



Welcome to our Newsletter

Firstly, a message from our Managing Director, Ian Campbell.



"Here we are, two and half years down the line! As much as this business is satisfying, the challenge is to co-ordinate and communicate as best we can, at all times.

We, as a company, are undeniably committed to providing the best personal care as possible.

From my own perspective, I want to make sure we go about our business with the utmost professionalism and attention to detail and all aspects and in so doing. However, service users respect, adorn and enjoy our commitment in endeavouring to deliver the highest quality of care".

Francis Davidson, Avenue Care Services' Care Division Manager and Jane MacLaren, Care Manager would

like to introduce our Spring newsletter. In the newsletter, we aim to give you, our Service Users, an update of developments within the company and details of interests in your area.



(Francis Davidson)



(Jane MacLaren)

Our Philosophy

It's been a year of ups and downs;
So many smiles, some tears and frowns.
We've all worked hard to do our job;
Our hands are sore, our tired feet throb.

A new adventure every day;
Tomorrows not like yesterday.
Sometimes we've faced with so much stress,
Become downhearted, I confess.

But good days do outweigh the bad,
And happy faces make us glad.
We try to spread out happiness;
Create an air of friendliness.

We all are human, we feel pain.
We try so hard yet folk complain.
Devotion is the crucial word;
We face our critics, undeterred.

We are a team, we do our best,
Professionalism is our quest.
We do this work because WE CARE
It's this philosophy we share.



Senior Social Care Officers in your area - Perthshire and Fife



Meet Mark Traynor, he is our Senior Social Care Officer in the Glenrothes area.



Keith Harvey is our Senior Social Care Officer in the Pitlochry and Aberfeldy area.



This is Nicola McKenzie-Courtney, she is our Senior Social Care Officer in the Dunfermline area.



Stephanie Thain is our Senior Social Care Officer for the Pitlochry and Aberfeldy area.



Elaine Walker is our Senior Social Care Officer in the Perth and Auchterarder area.



Kara McKenzie is our Senior for the Fife area.

Stephanie's story so far.....

In this newsletter we would like to tell you a bit more about one of our Senior Social Care Officers and we have picked on Stephanie!!

Stephanie's progress in the company has been admirable, to say the least, and as the youngest member of the Senior's team she has shown how hard work and determination can produce results.

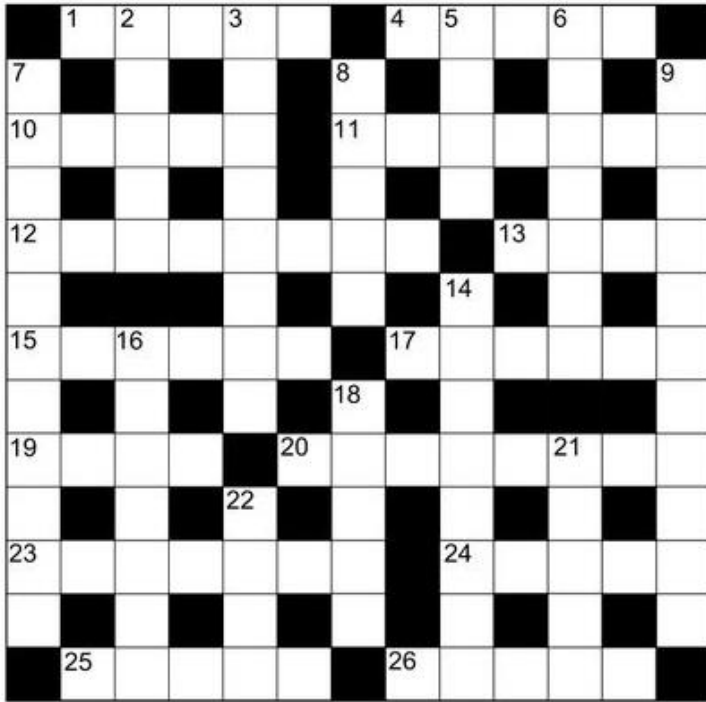
Stephanie started with Avenue Care Services the same day as the business launched on 1st August 2011.

She started as a Social Care Officer just before turning the big 18 and both Francis Davidson and Jane MacLaren felt she could go far with the help and support from Avenue Care.

