

THE NAVIGATOR



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IMPORTANT DAY IN MARCH 2019

21st March 2019

World Down Syndrome Day is a global awareness event...and we need you to help spread the word in your part of the world.

How can you help? By wearing #LotsOfSocks!

But not just any socks...

...wear our official #LotsOfSocks socks or other brightly coloured, mismatched socks.

Wear them at home, nursery, school, college, university, work, play, travel, on holiday...wherever you are and whatever you're doing on 21 March!

Make sure to take pictures and videos and post them on Facebook, Twitter and Instagram using the hashtags #LotsOfSocks, #WorldDownSyndromeDay and #WDS19...we love seeing and sharing everyone's #LotsOfSocks pictures! Lets do it!



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DEALING WITH DIFFICULT BEHAVIOURS AND EMOTIONS

Behaviour or emotion

- Fear and anxiety
- Talk to the person about their fear and anxieties to find out what this relates to.
- Find practical solutions to these issues, whether this is referring them to someone who can help overcome this.

Anger

- Don't take this personally.
- Don't retaliate but remove yourself from this situation if in danger.
- Listen to the person.
- Recognise the anger, allowing the person to exhibit this (it will help them to come to terms with the reason for the anger).
- Explain that you will be available to talk whenever the person feels able.

Coercion (especially by a family member and especially if the service user has capacity)

- Don't collude with family members.
- Your loyalties must lie with the service user, particularly if they have the capacity to make their own decisions.
- Try to understand why the family wants to coerce you into doing something against the service user's wishes.
- Explain that you cannot be untruthful to the service user or go against their wishes (if they have capacity).
Be aware of any safeguarding issue this might throw up.

Manipulative behaviour

- Be aware of when someone is trying to manipulate you.
- Empathise with them over their situation.
- Ask questions about the situation, this may highlight reasons for the manipulation that you can deal with.
- Allow them to be involved with the care and treatment plan as far as the service user will allow.

Assertive behaviour (can come across as aggressive)

Listen to what the person is saying and empathise with their position.

- Discuss options with them.
- Be honest and clear about what you can achieve.
- Negotiate an outcome that is acceptable to both sides.
- Be respectful of others' views.



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HAPPY BIRTHDAY TO



Our Wonderful Client's



**Keith, Valerie, Barbara, Robert,
Edwan & Ruth**

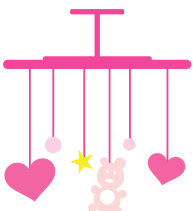
And our Fantastic Colleague

Heike



WELCOME ABOARD

Bev who be working with the Care at Home Team.



Congratulations

Natalie on the birth of Evie
on 6th March 2019
Weighing 8lb 5oz

Spotlight

- One Kind Word Can Change Someones Entire Day.
- Mileage claims are due in by 18th March 2019
- Payday is on the 1st April 2019
- Reviews

It would be lovely if you could find the time to leave your own review on our Facebook and Google Business pages as this would go a long way in promoting the services we have to offer and send a great message to potential future staff and clients.

If you could leave a review here as soon as possible that would be great. Please follow the links below.

[Facebook review link](#)

[Google review link](#)

THANK YOU

Jenn King - J B

Just wanted to say a massive thank you to all that have looked after JB over the last few months in particular to David, Sam, Ben, Robin, Maggie & Curt. Through your support JB was able to remain in his home and ensure he had someone with him when he most needed it, including David who stayed with him until his final moments so that he was not alone.

THANK YOU!

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UPDATE FROM KIRSTIE



Wigan Borough
Clinical Commissioning Group

Are you taking gabapentin or pregabalin (brand names include Lyrica, Alzain, Neurontin)?

The changes outlined below come into affect from April 2019. These changes follow a government consultation because of concerns around misuse and will mean that these drugs become Controlled Drugs.

What does this mean to me?

There will be changes to the following:

- Prescriptions will expire 28 days from the date on the prescription
- Any pharmacy 'owings' must be collected by the expiry
- Quantities will be reduced to a maximum of 30 days
- Electronic prescribing and repeat prescriptions cannot be used
- You will need proof of identity to collect from a pharmacy
- You will need to sign when collecting your prescription
- Emergency supplies and loans cannot be made from pharmacies if you run out.

Do I need to do anything?

Make sure you get any prescriptions you have dispensed before 1st April 2019.

If you are owed any medication by your pharmacy, make sure you collect this before 1st April 2019.

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REMINDER'S FROM KIRSTIE

Tagtronics App

Can all staff not use Tagtronic's feedback as an incident form or anything not related to the Client your visiting. If you hurt yourself during work hours, please inform your line manager or the out of hours officer. You will be advised and supported at that point of call. Please ensure that you are all logging in using the app, completing the task list, but also can you still document in the report book, Date, time of visiting and a short description - For Example all tasks completed, no concerns. Please also be aware that we do not get a notification when you leave feedback about a client,

Annual Leave Reminder 18 Days left

You need to take at least 2/3 weeks (or half of your holiday entitlement) between April and September. If this is not booked by 1st April each year, 2/3 weeks (or half of your entitlement will be allocated to you between April and September.

The remainder of your leave can be taken between August and March but needs to be booked before 1st October. Failure to do so may result in your holiday being booked for you.



March Employee of the Month
Is
David Zartz



David has been with Taylors since December 2018. We have had amazing feedback from the clients that David has worked with. He has made a big difference to Mrs B and now continuing to deliver 5* care to Mr M and family.

David please contact Rose to collect your certificate and gift voucher.

Well done David!



Check out our facebook page.