



# Call-In Homecare: Company Update

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<https://www.call-inhomecare.co.uk>



**Call-In Homecare**

Care at home services

# A Note from The Head of Clinical Governance, IP&C and Compliance

Hi all,

Hope you are all keeping safe and well.

I wanted to share a couple of things as a brief update:

## Covid

We appreciate that soon restrictions will be lifted across Scotland. We will continue to monitor advice to Health and Social Care in the context of these changes and keep you updated.

Can I stress that although there may be a feeling nationally that the pandemic is ending, Covid is still out there and can and is harming vulnerable people.

The key points remain (!):

- PPE and associated precautions must continue to be used appropriately by all staff.
- We continue to encourage you to get your vaccination and boosters. The spring booster looks to be on the horizon.
- Please test appropriately. If you don't have test kits speak with your coordinator / service manager. We are on hand to ensure you get tests and PPE.

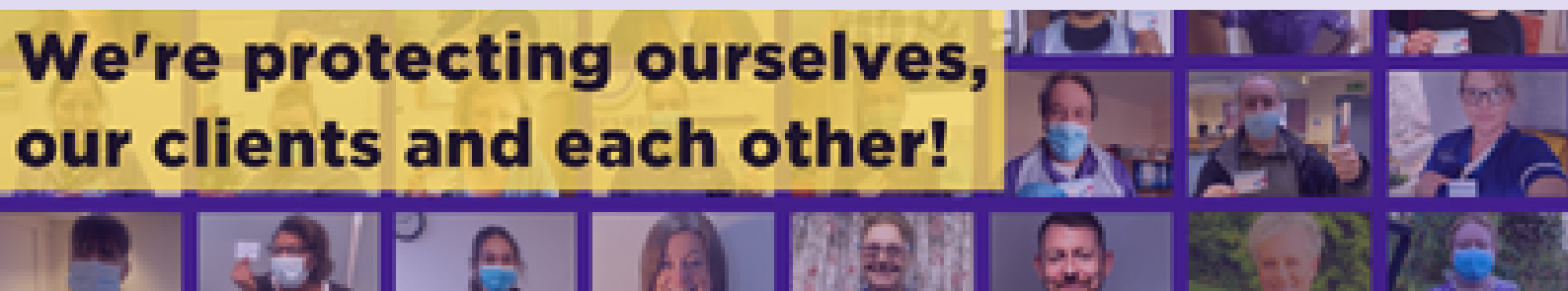
## Staff Survey

Thanks to everyone who completed this. We are currently drawing together an improvement plan based on the issues you raised.

Stay well and be safe,

Mark

**We're protecting ourselves,  
our clients and each other!**





This week, we are very sadly saying goodbye our wonderful Head of HR, Claire Johnston. As we are sure many of you will know, she has been an integral part of the company over the past year. She has brought with her the highest degree of professionalism, passion and a cracking sense of humour. Thank you for all you have done for Call-In Homecare, Claire. We want to wish you the best of luck with everything in future - please keep in touch!

### **Care Assistant Appreciation**

This week we would like to say a huge thank you to Abbie McCormick. One of our Service User's daughter called to say her mum was really happy with the care Abbie provides out in the community. They wished to share this great feedback. Thank you Abbie!

**Contact  
Circle**

# Charity Announcement

We are delighted to announce that our charitable partner for 2022 is...



Circle has been working across central Scotland since 2006 to ensure that families in Edinburgh, East and West Lothian, Dundee, North and South Lanarkshire and more recently Fife, Forth Valley and Tayside get the support they need as soon as possible.

Their aim is to support the most disadvantaged children and families to improve their lives, promote their healthy development and reach their potential.

Social injustice, poverty and health inequalities are associated with families experiencing drug or alcohol addiction, imprisonment, neglect and abuse, family breakdown, involvement with care services, and physical and mental health problems. Circle works alongside the whole family, building on their strengths.

More information on fundraising and volunteering opportunities to come...



