

CONSTANTIA CARE

Newsletter

Emergency Call Rota NOVEMBER

23/11/20 - 30/11/20 - Paige
 30/11/20 - 07/12/20 - Sammie
 07/12/20 - 14/12/20 - Bonnie
 14/12/20 - 21/12/20 - Molly

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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w. constantiacare.co.uk

AND THE WINNER IS.....

Constantia Care Ltd were awarded an Outstanding Achievement plaque by HCPA to display proudly at our office premises, as a nod to the fantastic work that all in our team have been doing in these unprecedented times.

Our commitment to working together to deliver high-quality care and support was recognised as never having been stronger. All our staff and care providers are committed to their values of being inclusive, respectful, welcoming, progressive and challenging. It was noted that we invest the time to communicate well with families, staff and the people we support, as well as embracing change and always looking at ways to improve quality.

"I couldn't be prouder of how our team has handled and worked together through the pandemic, ensuring that the highest quality care is delivered at all times. Together we are stronger." Morag Collier - Registered Manger.

Due to current restrictions the tenth annual Hertfordshire Care Awards was held in a very different format to previous years. The event which was live-streamed across the county on November 20th saw VIP guests including the director of adult care services for Hertfordshire, Chris Badger and Hertfordshire County Council's executive member for adult care and health Cllr Richard Roberts sending words of praise and thanks in the virtual presentation. A host of celebrity well-wishers also took time to send messages of support and thanks including appearances from the magnificent actor John Challis as his character 'Boycie' from Only Fools and Horses as well as American TV personality Perez Hilton.

No awards celebration would have been complete without entertainment and the 2020 event was no exception. Guests were treated to performances from the Choir on the Green, West End star Amy Bird, Hertfordshire based band The Kingmakers and many more top-class world-renowned entertainers.

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The Hertfordshire
 Care Award for
**Outstanding
 Achievement**
 during the COVID-19 pandemic



HERTFORDSHIRE CARE AWARDS 2020

(Continued from page 1).....

On putting together a virtual event, Head of Operations for HCPA and Host of the awards Wesley Strahan-Hughes said:

“It really was a labour of love this year putting together a live, online event rather than our usual ceremony we have been staging for 10 years. We were overwhelmed with the contributions from celebrities and music acts coming forward to give their own time to say thank you to Hertfordshire’s excellent Care staff. We are proud to have been able to showcase the wonderful key workers we have working in care in our county and the companies that are supporting them in this challenging year: They have all been outstanding, and all care providers in Hertfordshire deserve the recognition they have received through our awards for their outstanding achievement.”

Through the annual Hertfordshire Care Awards, the HCPA celebrates and rewards the successes of care providers within the county and showcases why care in the private, voluntary and independent sectors in the county is outstanding. HCPA chief executive Sharon Davies said: “At a time when our care providers have been stretched and tested to their very limits, we felt it was more important than ever to celebrate and reward all of the excellent work they and their teams have been implementing across the county. The Hertfordshire Care Awards go some way to recognising their achievements. They also enable us and our partners to show our appreciation for all of the sacrifice and hard work that they have made throughout 2020.”

HCPA are a not-for-profit organisation that help adult care providers in Hertfordshire raise their standards of quality by offering fully funded training, network events and study days, funding for adult social care training courses and qualifications for their members on behalf of the government, the local authority, the NHS, and other funding agencies. HCPA also work closely with their partners at Hertfordshire County Council, the Care Quality Commission, Clinical Commissioning Groups, Skills for Care and other public bodies, to help make positive changes in the Hertfordshire adult social care sector.

ELF DAY 2020

Ready, set, SNOW! Get ready to unleash your inner elf on Friday 4 December! Coronavirus has cut people living with dementia off from their families, their communities and the networks they rely on. This December, as restrictions tighten again, we need your support to help us be there.

We may be in lockdown / Tier restrictions once again, but Elf Day is NOT cancelled! Dress up at home, take your Elf Day online and make use of our virtual offering of games and fundraising activities. Whether you pop on an elf hat or sparkle head to toe, unleash your inner elf, have a tree-mendous time and raise money to support people affected by dementia.

