SD NEWS
QUARTERLY NEWSLETTER

OCTOBER 2023

"Caring with dignity and compassion"

sdcare.co.uk

A Message to our staff from Registered Manager, Olive Paul

"To our staff,

You are the heart of our organisation. No one has put more blood, sweat, and tears into this company than you. Your tireless work, loyalty and commitment to our organisation is truly commendable.
Despite the many challenges the industry is facing, you have consistently delivered top-quality services.
Your efforts have not only helped us survive but thrive.
With your talent and resilience, we'll continue to overcome obstacles and seize new opportunities.

Thank you for being the driving force behind our success.
Your contributions are invaluable."

QUALITY

Quality is the core of our organisation
and the heart of our mission.

We're proud to announce our ISO 9001 recertification, affirming our dedication to quality. Quality is more than a word; it's ingrained in our culture. It means consistent customer satisfaction, continuous improvement, and trust. ISO 9001 drives efficiency and employee pride. Thanks to our exceptional team, we maintain the highest standards. This emblem reflects our promise to deliver excellence daily. With gratitude for your commitment, we look ahead to a future of even greater quality and achievements.

QUALITY SYSTEM CERTIFICATION
DNV
ISO 9001

"My mother is very happy. The carers make her laugh. They help us so much, especially with my mum's meals and medications, she seems happy here. Thank you!"

- Richard N
JULY, 2023

"I am thankful for all the carers you are giving me and supporting me. All of the carers are so kind and very caring. Thank you for everything."

- Julia W
JULY, 2023

PEOPLE

In our commitment to nurturing and empowering individuals, San Damiano Corporation actively engages in sponsorship initiatives, notably the Care Overseas Sponsorship (COS) program. This program opens doors for healthcare professionals from regions like the Philippines, Africa, South America, and beyond, enabling them to pursue opportunities in the United Kingdom.

Once a prospective candidate is identified, San Damiano Corporation extends its support by providing comprehensive training. This training encompasses language proficiency and cultural acclimation, along with specific skills and knowledge tailored to the healthcare assistant role.

Through our dedication to excellence, technological advancements, and investment in our workforce, San Damiano Corporation is steadfast in its pursuit of becoming a trailblazer in the healthcare sector.

"Thank you so much for all the care and attention you have given to Mum, Dad and all the family over the last few years. We cannot express just how much we have appreciated the dedication of the care team and miss their visits. Best wishes to you all."

- Hilary S
JUNE, 2023

"Thank you to all of you who helped care for R for the past two and a half years since mid-December 2020."

- Sandy F
AUGUST, 2023

TECHNOLOGY

At San Damiano Corporation, technology is the driving force behind our success. We are deeply committed to leveraging cutting-edge digital platforms and innovative technologies across all facets of our operation, spanning Human Resources, Finance, and Administration. This tech-centric approach empowers us to optimise workflows, enhance productivity, and stay agile in an ever-evolving business landscape. Our dedication to technological advancement underscores our position as a forward-thinking organisation, poised to lead the way in the digital era.

birdie

Home care software

"I am very pleased with M and W and the other carers that care here. They (the company) have a good communication process. They also suggest to me when I need to call medical help for J."
- Dreda T
August, 2023

"M is brilliant. She is my best carer. G, E and S are also good carers. They all help me with my needs. They are mostly on time and tell me if there are delays, usually due to traffic. My carers help me to be comfortable and have respect. The office is always quick to make sure just in case I have any complaints, I know where to call. Thank you."

- Alexander W
Setember, 2023

it's your birthday!

IT'S TIME TO CELEBRATE

HAPPY BIRTHDAY TO OUR BEAUTIFUL B.E.

Happy Birthday

As we wrap up this quarter, it's time to shine a spotlight on the incredible individuals who added extra sparkle to these months - Fahad, Alin, and Aleah! Their birthdays brought joy, laughter, and a sense of togetherness to our workplace.

Here's to our birthday trio and to many more shared moments of success and happiness in the quarters to come!

These three remarkable colleagues are not just a year older; they're a year wiser, more accomplished, and ready to take on new challenges. We are fortunate to have them as part of our team and grateful for the unique qualities and perspectives they bring to our work family.

