



FeelCare News

Welcome to the first edition of FeelCare's quarterly newsletter



Some of what's inside:

Christine, founder of FeelCare explains why maintaining a boutique, family feel care service is important and shares snaps from the 1st anniversary party.

We wish FeelCare client Lena a very happy 101st birthday.

View FeelCare's first Care Quality Commission report rated - Good.



What do you think of our newsletter? Send in your comments by emailing - cenriquez@feelcareuk.org



Happy 1st birthday FeelCare!

In April 2018 the FeelCare family celebrated their first year of care provision and teamwork with a party for all. Christine, FeelCare's founder and managing director tells us why these sort of celebrations as well as maintaining a boutique family feel service means so much to her.

'Firstly, welcome to the first edition of FeelCare's quarterly newsletter. It's so important in our busy lives to sit back and reflect on the amazing achievements we make as a team. I want to personally thank all our carers for their hard work and dedication to the service and to the individuals whose lives you continually support.

I cannot believe where the time has gone, ONE WHOLE YEAR! It's been an amazing experience watching FeelCare grow both in the number of clients we support and the number of carers who have joined the family.

On page 4 you can read our first Care Quality Commission service report rated Good. Although we recognise this is a great achievement for our first year, we also see these reports as an opportunity to continue improving what we do as a care provider.

Maintaining a boutique, family feel service is absolutely vital for both myself and all the FeelCare office team. We never want a client or a care team member to feel like a number, or that their voice isn't being heard. This is the inspiration behind all that we do and we promise that will never change.

So lastly I would like to thank everyone who was able to make it to the first anniversary party. What a glorious way retain that family feel - spending quality time together over cake! Perfect. Apologies to anyone who couldn't make it this time, but rest assured there will be plenty more opportunities to join in on the fun. Whilst I am on the subject of our team, I would like to give a very warm, belated welcome to Dela Begum our operations manager who joined us in August 2018. You can read more about Dela on page 4, 'Tea Break' a regular article which will feature a different team member in each newsletter edition.

Please contact me if you wish to discuss anything relating to the newsletter, or if you have any queries, 020 7034 7112. I hope you enjoy the party pictures as much as I did!

Christine x



View the full party album by liking our Facebook page - ['Feelcare Domiciliary Services Ltd'](#)



FeelCare client Lena celebrated her 101st birthday and revealed the secret to long life.

Celebrations were in full swing in Lena's home when she celebrated her 101st birthday. Lena turned 101 years young in 2018, and revealed the secret to a long life is to keep smiling.

To celebrate such a special birthday, Lena was joined by Christine and some of the FeelCare team where they enjoyed a selection of delicious treats and listened to some of her favourite songs.

"Lena had a really wonderful 101st birthday and we were thrilled to be part of the family celebrations. Everyone who joined in on the fun from FeelCare had a great time. We were delighted to mark this important milestone". Christine, FeelCare founder.



The Care Quality Commission inspection report explained.

If you haven't yet heard of the Care Quality Commission, they are the independent regulator of health and social care in England. The Care Quality Commission inspect all health and social care providers and use the evidence they collect to create a report on the quality of care being provided. The published reports include service ratings, which are summarised in an overall service score - 'inadequate', 'requires improvement', 'good' or 'outstanding'.

The report provides both clients and care providers with detailed information on all aspects of the service being provided. Enabling clients to make an informed decision when selecting a care provider, and services to continually improve what they do.

FeelCare are thrilled to announce that their first published report was rated as 'Good' overall.

Visit www.cqc.org.uk and search 'FeelCare' to read the latest report. For those reading a digital copy of the newsletter simply click on the report graphic in the right hand corner of this article. Remember you can comment on our services anytime not just during inspections - 020 7034 7112.



TEA BREAK with Dela Begum, FeelCare's operations manager.

Every newsletter we will take a tea break with a different FeelCare team member to find out what they enjoy both inside and outside of work.

What would be your perfect day away from work?

"Time spent with my family and cat".

What's the best thing about your job?

"Supporting people to meet their needs to the best of our ability".

What's the best piece of advice you could give someone looking for care provider?

"Be confident and comfortable with asking - 'how will my needs be met'? Ask for references from other using the service".

What's your favourite holiday destination?

"Istanbul".

What are you passionate about?

"I am passionate about the care of others both in my personal and professional life".

What was your first job?

"A carer in a nursing home".

What is your favourite meal?

"Sea bass with sweet potato mash and asparagus, yum"!.



Advice for a hospital stay and returning safely home.

If you or someone you know requires help and support after a hospital stay this care should be arranged prior to being discharged. It doesn't matter if the stay is planned or if it's an emergency the hospital staff in charge should contact social services to arrange a 'discharge assessment'. This assessment can take place both in the hospital itself or in the home.

The discharge assessment should always be agreed between the patient and the healthcare professional involved. If at any point within the assessment process the patient does not feel their voice is being heard or that they are being discriminated against in any way, a complaint should be raised.

To make a complaint the patient or carer can:

- speak to the staff involved to see if the problem can be resolved internally
- speak to the hospital's 'Patient Advice and Liaison Service' (PALS)
- contact the NHS complaint advocacy service
- contact NHS England - contactus@nhs.net, addressing 'for attention of the complaints team' in the email subject line. The phone line for this service is - 0300 311 22 33.

Each hospital has its own discharge policy and a copy of this can be obtained from the ward manager or the hospital's Patient Advice and Liaison Service (PALS). When the patient is fit enough to be discharged



If you need help at home after your discharge FeelCare can help with personal care, domestic tasks, meal preparation and other duties requires by you ranging from 2 hour visits to 24 hour live in or live out care.

the medical staff should then produce a 'discharge plan'. A copy of this is then forwarded on to the patient's GP as a follow up from the initial discharge assessment.

The discharge plan should include:

- details of the medical condition
- information about any medicines
- contact information after discharge - who to contact and how to contact them, including any questions about your care
- arrangements for continuing social care support, aids and equipment
- arrangements for ongoing health support.

Tips for returning home safely:

- Has your carer been given sufficient notice of your discharge date and time?
- Do you have suitable clothes for your journey home?
- Is someone collecting you or is hospital transport required?
- Do you have house keys and money if you are travelling home alone?
- Has your medication changed since admission? Will your medication be ready on time?
- Have medication changes been explained to you and do you know whether some prescribed items are only to be taken short term?
- If you need to use new support aids or equipment will they be there when you get home?
- Do you need continence products?
- Are your GP and other community health staff aware of your discharge date and the support you need from them?
- Do you have food, drink and other essentials at home?



The Department of Health and Social Care (DHSC) is running a [national recruitment campaign](#) to drive applications into the adult social care sector.

The campaign launched on 12 February with national and regional media engagement.

Follow the [campaign Facebook page](#) and show your support by liking and sharing content.

Hear from the FeelCare team in the next newsletter on why they look forward to coming to work and the importance of team work.

www.everydayisdifferent.com

Thank you to all who gave their feedback...

"I feel safe with my carers"

"My carers keep everything spic and span"

"We have good communication with the manager, she wants to know what's happening and helps to sort things out quickly"

"I couldn't wish for a better service"

Quotes from FeelCare's Care Quality Commission inspection report 2018.

If you or someone you know would like to hear more about receiving care at home call the FeelCare team on - 020 7034 7112



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Our mission is to enable you to live your life to the fullest
and to be in the comfort and familiarity of your own home