



Eleanor

Newsletter

Issue three | Autumn 2014

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Eleanor helps people take the first step on a care career at job fair

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www.eleanorcare.co.uk

Welcome to Eleanor Home Care

Welcome to the latest edition of our Eleanor Care Home newsletter, bringing you the most up to date news from across the company and other information of interest to our service users.

As the nights get longer and the days get colder, it is a good time to look back on the success that Eleanor Care has had in the last few months. We continue to see growth in our company and a commitment to care amongst our staff that leaves me speechless.

As I promised in our newsletter at the end of last year we are not taking it

easy this year and we have continued to expand and improve the services we provide, building upon the successes of the past few years.

But what do the coming months hold? You may ask. Well, with winter comes a new set of challenges especially for users, who can find this time of year very isolating. At Eleanor Care we

remain committed to providing the best quality of care and we feel we offer services that proved an extremely high quality of life for all our users, no matter what their needs are.

I look forward to seeing what the next few months bring.

M. Santhi

Staff skydive for charity

Eleanor Care colleagues have hit the heights to help raise hundreds of pounds for a charity supporting the work of some of London's leading hospitals.



A group from the company recently took part in a skydive organised by the Imperial College Healthcare Charity, which raises funds for research and projects that help improve patient healthcare at the five hospitals making up the Imperial College Healthcare NHS Trust – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary and Western Eye. Eleanor's fundraisers joined others at Salisbury for the event, which involved a 15,000ft skydive.

David Mason, operational and business development director at Eleanor Care Transport, said: "Great fun was had by all and at the same time we raised more than £500."

Imperial College Healthcare NHS Trust is a client of Eleanor Hospital Logistics, which stores up to 1,000 pallets of healthcare consumables at a warehouse in Peterborough for the trust and delivers supplies on a weekly basis.

Our recent successes

August 29

Eleanor Care held its annual conference where branch managers, care home managers, head office staff and CEO Marc Santhi talked about the Group's past successes and looked at the future direction the company needs to take.

September 20

Branch and head office staff ditched their suits and put on their glad rags, to enjoy a fun filled day at Thorpe Park. Lots of people had a chance to face their fears and allowed the team to come together.



"I cannot praise Eleanor Care enough"

At Eleanor, we understand the importance of the people who use our services and their family who rely on us, as their feedback moulds the way we improve and change our services, ensuring they always meet their needs. Here some of our service users share their experiences of receiving care from Eleanor.

"I cannot praise Eleanor Care enough": that's the verdict of Ellen Rogers'* daughter Sue* on the services the company provides to her mother.

Mrs Rogers, who will celebrate her 96th birthday in 2014, first began receiving support to help her continue to live independently at home in January 2010.

She has an established team of regular carers and Sue describes her main carer as "wonderful". She says: "Mum loves her to bits and I also always find the office team very helpful, supportive and responsive."

"I know what I want and expect from Eleanor, and I am getting it. Mum knows what she wants too – not to leave her home under any circumstances – and Eleanor's wonderful support means that she doesn't have to."

Staying independent in our own home, for as long as possible, is something that we all hope for.

At the age of 90, that kind of independent lifestyle is something that Elizabeth Brown* is still able to enjoy, with the support of Eleanor Care and her daughter, Jennifer*.

She says: "We have found Eleanor very good. Our current carer is consistent and punctual and if I have to ring the office, they are also very efficient. It's reassuring to feel there is a good team in place."

Staff from Eleanor Care began supporting Frances Kenny a couple of years ago, after she suffered a broken hip.

She recovered from the injury but has continued to use the service, as she has a balance disorder that makes it difficult for her to go up and down stairs.

She says she is "pleased" with Eleanor Care's service and would recommend it to other people.

**Names changed on request of service user*

Poole's Mayor opens home care branch

The Mayor of Poole has officially opened Eleanor Care's new home care branch in the town.



Councillor Peter Adams, and his wife, Mayoress Mrs Brenda Adams, were on hand to cut the ribbon at the open day held in May to mark the official opening of the branch on Parkstone Road.