September at our workplace was more than just the end of summer; it was the time for a special celebration - Sumana's birthday! We all gathered to make sure that her day was as bright as her smile, and the festivities didn't disappoint.

Sumana, our talented colleague, brings an incredible sense of dedication and enthusiasm to our team. Her unwavering commitment to excellence and her warm, friendly nature have made her an indispensable part of our workplace family. So, it was only fitting that we took a day to celebrate her and show our appreciation.

Sumana, you bring a special kind of magic to our team, and we're grateful to have you as part of our work family. Here's to another year of success, growth, and shared moments. Happy belated birthday, Sumana!

Quality Compliance Systems

Regulated by Care Quality Commission

REGULATIONS IN THE SPOTLINE

THE FOLLOWING POLICIES HAVE BEEN UPDATED IN THE PERIOD OF JUNE 2023 - SEPTEMBER 2023

HS36 - COSHH POLICY AND PROCEDURE

SUMMARY

This policy will support staff with COSHH management, including the completion of a risk assessment for the use of a substance in a specific scenario. The policy has been reviewed with minor amendments to include the removal of Sections 5.13 (COSHH and COVID-19) and 5.14 (COVID-19 and Duty to Adequately Control Exposure Under COSHH). Underpinning Knowledge and Further Reading references have been checked and updated.

SUGESTED ACTIONS

Encourage sharing the policy through the use of the QCS App.

QCS.CO.UK

LOW IMPACT

Quality Compliance Systems

2

CC101 - BLOOD AND BODY FLUID SPILLAGES POLICY AND PROCEDURE

SUMMARY

This policy sets out the safe working practice to be followed when dealing with blood and body fluid spillages. It has been reviewed with significant changes to the procedure section in line with current best practice guidelines. The references have also been updated. Please note the name of the policy has changed from 'Blood Spillage Policy and Procedure', to 'Blood and Body Fluid Spillages Policy and Procedure'.

SUGGESTED ACTIONS

1. Encourage sharing the policy through the use of the QCS App
2. Share 'Key Facts' with all staff
3. Ensure the policy is discussed in planned supervision sessions with relevant staff
4. Ensure relevant staff are aware of the content of the whole policy

QCS.CO.UK

MEDIUM IMPACT

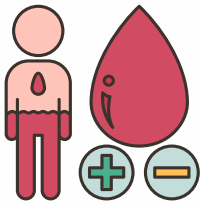
Regulated by CareQuality Commission

Quality Compliance Systems

Regulated by Care Quality Commission

3

CC33 - NUTRITION AND HYDRATION POLICY AND PROCEDURE



SUMMARY

Policy relating to the nutrition and hydration needs of Service Users and how staff will support with this. Policy amended in section 5.1 to include more detail on clarification of the application of MUST in community settings. References and further reading links checked and updated. New further reading link added to the BAPEN 'The MUST Explanatory Booklet' referencing page 16 which includes a diagram of how to estimate BMI using upper arm circumference, if access to height chart and scales for weight are not available.

SUGGESTED ACTION

Encourage sharing the policy through the use of the QCS App

NUTRITION

QCS.CO.UK

MEDIUM IMPACT

EMPLOYEE OF THE MONTH

July

WILLIAM MOISES

In acknowledgment of your exceptional performance during the month of July and as a gesture of gratitude for your loyalty and dedication, we want to express our appreciation for William this time. William is an individual who embodies qualities of nurturance, compassion, and intelligence. He has consistently demonstrated his hard work and unwavering loyalty, even in the face of challenging circumstances throughout the year. As a result, it is indisputable that he fully merits this award.

EMPLOYEE OF THE MONTH

KAMRAN ILYAS

AUGUST

We are thrilled to announce Kamran our Employee of the Month for his exceptional dedication, hard work, and unwavering commitment. Kamran consistently goes above and beyond, setting a shining example for the entire team. His positive attitude, innovative thinking, and willingness to take on challenges have made a significant impact on our organisation. We extend our heartfelt congratulations to Kamran and express our gratitude for his outstanding contributions. Thank you for your continued excellence and dedication!