Since joining Avenue Care Services, Stephanie has achieved more than most in a short space of time by gaining her qualification SVQ II in Social Care, she was promoted to Senior Social Care Officer in November and her biggest personal achievement was passing her driving test!! Unfortunately for everyone else Stephanie is on the road, but it is clearly the road to success!!



PUZZLE TIME

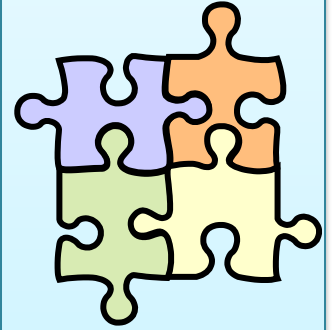


ACROSS

- 1. Garment worn by artists (5)
- 4. Fire a weapon (5)
- 10. Major religion (5)
- 11. Exact copy (7)
- 12. Of Europe and Asia (8)
- 13. Romantic appointment (4)
- 15. Hanging spike of ice (6)
- 17. Alleviation (6)
- 19. Whetstone (4)
- 20. One-story house (8)
- 23. Hug (7)
- 24. Entice (5)
- 25. End of life (5)
- 26. Oneness (5)

DOWN

- 2. Tooth type (5)
- 3. Woman's under-bodice (8)
- 5. Exaggerated publicity (4)
- 6. Paper-folding art (7)
- 7. One who tackles a blaze (11)
- 8. Wide (5)
- 9. Steal, abduct (4,3,4)
- 14. Become high or higher (8)
- 16. Dishonourable (7)
- 18. Continental quilt (5)
- 21. Restrict (5)
- 22. Log boat (4)



**JUST
FOR
FUN?!**

THE DECADE QUIZ

Match the event to the decade!!!

- | | |
|--------|--------------------------|
| 1920's | Berlin wall came down |
| 1930's | Queen's Silver Jubilee |
| 1940's | 1st man on the moon |
| 1950's | World War II ended |
| 1960's | Miner's strike |
| 1970's | Wall Street crash |
| 1980's | FrisBee invented |
| 1990's | First Elvis Presley No.1 |

COMPETITION TIME!!

WIN A CHOCOLATE FUDGE HAMPER!

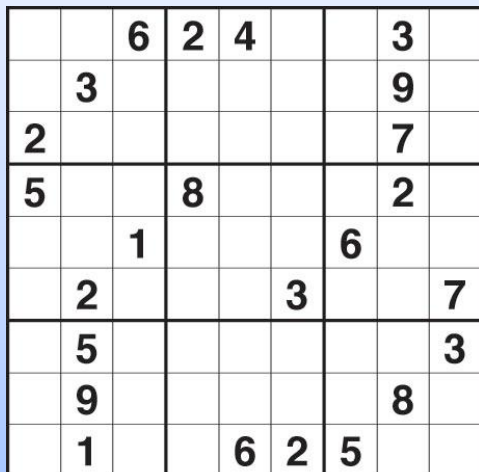
Please return your completed answers to: -

Avenue Care Services, Rossie Place, Auchterarder, PH3 1AJ.

YOUR NAME.....

TOWN YOU LIVE IN.....

TEL NO.....



ACTIVITIES IN YOUR AREA

Blairgowrie area

WELLMEADOW SONGS OF PRAISE

Date: Sunday 13th April.
Songs of Praise in the Wellmeadow at 3 - 3.45 pm on Sunday 13th April 2014

Wellmeadow (or Riverside Church if the weather is unsuitable for outdoors)
Wellmeadow Songs of Praise in the Wellmeadow at 3 - 3.45 pm on Sunday 13th April and Sunday 17th August (or Riverside Church if the weather is unsuitable for outdoors).

The event will be led by Rev Harry Mowbray.

The event is organised by EPACTS (East Perthshire Action of Churches Together in Scotland).

Contact John Wilson,
secretary@epacts.org.uk or phone 01250 874903.

STRATHMORE DEMENTIA INFORMATION MARCH CAFE

Time: 10am-12pm

Date: Tuesday 29th April.

A drop-in cafe for people living with dementia, their families and carers

Location: St Catharine's Church Hall, George St, Blairgowrie

This is a drop-in cafe for people living with dementia, their families and carers to come along and meet others living with dementia over a cup of tea/coffee.

The cafe is open on the last Tuesday of the month.

