

CONSTANTIA CARE

Newsletter

Emergency Call Rota SEPTEMBER

24/08/20- 01/09/20 - Bonnie
01/09/20- 07/09/20 - Alanah
07/09/20- 14/09/20 - Paige
14/09/20- 21/09/20 - Mia
21/09/20 -28/09/20 - Lauren

Kindly Urgent Calls only.

Emergency Out of Hours
0207 624 9966

For IT related Issues Out of Hours
Contact **0333 344 0980 - Option 1**

If your client has any kind of concern that you are monitoring on a daily basis you must include an update in your Daily Report until such time as it has completely concluded. A Body Chart must be done for all sores, redness, bruises or marks on your clients body.

CONSTANTIA CARE

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QUALITY ASSURANCE SURVEY JULY 2020

In July 2020 we sent out an audit to all of our working carers asking them for feedback on how we have managed through the COVID-19 pandemic. We had a wonderful response and we would like to thank every carer that took part and for all of your hard work, dedication and support of the agency.

We are very happy to inform you that to date we have only had one suspected case of COVID- 19. The suspected case is a client who is currently 102 and the testing centre ran the test 3 times before confirming that it was a negative result.

If you have any queries with regards to this report, then please feel free to contact us in the office



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'The carers help a lot. I am happy to be at home. Thank you for the support during the pandemic.'

JM (CLIENT)

QUALITY ASSURANCE JULY 2020
(Clients and NOK)

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'I feel that Constantia Care have dealt with COVID- 19 very well. Fully satisfied.'

DB (CLIENT)

QUALITY ASSURANCE JULY 2020
(Clients and NOK)

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I found the daily update emails very informative and comforting. I get first class care from my carer.'

HH (CLIENT)

QUALITY ASSURANCE JULY 2020
(Clients and NOK)

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We are very happy with the care my Mother receives from Constantia team and Beth as the lead resident carer.'

JC (NOK)

QUALITY ASSURANCE JULY 2020
(Clients and NOK)

LONG SERVICE AWARDS



Congratulations on achieving this anniversary with us! We applaud the determination and effort you have demonstrated during your time with us, and the reliable and supportive attitude you have had throughout is truly admirable. You have each worked hard for this accomplishment and we truly appreciate your dedication.

We are so proud to have you as part of our work family. Thank you for all of the motivation and encouragement you've given to both us and your clients throughout the years. May you continue to inspire us for many years to come.

We look forward to many more years of collaboration and thank you again for your support and dedication to both the agency and the clients you have worked with over the years.

We are proud to award 15 carers with this Long Service Award.

Pam Hitch

"Over the past 5 years, I have thoroughly enjoyed working with Constantia Care. I have always found the whole support team to be very approachable, professional and supportive. Morag Collier has worked extremely hard to build a successful and reputable, trusting Care Company that cares for both their clients and carers."



Judy Collins

"It has been a pleasure and honor to have worked Constantia Care for 5 years. I've been lucky enough to have worked, on / off with my special client and family for over 4.5yrs. I look forward to many more yrs with CC."



Caron Louis

"What an honour to be recognised in this way. I've had the privilege of working for Constantia Care for over 5 years. Morag and her team have always been very approachable, professional, proactive and a pleasure to work for. Here's to the next 5 years!"



Sheilagh Vivers

"Thank you Morag for the opportunity of being part of your team. Through the ups and downs of our work, always a friendly, reassuring voice to talk to at the office. Learnt a lot along the way, that's for sure"



Mariana Fergusson

"This is awfully kind of Constantia Care to recognise us. When I went walk about I discovered how rotten many other agencies are. I think I joined Constantia during 2015. Morag has been so good to me. When the Company was smaller, I remember her multitasking like you could not believe. Morag's charisma has won many hearts. Mind you, she shoots from the hip, and that is what I love about being with Constantia Care. I feel like I'm part of a large family & the team has really taken time to be inclusive.

I would discourage any other carer from going elsewhere, because if it hadn't been for Constantia Care, I would have given up ages ago."



Ursula Retief

"I started working with Constantia Care at the end of October 2015 I have been kept busy with numerous assignments... some good, some bad, some marvelous! I have been treated very fairly by all the staff that I have had contact with. Overall very happy"



Veronica Moore
"Thank you Constantia Care for always being supportive, helpful and friendly. The care coordinators are always efficient and friendly. A Big Thank you to all of you."



