

THE NAVIGATOR



IN THIS ISSUE

Fall, Leaves, Fall
Poem

Information from
Kirstie

What's on in
Cornwall

Sportlight

National
Awareness's

Remembrance Day

Lone Worker

FALL, LEAVES, FALL

Fall, leaves, fall; die, flowers, away;
Lengthen night and shorten day;
Every leaf speaks bliss to me
Fluttering from the autumn tree.
I shall smile when wreaths of snow
Blossom where the rose should grow;
I shall sing when night's decay
Ushers in a drearier day.

By Emily Brontë

‘Four things come not back to man; the spoken
word, the sped arrow, the past life and the
neglected opportunity’
So be kind, be gentle, have no regrets and sieze
life

THE NAVIGATOR

Our employees at Taylors of Grampound are like presents from Santa; each one is unique and special. It is your hard work that has helped us reach high and be successful. The company wishes you and your family a Merry Christmas and a Happy New Year. We hope you have a wonderful and joyous time with your family and friends.



THE NAVIGATOR

Information from Kirstie

Infection Control

Infection Control in health care organisations is one of the top priorities. Every carer of Taylor's Care team is trained in Infection Control so they understand what it is, how to prevent Infections and what to do if a client has an Infection and most importantly how to control it.

- **Germs can live under artificial fingernails both before and after using an alcohol-based hand sanitizer and handwashing**
- **It is recommended that healthcare providers do not wear artificial fingernails or extensions when having direct contact with patients at high risk.**
- **Keep natural nail tips less than ¼ inch long**
- **Some studies have shown that skin underneath rings contain more germs than comparable areas of skin on fingers without rings**

Infection Control is so important because at the end of the day that person's health is in your hands. If you are trained in Infection Control you must put your understanding into an action. Carers must wear correct PPE such as aprons and gloves, wash their hands before and after preparing meals or making a drink or even when assisting with dressing a client. Bacteria and germs can spread like wildfire from one client to another if they have an illness such as a cold. Therefore, it is important to know when to wear correct PPE and to wash your hands and follow correct policies and procedures as Infection Control can be prevented this way. The purpose for putting policies and procedures in place for Infection Control is to ensure employees, clients and families are protected against infectious diseases and infections by providing guidelines for their investigation, control and prevention. Taylors of Grampound Care practices infection control measures, when providing service to its clients in order to minimise the risk of infections to employees, clients, families and the community-at-large in accordance with the Health & Safety.



THE NAVIGATOR

Information from Kirstie

Flu vaccine for social care workers



If you work in a health and social care setting you are at risk of becoming infected with flu, as well as risking infecting those you care for.

If you're a front line health and social care worker, you're eligible for an NHS flu vaccine.

If your employer does not offer a flu vaccination programme you may be able to have the flu vaccine at your GP surgery or a local pharmacy if you are a front line health or social care worker employed by a ;

- Registered residential care or nursing home
- Registered homecare organisation
- Hospice

If you are the main carer for someone who is elderly or disabled, speak to a GP or pharmacist about having the flu vaccine along with the person you care for. More information can be found on the NHS website and the Carers UK website.

Tagtronics Care for Family, Friends and Service Users App

Enabling Family, Friends and Service Users

The Family, Friends and Service Users App is now available that allows service users and loved ones the ability to view visit start and end times, which carer will be allocated to the visit, medication history, tasks that have been completed and carer feedback. Rose will need to create them login details to be able to use the app. If you are aware of any loved one or service user who would be interested please contact Rose on 01726 884402 (rnorthfield@taylorsofgrampound.co.uk) or direct them to <https://www.taylorsofgrampound.co.uk>



Tagtronics
Family & Friends

THE NAVIGATOR



Edward is off on his travels back to Belfast on the 28th November and would like to say a big Thank You to all the carers they have been fantastic.

Dear David

I just wanted to say thank you from the bottom of my heart for looking after mum on the night 24 and 25 August. I know it's a while ago now and you may not remember but I'll never forget your soothing caring manner, and the way you packed me and my sister off to bed to get a good night's sleep. I have a lovely, funny memory of you introducing yourself to mum, and despite us all thinking she was unconscious she sat bolt upright and said "ooh, how do you do!" and shook hands. I am so grateful that you were there when she woke up in the night and that you held her hand and talked to her until she went back to sleep. The idea of her waking up on her own feeling scared and being too weak to call me or my sister breaks my heart. You were the last person she spoke to, as she passed away peacefully in her sleep the next day. If you do nothing else in your life you have done this one thing that is wonderful beyond measure – thank you from the bottom of my heart.

