SD CARE AGENCY

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APRIL - JUNE
EDITION 8 OF 2024

WELCOME TO OUR

Quarterly Newsletter

"Caring with Humility, Dignity and Compassion"

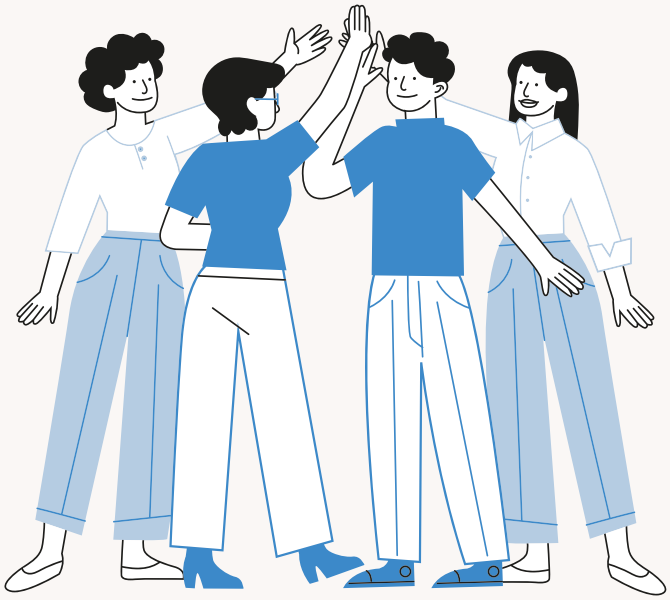
In this newsletter you will find:

Latest projects, developments, and more. Keep Reading!

OUR PILLARS

PEOPLE

People are at the heart of everything we do. We firmly believe that the strength and spirit of our services come from the dedicated individuals who comprise our team. Understanding the significant influence our carers have on the lives they impact, we view our team members not just as employees but as our greatest asset and the true embodiment of our identity.



OUR PILLARS

QUALITY

At SD Care Agency, quality is more than just a pillar; it's the cornerstone of our promise. It signifies our steadfast dedication to establishing and maintaining the highest standards in care. For us, quality involves providing personalised and compassionate care tailored to each client's unique needs, ensuring that their dignity, comfort, and well-being are always our top priorities.

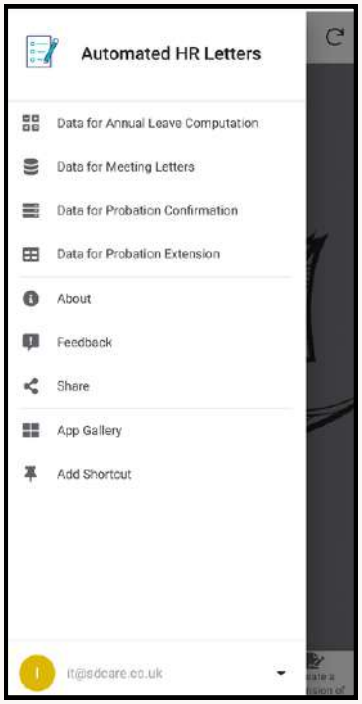
“The service was exemplary. Excellent treatment throughout.”

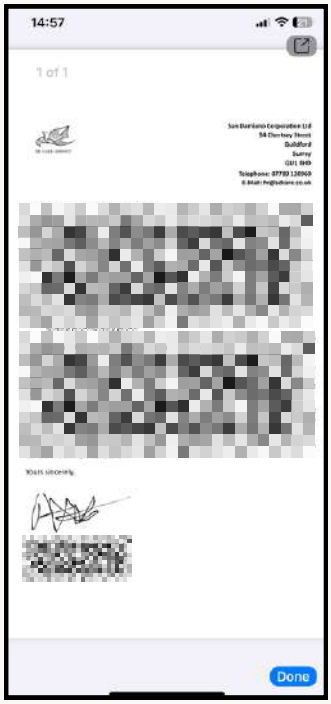
- B.D.
June 2024

OUR PILLARS

TECHNOLOGY

We are excited to announce the launch of a new application developed by our IT team, designed to revolutionise the letter generation process for our HR department. This innovative tool allows HR to create a variety of letters automatically by simply filling in a few details, significantly streamlining the process and saving valuable time. The application is highly versatile, capable of producing a wide range of letters, including offer letters, appointment letters, promotion letters, and more. Its user-friendly interface ensures that even non-technical users can generate letters efficiently, while customisable templates guarantee that all necessary information is included accurately and consistently. By automating the letter creation process, this new tool minimises the risk of errors and ensures all communications meet company standards. This automation not only reduces the time spent on drafting letters manually but also allows our HR team to focus on more strategic tasks, enhancing overall productivity. The HR Letter Automation application underscores our commitment to leveraging technology to improve our operations and support our staff, and we look forward to the positive impact it will have on our administrative processes.