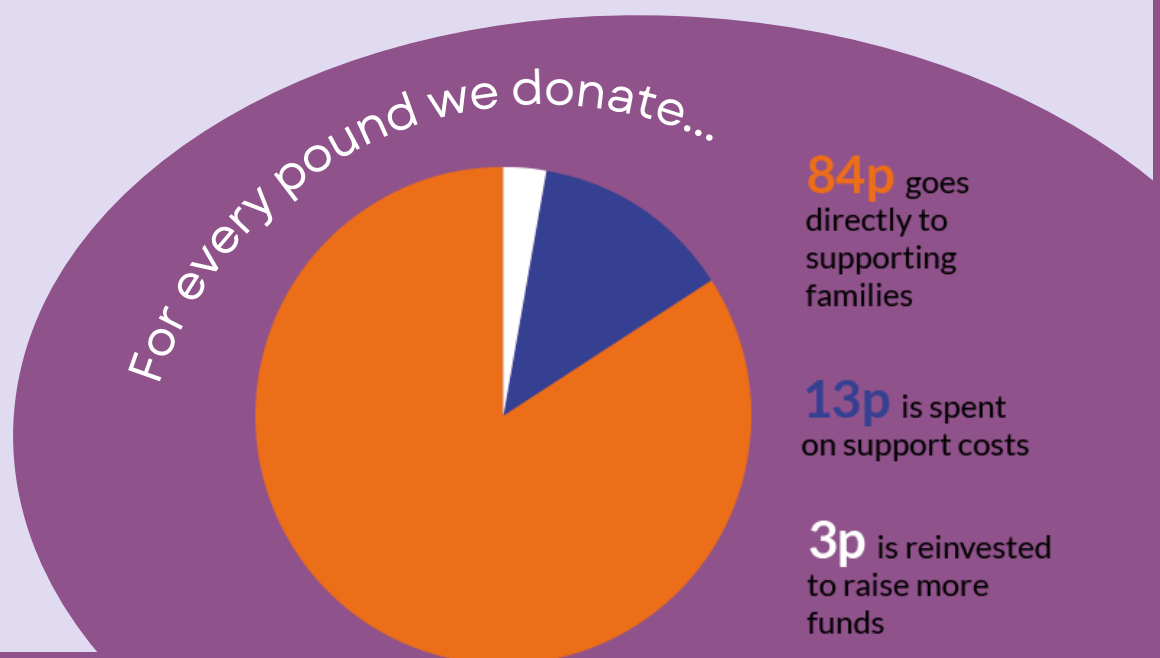
# So why Circle Scotland?

Linking to our Social Value Quality Project, we wanted to pick a small and local charity that operates in the same areas as Call-In Homecare.

Circle Scotland offer a wide range of support to multiple members of communities in which we work. With our help, they aim to continue outreach and support disadvantaged children and families across Scotland.

We will also be able to split our funding per location e.g. if you work for us in Dundee, the money you raise will go to families in Dundee etc.

We think this is a great opportunity to make a positive difference in local communities, have fun fundraising for a fantastic cause, and volunteer in our respective areas.





# Birthdays and Celebrations



**Happy 106th Birthday Agnes McAlpine**



Happy Birthday  
Susan Shahfar.  
Susan works as our  
Operations Support  
in the Willowbrae  
team. For those of  
you who've not had  
a chance to work  
with her, she's a joy!



**Ella says "Wear Your PPE!"**

A circular logo with a purple-to-pink gradient background. In the center, there is a white silhouette of two hands cupping a globe. The text "Ella says 'Wear Your PPE!'" is written in a bold, white, sans-serif font around the perimeter of the circle.

Baby Ella and mum Chloe came to visit our Willowbrae office team. She took a real shining to our PPE... follow Ella's advice and make sure you've always got some. Please contact your coordinator if you need any more.

# And on that note...

We received this lovely card this week. It's a great reminder of the brilliant impact our work does for people in the community. Well done team!

*Just wanted to thank you and your staff for the brilliant care you've given Bruce and me over the past couple of years. I could not have managed without your lovely carers' help and support and for that I will always be truly grateful.*

With warmest wishes  
and a thousand thanks.

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