With warmest best wishes

Pauline



CHRISTMAS JUMPER DAY 13 DECEMBER 2019

Christmas Jumper Day is an annual fundraising campaign in the UK organised by charity Save the Children. On a specific Friday in December, people are encouraged to make the world better with a sweater and raise funds for Save the Children by wearing a Christmas jumper and making a minimum donation of £1. Those taking part can wear a Christmas jumper they already own, decorate an existing jumper with festive decorations, or even knit their own. Christmas Jumper Day is popular with schools and workplaces. Groups may take part in additional fund raising activities on the day, as well as making donations.

THE NAVIGATOR

What's on in Cornwall

The Lost Gardens of Heligan Christmas Fair

6th December 2019

Christmas is always a magical time at The Lost Gardens of Heligan. We invite you to join us for the first of our Christmas events, the Heligan Christmas Fair, which will be held on Friday 6th December from 4pm to 8pm and both Saturday 7th and Sunday 8th December from 10am to 4pm. This festive event is a must in your Christmas calendar as it is the perfect opportunity to start your Christmas shopping and find some unique gifts provided by over 100 Artisan Makers – there will be something for everyone! Then sit back and enjoy some live music from the likes of In Tune Choir and shanty choir, Stuns'ls, whilst you soak up the Christmas hustle and bustle. Don't forget to treat yourself to a churro or crepe!

Father Christmas visits The Lost Gardens of Heligan

14th -24th December

This Christmas, we're really excited to be welcoming Father Christmas and his Elves back to The Lost Gardens of Heligan; he did so enjoy meeting you all last year. You and your family will meet Father Christmas and his elves in the cosy setting of Head Gardeners Office which is nestled in the garden. Each child will receive a small traditional gift. To enjoy the full 'Father Christmas at The Lost Gardens of Heligan' experience; we recommend you wrap up warm, pull on your wellies and allow a couple of hours or so, to be able to explore our Festive Trail through the Gardens, write your letter to Father Christmas and enjoy Christmas craft workshops by the fire. Please note that when you book within a 1-hour slot, Father Christmas will see you within your allocated hour, though please be aware there could be a 5 to 55 minute wait. We have festive activities and Elves on hand to help during your waiting time. However, you can arrive at any time within your hourly time slot. Please check in with an Elf on your arrival.

Welcome to the Truro Winter Gift Fayre

Wednesday 11th - Thursday 19th Dec 2019 | The Piazza, Lemon Quay, Truro

Festive Treats & Gorgeous Gifts to tick off your Christmas list Building on from what was the Victorian Christmas Market The Winter Gift Fayre aims to become one of Cornwall's most well-known Christmas events, with theming that encapsulates the spirit of winter magic and Christmas festivities with decorations and warm twinkling lights. The Winter Gift Fayre will offer quality products throughout, visitors will enjoy a wonderful selection of craft, jewellery, art, food, drink and much more.



THE NAVIGATOR



Dear Team

I just wanted to extend my sincere personal thanks to all staff who worked the weekend of the atrocious weather – high winds with destruction to trees, torrential rain etc. I worked myself and can honestly say it is one of the worst weekends for weather I have seen recently. Those of you that worked obviously battled through as I did not receive a single call on the on call about it. Once again a huge thank you for your commitment to your clients. Can't wait for snow now NOT.

Also I just wanted to talk to you all about Christmas. This year we sent out letters to the service users to ascertain if they wanted any visits cancelled over the Christmas and New Year period. We have had virtually all questionnaires back so are able to start planning the Christmas rotas. So many of the clients have given up some of the visits as they are intending to have time with family etc. However, some questionnaires have been returned with little foot notes saying that they will cancel visits so that staff have time with their families. This is the ultimate reflection of how much you are all thought of by your clients. Now it would be easy to think 'Great, I've only got a few visits to do then I can go home and get on with my Christmas'. Please bear a thought for those people who would normally appear on a run of work and will now maybe spend the day alone because they think so much about you. But don't just bear a thought for them; take ten minutes out of your day to pop in and say hello and wish them a Merry Christmas. No it won't appear on the rota and no you won't be paid in monetary terms but the smile you will undoubtedly receive will last well into 2020 and beyond; long after you've eventually finished paying for Christmas 2019.