OUR TESTIMONIALS

“Continuous Excellence”

An excellent caring provider

The care workers themselves who care for me are very good at their jobs. They all are very caring. The company itself is a very good provider. I am far better here in my home with my husband rather than in a care home. I am happy.

A.B.
June, 2024

★★★★★

SD Care goes the extra mile

Our family was very pleased with the support the company and the carers gave to our mother, especially during her last day. They supported us in every way they could. We are extremely grateful.

★★★★★

J.K.
May, 2024

Competent staff

I'm very happy with all the staff that SD Care Agency send to us. They are very competent and very well trained. We have worked with SD Care for the last few years and we want to continue.

H.H.
April, 2024

★★★★★

QCS POLICIES AND PROCEDURES

CONSENT AUTHORISATION POLICY AND PROCEDURE
DATA PROTECTION - POLICIES

Click on header to read

This Consent Authorisation Policy and Procedure provides guidance and support on the measures and requirements in place at San Damiano Corporation Ltd. It has been reviewed with minor changes. The consent form to be used where the Service User has capacity has been updated to remove reference to another individual acting on behalf of the Service User. Both consent forms have been updated to reference the privacy policy of San Damiano Corporation Ltd. Underpinning Knowledge and Further Reading reference links have also been checked and updated.

Click on header to read

Click to read the policy of the month

APRIL 2024

MAY 2024

June 2024

SUPPORTING PLUS SIZE, OBESE AND BARIATRIC SERVICE USER'S CARE POLICY AND PROCEDURE
CARE MANAGEMENT - CARE PRACTICE

This Supporting Plus Size, Obese and Bariatric Service User's Care Policy and Procedure provides guidance and support on the measures and requirements in place at San Damiano Corporation Ltd. It has been reviewed with no significant changes. Underpinning knowledge and further reading reference links have also been checked and updated.

BBQ FEAST

On Saturday, June 29, the entire SD team gathered to bask in the sunny and hot day, creating wonderful memories together. The highlight of the day was a delectable BBQ feast, lovingly prepared with everyone's help. The aroma of sizzling food filled the air as we savored each bite.

Laughter and joy were in abundance as we shared moments of fun. We danced under the bright sun, sang our hearts out in a lively karaoke session, and played games that brought out our playful sides. The camera captured these cherished moments, ensuring we have a treasure trove of pictures to remember this fantastic day by. It was a perfect blend of great company, delightful food, and endless entertainment.

Happy BIRTHDAY

We had a fantastic time celebrating Rijul's birthday at the office! The day was filled with joy as we gathered to surprise him with a beautifully decorated cake and heartfelt wishes. Laughter echoed through the room as we shared slices of cake and enjoyed a small but delightful party. The highlight was when we all sang "Happy Birthday" together, creating a memorable moment that we'll cherish.

Silvia's birthday brought a wave of excitement and joy to our office! We celebrated with a vibrant cake and delightful decorations that added a festive touch to the day. The atmosphere was filled with laughter and cheer as we gathered to share the delicious cake and enjoy the company of our colleagues. It was a wonderful way to make Silvia's special day memorable and full of happiness.

We had a blast celebrating Varun's 25th birthday in the office! The room buzzed with excitement as we surprised him with vibrant decorations and a table full of delicious pizza. Everyone gathered to enjoy the cheesy slices and toast to Varun's milestone year. The laughter and camaraderie made the celebration extra special. It was a memorable way to mark Varun's quarter-century milestone!

Happy

BIRTHDAY

On Julius's birthday, we surprised him with a special gift to show our appreciation. As one of our lovely and valued carers, Julius's dedication is truly commendable. His smile said it all, making the moment unforgettable.

