



Friends of 1st Homecare

SPRING 2024

News and views from 1st Homecare for staff, clients and their families

Supporting social care workers

We are delighted to say we have become a Supporter Member of The Care Workers' Charity, which works to advance the financial, professional and mental wellbeing of social care workers by making grants, signposting to resources and providing access to services. As a Supporter Member, we have committed to making a regular contribution to this worthy charity to aid its work to help those carers most in need.



A few thoughts

From John Rennison, CEO



On the 30th April, I attended the Future of Care Leaders Conference held at the Kings Fund (the charity working to improve health and care in England) in London, where many speakers gave their thoughts on how future care may evolve. I made the point that the numbers of carers in the UK would need to double if we were to meet anticipated demand with no significant technological change, however, we were shown videos of just how advanced robots are becoming in their ability to do household tasks such as bed-making and washing up (but not the more delicate tasks of personal care and medication administration). In due course, I'm sure robots will evolve and be able to do many of the tasks done by carers and therefore help ease the carer recruitment problems, which will only become more difficult as demand for their services grows in the decades to come.

On a more uplifting note, we are introducing two initiatives over the next few weeks.

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The first is to introduce a way to do just one thing towards sustainability: we will be sending our clients a few seeds to plant and create a small green space in a window box or a planter or directly in the garden (if they have one), and thereby generate a little more oxygen in the world while also attracting bees and other pollinators. If we all take a few small steps, then together we can make a big difference to our environment.

The other initiative we are introducing is to encourage our clients to take steps to reduce the likelihood of having a fall. Unfortunately, having a fall later in life can often result in a broken neck of femur (close to the hip), which can then lead to many other complications if people stay bed-bound for too long afterwards. We will be sharing with our clients details of a few basic exercises that improve core strength, which should reduce the likelihood of a fall. If our clients would like us to, we can easily include this as one of the tasks for our carers to cover during client visits. Of course, we will be advising our clients to discuss the suitability for them of these exercise with their doctor, a nurse, or family before undertaking them.

Take good care, John

1st Homecare Live In Care branch wins award at the Home Care Awards

In our Winter newsletter, we announced that we had been shortlisted as a finalist in two award categories in the Home Care Awards 2024. So we were delighted to win a 'Highly Commended' Award in the best home care start up category for our Live in Care services branch, managed by Sinead Brooks, at the annual national Home Care Awards finalists lunch held in Birmingham on 1st March 2024. To win this, out of some 12,000 registered Homecare providers in the country, is a great achievement and is testimony to our staff. One of the key strengths of 1st Homecare is the fact that we support our Live In Care service with local branches, allowing us to be able to cover for rest breaks and any unexpected absences, and also to be able to provide domiciliary care alongside our live in carers where our clients require this. We are very proud of our Live in Care services Manager Sinead and all the teams for their hard work and collaboration.





VALUES AWARDS!



of Compassion, Respect and Dignity, Openness and Honesty, Collaborative Working, Commitment to Quality of Care and Caring with a Smile.

Spring has seen Values awards being given out. Our Values Awards are given to staff who have especially demonstrated the 1st Homecare Values



Celebrating Leighton Buzzard

At our Leighton Buzzard branch, carer Lucy has been given a Values award for Commitment to quality of Care and for Caring with a Smile. Lucy has worked extremely hard to learn her role, overcoming many challenges along the way, and always arrives at every clients' home with a big smile.



Celebrating Live-In

Our Live In Care branch has awarded two Values Awards, the first was to Princess, for Collaborative working. Princess has worked alongside a second carer and night carer, both from 1st Homecare, and additionally she has worked with domiciliary carers from another agency, to ensure continuity for our clients since she started in January, adjusting her own routines according to the care required.



Our Live in Care branch has also given a Values Award to our carer Cecilia. Cecilia is a very dedicated live-in carer, who goes the extra mile to give reassurance and comfort to our client, who was recently diagnosed with Dementia. Our client can suffer from anxiety when left alone, so Cecilia sits with her, telling her stories about her children and reminding her when they are visiting; she facilitates facetime calls and ensures our client looks and feels her best when they visit her at home.

We never miss a train!

Care Enquiry Handling

In February and March we ran two fun and informative days' training with our Office teams to hone their care enquiry handling. We engaged a lovely trainer to come in who led the team through key points and some exercises to practice what we had learned. We want to help all members of the public who call us with care enquiries as best we can. Some may not know what they are looking for, some may not have heard of the different types of service that we can provide, and some may not yet be ready to engage a care provider but be exploring the options for the future but regardless, we feel strongly that we have a duty to help our enquirers with finding the best solution for them or their loved ones. Our aim is to help ensure that people remain living their best life at home with as much independence as possible and for as long as possible.



Carer Training

At 1st Homecare, our Value "Commitment to Quality of Care" means that we aim to recruit, train and retain the best carers. Our managers have gone through Train the Trainer courses to enable them to provide face to face, in-house training to our carers in key areas (and we are looking on an ongoing basis to increase the amount of training that our managers are able to provide face to face). These photos show our Leighton Buzzard Manager Emma and Assistant Manager Vicky training two new recruits in people moving and handling. Vicky bravely agreed to play the part of the client and be hoisted by the new carers!