Jane

Daily Support Manager (Staff Focus)



Check Out The Blue Light Card

PROUD TO SUPPORT OUR NHS, EMERGENCY SERVICES AND ARMED FORCES

Blue Light Card provides those in the NHS, Emergency Services and Armed Forces with discounts both online and instore. The Blue Light Card also allows small and large companies to get involved with offering a discount and encourage companies in local areas to offer discounts to the NHS, Emergency Services and Armed Forces.

ONLINE DISCOUNTS

There are hundreds of online discounts to help those in the Emergency Services, NHS and Armed Forces save. We are the home of many official discounts from large national retailers and have a wide range of offers from categories such as holidays, cars, days out, fashion, gifts, insurance, phones and many other items. The website is free to sign up to and to use the online discounts.

THE BLUE LIGHT CARD

The Blue Light Card is an optional recognition card that can be used on the high street in order to obtain a discount. Each Blue Light Card is personalised for the member and has their name, card number and expiry date on it.

Taylor's are happy to pay for this service for you. Please contact Rose for further advice on 01726 884402 or email rnorthfield@taylorsofgrampond.co.uk

THE NAVIGATOR



HAPPY BIRTHDAY FOR DECEMBER



Our Wonderful Client's

Ronald, David, John, Christopher, Abigail,
Margaret, Eunice
Betty & Peter

And our Fantastic Colleagues

Denise, Kate & Danielle

Spotlight

- "You can do 99 things for some people and all they will remember is the one thing you didn't do"
- Inside every older person is a younger person wondering what the hell happened
- Payday is on the 9th December 2019
- Expenses must be completed with your mileage sheets for payment and handed in on time, please.
- Christmas payroll cut off date is **20th December**. Rose will be working hard on payroll so your wages reach your account on the 6th January. Please be aware if mileage is not in by **midnight** on **20th December**, on this occasion, I will carry it over but only due to the short time scale.

NOVEMBER EMPLOYEE OF THE MONTH

Maria has been nominate as employee of the month. Since starting with Taylor's she has proven herself to be an exemplary professional. She communicates any concerns and is proactive in ensuring that the clients needs are met and their wellbeing is protected. She thinks passed her role as support worker and uses her skills to provide an exceptional standard of care based on commitment and compassion. We have had numerous compliments from service users. As an on call officer, I breath easy knowing she is working with our clients.

Well done Maria!



Please welcome Kerry who joining our team. Kerry will be assisting the care managers.