Linda Whiftord
"Working with Constantia Care has been an enlightening experience. Support is available night and day which gives one a sense of security."

Hillary Ho
"It's being a honour and privilege to have started with Constantia Care from the onset of when they first opened their doors. Their support, help and guidance to both client and carer has stood them in good stead, hence why their business has grown from strength to strength and why I personally still enjoy working for them after all this time.
It's a pleasure working for a care agency that you know that you as a carer are truly valued and in return you can rely on them and are there for you 24/7.
Here's to many more years of working together."



Val Toerien
"Thank you for support and interesting clients I have worked with."



Elizabeth Lukyamuzi
"I have worked for Constantia Care now for 5 years. I have thoroughly enjoyed working for them. They are always supportive any problems they have always been there for me. I have always had reliable work and been made to feel well looked after by Constantia Care. I cannot in any way fault the way they have always looked after and supported me through the years."

Julie Vlachakis
"I can say that my tenure with Constantia has been very fulfilling, I've had the opportunity to learn a lot about the industry and care with the different types of clients and their needs and still learning to this day.
I've had wonderful moments and some scary ones too, but may long standing relationships/friendships forged along the way and lots of laughs.
During this time Constantia has grown from a strength to strength, diversifying along the way and I think taking Covid in their stride. May they continue to do so"



Margaret Campbell
"I love working with Constantia Care as they have been very supportive."



Carol Johnson
"Five years later, I continue to enjoy being part of the Constantia Family. Many colleagues I've met or worked with over the years have become personal friends."



Management and office staff are friendly and supportive. The beautiful clients I've had the privilege to care for, have left me with wonderful, indelible memories. It's a tough job indeed, but so rewarding in many ways."

FUDGY FIG ROLL

The flavours of the traditional biscuit are turned into a Swiss roll, with added nutmeg, cinnamon, banana in the sponge and a touch of fig jam.

Ingredients

- 140g soft dried fig
- Knob of butter for greasing
- 3 large eggs , separated
- 225g light muscovado sugar
- 120g wholemeal flour
- 1 tsp bicarbonate of soda
- 1 tsp ground cinnamon
- Chopped 1 medium very ripe banana
- Good grating fresh nutmeg (optional)
- 4 tbsp golden caster sugar



For the filling

- 300ml double cream
- 4 tbsp icing sugar , sifted
- about 250-300g fig jam or conserve

Method

1. Cover the figs with boiling water in a bowl and set aside to soften for 30 mins. Drain and mash well with the banana.
2. Heat oven to 190C/170C fan/gas 5. Grease a Swiss roll tin – about 34 x 24cm. Line the base with baking parchment.
3. Separate the eggs, collecting the whites in a large clean bowl. Beat with an electric whisk until stiff peaks hold on the end of your whisk, then add half the sugar and beat until thick and glossy.
4. In another mixing bowl, beat the yolks with the remaining sugar until pale. Whisk in the mashed fig mixture. Fold this mixture into the meringue mixture until well combined. Mix the flour, bicarbonate of soda, spices and a pinch of salt. Sprinkle it over the wet mixture and Very gently fold in, again until well combined. Gently scrape and spread the batter into the tin. Bake for 12-15 mins until springy to the touch.
5. Meanwhile, lay a clean tea towel on the bench (this helps keep the cake nice and moist). Scatter the caster sugar over the towel, flip on the cake, peel off the parchment, then roll up from the shortest side with the tea towel into a Swiss roll. Lift onto a wire rack to cool completely.
6. Unroll the cake gently. Using electric beaters, whisk the cream and icing sugar together to soft peaks. Spread the fig jam over the cake, followed by the cream. Roll up again and slice to serve.

ORCHARD CRUMBLE

Got a glut? Use this season's bounty to bake this gorgeous pud- we chose plums, figs, apples and blackberries

Ingredients

- 400g apple , peeled, cored and cut into small pieces
- 400g stoned plum , cut into chunky wedges
- 2 tbsp sugar , any type
- 300g fig , woody stalks trimmed, quartered
- 300g blackberry or brambles, washed well
- cream, custard or ice cream , to serve

For the topping

- 140g plain flour
- 140g wholemeal flour
- 175g butter , cut into small pieces
- 100g soft brown sugar



