



FeelCare News

Welcome to FeelCare's quarterly newsletter - fourth edition



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

- Director Cristine tells us how FeelCare are maintaining the health and safety of clients and carers in relation to Covid-19.
- How technology is transforming care and communication at FeelCare.
- Lock down entertainment and freebies.
- The FeelCare team turn bakers to thank the NHS.

Director Christine tells us how FeelCare are maintaining the health and safety of clients and carers in relation to COVID-19

In first response to Corona-virus FeelCare took a pro-active approach by ensuring all carers revisit their recent infection control training with the edition of information from the UK's Public Health Authorities and the World Health Organisation (WHO). Although we have been blessed that our clients haven't seen any infection, FeelCare carers were asked to report any clients showing symptoms in order for their care plan to be amended to reflect their needs. FeelCare managing director Christine explains 'we need to ensure that our care team providing care know how to respond should they themselves or our clients experience symptoms, and thereafter if symptoms worsen'. When a FeelCare team member visits a client's home both their shoes and clothes worn to travel in are changed before providing care to clients. Both a mask, gloves and extra hand-sanitiser has been proved too.

Now months into the pandemic FeelCare are staying alert to control the spread of COVID-19, clients, carers and staff alike are looking at new ways to support each other and give back to the community.

A snapshot of what FeelCare have implemented as extra precautions:

Personal protective equipment (PPE) provided to all team members.

Updated risk assessment plans to manage the pandemic.

Daily calls to clients, ensuring they have their shopping and medicine supplies.

Increasing support with emotional well-being and physical health for both clients and team members.

Promoting video calls with

client families and friends to reduce isolation.

Keeping up to date with changing guidelines.

Increased cleaning processing in the clients home.

Staff to report early signs of symptoms.

Extra staff recruited to ensure visits aren't cancelled.

Continuity maintained with having the same carers in the same packages you reduce risk of cross infection.

'As tragic and scary as COVID-19 has been to humankind, I think it's important to reflect on all that it's taught us. This is a global opportunity to connect, show compassion and learn from each other. It's the little things now more than ever that count.'
Christine



Well-being for carers webinar

Friday 3rd July - [click here to register](#)

1pm- 1.30pm

A free FeelCare event

Celebrating Carers' Week 2020

Whether you are a family carer or a paid carer it is important that you take care of your health. A healthy mind and body is not only important for you, but it also helps the person you are caring for too. Join our guest speaker [Louise Simply Fit](#) to hear how you can take good care of yourself even when 'you don't have the time'. We'll finish with an easy to learn mediation suitable for all.

How digital technology is transforming care and communication at FeelCare.

'Research conducted by Skills for Care has shown that over 95% of social work staff and managers use digital technology in their work'. For FeelCare this couldn't be truer, from work rotas and payroll to well-being apps, the FeelCare team are investing in technology to continually improve how they provide care in the community.

Digital technologies are mostly used for FeelCare's business administration and communications. However, technology is also contributing to the delivery and monitoring of care and support services. FeelCare use a fast, reliable system called 'People Planner'. This comprehensive care management software enables the FeelCare team to put more time and resources into the delivery of care.

If a team members lacks basic digital skills but they have the enthusiasm to engage with the digital systems used at FeelCare, the office team are able to support learning and development in a range of ways, including peer support. Although relatively small, as FeelCare grow as a company the office team plan to recruit 'digital champions', for improving access to shared resources, knowledge and experience.

We ask Jolie FeelCare carer and office team member a little more about technology at work.

What are the main benefits of technology for home care providers?

I'd say recording care provision for sure. It's safe and secure for both our clients peace of mind but also helps us to work towards a paperless office.

How do lone working carers connect as a team as technology becomes more readily available?

FeelCare hold regular get togethers, meals in Christine's home or out in London. Sometime a party to celebrate a national holiday, it's obviously harder during lock-down but Christine encourages

us to come for lunch in an outside space to feel part of the team/FeelCare family. For some of us our families are overseas so this is one of the great things about working for FeelCare.

Is technology being used in any way to help control the spread of Corona-virus?

The Department of Health notified us of a new smart phone app designed specifically for adult social care providers. The app provides carers access to Covid-19 guidance, learning resources, shopping discounts and other support such as mental health and well-being through tool kits and resources. The 'CARE' app is great because it helps carers to feel more connected, it's really easy to access on a Apple or Android smart phone.



Lock-down entertainment and freebies

Enjoy virtual theatre

From New York's Broadway to London's West End, digital stages have been opening their archives and broadcasting legendary past performances featuring star actors and incredible sets and costumes. And although you can't be there in person, these online streaming theatre, dance and opera shows have some advantages over the theatre experience - you'll get the best view in the house, and it's often for free. Click the [link](#) for Timeout's list of the best London theatre shows to stream online right now.

Take a virtual tour of a museum or art gallery

There's nothing quite like gazing upon an ancient artefact or a great masterpiece in person but with museums and galleries shut for the foreseeable future you can now virtual tours. Some of our favourites are the National Museum of Scotland, Amsterdam's Rijksmuseum, the Tate Britain, The British Museum, Located in California, the J Paul Getty Museum, London's Natural History Museum, Paris' treasure Louvre and the Guggenheim Bilbao. Get Googling to see what takes your fancy.

Take part in a home workout class

We love [Joe Wicks' ten Minute Home Chair Workout For Seniors](#), The Body Coach TV. This short home workout is designed for seniors or for anyone looking for something a bit lighter. Remember to take care when exercising, if you don't already exercise regularly take it slowly at first.

The FeelCare team turn bakers to thank the NHS for their hard work

There's no doubt the nation is going through an unsettling time right now but for our NHS staff, staying indoors and working from home is simply not an option. Our emergency services are working tirelessly to protect us and provide healthcare to the public so the FeelCare team have turned their hands to baking to thank local hospitals for their hard work.

Gloves, masks and sterile keepy boxes - check. Christine and her lone-living care team members came together to bake up a storm; lemon cakes, cinnamon swirls, chocolate brownies and cookies. The team dropped off goodies for the elderly care team at St Mary's Hospital Paddington, St Georges Hospital, London and next stop some of our friends in the private sector, The Harley Street Clinic.



*We love the
NHS!*



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