Contact us

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Success story – Live in Care



We aim to support our clients to remain at home, living as independently as possible, for as long as possible, by providing domiciliary care, live in care and sometimes a mixture of the two.

We are delighted when the help and support we provide contributes to improvements in a client's condition resulting in them needing less care, as has been the case recently for our client Mrs JG. Mrs JG came to 1st Homecare as a live in client in August 2023. She has Parkinson's Disease and had been admitted to hospital with a broken femur and hip in July 2023. Mrs JG required the support of a live in carer to be able to return to her own home, and following an assessment by our live in Manager, Sinead, Mrs JG was matched with our carer Clorine. Mrs JG had the opportunity to speak with Clorine before care commenced and immediately knew that they were going to get along really well! Care commenced in August 2023, and for 8 months Clorine worked with Mrs JG daily to increase her independence and rebuild her confidence. In April 2024 Mrs JG felt confident enough to reduce her package to 4 calls daily, and therefore transferred from our Live in Care branch to our domiciliary care branch in Oxford. We are proud of the fantastic job done by Clorine!

Coffee morning for Marie Curie's Great Daffodil Appeal at our Kings Langley Branch



On 19th March, our Kings Langley branch held a coffee morning to raise money for Marie Curie, the charity that supports people reaching the end of their life, as part of the Marie Curie Great Daffodil Appeal, and raised £113. There were delicious cakes and some good chat with the carers and clients who visited to support the event. Our Live in Care team also delivered daffodils to our clients as part of this event – which went down with them very well! Well done to the team!





Macmillan Coffee Morning at our 1st Homecare Leighton Buzzard Branch



Our Leighton Buzzard branch held a coffee morning for Macmillan Cancer Support on 30th April 2024 and raised donations of £327.68

This amount will pay for a Macmillan nurse for one day, helping people living with cancer and their families receive medical and emotional support, and also pays for more than 3 hours of the Macmillan Online Community forum, which allows people affected by cancer to support each other with anything from treatments to the death of a loved one. One of our clients, Marion, who came along to support the event, agreed to be the judge of the best cake and the best “fake”!

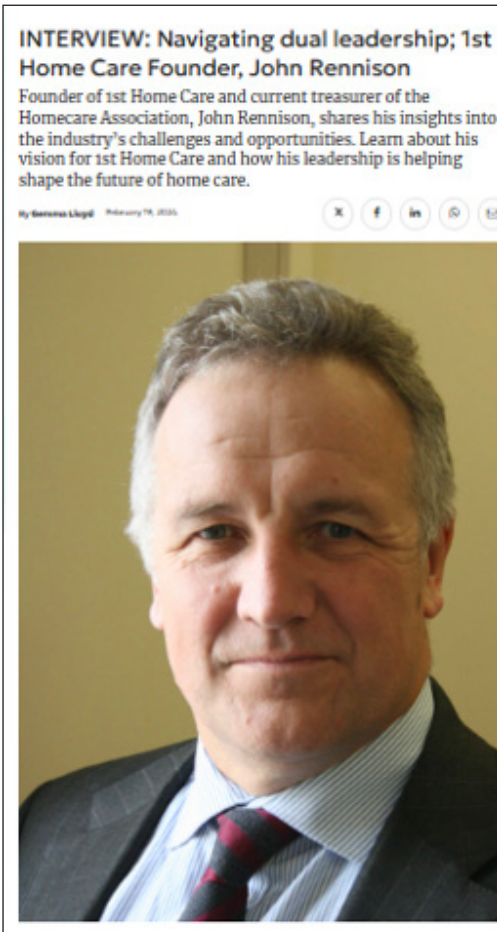


The team were really delighted that their efforts resulted in raising such a good sum, Manager Emma said: “ Yesterday was a real success, it was lovely to see clients, friends and family and local businesses attend the event to help raise money for such an amazing cause and we were delighted to have raised so much.” The coffee morning was held in memory of our wonderful carer Jackie, who very sadly passed away two years ago from cancer and is greatly missed.





1st HOMECARE IN THE NEWS



Interview with Home Care Insight

Our CEO John was interviewed by Home Care Insight magazine for its February edition. John talked about his vision for the 1st Homecare Group and his role as board member and Treasurer of the Homecare Association, the body that represents home care organisations across the UK. The interview can be read [here](#)

The Guardian Article

John was also quoted in an article in The Guardian newspaper on 13th March on the difficulties posed to home care providers by the Government's tightening up of the overseas worker visa regime (you can read the full article [here](#))

Panellist at Future of Care Conference

And finally ... John was a panel member at the Future of Care Leaders Conference held in London on 30th April alongside Jane Townson, CEO of the Homecare Association, and Andrew Gwynne MP, Shadow Minister of State for Care. The conference aims to lead the care sector into a bright future by bringing together leaders within the industry. It was hosted by the Kings Fund, an independent charitable organisation working to improve health and care in England.



Coffee Morning Bunting in Leighton Buzzard