



# NEWSLETTER

Contrast Care



## Newsletter - Winter 2024

With us now in the winter season, it is important to prepare for the challenges ahead. Adverse weather conditions can limit our ability to venture outside to socialise with others. This can be difficult on those suffering from loneliness and depression, especially over the Festive period. However, there is support and advice available.

Age Scotland offer a Friendship Line service and a Community Connecting service. Through the free Friendship Line service, they make weekly calls of friendship, companionship and support across Scotland. You can call about absolutely anything. Having a conversation can have such a positive impact and the Friendship Caller volunteers are on hand to talk about many things.

The Community Connecting service aims to link you up with organisations offering friendship, social activities, health and fitness groups, and events. You'll be paired with a Community Connector volunteer for a period of up to three months, who will learn more about your interests via weekly phone calls - offering information, support, encouragement and friendly chats. If you'd like to learn more about either service, including how to get involved, please call the Age Scotland Helpline on 0800 12 44 222.

### Pressure Ulcers

As previously shared, Contrast Care staff have been trained in the Prevention and Management of Pressure Ulcers. This ensures care staff can recognise the signs and symptoms of pressure ulcers and involve the appropriate health care teams at an early stage, ensuring the right preventative measures can be put in place eg. pressure relieving equipment and/or advice and support.

We are proud to say that due to the vigilance of our team, we have a very low incidence of pressure ulcers in the community.

Please let the team know if you would like advice especially if you are feel discomfort or pain, have a reduced feeling in any part of your body, you are incontinent or have a poor diet.

Malnutrition is a significant public health issue that can affect the elderly population in Scotland. It can occur when a person's diet does not meet their nutritional needs. Malnutrition can affect anyone but we know that at least 1 in 10 older people in Scotland are at risk of, or are living with the condition. It is often a silent and hidden issue, with low awareness amongst the public and health and social care professionals.

Food Train and Eat Well Age Well aim to deliver long term changes that will help reduce the prevalence and risks of malnutrition and create positive outcomes for our older population in Scotland. The charity Food Train offers practical help to eat well, age well and live well at home for longer. We are delighted to share that we are working alongside Jen grant, a Dietician from Food Train who has kindly delivered nutritional training to our staff and has offered us ongoing support.

As part of this, you should have recently received your nutritional assessment either when your support started or at your last review. We will use this information, with your consent, to provide you or your family with advice on what to eat and if required, provide signposting to a qualified health care professional to further discuss your needs.

If you or you feel someone you know would benefit from advice as you have concerns about losing weight, or you would just like to chat about your diet, let one of our team know or alternatively call the advice line number 0131 447 8151.

*Poor appetite?*

*Unplanned  
weight loss?*

*Looking for  
advice about  
your diet?*



**OPENING HOURS**

**Mon: 9am - 4pm**

**Wed: 9am - 4pm**

**Thurs: 9am - 4pm**

**EAT WELL AGE WELL  
ADVICE LINE**

**0131 447 8151**

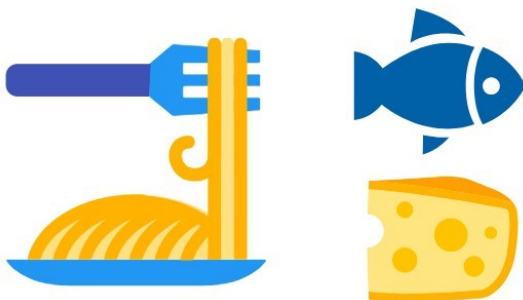
*For those aged 65+ in Scotland*

### Who is at risk of malnutrition?

Older people are at higher risk of malnutrition than younger people and at Eat Well Age Well our focus is on older people aged 65 years and over.

Older people living at home are at risk of becoming malnourished due to a variety of reasons:

- decreased sense of taste and smell
- poor appetite
- dental problems—pain in the mouth/ dentures when eating or swallowing
- living alone, particularly if a person feels isolated or lonely/or not having anyone to share mealtimes with
- disability, immobility and lack of transport—not being able to get to the shops
- sight issues
- food poverty– not having enough money to buy food
- lacking motivation, perhaps due to depression



### References

1. Malnutrition Task Force (2013) A review and summary of the impact of malnutrition in older people and the reported costs and benefits of interventions
2. National Records Scotland (2018) Scotland's Population 2017
3. Malnutrition Task Force (2017) State of the Nation—Older People and Malnutrition in the UK today

\* [www.eatwellagewell.org.uk](http://www.eatwellagewell.org.uk)

### What can you do to prevent weight loss?

A balanced diet is essential for health and wellbeing. When someone has a poor appetite or are malnourished they should try to fortify their meals and drinks with high protein or high calories foods—here are some ideas:

- using full fat milk or cream in your teas, coffees, soups and puddings, or using them in milkshakes
- whisking in dried, skimmed milk powder into a pint of the milk that you use
- adding knobs of butter or margarine, or cream, to potatoes or other vegetables, such as carrots
- sprinkling grated cheese on, or adding creamy sauces to, meals such as spaghetti, baked potatoes
- adding high protein foods, such as cooked meats, fish, beans and lentils to soups, sauces and stews
- mixing chopped nuts, dried fruit, and honey with, cereals, puddings, desserts or porridge
- adding mayonnaise salad cream or dressings to salads and sandwiches.

