OCT - DEC 2023
Edition 6 of 2023

QUARTERLY NEWSLETTER

SD CARE AGENCY

“Caring with dignity and compassion”

WHAT'S IN THIS QUATER'S ISSUE:

- Award Celebration
- Quarterly Events
- Mission Emphasis
- Quality Commitment

Our Mission:
We strive to offer exceptional care with kindness, compassion, and respect and to make a positive difference in the lives of our service users and their families.

Our Vision:
Our vision is to become a leading provider of healthcare services that prioritises the well-being and dignity of every individual we serve.

Our Values:
Caring with Dignity, Respect and Compassion

We are a collective of passionate individuals united by a common goal: to make a positive impact in the lives of those we care for. Our team is our greatest asset and we celebrate the diversity and unique contributions of each member.

In this issue, we are excited to share stories that reflect these values—stories of exceptional care, innovative breakthroughs and the strong community bond that define SD Care Agency.

QUALITY

Pillar One

Unwavering Commitment to Quality

Quality is the cornerstone of everything we do at SD Care Agency. Our mission is to deliver care that not only meets but exceeds expectations at every turn. To this end, we engage in an unyielding process of self-improvement, constantly seeking feedback from those who matter most—our clients and our employees.

Through regular audit & comprehensive surveys, we gather valuable insights that serve as the foundation for our continuous improvement strategies.

As an ISO 9001:2015 accredited entity, SD Care Agency adheres to internationally recognised benchmarks for quality. This prestigious certification is a testament to our commitment to maintaining excellence in all facets of our operations. It underscores our systematic approach to quality management, ensuring consistency, reliability and the highest level of service delivery.

"A is very kind. They are all very lovely. I couldn't ask for more when they are like a son and daughter to me. They are extraordinary and I couldn't ask for more. Thank you!"

- L P, Guildford
OCTOBER, 2023

PEOPLE

Pillar Two

Empowering Global Talent: The COS Initiative

SD Care cherishes the principle of searching the best not only here in the UK but beyond our borders through sponsoring talented candidates who want to realise their dreams and ambitions of achieving excellence in their careers.

Our COS recruits are offered financial assistance as well as help in settling in the UK. A comprehensive programme of induction and training is undertaken with mentorship. This program encompasses various aspects, such as improving linguistic skills for optimal interaction, familiarising oneself with the local culture to facilitate integration into the community, and refining the specific professional abilities required for the healthcare assistant position.

we are not solely enhancing our team, but also establishing benchmarks of distinction and variety in the field of healthcare. San Damiano Corporation represents a symbol of progress, consistently striving to be at the forefront of innovation and care that prioritises human welfare.

TECHNOLOGY

Pillar Three

Driving Productivity and Improving Service Quality

SD Care Agency stands at the forefront of digital innovation, with a resolute commitment to automating and refining operations across Care Delivery, Human Resources, Finance and Administration. Our strategic embrace of advanced technology is the cornerstone of our operational prowess, driving efficiency and shaping a future-oriented workplace.

By integrating state-of-the-art digital platforms, we not only enhance workflow precision but also elevate productivity to new heights. Our agile approach ensures that we remain adaptable and ahead of the curve in a rapidly changing business ecosystem. SD Care Agency's investment in technology is a clear reflection of our vision to lead and transform healthcare sector through continuous digital advancement.

Our technological journey is marked by the implementation of intelligent systems that anticipate needs and streamline complex processes. This foresight into automation allows us to allocate our human talent where it matters most—providing exceptional care. SD Care Agency not only operates more efficiently but also paves the way for innovative healthcare solutions that benefit both our clients and our dedicated team.

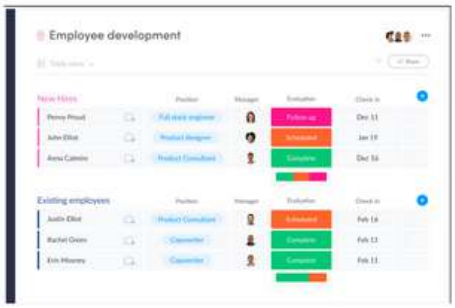
monday.com

HRLocker

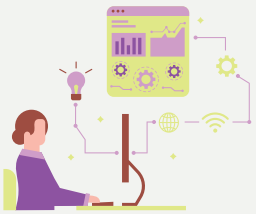
birdie
Home care software

GET TO KNOW OUR SPECIFIC TECHNOLOGY

MONDAY.COM



- Monday.com is a versatile, cloud-based platform used by SD Care Agency to enhance various aspects of workforce management and project coordination.
- Manage and optimise employee recruiting processes – Streamline internal planning and coordination with hiring managers. Easily track where candidates are in the process with a record of each stage.
- Onboarding process – Make onboarding new employees a smooth and enjoyable experience for every new employee.
- Organise and track performance review meetings and their outcomes, ensuring a structured and efficient approach to employee evaluations.