Elf Day £2.00 donation per person for Alzheimer’s Society

Donations can be made through our Just giving page (CLICK HERE): [Emma Coulstock is fundraising for Alzheimer's Society \(justgiving.com\)](#).



December 2020							DAILY →
S	M	T	W	T	F	S	
29	30	1	2	3	4	5	
9° 3°	8° 5°	9° 6°	9° 5°	9° 4°	8° 5°	9° 6°	
6	7	8	9	10	11	12	
9° 6°	9° 6°	10° 6°	8° 2°	6° -1°	6° 0°	7° -1°	
13	14	15	16	17	18	19	
6° 0°	6° 1°	8° 2°	8° 3°	10° 3°	10° -1°	8° 1°	



Christmas Jumper Day - 11th December 2020

Due to the worldwide pandemic, charities have been seriously affected by the number of events they are able to carry out. With this in mind, Constantia Care feel that it is so important that we support charities where we can. Over the last few years the agency has participated in Christmas Jumper day and this year we want the event to be bigger than ever. We would like to encourage all of our clients, carers and NOK's to get involved too.



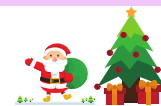
It is really simple:

- Wear your Christmas jumper on the 11th December 2020 and spread some Christmas Cheer.
- Donate £2.00 by texting TEAMCONSTANT to 70050. All proceeds go directly to Save the Children.
- Send us a selfie of you wearing your Christmas Jumper so that we can create a fantastic collage of the Constantia Care Family to share on our social media platforms.

We will also be holding a COVID -19 secure Cake sale in the office to raise further funds for this wonderful charity.

For further information on the wonderful work carried out by Save the Children, please see the following link [What We Do](#) | [Save the Children UK](#)

Christmas Working Update



It is going to be a very different December to what we are used to, however we feel that it is important to continue to support the charities, as we did last year and bring some festive cheer to the office.

On the 2nd December we will be coming out of the 2nd lockdown, however we have yet to be informed as to which tier London will be placed into. Following on from meetings held with Morag and Ellie, it has been decided that in the best interest of all office staff and to reduce the risk of infection, all office staff remain working from home until the 4th January 2021 – however this will be reviewed during the week commencing 21st December 2020 and confirmed to all office staff. I understand that this may disappoint some of you but we feel that it is in the best interest for all. If you feel that you are unable to continue working from home then please speak to your line manager in the first instance and we will see how we are able to accommodate.



CHRISTMAS JUMPER DAY IS COMING!

Friday 11th December

[SIGN UP NOW](#)



MAKE THE WORLD BETTER WITH A SWEATER

It doesn't matter where you are – on Christmas Jumper Day all you need to do is get your silliest jumper out and give £2 to Save the Children.

HELEN IS RAISING MONEY
FOR DEMENTIA TREATMENT



Here we go again...

Im taking part in Jog on Dementia and running 26.2 miles in one month to raise money for Alzheimers Society. Dementia is the UKs biggest killer and by 2021, one million people will be living with it. Until the day we find a cure, Alzheimers Society is here for everyone affected. Wherever they are, whatever they're going through.

Your donations will keep me going so please hit the Give Now button and donate what you can to help beat dementia.

Thank you!

HELEN HARRIS



Carer of the Month:
Heather Smart

Heather has been nominated by the NOK of a client for the great job she has done so far. Heather started this position in October, during the short time Heather has spent with the client she has built a great relationship with both the client and NOKs. One moment stands out when the client and NOK had a conversation on the phone for over 20 minutes, and NOK said 'it was like speaking to mum before she became ill' when the NOK hung up she cried (happy tears). The NOK said this is down the hard work Heather has put in since she's been at the placement.

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.