Event Organiser: [Alzheimer Scotland Dementia Advisor](#)

Glenrothes area

Glenrothes Knitting & Crochet Club



If you want to get out the house, learn a new hobby or learn a skill that can save money, then join Glenrothes Knitting & Crochet Club to meet other knitters and crocheters.

Open to all abilities, a free starter kit is available for learners of knitting and crocheting as well as free patterns to borrow from the Pattern Library.

Charges

Charge Description	Cost
Per club, per week	£3.00

Venue - Edison House, 1 Queensway Industrial Estate, Fullerton Road, Glenrothes, KY7 5QR.

ABILITY 4 ALL

A new charity has been formed in Glenrothes with the goal of putting some excitement into the town.

Ability 4 All will be operating from Unit 3 in the Castleblair Business Centre and

boasts a timetable crammed full with a variety of different events.

They have a new dance teacher who is from McKay school of dancing. They are looking at setting up dance classes for people with disabilities. They will have Ballet, Tap, Highland, and General Dancing. It is designed around the needs of those with the disabilities and is open to people of all ages.

The classes are to run between 9am - 12pm Monday, Wednesday and Thursday and 10am-1pm Tuesday. Classes are £10 per client per hour with a minimum of 2 clients per hour.

For more information please contact Ross Barrie at ability for all, email info@ability4all.org.uk or telephone 01592 328386 so taster sessions and classes can be organised.

Pitlochry and Aberfeldy area

Community Chat & Activities

When: Thu, 17 April, 13:30 – 15:30

Where: Ballinluig Village Hall ([map](#))

Description

Health Communities aim to help older people stay informed, active and involved in their own communities. Adult & Family Learning (supported by PKC) work with adults and families to make positive changes in their lives. No booking required. Just pop in. Catch up with old friends and meet new ones.

DATES FOR YOUR DIARY

Come along and see what kind of activities we can provide or offer support with and take the opportunity over a cuppa to tell us what you'd like

17 April Indoor Bonspiel & games
15 May Come & learn to play bridge
Info: Audra Webster, Project Support Worker - 01738-473718
Jinty Smart, Adult Learning Worker - 01350 727669

Blair Castle -

When: Tuesday 1st April - 31st October
daily 9.30am - 5.30pm

Location: Blair Castle Blair Atholl
PH18 5TL

As 2014 is Scotland's Year of Homecoming, the main highlight of the tour will be a focus on the profound effect that the Great War had on the family of the 7th Duke. Follow the story of Blair Castle being transformed into a Red Cross hospital, and how in WW2 the castle was needed to house evacuees from Glasgow.

Full Price £9.90, Conc Price £8.40 Child Price £5.95

Note: Prices are a guide only and may change on a daily basis.

Tel: 01796 481207

www.atholl-estates.co.uk

Moulin & Pitlochry History Circle Talk

When: Mon, 31 March, 19:30 – 21:00
Where: The Tryst

Description

George Dalgleish will be speaking on Mary Queen of Scots "In my end is my beginning", an exploration of her life and legacy. All welcome.

Dunfermline Area

Fife Farmers' Market



Fresh produce for sale from local farmers and producers. Meat, vegetables, eggs, cheese and home baking.

Location: Glen Gates, Bridge St,
Dunfermline, KY12 8AQ

Date: Saturday 12 April 2014

Time: 9:00am - 1:00pm



Fife Elderly Forum Executive are currently seeking User Panel members in:-

Buckhaven, Cowdenbeath/Lochgelly, Kirkcaldy, Rosyth, St Andrews and taking notes of interest for the West Fife Villages

If you are an older person with reduced mobility and a user of health or social care services and would like more information please contact Julia Walker on (01592) 643743 or email julia@fife-elderly.org.uk

Hidden killer

Astonishingly, loneliness carries a health risk equivalent to smoking up to 15 cigarettes a day. It's also the equivalent to being an alcoholic, more harmful than not exercising and twice as harmful as obesity.

So, while the emotional problems of loneliness have been long-recognised, there is less acknowledgement of its connection with physical health effects. Of course, loneliness can affect anyone, but it is elderly people – often trapped in their homes by a lack of mobility and loss of family and friends – who suffer most.

Recent estimates place the number of people aged over 65 who say they are 'often or always' lonely at over one million. Nearly 200,000 older people in the UK don't get help to leave their home and half of all older people – about 5 million – say the television is their main company.

