

Care 4 You Training Newsletter



Volume 1, Issue 2

Newsletter Date

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Special points of interest:

- *Well Done—More staff achieve NVQ's*
- *A learning Zone ! -Watch this space*

Well Done - More staff achieve NVQ's

Care 4 You are proud to announce that even more members of our care team have successfully achieved their NVQ Level 2 in Health and Social Care.

The Care 4 You NVQ Programme has so far enabled 14 staff to achieve an award with staff receiving the City and Guilds Certificate.

So you can imagine how pleased we are to announce that July saw a further 5 employees successfully complete their NVQ's, and receiving their Certificates in recognition of their achievement.

Care 4 You say congratulations to Donna Sharp, Sylvia Heath, Alison Lightfoot, Vanessa Tovey and Jo Dunning on this

fantastic achievement—well done.

But it doesn't stop there.

The 2008 NVQ programme was rolled out again during the middle of June, and Care 4 You were pleased to register a further five members



of the care team with Cheshire Care Consortium to commence their NVQ level 2 award.

These candidates have been busy working towards their qualification under the guidance of Janet Senior, a peripatetic assessor, who arranged visits to assess

them carrying out their duties in clients homes and who continues to support and guide them through the NVQ process to ensure that they achieve the standards expected by City and Guilds.

Kasey Chapman, Kerry Edwards, and Elaine Price have just been advised by their Assessor that she is happy to put their work for verification, whilst Lorraine Coles and Tracy Roebuck continue to work hard gathering their evidence for their NVQ portfolios.

The NVQ programme will continue to run throughout the year so if you wish to complete an NVQ 2 in Health and Social Care, please discuss this with Sam who will be happy to advise.

A Learning Zone! Watch this space.

Back in June of this year, Care 4 You applied for a grant from the Cheshire Learning Resource Network (LRN) to fund the development of a Learning Zone at The Training Academy @ No 67.

This grant has recently been approved, which will eventually result in some of the space at No 67 being transformed

into a Learning Zone, which will be fully equipped with learning stations complete with computers for e-learning.

We envisage a readily accessible centre that staff can access on a first come first served basis to participate in learning at a pace appropriate to their needs.

This style of learning

environment would enable staff to drop in at a time to suit themselves maybe when they had a gap in their rota, at the beginning or end of their calls, or at a time that fitted in with their family or social circumstances and so take advantage of the range of learning materials and resources that would be available to them.

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Is it time you brushed up on your English and Maths

Care 4 You plan to host a set of workshops to enable employees to brush up on their Maths and English skills.

We are currently making arrangements with the "Move on" facilitators as we prepare to host a series of workshops in October /November starting with English skills.

For many of us basic English skills are something we learnt at school, however there can be times when you may think that you wished you had given these lessons more attention.

Soon, those of you who would like to brush up those skills will be able to take advantage of the workshops so that you can access the support and

guidance these sessions will offer.

At the same time you may be pleased to know that you will be gaining a nationally recognized certificate in adult literacy

These workshops will be free and will take place at the training academy as part of our commitment to enabling our staff to gain skills for life.

So if you think that an English qualification could help you move on within your job role drop by and have a chat with Sam the Training Manager and we can register you for a place on the workshops.

Places are limited so book early if you are interested.



Medication Awareness



In order to ensure that Care 4 You employees felt able to meet all of their clients needs to a high standard, the month of August was dedicated to enabling staff to access Medication Awareness training.

Due to staff all having different learning styles and social commitments, a memo was circulated offering a choice of learning options. Staff could either select to attend a formal seminar on 21st August 2008 or to access learning materials and complete a workbook at

a time to suit them during August.

The seminar addressed many issues regarding Medication in Homecare and staff who selected this option seemed to enjoy the session.

Several staff have also attended the Academy at a time to suit themselves to watch the training DVD and completed the Workbook. Certificates will be issued shortly to all staff who have successfully completed this medication awareness training, so well done.

However there are still many who have not yet taken advantage of this training opportunity. If you are involved in supporting clients with medication, you may still access this training, so please feel free to speak to Sam at the Academy who will be happy to arrange this.

