

August Briefing 2022

We would like to thank many of our clients who have been understanding with timings and changes with carers during July and August which is a very busy holiday period, your understand and support is very much appreciated. As always, we try to provide a high quality service, so if you experience any problems, please do let us know because your feedback is appreciated.

Upon arrival, all carers and nurses should have their ID badge on them and wear either a named polo shirt during hot weather or a named Telopea uniform. PPE is provided and always put on and disposed of within home. Gloves, aprons are our normal issue and shoe covers, hair covers, arm protection, masks, are available if required.

COVID Lateral Flow Testing is still advisable because the virus has been very prolific in recent weeks, therefore Telopea Carers are asked as always to be responsible. We are all aware the NHS is overwhelmed at present so let's keep each other safe then the health service is more likely to cope.

Summer is here and due to the effect, the heat and sun may have on the virus or any virus, our own behaviour really does matter, so everyone please remember keep your mobile phones cleaned with antiseptic wipes, land lines mouthpieces, on/off switches, door handles, car steering wheels, cash points.

The nights are drawing in slowly, clients and carers remember to confuse unwanted visitors by opening or closing the curtains, re prepare timers on lights, carers open and close gates please, as it is annoying and unwise not to close gates behind you.

Carers please help when you can and try not to cancel calls, as your cancellation not only affects you but your clients and your colleagues.

We also take the opportunity to send Sheree TMSL carer our best wishes for her recovery and Roxy TMSL carer who has been unwell lately, we all wish her well also. Welcome also to our new carers Aneta and Ursula.

A quick reminder of our services. Telopea provide 24/7 care in this situation it is likely that a Telopea's qualified nurse will be overseeing the requirement and in turn doing certain shifts themselves so they can relate immediately to any carer concerns.

Live in Care is an alternative that Telopea also provide, this arrangement can be especially useful in villages where relatives are not nearby.

Palliative or End of life care is also a provision that Telopea are proud of and offer very experienced carers which enables your loved one to be cared for at home.

As always Telopea are also proud to support spinal injuries and other complex care as the situation presents, including NG tubes or Peg tubes.

Day to day general care is always an honour to provide and we hope as well to include some pleasure, as well as the care remit. Most people look forward to the carer's arrival.

Best regards to everyone and Thankyou

Brenda