Fayde and Lisa have joined the Supported Lifestyles Team



THE NAVIGATOR

ELF DAY

6TH DECEMBER 2019



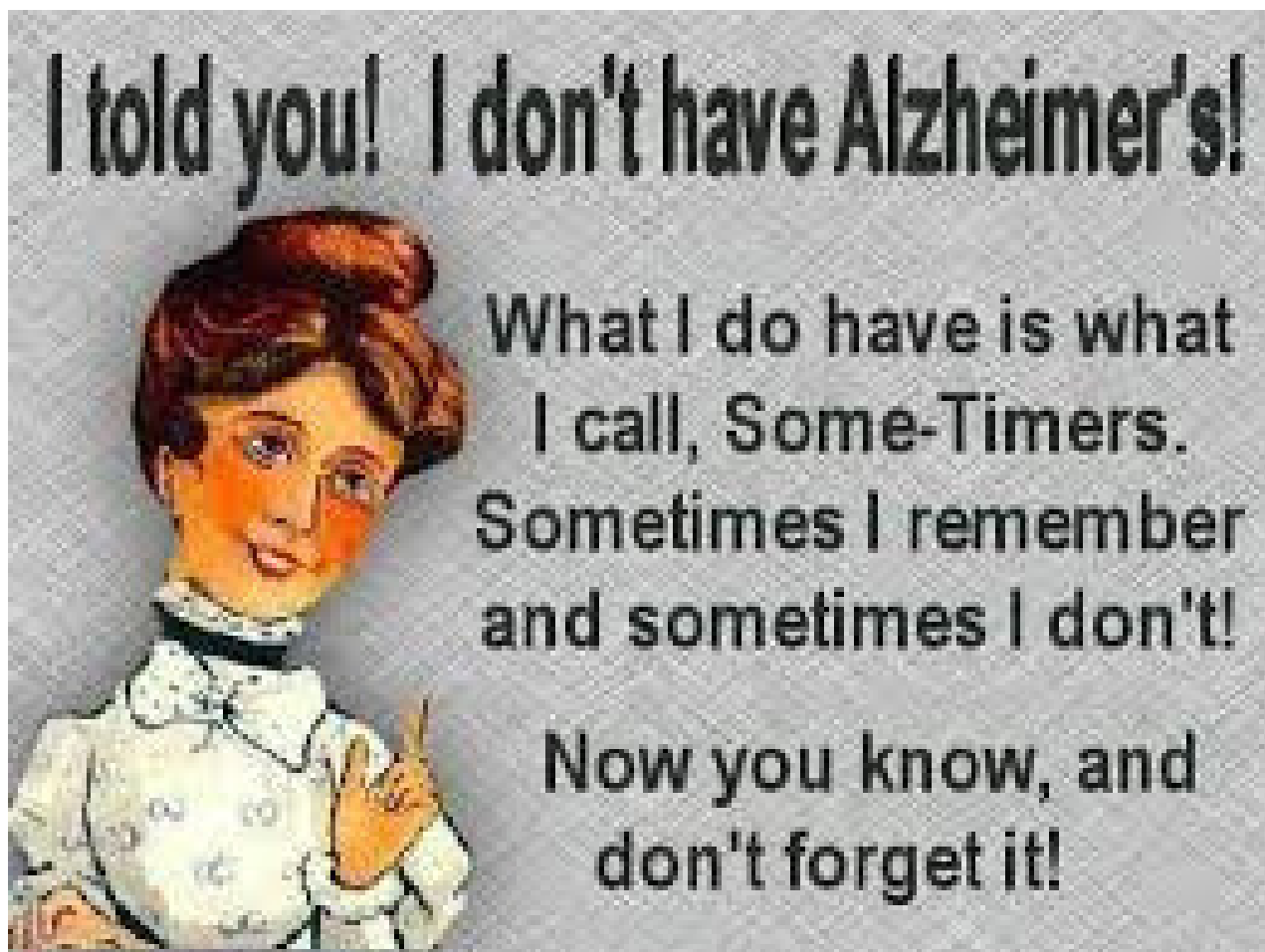
A Ready, set, snow...Elf Day is back!

Whether you pull up your stripy socks or sparkle head-to-toe,
dress up this Elf Day and help deliver the perfect gift this December - a world without dementia.

The big day is 6 December, but you can get involved whenever you like.

Jane would like to see all the support staff with an elfs hat, elf socks or even go as an elf to work.

Take a selfie for our webpage and facebook. Every picture sent to Taylors we will donate a £1.00 to Alzhemers Society.




THE NAVIGATOR



Online Courses

ON LINE COURSES FROM STEVE

Our e-learning courses are easy to use and interesting. High quality audio-visual e-learning and always available to help our staff learn and put that learning into practice. All our resources satisfy relevant care standards, inspectorate, learning skills agency and legal requirement. Forget about attending the class for hours, sitting on a hard chair, and suffering from bottom pain by the end of the day. You will not be bound to physical class session when you opt for online education. All lectures and needed materials are provided via online platforms, so you'll easily access them from the comfort of your home. You will not have to take public transport to get to Taylors of Grampound, you won't have to spend money on fuel for your car, you won't have to get up early to get dressed for class... the list of conveniences goes on and on. You also get paid for each course you do once you have received certificate showing your test score to show which courses you have taken and completed. Please send a copy to Steve via email for training records and payroll.



Christmas Countdown
In 27 days
25th December 2019
Happy Christmas from
Taylors of Grampound

THE NAVIGATOR

CHRISTMAS LESSON

**Christmas is a special time
To give, to serve, to love.
It isn't just about yourself,
But others that you think of.**

**The presents, the trees, the glowing lights
Are fun but have no part
In what the real meaning of Christmas is...
That is in your heart.**

**Even if other people don't,
You should try to do
The things that you would want
Them to do to you!**

**The holidays are a busy time,
But they are sometimes good
Because they keep you thinking
About others like you should.**

**So this year, try to not think about yourself,
But think of the things you can do
To help others have a wonderful Christmas,
And you will find that you will be happy too.**