EMPLOYEE OF THE MONTH

September

In appreciation of your outstanding performance in September and as a token of gratitude for your loyalty and dedication, we want to shine a spotlight on Roxanne this time. Roxanne's cheerful and positive personality radiates within our team. Her kindness, approachability, and undeniable work ethic are evident in every facet of her job. Roxanne is a truly wonderful employee, and her exceptional contributions make her a highly deserving recipient of this award. Congratulations on this well-deserved recognition!

ROXANNE ROSTATA

EXCLUSIVE **INTERVIEW** WITH

"Hi there! I'm Roxanne Rostata, and I am from the Philippines. I've been proudly serving as a Domiciliary Care Administrator at SD Care for the past 8 months.

One of the things I love most about my job is the fantastic team I get to work with, each bringing their unique backgrounds and skills to the table. I also cherish the opportunity to take on new responsibilities that keep me engaged and help me grow both personally and professionally.

What truly inspires me is the chance to learn and experience new things – it's an incredibly rewarding feeling.

Outside of work, my passion is planning and discovering new places to explore, both in the UK and other countries, all while staying within my budget, of course! 😂 Traveling and seeking out new experiences bring me immense joy!"

Our journey towards ISO 9001:2015 recertification has been a remarkable one, marked by dedication, teamwork, and a relentless pursuit of excellence. It all began with a clear vision to establish SD Care as a benchmark for quality in our industry. We are thrilled to announce that SD Care has successfully achieved recertification for ISO 9001:2015 from DNV this September. This accomplishment reflects our unwavering commitment to quality and continuous improvement in all aspects of our operations. ISO 9001:2015 is a globally recognised standard for quality management systems, and our recertification reaffirms our dedication to providing high-quality services to our valued customers.

This achievement would not have been possible without the direction and leadership of our General Manager Georgiana Raduica and the hard work and dedication of our team members especially Domiciliary Care and HR Department who consistently strive for excellence. We are proud of their efforts in maintaining and improving our quality management system, ensuring that we continue to meet and exceed customer expectations. This time our focus areas were Effective Change Management and we will continue to work on our expansion of services and documented processes for near year.

GET TO KNOW OUR SPECIFIC TECHNOLOGY

HR LOCKER

HR Locker is a comprehensive human resources software solution designed to streamline HR processes. It benefits employees by providing easy access to essential HR information, including leave requests, personal records, and performance evaluations. It facilitates efficient communication between employees and HR departments, reducing administrative hassles and ensuring timely responses to employee inquiries. Additionally, HR Locker often includes self-service portals, empowering employees to manage their data independently. This user-friendly system enhances transparency, improves data accuracy, and fosters a more engaging and productive workplace, ultimately benefiting both employees and employers alike.

TABLEAU

Tableau is a powerful data visualisation and business intelligence tool that allows employees to transform complex data into easily understandable visual insights. It benefits employees by enabling them to create interactive and informative dashboards, reports, and charts without requiring advanced technical skills. This empowers teams to make data-driven decisions more efficiently, leading to improved performance and productivity. Tableau also promotes collaboration, as it allows employees to share and collaborate on data visualisations, fostering a data-driven culture within an organisation. It enhances data comprehension, aids in problem-solving, and supports informed decision-making, making it an invaluable tool for employees across various roles and industries.

Revolutionising the Healthcare Landscape with AI: Implications for Workforces and Organisations