CARESKILLS ACADEMY

- CareSkills Academy is a specialised online learning provider catering to the health and social care sector.
- CareSkills Academy primarily offers training and development courses designed for professionals in health and social care.
- They typically offer a broad range of courses covering essential topics in healthcare and social care.
- The platform supports continuous professional development, enabling healthcare professionals to stay updated with the latest policies, practices, regulations in their field.

REGULATIONS IN THE SPOTLIGHT

The following important policies and procedures have been updated during the period of 1 October 2023 to 31 December 2023.

CC79 - Moving and Handling Procedures

HIGH IMPACT

SUMMARY:

This policy details how the service will support both staff and Service Users with moving and handling requirements. It highlights the need for risk assessments and regular review of risks associated with moving and handling tasks via the TILEO or LITE assessment process. It has been reviewed and updated with additional information including types of equipment. Underpinning Knowledge and Further Reading references have been checked and remain current. Please note, the Double Up Home Care Policy and Procedure (CC71) has been archived as content is included in this policy.

SUGGESTED ACTION:

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

"Caring with dignity and compassion"

SD CARE AGENCY

REGULATIONS IN THE SPOTLIGHT

CC141 - Positive Behaviour Support including Challenging Behaviour Policy and Procedure

HIGH IMPACT

SUMMARY:

This policy's title has been changed from 'Positive Behaviour Support Policy and Procedure' to 'Positive Behaviour Support including Challenging Behaviour Policy and Procedure'. The policy has been reviewed in line with best practice and has had significant content and wording changes. Please note that for some clients, the reference number on this policy will have changed. Underpinning knowledge and further reading references have also been updated to reflect current guidance.

SUGGESTED ACTION:
Encourage sharing the policy through the use of the QCS App.

PURPOSE:
The policy will provide guidance on how to access the Data Security and Protection Toolkit, and will act as a guide and signpost San Damiano Corporation Ltd to available resources.

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REGULATIONS IN THE SPOTLIGHT

AB37 - Data Security and Protection Toolkit(DSPT) Policy and Procedure

MEDIUM IMPACT

SUMMARY:

This policy remains focused on the Data Security and Protection Toolkit and provides a guide to services on how this should be completed. It has been reviewed with some minor policy changes and updates. Underpinning Knowledge and Further Reading links have been reviewed to ensure the most up to date information remains available with additional sources of information and guidance added.

SUGGESTED ACTION:
Encourage sharing the policy through the use of the QCS App

PURPOSE:
The policy will provide guidance on how to access the Data Security and Protection Toolkit, and will act as a guide and signpost SD Care Agency to available resources.

The policy will outline the steps necessary to access the toolkit and provide helpful guidance on how to use it effectively. It will also direct employees to additional resources that can aid in their understanding of data security and protection.

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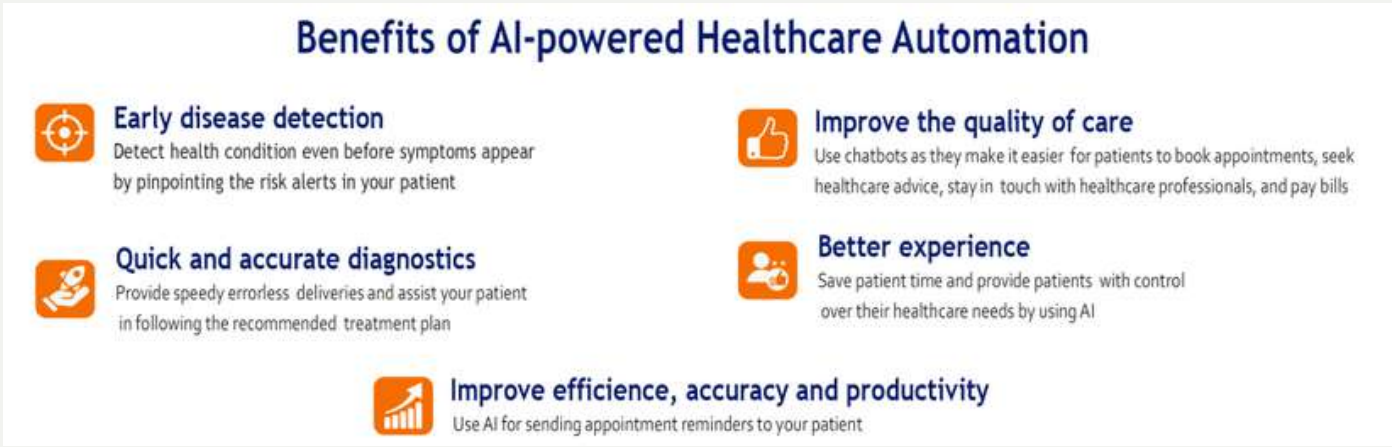
SD CARE AGENCY