COVID-19: ENGLAND ARRIVALS TO BE ABLE TO
CUT QUARANTINE WITH PRIVATE TEST

People arriving in England from abroad will be soon able to reduce their quarantine by more than half if they pay for a Covid test after five days, the transport secretary has announced. The rules will come into force from 15 December and the tests from private firms will cost between £65 and £120. Grant Shapps said the scheme would "bolster international travel while keeping the public safe". The travel industry welcomed the policy but described it as "long overdue". It follows Boris Johnson's announcement that England will come under "toughened" three-tiered regional restrictions when the lockdown ends on 2 December. Under the new travel rules, passengers who arrive from a foreign destination not on the government's travel corridors list will still need to enter self-isolation. However, if they pay for a test after five days and it comes back negative, they will no longer need to self-isolate. Results will normally be issued in 24 to 48 hours. This means people could be released from quarantine six days after arrival.



Covid-19: Oxford University vaccine is highly effective.

The coronavirus vaccine developed by the University of Oxford is highly effective at stopping people developing Covid-19 symptoms, a large trial shows. Interim data suggests 70% protection, but the researchers say the figure may be as high as 90% by tweaking the dose.

The results will be seen as a triumph, but come after Pfizer and Moderna vaccines showed 95% protection. However, the Oxford jab is far cheaper, and is easier to store and get to every corner of the world than the other two. So the vaccine will play a significant role in tackling the pandemic, if it is approved for use by regulators. "The announcement today takes us another step closer to the time when we can use vaccines to bring an end to the devastation caused by [the virus]," said the vaccine's architect, Prof Sarah Gilbert.

The UK government has pre-ordered 100 million doses of the Oxford vaccine, and AstraZeneca says it will make three billion doses for the world next year.

Prime Minister Boris Johnson said it was "incredibly exciting news" and that while there were still safety checks to come, "these are fantastic results". Mr Johnson added that the majority of people most in need of a vaccination in the UK might be able to get one by Easter. And Prof Andrew Pollard - director of the Oxford vaccine group - said it had been "a very exciting day" and paid tribute to the 20,000 volunteers in the trials around the world, including more than 10,000 in the UK.

POLICY OF THE MONTH

ADULT SAFEGUARDING

SUMMARY:

Definition of an Adult at Risk An adult at risk of abuse or neglect is defined as someone who has needs for care and support, who is experiencing, or at risk of, abuse or neglect and as a result of their care needs - is unable to protect themselves.

Throughout this policy the distinction between adult with the capacity to make decisions and adults lacking capacity is emphasised. Adults who have capacity retain the right to make their own decisions and to direct their own lives.

Adults lacking capacity to make decisions, though they retain the right to be involved in decision- making as far as possible nevertheless require decisions to be made on their own behalf and the overall approach shifts to promoting their best interests.

The judgement that an adult is at risk should not be confused with a decision about their capacity.

They are distinct questions although a lack of capacity will, ordinarily, contribute to an adult being at risk.

The Six Principles that underpin all Adult Safeguarding:

Empowerment – People being supported and encouraged to make their own decision and informed consent. “I am asked what I want from the safeguarding process and these directly inform what happens”

Prevention – It is better to take action before harm occurs. “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”

Proportionality – The least intrusive response appropriate to the risk presented “I am sure that the professionals will work in my interest, as I see them, they will only get involved as much as needed.”

Protection – Support and representation for those in greatest need. “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

Partnership – Local solutions through services working with their communities have a part to play in preventing, detecting and reporting neglect and abuse. “I know that staff treat any personal or sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

Accountability – Accountability and transparency in delivering safeguarding. “I understand the role of everyone involved in my life and so do they.” These principles apply to all sectors and settings including care and support services, further education colleges, commissioning, regulation and provision of health care services, social work, healthcare welfare benefits housing wider local authority function and the criminal justice system.

The principles should inform the ways in which professionals and other staff work with adults. They can also help SABs and other organisation more widely, by using them to examine and improve their local arrangements. In addition to these principles the Act seeks to broaden a community approach to establishing their safeguarding arrangements. It is vital that all organisations recognise that adult safeguarding arrangements are there to protect individuals. We all have different preferences, histories, circumstances and lifestyles so it is unhelpful to prescribe a process that must be followed whenever a concern is raised; and the case study below helps illustrate this.