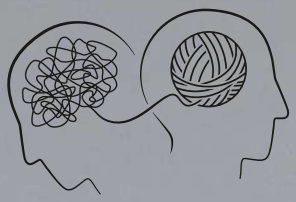
HEALTHCARE HAS SEEN REMARKABLE ADVANCEMENTS IN MEDICAL SCIENCE, SIGNIFICANTLY IMPROVING LIFE EXPECTANCY WORLDWIDE. HOWEVER, AS PEOPLE LIVE LONGER, HEALTHCARE SYSTEMS ARE GRAPPLING WITH INCREASING DEMAND, RISING COSTS, AND A WORKFORCE STRUGGLING TO MEET PATIENTS' NEEDS. WITHOUT SIGNIFICANT STRUCTURAL AND TRANSFORMATIVE CHANGES, THE SUSTAINABILITY OF HEALTHCARE SYSTEMS IS AT RISK. THERE'S ALSO A NEED FOR A LARGER HEALTHCARE WORKFORCE, AND ALTHOUGH THE GLOBAL ECONOMY HAS THE POTENTIAL TO CREATE 40 MILLION NEW HEALTHCARE JOBS BY 2030, THE WORLD HEALTH ORGANISATION PREDICTS A SUBSTANTIAL SHORTAGE OF 9.9 MILLION PHYSICIANS, NURSES, AND MIDWIVES GLOBALLY DURING THE SAME PERIOD. TO ADDRESS THESE CHALLENGES, WE MUST NOT ONLY ATTRACT, TRAIN, AND RETAIN MORE HEALTHCARE PROFESSIONALS BUT ALSO ENSURE THAT THEIR TIME IS UTILISED WHERE IT MAKES THE MOST SIGNIFICANT IMPACT—PROVIDING PATIENT CARE.

HOW IS USE OF AI GOING TO ENABLE US AT SD CARE AGENCY?

AI CAN ANALYSE PATIENT DATA THAT REQUIRE COMPLEX CARE TO PREDICT HEALTH TRENDS AND POTENTIAL RISKS, ENABLING PROACTIVE CARE PLANNING AND RESOURCE ALLOCATION. BY IMPROVING CARE COORDINATION, AUTOMATING ADMINISTRATIVE TASKS, AND ENABLING REMOTE MONITORING, AI CAN HELP REDUCE THE OVERALL COST OF HOME CARE WHILE MAINTAINING OR EVEN ENHANCING THE QUALITY OF CARE. AI'S MULTILINGUAL CAPABILITIES AND CULTURAL SENSITIVITY ARE INVALUABLE FOR OVERCOMING LANGUAGE AND CULTURAL BARRIERS IN HOME CARE. THIS ENSURES THAT HOME CARE IS INCLUSIVE AND EFFECTIVE FOR DIVERSE PATIENT POPULATIONS. CHATGPT CAN ASSIST IN HR-RELATED TASKS, SUCH AS ANSWERING EMPLOYEE INQUIRIES, GUIDING THEM THROUGH ONBOARDING PROCESSES, AND PROVIDING INFORMATION ABOUT COMPANY POLICIES AND BENEFITS. CHATGPT HAS HELPED US AUTOMATE DATA ENTRY BY EXTRACTING INFORMATION FROM DOCUMENTS, FORMS, OR EMAILS AND POPULATING DATABASES OR SPREADSHEETS. THIS REDUCES THE RISK OF ERRORS ASSOCIATED WITH MANUAL DATA ENTRY.

MORE ABOUT AI AND HEALTHCARE

HOW TO **IMPROVE** YOUR MENTAL WELLBEING?



- MENTAL WELLBEING DOESN'T HAVE ONE SET MEANING. WE MIGHT USE IT TO TALK ABOUT HOW WE FEEL, HOW WELL WE'RE COPING WITH DAILY LIFE OR WHAT FEELS POSSIBLE AT THE MOMENT.

- GOOD MENTAL WELLBEING DOESN'T MEAN THAT YOU'RE ALWAYS HAPPY OR THAT YOU'RE UNAFFECTED BY YOUR EXPERIENCES.

- AND HAVING GOOD WELLBEING DOESN'T ALWAYS MEAN THAT YOU DON'T HAVE A MENTAL HEALTH PROBLEM. YOU MAY LIVE WITH A MENTAL HEALTH PROBLEM, BUT HAVE GOOD WELLBEING RIGHT NOW. OR YOU MIGHT NOT HAVE A MENTAL HEALTH PROBLEM, BUT BE STRUGGLING WITH YOUR WELLBEING AT THE MOMENT.

- POOR MENTAL WELLBEING CAN MAKE IT MORE DIFFICULT TO COPE WITH DAILY LIFE.

