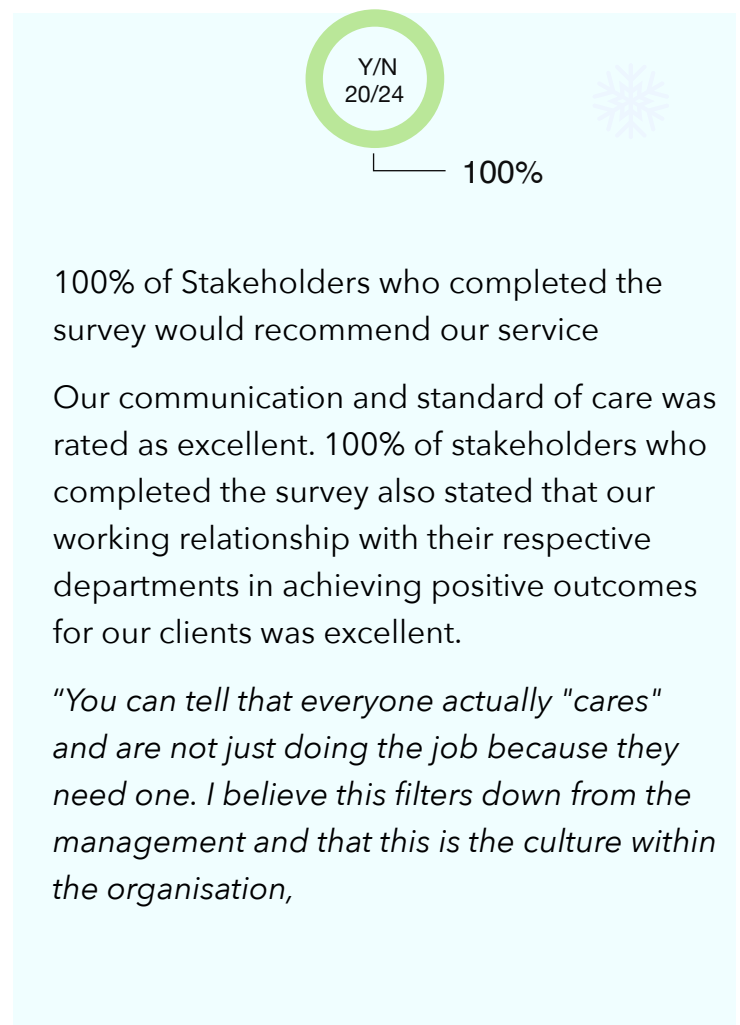
"Clients needs and welfare are treated as a priority which makes me happy to work for contrast"



Staff Results (68% return rate)



Stakeholder Results (80% return rate)



Contrast Quizzes

Anagrams

HTINYACH

YFLRETUBT

LALREBMU

BSMAL

EEDSEMTI

Sudoku

1		6			2	3		
	5				6		9	1
		9	5		1	4	6	2
	3	7	9		5			
5	8	1		2	7	9		
			4		8	1	5	7
			2	6		5	4	
		4	1	5		6		9
9			8	7	4	2	1	

Crossword

A	Z	R	Y	U	I	D	A	S	S	C	E	B	A	R
H	E	Y	H	Q	F	O	L	P	G	A	G	I	C	A
I	P	D	A	W	S	X	V	R	Q	A	G	W	D	I
A	T	P	T	S	E	V	R	A	P	Q	U	S	A	N
U	E	C	C	Z	M	D	R	B	N	T	O	P	E	C
R	P	E	H	B	S	O	F	B	P	O	T	N	A	O
T	I	M	E	Z	L	R	F	I	E	T	G	P	S	A
D	J	H	D	S	K	O	L	T	X	A	I	C	T	T
M	U	N	D	O	E	L	S	J	T	E	G	M	E	K
J	A	T	A	U	G	H	O	S	N	I	E	T	R	P
K	O	R	K	O	P	S	J	P	O	R	J	M	K	E
U	G	D	C	B	A	K	T	U	E	M	C	H	P	T
X	R	B	N	H	C	C	D	I	G	O	K	T	N	A
W	T	U	L	I	P	N	R	E	K	I	O	J	G	W
O	G	M	H	O	C	G	I	D	B	H	P	T	M	A
Q	K	C	K	D	A	F	F	O	D	I	L	K	I	B
V	P	J	N	G	G	F	L	O	W	E	R	Q	U	J
H	O	T	C	R	O	S	S	B	U	N	H	U	T	L

Hatched

March

Chick

Egg

Rabbit

Daffodil

Hotcrossbun

Tulip

Raincoat

Flower

Blossom

Easter