Attendees at the open day included Eleanor care staff and service users, local authority staff and individuals from the local community who were looking for jobs.

The open day gave people a chance to meet Eleanor care workers and

services users and learn more about the company, the services it provides and career opportunities within the company.

Marc Santhi, CEO of Eleanor Care, said: "Our open day was a great success and we are delighted that the Mayor was able to attend and officially open the branch in one of his first official engagements.

"As a company we want to be as transparent and open as possible, which is why we are pleased to have

this opportunity to showcase our services and provide people with a chance to speak to our staff about the care we offer.

"We aim to build on the success of the open day by holding similar events, to share information about the career opportunities in the care sector and the wide range of home care and other care services we offer."

Croydon branch holds successful open day



Eleanor Care is celebrating after holding a "successful" open day held at the company's Croydon branch.

More than 30 people attended the open day, including a mixture of staff, local authority staff and people the firm work with including district nurses.

The open day gave them a chance to meet care workers and services users and learn more about the company

and the services it provides.

Marc Santhi, chief executive officer of Eleanor Care, said: "Our open day was a great success and gave many people a greater insight into how we operate and provide high quality care with dignity and respect to our clients."

Five lifestyle changes that could reduce your risk of dementia

As many as one in five people do not think they can reduce their risk of dementia and see it as an inevitability. But there is an ever-growing group of researchers that are exploring the link between lifestyle and the disease. In fact a recent study has shown that as many as one in three cases of the condition could be prevented with a few minor changes.

Following the research Alzheimer's Society have come up with a list of five simple things people can start doing now to reduce their risk of developing the condition:



Exercise

There's more and more evidence that regular exercise will prevent dementia more than any other measure we might take. Walking regularly is an excellent way of keeping active and is relatively low impact. But for those who aren't so active there are a variety of simple exercises that can be performed sitting down.

These include upper body stretches and twists, hip marching (where you simulate walking in a chair) and easy arm raises. More exercises can be found by visiting www.nhs.uk/Livewell/fitness



Eating a healthy Mediterranean diet

There has been an ongoing debate for some time about why people in Mediterranean countries live so long and the answer seems to be their diet. Eating plenty of fruit and vegetables, fish, olive oil and nuts, drinking a little red wine, while reducing your intake of meat or dairy could be just one way of keeping dementia at bay.



Manage other health conditions

Other conditions like type 2 diabetes and high blood pressure both increase your risk of developing dementia, so get these checked and follow medical advice to keep them under control.



Avoid smoking at all costs

It significantly increases your risk of developing dementia, most likely because it damages blood vessels and reduces the amount of blood that reaches your brain.



Use it or lose it

Scientists believe that frequently challenging your brain with new things is the key, for example taking up a new hobby, learning a language or even just doing an everyday activity differently could make a difference in the long run.

Dr Clare Walton from Alzheimer's Society said: "800,000 people in the UK have a form of dementia but with no cure yet, we need a significant public health effort to attempt to reduce the number of future cases of the condition.

"We know that what is good for your heart is good for your head and there are simple things you can start doing now to reduce your risk of developing dementia.

"It is never too early to start making healthier choices that could help your memory – whether that's hitting the gym or just walking instead of catching the bus, it all helps."



Rose House undergoes makeover

Eleanor's Rose House in Kent has undergone a refurbishment aimed at making the home a safer and nicer place to live.



One of the improvements is new flooring that is helping to improve safety and hygiene while also giving the property a fresh new look.

Hard-wearing wood effect flooring has already been installed in the kitchen dining room, with the same flooring also planned for the ground floor hallways in the near future.

Meanwhile, the stairs from the ground

to the first floor have had been fitted with new carpet, with anti-slip nosing fitted to the rounded edge of each step.

Service users were actively involved in choosing the colour schemes for the new flooring and carpets, selecting a nutmeg tone for the wood effect floors and a mid-blue for the carpets.