Thomas's birthday brought a wave of joy and festivity to our office! We decked out the space with cheerful decorations, setting the stage for a fun-filled celebration. The highlight of the day was indulging in a delicious spread of his favorite snacks and treats. As we gathered around to share stories and laughter, the atmosphere was filled with warmth and camaraderie. It was a perfect way to celebrate Thomas and show our appreciation for his vibrant presence in our team.

On Vica's birthday, we surprised her with a thoughtful gift to celebrate her special day. As one of our senior carers, Vica's expertise and compassion are invaluable to our team. Her delight was evident, making the gesture even more meaningful.

Happy Birthday!

We celebrated our registered manager Olive's birthday with enthusiasm and warmth at the office! The day was filled with festive cheer as we surprised her with a beautifully decorated cake and thoughtful decorations. Everyone gathered to enjoy the delicious cake and share in the joyous occasion. It was a perfect celebration that reflected Olive’s leadership and the strong sense of community she fosters in our team.

Throughout the celebration, it was clear how much Olive’s leadership and dedication mean to all of us. Her ability to inspire and foster a sense of community has made a significant impact on our team’s spirit and cohesion. We also presented Olive with a heartfelt card signed by everyone, expressing our gratitude for her unwavering support and guidance. The celebration was a perfect reflection of Olive's positive influence and the deep appreciation we all have for her.

EMPLOYEE OF THE MONTH

APRIL Silvia

Congratulations to Silvia Pera, our Employee of the Month for April! Silvia's dedication, exceptional work ethic, and outstanding contributions have significantly benefited our team. Her exceptional management and support skills have been instrumental in driving our projects forward. Silvia excels in coordinating team efforts, ensuring clear communication, and fostering a collaborative environment. Her ability to mentor and support colleagues has boosted team morale and productivity.

MAY Ronnel

We are thrilled to announce Ronnel as our Healthcare Executive and Employee of the Month for May! Ronnel's dedication, leadership, and commitment to excellence have significantly enhanced our healthcare services. His innovative strategies and unwavering support for his team have led to improved patient outcomes and elevated our standards of care. Ronnel's outstanding performance and positive attitude make him an invaluable member of our organisation.

JUNE Thomas

We are pleased to announce that Thomas, our Finance Manager (Corporate Affairs), was recognised as Employee of the Month for June! Thomas's outstanding skills, meticulous attention to detail, and strategic financial planning have played a crucial role in our corporate success. His expertise in handling complex financial matters and his dedication to excellence have significantly impacted our organisation.

Embracing AI for Lifelong Learning

We are delighted to share an inspiring story from Japan that demonstrates the transformative power of technology in bridging generational gaps. Mr. Tomiji Suzuki, an 89-year-old app developer, has been harnessing the power of ChatGPT to refine his coding skills and create applications tailored for Japan's senior population. After embarking on his coding journey post-retirement, Mr. Suzuki found in ChatGPT an invaluable mentor, providing guidance and expertise to enhance his projects. This remarkable example underscores the potential of AI in fostering lifelong learning and skill development.

Mr. Suzuki's experience with ChatGPT exemplifies how artificial intelligence can support continuous education and innovation, even among older generations. His dedication to leveraging AI for personal growth and societal benefit is truly commendable. As our organisation continues to explore and integrate advanced technologies, we are inspired by stories like Mr. Suzuki's, which highlight the boundless opportunities AI offers for all age groups.

This narrative not only showcases the practical applications of AI in real-world scenarios but also reinforces our commitment to embracing innovative solutions that drive progress and inclusivity. We look forward to witnessing more such inspiring stories as we continue our journey in the ever-evolving landscape of technology.

For a detailed account of Mr. Suzuki's journey and the role of ChatGPT as his mentor, you can read the full article here.

SD LONDON

We reached 5 service users in May with 4 staff members, the highest for SD London since we started in Chiswick. We are establishing ourselves as a leading provider in the area and are getting noticed by the local council and community groups.

We also received our first review for SD Care London, a 5-star review on Homecare.co.uk. Feedback helps us assess our services and make improvements.

Overall Experience ★★★★★

The service was exemplary. I was treated with care and sympathetic attention by assistants who were unfailingly respectful and helpful. Excellent treatment throughout.