Automation in Healthcare: Transforming Patient Care at Scale

Healthcare automation, powered by Artificial Intelligence (AI), is significantly enhancing the efficiency and quality of patient care. A recent surge in adoption has seen 90% of healthcare organisations implement AI strategies, a considerable increase from 54% in 2019. Automation tools are streamlining appointment scheduling, customer support, and clinical workflows, leading to better patient experiences and outcomes. Automated systems like chatbots and virtual check-ins are reducing manual errors, operational costs, and staff burnout while improving data security and interoperability. The integration of AI is transforming healthcare, prioritising patient-centered care and enabling healthcare organisations to manage increased demands with superior effectiveness.

Find out more



SURREY CARE ASSOCIATION AWARDS

The SD Care Agency team participated in the Surrey Care Association Awards, held on November 10th, capturing the event's 'Green Impact' theme. Our dedicated staff enjoyed an evening filled with laughter and camaraderie, celebrating industry excellence at the enchanting Denbies Wine Estate, where the commitment to environmental sustainability in the care sector was brought to the forefront.

The evening was a testament to the exceptional contributions of care workers. Our team enjoyed the lively atmosphere, the unity of the industry and the recognition of their peers' outstanding achievements in creating a greener future for all.

Halloween Highlights

SD Care Agency Gets into the Halloween Spirit

In the spirit of Halloween, SD Care Agency's fun-loving healthcare professionals brought joy and celebration to our clients' homes. The festive moments were filled with smiles and laughter, as staff dressed up and shared delightful treats with the service users. These photos capture the essence of community and care, showcasing our team members engaging with clients in a series of heart-warming interactions.

Each image is a testament to our commitment to providing not just healthcare, but also companionship and shared joy in the moments that matter. These celebrations are an integral part of our holistic approach to care, where emotional well-being is as valued as physical health.

"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."

- J N, Guildford
NOVEMBER, 2023

TRICK
OR
TREAT

Christmas Celebrations at SD Care

Ribbons & Bows: Our Gift Wrapping Extravaganza

This holiday season, the SD Care Agency team came together in a show of festive spirit and teamwork during our Christmas gift wrapping sessions. Staff members put their creativity to the test, wrapping an array of presents with care and joy. These sessions were not just about preparing gifts but also about spreading warmth and holiday cheer, reinforcing the message that it's the little things—like a beautifully wrapped present—that can make a big difference.

As each box was wrapped, the spirit of Christmas was palpable in the room. Colleagues became elves in a workshop, their laughter and chatter adding to the jolly ambiance. The shared experience of wrapping gifts brought smiles and a sense of community to the team, as they worked together to make the holiday season special for each other and the people they care for.

"We have regular carers that come 4 times a day and all I can say is that they are absolutely fantastic. They always arrive with a smile on their face and are all so kind, caring and compassionate. They make such a difference to both me and my wife's lives. Our heartfelt thanks go out to them all."

- A W, Godalming
DECEMBER, 2023

Christmas Celebrations at SD Care

Celebrating the Season of Giving

Celebrating the Season of Giving, SD Care Agency embraced the festive spirit by sharing joy through gift-giving. Staff members took time to personally deliver carefully selected presents to our service users, spreading cheer and warmth. These touching moments were not only an opportunity to express gratitude and well-wishes but also a chance to strengthen the bonds within our community.

Each visit, each smile exchanged, and every card signed was a thread in the fabric of our shared human experience, weaving a tapestry of festive memories. These efforts, small in action but vast in meaning, reaffirmed our commitment to serve not just as caregivers but as bringers of joy and merriment in the holiday season.

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

- S F, Cranleigh
DECEMBER, 2023

Festive Fun at Turtle Bay: SD Care's Christmas Raffle

Wrapped in the cosy embrace of festive sweaters, the SD Care family gathered to celebrate the season's cheer. Our Christmas jumper theme brought out the most wonderfully whimsical and vibrant creations, knitting together a tapestry of vibrant patterns and colours. Amidst the joyous laughter and the clinking of glasses, the air was filled with the aroma of seasonal delights. Each bite of the sumptuous feast was a taste of the holiday's heart-warming traditions. As we shared stories and savoured each dish, the spirit of camaraderie strengthened, embodying the true essence of the season.

The Christmas jumper theme added a layer of light-hearted competition, with staff showcasing their most creative and festive knitwear, making the event not only a celebration of giving but also of unique personal expression and team spirit.

This memorable day was more than just a game; it was a reflection of the joyous, generous heart of SD Care Agency, where every laugh shared and gift exchanged strengthened the bonds among staff and reiterated the warmth of the community they've built together.