Finally, stay as active as you can, to increase your appetite.







### Up Coming Events

Exciting news!

We are happy to inform you that we will be organising fundraising so we can provide social events for those of you interested. We would particularly like to plan bingo and cinema events and we look forward to sharing more information on dates and activities in the near future. We know that this season is particularly difficult to get out into your communities so we would very much like to help you socialise and enjoy yourselves in a safe, warm environment. If you have any ideas or suggestions please do share with us.



### How do I complain?



If there is an issue you would like to raise, you can do so by calling 07388918983, emailing [enquiries@contrastcare.co.uk](mailto:enquiries@contrastcare.co.uk) or alternatively by writing to us at our office address below.

Angela Davidson  
Contrast Care Ltd  
Registered Manager  
3 Mid Street  
Beauly  
Inverness-shire  
IV47DP

The 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

### Cold Weather Disruption



Due to adverse weather conditions, occasions may arise where we may be delayed in reaching you. However, we will endeavour to update you as much as possible. Your patience and understanding is very much appreciated as we focus on reaching you whilst prioritising the safety of our staff in dangerous weather. Should you find yourself in difficulty, such as a power cut or disruption, please call us on the on call number 07388 918 983.

## Contrast Survey Results - December 2024

Please see some collated results for the December 2024 surveys.



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 % YES**



100%

Would you recommend our service?

**100 % YES**



100%

Do you have trusting relationships with your carer/s?

**100 % YES**



96%

How would you rate the overall quality of our service?

**96% Excellent  
4% Good**



88%

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

**92 % YES**

We are proud to report that the results of the 2024 surveys continue to be positive and we received comments such as *"Carers are very warm and take the time to understand what I am trying to tell them."* *"They show professionalism at all times"* *"Go above and beyond"*

### Staff Results



100%

100% of staff who completed the staff survey feel valued, were happy with the quality of training they had received, and would recommend others to work at Contrast Care. 100% of staff believe Contrast Care sets high standards.

*"Contrast Care is by far the best care company I have ever worked for and I am very happy to be a part of the team."*

### Stakeholder Results



100%

100% of Stakeholders who completed the survey would recommend our service

100% have received prompt responses to queries and believe Contrast is a flexible service.

*"We have very positive feedback from our patients and their families whose situations have often been transformed through Contrast Care's professionalism and humanity"*

As always, we really appreciate your feedback and very much welcome any more suggestions on how we can improve our service.

Please also see page 2 for a reminder on how to raise any issues or complaints.

## Winter Quizzes

### Anagrams

JOSKCATRF

TSCAVREO

YORFST

GGNIDRBERAE

EIHREANTB

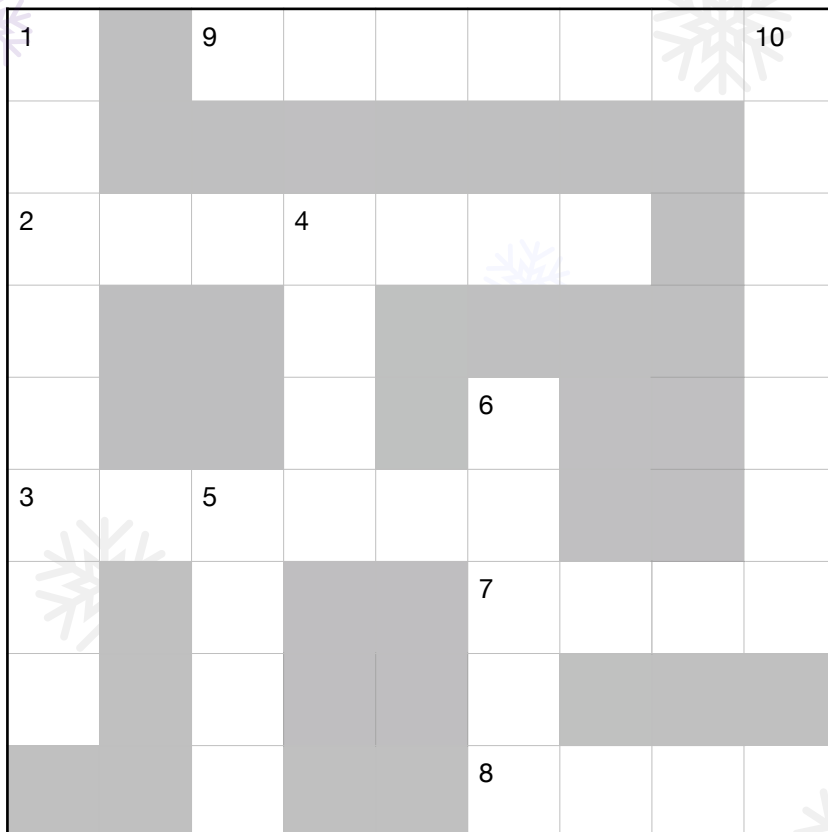
EVSFEIT

OEKSMI

### Sudoku

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

### Winter Crossword



1. Severe Storm
2. Floating mass of ice
3. Region around the north pole
4. Sturdy shoe
5. Warm item of clothing
6. Winter accessory
7. Extreme mountain range
8. Produces smoke
9. A type of sled to be pulled over ice
10. Units of temperature