Having a good understanding of all aspects of homecare is essential and Care 4 You remain committed to ensuring that all staff can develop themselves within the organization.



Questiontime: Who is my line manager?



Each month we will be featuring frequently asked questions (FAQ's) . This month the question is

Who is my direct line manager?

During induction new employees are introduced to various members of the Care 4 You Team, and receive a brief overview of their roles within the organization.

However, individuals can sometimes become confused about who they should go to if they have a problem in

their job.

So who is it that you are immediately answerable to? The answer is Rachael and her Senior Team (Lesley and Janette)

They are the people who will be able to support you and guide you, in all aspects of your job role.

Rachael and her team are based at No 67 and are the people to whom **all** issues that may arise should be referred in the first instance.

Issues may include client matters, staff issues, calltimes, care arrangements, sickness and returning to work, car problems etc.

Should **they** feel it necessary to refer any matter higher within the Management Team, or pass the matter across to a member of Administration, then you will be informed who is the most appropriate person to handle your specific issue.

Learning Zone : Hand Washing-it's important!

This month we thought we would give you some insight into the importance of handwashing.

Effective hand hygiene is one of the cheapest, simplest and most effective ways of preventing the spread of infections including germs that cause:

- Food Poisoning
- Colds
- Infl uenza
- Superbugs such as MRSA and Clostridium Difficile

Some bacteria can stay alive on your hands for several hours and during that time they can be spread to things that you touch.

Washing your hands with soap and water will provide sufficient decontamination for most of the social care activities you undertake.

As a social care worker you should wash your hands regularly throughout the day, and especially at these times:

Before

- Preparing and handling food
- Assisting with eating and drinking
- Making any personal or intimate contact with a service user
- Making contact with any service user who has an open wound

After

- Toilet
- Cleaning Tasks
- Handling Waste /Bins
- Changing incontinence pads
- Handling Pets
- Coughing/Sneezing
- Contact with open wound

Remember

Washing your hands correctly is important as this removes all the bacteria present on your hands.

Hand Decontamination

Wet your hands before applying soap as this prevents irritation and then rub palm to palm



Wash while rubbing your hands together vigorously - rub the back of both hands (your right palm over your left back and then vice versa)



Rub palm to palm interlacing the fingers



Rub the backs of fingers by interlocking the hands



Rub the thumbs (by rotating rubbing of the right thumb in your left palm and then vice versa)



Rub both palms with fingertips (by rotational rubbing of right fingertips in left palm and then vice versa)



Then

- Rinse with clean running water
- Dry your hands thoroughly on a clean piece of kitchen towel as bacteria spread easily if hands are wet.

Remember

Nail brushes should **NOT** be used.

Alcohol hand gel should **NOT** be used as a replacement for hand washing with liquid soap and water.

You must always ensure that you wash your hands once you have removed your gloves and aprons and disposed of these in the bin.

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Our Mission Statement

- To maintain a safe, comfortable environment within the service users' home, adapting to meet the individual changing needs of the service user.
- To optimise freedom of choice and aid independence within the limits of health and safety, promoting individual rights.
- To provide a continuous training and development programme to aid us to deliver high standards of holistic care aimed towards achieving service users' optimum health potential.
- To provide cost effective care within the limits of specified budgets to ensure value for money and effective use of resources.
- To enable service users to live as fully and comfortably as possible and in due time, to die at peace with dignity, and to provide support and care to relatives and friends

Useful Website Links

[Www.care-4-you.org](http://www.care-4-you.org)

[Www.scils.co.uk](http://www.scils.co.uk)

[Www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

[Www.bbc.co.uk/learningzone](http://www.bbc.co.uk/learningzone)

[Www.cityandguilds.com](http://www.cityandguilds.com)

[Www.esci.gov.uk](http://www.esci.gov.uk)

[Www.dh.gov.uk](http://www.dh.gov.uk)

[Www.ageconcern.org.uk](http://www.ageconcern.org.uk)

[Www.learndirect.co.uk](http://www.learndirect.co.uk)