Method

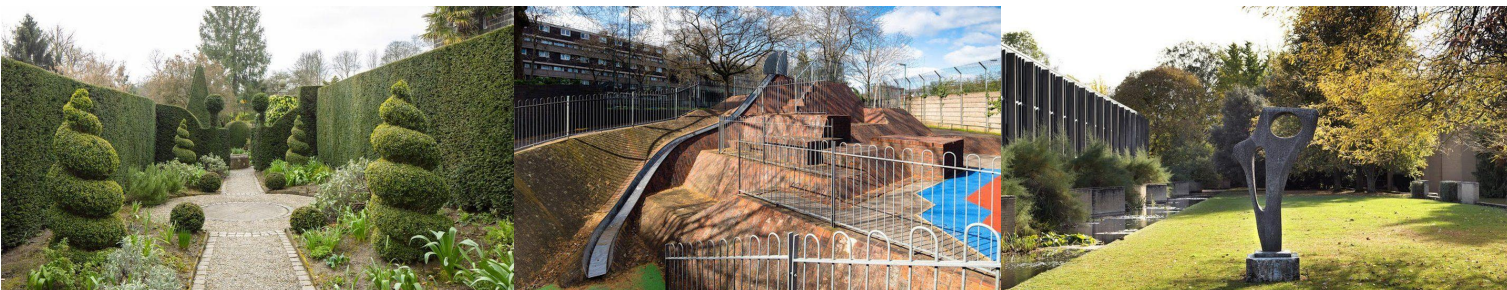
1. First make the topping. Put the flours in a bowl with a pinch of salt, then rub in the butter with your fingertips to form crumbs. Stir in the sugar with a fork, and chill until needed.
2. Heat oven to 180C/160C fan/ gas 4. Tip the apples, plums and sugar into a big saucepan with 50ml water and cook, stirring, for about 5 mins, until the apples are soft and juicy. Stir in the figs and blackberries, and tip into a baking dish. Scatter over the crumble and bake for 45-55 mins until the topping is golden and the fruit is bubbling.

Good News from around the World



Listed landscapes: Twenty post-war sites protected

A memorial landscape for President John F Kennedy and green-fingered pioneer Beth Chatto's garden are among 20 post-war landscapes to receive protected status. Historic England worked with the Gardens Trust over three years to draw up the list, which includes housing estate grounds and industrial sites. The trust's president, Dominic Cole, said 20th century landscapes 'have often been overlooked and undervalued'. A playground slide and a suburban Leeds garden also received Grade II listing.



Lavender sales are surging during the coronavirus pandemic

Lavender sales in the UK and the US are surging as people seek relief from stress and sleep deprivation during the pandemic. Castle Farm, the UK's largest lavender grower, said its 'sleep oil' sales have quadrupled during the pandemic.

Demand is also up at Pleasant Valley Lavender Farm in New Jersey (US), which said it's seen more customers looking for stress relief this summer. Lorna Roberts, a family farmer at Castle Farm, said the farm's lavender oil sales have quadrupled during the pandemic.



UK: Morrisons to remove plastic 'bags for life' and trial paper alternative
Morrisons is planning to ditch all its plastic 'bags for life' following evidence that they are being used once and thrown away. The food retailer is running a trial in eight stores from Monday [17 August], which will see sturdy paper bags offered at checkouts instead. If the trial is popular, introducing paper bags only across all its 494 stores would save 90m plastic bags being used annually, the equivalent of 3,510 tonnes of plastic per year, the company said.



Red kites thriving in England 30 years after reintroduction

In July 1990, 13 red kites had to be flown by British Airways jet from Spain before they could grace the skies of the Chilterns. Thirty years on, nearly 2,000 breeding pairs of red kites display their distinctive forked tails as they soar over virtually every English county, in what has been hailed as one of the most successful reintroduction projects in the world.



FEEDBACK REQUESTED ON NEWSLETTER

We have freshened up our weekly and monthly newsletters. Now we are several issues in, I am keen to get any feedback you may want to offer about the layout, content etc. If you spot any great articles or want to let us know of any upcoming events, achievements, information, tip, tricks or stories you have come across send them in to webmaster@constantiacare.co.uk and it may make it into one of our editions. Best Regards - Martin (Editor)

POLICY OF THE MONTH

NUTRITIONAL & HYDRATION and FOOD SAFETY

Policy Statement

Constantia Care believes that the provision of a healthy, nutritious and balanced diet for its Clients is of vital importance.