BD
May, 2024

Community

We regularly attend events in the community to understand their concerns and find a way to help them.

Our Lady of Grace and St Edward is the local Catholic church which we visit each week. They have also agreed to put our flyers inside the church.

We also attend an Open day at Turnham Green church every Thursday and plan on hosting events in the future.

Website & Social Media

We are working on a brand new website which will target a younger audience.

The new website will let visitors navigate through the services quicker, find all our coverage areas in London and find relevant information to get started.

We are working on an e-brochure which will be posted on all social media pages which summarises our services.

Each month we will focus on spreading awareness and knowledge on social media. Dementia and mental health concerns are on the rise and we will post resources for anyone looking for support.

News & Insights

The Homecare Association has published a new report titled: "Expecting the Unexpected: Homecare providers' views of hospital discharge".

The report draws on findings from focus groups with homecare providers and a survey of 283 members, who represent over 21,000 care workers that provide care and support for over 31,000 people across the UK. The report highlights the importance of getting the discharge process right to minimise stress and prioritise the individual's needs.

Key findings from the report include:

- 35% said most discharges they were involved in were not safe
- 55% of providers said discharge paperwork doesn't reflect the person's needs and views
- 63% said people are being discharged from hospital too soon, leading to readmission.

The report also emphasises the crucial role homecare providers can play in improving outcomes and the need for their involvement in short-term and long-term service delivery and development.

Music & Alzheimers' disease

Alzheimer's disease - most common type of dementia affects many people in the UK. It affects people's brain and is challenging to diagnose early.

Music therapy is used for people with Alzheimer's disease and other forms of dementia.

We currently attend two Music and Memory sessions each week in South London with our service users. We have seen an improvement in mood and several benefits with each session.

Even in advanced stages of these conditions we have seen sufferers respond to and remember songs from their past, providing a means of communication and enhancing their quality of life.

Music has several effects on the brain and reminds individuals of memories related to songs and lights up memory circuits.

Changes in mood are also seen in individuals with Alzheimer's disease or dementia. Music helps with mood and can lift, soothe or calm instantly and can help those with behavioural challenges.

Refer a Friend

Refer a friend or family to us in London. For each client that signs a contract, you get a gift!*

Call us on 0208 146 6195 or email us on info@sdcarelondon.co.uk for a free assessment today!

*T&C apply

OMNIA

THE TEAM

We recently had a delightful impromptu dinner & drinks–a much-needed catch-up for our team. It was a wonderful opportunity to relax and unwind outside the usual work setting.

HEALTH SCREENING WITH SMART FITNESS GYM

We collaborated with Smart Fitness Gym in Chiswick. We brought our state-of-the-art InBody BWA body composition machine, which measures and analyses fat, muscle, and water in your body to the gym. This provided gym-goers with a unique opportunity to see and validate the results of their training. This free activity not only promoted Omnia in our local area but also allowed us to interact with potential customers and showcase the benefits of our services.

BLOOD TEST SERVICES

We are thrilled to announce our new collaboration with ExamineMe, a blood processing lab! We are now offering phlebotomy services right here at Omnia. This addition brings even more value to our clients' packages and opens up opportunities for new clients to explore our comprehensive health screening services.

THERAPY SPOTLIGHT - PHOTOBIOMODULATION (RED LIGHT THERAPY)

Amazing staff and always walking out relaxed. Highly recommended place.

★★★★★

Hasiba,
July 2024

WHAT IS RED LIGHT THERAPY?

This month, we are shining the spotlight on Red Light Therapy and offering some fantastic packages and promotions.

Red light therapy uses a combination of red and near-infrared light penetrate the skin and stimulate cellular renewal. This innovative therapy helps increase collagen production, reduce inflammation, and accelerate the body's natural healing processes. It is also used by athletes and fitness enthusiats to improve muscle recovery and boost performance. We use the NovoTHOR® bed for whole-body treatments and THORlaser® for concentrated healing.

CALL US TO BOOK :
020-4515-0000
50% OFF for all SD Care staff

STUDIES

4000
LABORATORY STUDIES

500
Human Trials

13
SYSTEMATIC REVIEWS

CONDITIONS WE TREAT

NovoTHOR treats the entire system in just 15 minutes, quickly and comfortably. It is proven effective for musculoskeletal pain, injury & dysfunction, oral mucositis and Fibromyalgia. It also aids in muscle strength, endurance & recovery.