"YOUR STRUGGLES DO NOT DEFINE YOU."

READ FULL ARTICLE HERE

OMNIA

ACUPUNCTURE TREATMENTS EVERY **THURSDAY**

We are delighted to announce that OMNIA Lifestyle Limited offers Acupuncture treatments every Thursday. Professor Wu brings a wealth of experience and expertise to our facility, providing a holistic approach to health and well-being. Acupuncture has long been recognised for its potential to alleviate various health concerns and promote overall wellness. Join us on Thursdays to experience the benefits of this ancient practice under the skilled care of Professor Wu at our Allen House location.

OMNIA Therapies

OMNIA Lifestyle

OMNIA Performance

OMNIALIFESTYLE.CO.UK

"IN GIVING, WE RECEIVE."

SUPPORT THE MISSION - how to make a DONATION

- Via Bank transfer to

Name: Missioni Carmelitane Liguri - Convento dei Carmelitani Scalzi
IBAN: IT 42 D 05034 31830 000000010043
BIC/SWIFT CODE: BAPPIT21501

- Via Postal Order to

Account number: 84953769
Name: Missioni Carmelitane Liguri
Convento dei Carmelitani Scalzi - 16011 Arenzano (GE)

- Via PayPal

Send your offer to: missioni@carmeloligure.it

Missionary News

SD's Commitment to Compassion Continues Strong

In keeping with our philosophy of caring and compassion, SD has once again extended a helping hand to those in need. As our Director, Francis, profoundly believes, *"In giving, we receive."* We are proud to say that we have made a heartfelt contribution to several impoverished families in the Central African Republic through our partnership with the Carmelite Missionaries.

In a region where many struggle with the burden of illness and the devastating aftermath of natural disasters, our support has provided a glimmer of hope. Some of these families lack access to essential medical care, while others are grappling with the daunting task of rebuilding their homes, destroyed by unforgiving storms.

We are humbled by the opportunity to make a difference in the lives of these resilient individuals, and it is our privilege to be able to lend a helping hand. Our commitment to this cause is unwavering, and we are dedicated to continuing our support in any way we can.

At SD, we firmly believe that together, we can create positive change and make the world a better place. We are profoundly grateful for the resources that enable us to extend our compassion to those who need it most. Thank you for being a part of our mission to spread care and kindness far and wide. Your support makes all the difference.

HEALTHCARE ASSISTANTS WANTED!

-POST: DOMICILIARY CARE WORKER / HEALTHCARE SUPPORT WORKER -TYPE: FULL-TIME -NO EXPERIENCE IS NEEDED AS WE OFFER FULL TRAINING AND SUPPORT

1) Things we can offer :

- Competitive pay rates
- Paid annual leave of 28 days
- Pension contributions
- Mileage claim of up to £0.45 per mile
- Financial support with interest-free loans
- Assistance in purchasing motor vehicles
- AND MANY MORE ATTRACTIVE BENEFITS

-JOB TYPES: FULL-TIME, PERMANENT
-SALARY: UP TO £12.00 PER HOUR
-FLEXIBLE LANGUAGE REQUIREMENT: ENGLISH NOT REQUIRED
-SUPPLEMENTARY PAY TYPES: QUARTERLY AND BIANNUAL PERFORMANCE INCENTIVE BONUSES

2) Your primary responsibilities will be:

- Provide personal care to service users according to the care plan.
- Develop positive relationships with service users to support their independence.
- Assist with daily living skills, including personal hygiene (showering/bathing).
- Help with meal preparation.
- Administer medication.
- Provide any other required support.

Here at SD Care, we firmly recognise the importance of our care practitioners and their work in the community. We believe in nurturing our employees by investing in continuous professional development, technology and comprehensive training to ensure productivity, priding ourselves in our care delivery and ensuring the highest standards. We pride ourselves in rewarding our staff and maintaining a healthy and positive environment.

3) Essential Skills:

- Adequate oral and written communication skills
- Good interpersonal skills
- Positive attitude and willingness to develop the role of a Healthcare Assistant
- Trustworthy
- Reliable

REFER A FRIEND, GET A REWARD!