Festive Fun at Turtle Bay: SD Care's Christmas Raffle

The merriment continued as the Christmas Raffle took centre stage, with excitement rippling through the crowd. Each raffle draw brought a wave of anticipation, followed by bursts of applause for the lucky winners. The evening was a carousel of joy, with games that had everyone chiming in with laughter and playful competition. These moments, captured in the photos, are a testament to the festive fun and unity that SD Care embodies. As we look back at these pages, they serve not just as a memory but as a reminder of the warmth and joy that we as a team bring into each other's lives, especially during the holiday season.

EMPLOYEE OF THE MONTH

OCTOBER 2023

In recognition of your outstanding performance for the month of October and as a token of appreciation for your loyalty and commitment.

Grachelle has consistently demonstrated her commitment to excellence in her work. She is always well-prepared for inspections and spotchecks, completing her training promptly and adhering to all codes of conduct meticulously. Grachelle is not only an outstanding employee but she also shines as a person, known for her respectful attitude and humble demeanor. We are delighted to have her as part of our team, and we look forward to continuing this successful journey together for many years to come!

NOVEMBER 2023

We are delighted to announce Employee of the Month for November - Antonina Vaklinova.

Antonina is not just a diligent worker; her wonderful sense of humour brings light and joy to the workplace. She exhibits remarkable adaptability, seamlessly navigating changes in the work environment. A true multitasker, Antonina handles various projects with ease, consistently delivering high-quality results. Her strong work ethic and valuable contributions have not gone unnoticed. Antonina truly exemplifies the essence of a professional and is thoroughly deserving of this recognition.

DECEMBER 2023

Our heartfelt appreciation this December goes to Elmer Bergantinos, a valued colleague whose dedication and hard work consistently shine. Known for his deep compassion and empathy, Elmer has a remarkable gift for making his elderly and vulnerable patients feel truly cared for. His positive attitude and cheerful demeanor light up our days. Always ready to help, Elmer is a team player through and through, and his meticulous, organised approach ensures top-notch care for his patients. We are incredibly grateful for Elmer's invaluable contributions and are proud to have him on our team. He wholeheartedly deserves the Employee of the Month award. Congratulations, Elmer, on this well-deserved recognition!

SD STAFF BIRTHDAY'S

"Here's to the Moments that Matter: Celebrating Our Team's Special Days 🎂! Every quarter, we take a moment to appreciate the individuals behind our success.

Each birthday marks not just another year of life but another year of invaluable contributions to our mission and shared successes. We are immensely grateful for the diversity, strength, and vibrancy that each of our birthday stars adds to our work culture. Their dedication is the fuel that drives innovation within our corridors. In this quarter, we've seen exceptional projects completed, goals surpassed, and challenges overcome, with each celebrant playing a pivotal role. From collaborative brainstorming sessions to the final execution of ideas, their efforts never go unnoticed. So, let's raise a toast to the health, happiness, and continued prosperity of our colleagues. May this new year of your lives be filled with joy, opportunity, and fulfillment. Happy Birthday to our esteemed colleagues!"

OMNIA

WOMEN'S HEALTH PROGRAMME

Omnia Lifestyle introduces its Women's Health Programme, offering personalised treatments for acute and chronic pain. With Basic, Advanced, and Premium packages, the Programme promises state-of-the-art therapies and lifestyle sessions over 6 to 12 weeks.

The Women's Health Programme offers three distinct packages, each thoughtfully crafted to support women at different stages of their health journey

'Ego Sum Dignus'
Are you worth it?

OMNIA Therapies OMNIA Lifestyle OMNIA Performance

MISSIONARY NEWS

"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

SD's Dedication to Making a Difference Endures

Embodying our core values of empathy and altruism, SD has once more reached out with open arms to support those facing adversity. Echoing the words of our esteemed icon, St Francis of Assisi, "In giving, we receive." It fills us with pride to share that through our collaborative efforts with the Carmelite Missionaries, we have been able to touch the lives of numerous families in dire straits within the Central African Republic.

In areas heavily afflicted by disease and the harsh consequences of environmental calamities, our contributions have sparked a ray of hope. Many of these families are confronted with the absence of basic healthcare, while others are struggling to piece their lives back together after their homes were taken by devastating storms.
We consider it a profound honor to be able to contribute positively to the lives of these courageous souls, and it's our privilege to offer support. Our dedication to this cause remains steadfast, as we commit to persist in our efforts to assist in whatever capacity possible.

At SD, we are united in the belief that through collective action, we can foster meaningful change and contribute to a more compassionate world. We are deeply thankful for the means that allow us to convey our care to those in utmost need. Your ongoing support is crucial to our mission of disseminating hope and benevolence. Thank you for joining us in making a significant impact.