DEMENTIA CAMPAIGN

Here's what our service users have to say!

Very helpful to me!

They are very helpful to me, I like them to be around, they always care for me and are very helpful to me! Thank you.

A.S., Nov'23

Wonderful carers!

Our carers are wonderful. They bring joy and we look forward to seeing them every day. We are very fond of K, just simply wonderful.

T.H., Nov'23

We are Dementia Friends
An Alzheimer's Society initiative

SD CARE AGENCY

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SD CARE AGENCY

DEMENTIA CARE

Caring with Humility, Dignity and Compassion

Mental Health

Mental health includes our emotional, psychological, and social well-being. One of the most common problems is **dementia** which affects memory. Normally, dementia occurs because of the death of brain cells or damage to parts of the brain that deal with our thought processes. Some forms of dementia, such as Alzheimer's Disease, can be degenerative and may get worse with time.

Types of Dementia

Alzheimer's Disease
Memory loss, cognitive impairment

Vascular Dementia
Stroke-related, blood flow issues

Dementia with Lewy Bodies
Visual hallucinations, sleep disturbances

Frontotemporal Dementia
Personality changes, language decline

Mixed Dementia
Symptoms of multiple types of dementia

How can we help

Homecare **Sit- in** **Waking Nights**

Personal Care **Complex Care**

Experienced Healthcare Assistants

"If there is any truth – and I suspect there is – to the idea that many of us are, in fact, busy drowning while everyone around us seems happily splashing about, then what are we drowning in? What is causing people to 'drown' or to desperately tread water, all the while praying for rescue? What might be wrong with our world?"

Mark Tyrell

MISSIONARY NEWS

At SD, our unwavering commitment to empathy and assistance drives us to continuously support those in need. Guided by our Director, Francis, who firmly believes that "***In giving, we receive***," we are proud to announce our latest initiative in partnership with the Carmelite Missionaries.

Supporting Families in the Central African Republic
We are extending our help to numerous families in the Central African Republic, facing formidable challenges ranging from health crises to the devastating impacts of natural disasters. Our collaborative efforts aim to bring hope and relief to those deprived of essential healthcare and to assist others in rebuilding their lives and homes devastated by severe weather conditions.

Making a Difference
We are honoured to play a part in positively impacting the lives of these resilient individuals. To us, providing support in times of need is not just a duty but a privilege. Our dedication to this cause remains steadfast, and we are committed to continuing our efforts in every way possible.

United for a Greater Good
At SD, we believe in the power of unity to create significant positive change and enhance the global community. We are profoundly grateful for the resources that empower us to extend our compassion to those who need it most.
Your support is vital to our mission of spreading care and generosity far and wide. It is through your involvement that we can make a meaningful difference in the lives of those we serve.
Thank you for being a crucial part of our journey to bring about hope and change.

IN THE LOVING MEMORY OF OUR LATE SERVICE USERS

Maureen C

Joy K

Margaret O

John P

Audrey T

Trevor H

David H

Mary F

Michael F

May W

Audrey B

DO NOT STAND AT MY
GRAVE AND WEEP
I AM NOT THERE; I DO NOT
SLEEP.

I AM A THOUSAND WINDS
THAT BLOW,
I AM THE DIAMOND
GLINTS ON SNOW,
I AM THE SUN ON RIPENED
GRAIN,
I AM THE GENTLE AUTUMN
RAIN.

WHEN YOU AWAKEN IN
THE MORNING'S HUSH
I AM THE SWIFT
UPLIFTING RUSH
OF QUIET BIRDS IN
CIRCLED FLIGHT.
I AM THE SOFT STARS
THAT SHINE AT NIGHT.

DO NOT STAND AT MY
GRAVE AND CRY,
I AM NOT THERE; I DID
NOT DIE.

REFERRAL PROGRAM

JOIN OUR REFERRAL PROGRAM AND EARN £150

Refer Clients

Client Signs The Contract

*Get Reward**

SD CARE AGENCY

Caring with Humility, Dignity and Compassion

Home Care | Complex Care | Dementia Care | End-of-Life Care

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*All Terms & Conditions apply