As a consequence, a lack of social interaction can make old people more vulnerable to depression and to problems such as excessive drinking, poor diet and a reduction in exercise. A lack of social interaction has also been linked to the onset of Alzheimer's disease. These are all shocking findings, but perhaps come as no surprise to those involved in social care. Often elderly people who receive care say the regular visits they receive by care providers are a welcome opportunity for social interaction. Many care providers report they would love to stay and chat with their clients, but just don't have the time and are mindful of being late for their next appointment.

Useful Information and Contacts

NHS 24	08454242424	Community Alarm	01738 459600
Care Inspectorate Enquiry line	0845 6009527	Community Alarm (Fife)	01383 441177
Community Alarm (Dundee)	01382 432260	Out of hours for Fife council	03451 550099
Police	101		

Our annual conference 2014

For those of you who are unaware, on 6th March 2014 we invited some of our service users to come along to our annual conference at the Huntingtower Hotel in Perth. The day was a huge success and we are very grateful for all of those who attended and for the valuable input they made.

As part of our conference we had a number of speakers who came to share information for all of us and we would like to share some of the subjects that they covered, so that everyone can benefit from the conference, not just those who were in attendance.



Firstly, we had Nicola Gibson, Contracts Compliance Officer with Perth and Kinross Council, whose role is to check quality of care for all our service users in Perth and Kinross area. Nicola explained how prior to being an approved provider in July 2011, Avenue Care Services underwent a rigorous process to being approved and is continually monitored by her. She explained that Avenue Care Services now delivered around 800 hours of care per week and these hours are given through a process where Home Care Officers contact Avenue Care Services and to discuss appropriate times and the care needs of each service user. Nicola followed on by informing us all of what her responsibility as a Contracts Compliance Officer is, she must ensure Avenue Care Services meets the Core competency standards and she measures this by looking at the following: -

- | | | |
|-----------------------------------|---------------------------------------|---------------------|
| * Consistency in service delivery | * Handling of Service User's finances | * Confidentiality |
| * Medication | * Recruitment | * Induction |
| * Supervisions | * Health & Safety | * Hand Held Records |

In order for Nicola to ensure the core competencies are met, she may send questionnaires to staff, interview staff, make home visits to watch/shadow staff and find out how they work and carry out spot checks. As a Contracts Compliance Officer, Nicola is open to contact from anyone with any regards to clients and staff who would like to speak to her, her contact details are below: -

Nicola Gibson
 Contract Compliance Officer (Commissioning)
 5 Whitefriars Crescent
 PERTH
 PH2 0PA

Email: NJGibson@pkc.gov.uk
 Tel: 01738 476976
 Mob: 0778 7891106
 Fax: 01738 476822

Mr Campbell added, in the media recently, care at home has unfortunately received some bad press and the Officers like Nicola are here to protect the service user.

Helen Ogg, a service user of Avenue Care Services, had requested a time on the agenda to make a speech. Helen introduced herself and explained she has been with Avenue for 2 years and has been with a number of different care providers and is extremely happy with the service she receives. She feels that Avenue Care services staff have been supportive, willing, helpful and very good. Helen also stated that she has achieved so much in the past 2 years and has recently lost some weight, which is the key to getting back on her feet and is hoping to start physiotherapy soon.



Angus McNicoll is Care Services Manager for Davidson's Chemists and we asked Angus to come and provide everyone with some information on medication. His presentation covered the Minor Ailment Service, Acute Medication Service, Public Health Service, Chronic Medication Scheme and Unscheduled Care, which are all parts which make up a contract for a pharmacist.

Angus talked about the Minor Ailment Service, which was rolled out nationwide in July 2006 and how the service aims to: -

- Improve access for patients to medicines
- Promote care through the community pharmacy setting
- Transfer care from GPs and nurses to pharmacists where it is appropriate
- Help address health inequalities
- Assist the primary care team to achieve their 48 hour access commitment

And the service applies to: -

- Patients who are registered with a Scottish GP and who fulfill one of the following criteria
- under 16 years of age or under 19 years of age and in full-time education;
- aged 60 years or over;
- have a valid maternity exemption certificate, medical exemption certificate, or war pension exemption certificate;
- get Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, or Pension Credit Guarantee Credit; and
- are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate.