Constantia Care also believes that, with respect to food provided within the service or brought into the service, there is a duty to ensure that all Carers and Clients should be kept as safe as possible from food poisoning, and food-related illness, by the adoption of high standards of food hygiene and food preparation. This includes help with the cooking, storing, preparing or serving food.

The Policy

This policy is intended to:

- ensure that Clients benefit from being prepared food that is of high quality, well-presented and prepared, and which is nutritionally sound
- ensure that those with special dietary needs are supported
- protect carers and Clients from food-related illness

Food Safety

Constantia Care believes that the effective management of food safety relies heavily on having effective operational policies for the safe preparation, storage and handling of food.

Therefore, Constantia Care operates the following procedures:

- All food should be prepared, cooked, stored and presented in accordance with the high standards required by the *Food Safety Act 1990*, the *Food Safety (General Food Hygiene) Regulations 1995*, the *Food Safety (Temperature Control) Regulations 1995*, and the *Food Safety & Hygiene England Regulations 2013*.
- Carers must keep all food preparation areas, storage areas and serving areas clean while in use.
- All tools and equipment such as knives, utensils and chopping boards must be cleaned regularly during the cooking process
- Adequate sanitary and hand-washing facilities should be available within the kitchen, including a supply of soap and paper towels for hand drying.
- All carers are required to wash their hands
 - before starting work
 - before putting on single service gloves
 - after touching raw, fresh or frozen beef, poultry, fish or meat;
 - after mopping, sweeping, removing garbage or using the telephone
 - after using the bathroom
 - after smoking, eating, sneezing or drinking
- Everyone in a food handling area must maintain a high level of personal cleanliness and food handlers must wear suitable, clean and where appropriate protective clothing.
- Carers preparing food should take all reasonable, practical steps to avoid the risk of contamination of food or ingredients.
- Food storage areas should protect food against external sources of contamination such as pests.
- Food handlers must receive adequate supervision, instruction and training in food hygiene.
- When serving food, appropriate hygiene standards should be scrupulously observed by all carers

- Suspected outbreaks of food-related illness should be reported immediately to the Client's GP
- Any carer who becomes ill whilst handling food should stop work at once and report to their care co-ordinator; such carers should contact their GP and should only return to work when their GP states that they are safe to do so.

In addition, carers should:

- Always wash their hands after visiting the lavatory
- Ensure that all food stored in the refrigerator is covered and adequately chilled
- Ensure the thorough cooking and re-heating of all meat, especially poultry
- Ensure that deep frozen food is thawed before cooking (especially important when using a microwave oven)
- Be aware of the risk of Salmonella infection associated with foods containing uncooked eggs such as mayonnaise and certain puddings
- Wash hands after handling raw meat or eggs, particularly before handling other foods
- Never re-use utensils with which raw eggs or meat have been prepared without first washing them with hot water and detergent
- Never allow juices from raw meat to come into contact with other foods (cooked food and uncooked food should not be stored together)
- Avoid serving raw eggs (or uncooked foods made from them) to vulnerable people such as the elderly and the sick (all eggs should be cooked until they are hard — both yoke and white)

Nutrition

Constantia Care believes that every Client has the right to choose from a varied and nutritious diet that provides for all their dietary needs, and which offers health, choice and pleasure.

To accomplish this, Clients will be supported to identify their individual food preferences as well as their cultural, religious or health needs. Individuals or their family will always be involved when planning menus and meal alternatives

- Methods of cooking will be agreed upon by the Client and Constantia Care
- Each Client will be encouraged and supported to eat three full meals each day, at least one of which will be cooked. However, if the Client prefers smaller, more frequent snacks this will be catered for in the service provided.
- When Clients are unable to prepare their own drinks both hot and cold drinks will be made and left for the Client to access throughout their day and during mealtimes.
- Religious, personal or cultural special needs will be recorded in the Care Plan and will be fully catered for as required by the Client.
- Menus will be created by the carer with Clients and their family, if appropriate, so that the required shopping can be purchased.
- In agreement with the Client, menus may be changed regularly to stimulate appetite and discussion. Pictorial menus are available to help communicate food choices where required
- Special therapeutic diets will be recorded in the care plan and provided when these are advised and discussed by healthcare or dietetic carers with the Client

Carer of the Month:

Zoliswa Njenje

CONGRATULATIONS!

This is one way we recognise the hard work and commitment of our wonderful team who dedicate themselves to providing remarkable levels of care.

Your AMAZON voucher is on its way.