The service means the pharmacists can prescribe medication "free of charge" for a wide range of minor ailments such as: -

- Diarrhoea or constipation
- Allergy or cough
- Acute pain or migraine
- Thrush, cold sores, head lice, scabies, warts
- Dry eyes or minor eye infections
- Products to assist in the removal of ear wax
- Eczema, nappy rash, acne.



Angus explained the Acute Medication Service is the first building block in the introduction of electronic transmission of prescription information (ETP) between GPs and pharmacies. The electronic message contains the patient's name, address, date of birth, CHI number, the name of Medicine(s) to be dispensed, dosage instruction for the medicines, GP details and the date the prescription was generated. The information retrieved from the barcode supports the community pharmacist to dispense the prescription and upon completion submits an electronic claim message to Practitioner Services for remuneration and reimbursement of the items supplied.

Health Promoting Philosophy

Health protection, health improvement and promoting medicine safety should be an integral part of a pharmacist's holistic approach to pharmaceutical care services. In the spirit of "Health Promoting Health Service" all interactions between community pharmacists and their support staff with patients and the general public allows for the giving of opportunistic advice on healthy living and the encouragement and support for patients to self care.

Health Promoting Activities

Community Pharmacy contractors are involved in two areas of Health Promotion activities. These support the NHS Health Promoting Campaigns and support patients by providing smoking cessation services and sexual health services. Pharmacies can provide help in stopping smoking and if you are interested in this please contact your local pharmacy.



Angus talked about how your Community Pharmacist is your “on-stop shop” for all information about anything to do with medicines and advised you can ask your community pharmacist about: -

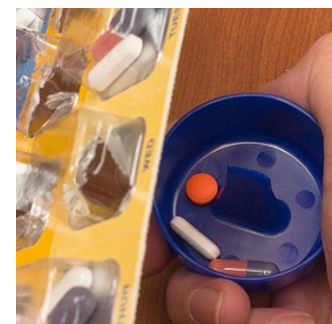
- How medication should be taken for the best clinical effect
- What “over the counter medicines” can be taken without interacting with prescribed medicines
- What to do if you miss a dose (or take an extra dose!!)
- Advice for help in remembering to take medicines

Angus also talked about some of the different medication aids which are available to Service User: -

Tablet splitters and crushers



Tablet poppers



These are designed to prepare tablets for easier swallowing and also remove them their containers (blister pack/nomad).

- **TAKE CARE** – many medicines should not be crushed or broken in half. Doing so may cause the medication not to work properly or may lead to severe stomach damage. Ask your pharmacist for advice before using such devices.

Some other aids, which Angus discussed were: -

Talking Labels



“Talking Labels” – designed for patients with visual impairment. The pharmacist can record exact details of the pharmacy label, and this is played back when the person presses the green button.

Haleraids



Haleraid – designed to make it easier for patients with arthritis to use a “standard” metered dose inhaler

Auto drop



“Autodrop” – designed as a guide when administering drops into an eye



Stewart Wilson and Heather Kane from Specsavers Opticians at Home Service also came along to provide information regarding their Home Care service, signs and symptoms of eye conditions, Specsavers lenses and what help is available through the NHS.

Stewart showed everyone a slide show of all how and where Specsavers at Home Care services began, as the object was initially to provide eye care to

people in remote areas, however no this service is available to anyone is unable to get out and about on their own. Specsavers provide a service where they can come to your home and carry out eye tests. A selection of ladies and mens frames is brought to the home for the patient to choose, all adjustments are made at the time and when made up will be posted to the patient and any follow up adjustments or checks can be arranged if required all in the comfort of your own home.

Stewart talked about different conditions of the eyes and their symptoms: -

CATARACT

- Cataract is a gradual thickening of the lens inside the eye
- The vision gradually becomes blurred
- Colours lose their brightness
- The cataract does not need to be "ripe" before surgery – this should be considered when normal tasks become difficult i.e. reading, TV etc
- Cataract surgery carries a small risk but normally results are excellent

GLAUCOMA

- Normally no symptoms
- Peripheral vision initially affected
- Untreated leads to "tunnel vision"
- Rare type of glaucoma – "closed angle" causes pain, redness, nausea and needs emergency treatment
- Treatment is from eye drops

DIABETIC RETINOPATHY

- Small blood vessels bleed at the back of the eye
- Vision can change throughout the day
- Blank or blurred spots can appear in the vision
- Diabetic control, length of time patient has been diabetic are risk factors

MUSCULAR DEGENERATION

- "Dry" – very common condition, affects both eyes, causes gradual loss of central vision
- Reading, TV, seeing faces becomes difficult
- "Wet" AMD – less common- happens suddenly, one eye affected. Vision dramatically drops but patient may not notice.
- Sudden loss of vision in one eye requires emergency referral – treatment is possible but needs early intervention



Stewart talked about the different types of spectacles which are available: -

- Single vision – for TV or reading
- Bifocals – allows TV, reading with one pair. Would not be recommended for 1st time if falls are a risk
- Varifocals – bifocals without the line
- Where falls are a risk single vision glasses might be advised
- Reaction lenses – go dark when outside – about 2 minutes to change colour
- Tints – if glare is a problem – cataract, AMD
- Ultraclear lenses – allow more light through lens, clearer vision, need cleaned more often

NHS HELP

- NHS pays for the eye test annually for those over 60
- Help with cost of glasses if patient has Guaranteed part of Pension Credit
- This is available every 2 years unless prescription changes

- If glasses are broken because of a medical reason – i.e. patient falls, Health Board can authorise new voucher – this has to be applied for.

For appointments and information regarding Specsavers at Home, please contact: -

Heather Kane,
Specsavers Opticians
4 Riverside Court
Cupar
Fife
KY15 5JY
Tel No. 0845 223 9224

Liz Dewar, a volunteer in Perthshire, briefly spoke to everyone and told them that she works alongside the Older People Network and is aware that for some it can be lonely and isolating for people who receive care. Liz is very interested in doing different activities in the community for these who want and keeping people active physically or mentally, dependant on their abilities. If anyone has any ideas or would like to participate in activities in the Perth area they can contact her through Avenue Care Services.



We invited Alison Ballantyne, from the Care Inspectorate, to come along to speak at our conference. Alison explained the Scottish Government set up the Care Inspectorate to provide assurance and protection for the people who use care, social work and child protection services in Scotland. Alison went on to explain that the Care Inspectorate has one aim/purpose which is the welfare of everyone who receives such services. Alison talked about the values of the Care Inspectorate: -

- | | |
|--------------------|--|
| • Person – Centred | they will put people at the heart of everything they do |
| • Fairness | they will act fairly, be transparent and treat people equally |
| • Respect | they will be respectful in all that they do |
| • Integrity | they will be impartial and act to improve care for the people of Scotland |
| • Efficiency | they will provide the best possible quality and public value from their work |

Alison explained the Care Inspectorate has to deal with registrations to ensure the organisation is safe, competent, skilled and qualified. Alison also carries out inspections for the welfare of people, to improve services and develop a service. Reports are completed annually and are available for anyone to see, they can be obtained via the Care Inspectorate, on the internet or you could ask Avenue Care Services for a copy also. The annual report grades organisations like Avenue Care Services through a visit to their premises, issuing questionnaires to service users and staff and they also go out and visit service users (with their permission first) so they can shadow staff and see how they perform. The grades are rated from 1-6 (1 being Unsatisfactory and 6 being Excellent).

Alison spoke about the National Care Standards (Care at Home), which is available to download from the internet. The National care standards have been created by Scottish Ministers to help you understand what to expect from a wide range of care services. The National Care Standards are there to help make sure you get the right quality of care and what you should expect no matter where you live.

Alison advised everyone if they have any concerns or questions about care they receive they can contact the national enquiry line which is 0845 600 9527.

- Francis Davidson closed the conference and kindly thanked everyone for attending, as this was a huge success and provided service users with valuable information and Avenue Care Services with great positive feedback.

- Ian Campbell also thanked everyone for coming and would like to thank everyone for their patience, we will continue to drive towards being the best not the biggest and after 2 & ½ year we are getting better and better. Ian is grateful for the feedback from everyone and wants everyone to know that we value this feedback as the company will use this as constructive and try to get better.

Mr. Campbell stated that he wants the company to spend time caring and the challenge is to spend real time doing this.

A big congratulations to Mrs Ann Cameron, who won the raffled hamper on the day of the conference

The Gallery!