All the flooring has been chosen to withstand heavy foot traffic while the wood effect floors are easy to keep clean, non-slip and able to withstand spillages. The cord-style stair carpets are also extra durable.

Rose House, in Gillingham, Kent, provides 24-hour care and support for up to 18 adults with learning disabilities and/or physical, high care and/or complex needs, including dementia.

Job Fair opens up job opportunities for new carers

Eleanor has opened the door to a career in care after recruiting a number of new team members following a local job fair.

The Waltham Forest Jobs Fair took place on 29 July, when Eleanor joined a number of other local employers to highlight their current vacancies.

During the event, which took place at Queens Road Learning Centre, Walthamstow, Eleanor's stand attracted

around 200 potential new recruits.

The company is currently working through applications received and has already taken on 15 new home carers, who are currently going through initial training.

Marc Santhi, Eleanor's chief executive,

said: "We were delighted to attract such a positive response from people who want to join Eleanor.

"We are also pleased to be creating job opportunities for local people, which reflects the growing demand for our home care services."

Eleanor Healthcare Group scores wider successes

As many of the readers of our care newsletter are aware, Eleanor Healthcare has a number of other services to offer. In recent months these other branches of our company have flourished and expanded.

One of those branches is Eleanor Hospital Logistics, who have just celebrated a ground-breaking deal with North Bristol NHS Trust (NBT) to provide an off-site 20,000 square foot warehouse storage facility to support the effective supply of goods to a new £430 million hospital building.

The Trust is currently undergoing a redevelopment programme including a new flagship hospital – the Brunel building – which is being constructed on the current Southmead Hospital site.

Due to a reduction in the required storage space offered by the Brunel building, an offsite warehouse facility has been provided by Eleanor to support the receipting and cross-docking of the hospitals supplier courier deliveries, therefore reducing the number of deliveries coming to the hospital site.

Eleanor Logistics operations and business director Graham Walsh said: “This is an extremely proud day for Eleanor and the new hospital logistics team. We should all take great pride in working for Eleanor and the steps we are taking to be the best in healthcare logistics.

“With the support of our Group Directors, the wider Eleanor Care group, the new Logistics team, our Chess Warehouse Management and Internal system providers and the astounding support, patience, innovation and development of our Business Despatch Limited system partners, we have an incredible infrastructure and platform to provide a dedicated and uninterrupted service.”

To help with the delivery of logistics Eleanor has also signed a contract with Chess Logistics Technology to provide their Empirica WMS system in order to manage medical stock at its 1,600 pallet bulk storage warehouse.



Having your say on our services

As our testimonials show, we take our user's opinions seriously and always act on their recommendations to improve the quality of our services.

To help us better understand our strengths and weaknesses we have made our feedback service quicker and easier to use.

A quality assurance questionnaire is now available on Eleanor Home Care's website at www.eleanorcare.co.uk.

The questionnaire is split into categories including care workers, care and support, mobility issues, quality of service and overall thoughts on Eleanor's services.

There is also an opportunity for respondents to comment on what they think Eleanor does well or where they believe the company could do better.

Questionnaires can be submitted with the respondent's name or anonymously, according to their preference.

Janu Gnanendran, Eleanor's Quality Assurance Manager, said: "A key priority at Eleanor is to deliver consistently high quality services.

"Our ongoing programme of questionnaires – for clients, family members, staff and commissioners – helps us to monitor service quality, maintain our existing high standards and identify ways in which we can further improve.

"Completing the online questionnaire is quickly and easily done by clicking the appropriate response to a series of questions and we really appreciate people taking the time to get involved."

Spooky goings on at York House

Staff and service users at York House have put on makeup and donned their best costumes to take part in a spooky event at the care home in the seaside town of Holland-on-Sea, Essex.



Residents took part in a number of ghoulish games and tasted some lovely treats dressed in terrifying outfits as part of the home's popular annual Halloween party event.

Staff and residents at the home hope to continue the tradition in the future and are encouraging service users at other facilities in the Eleanor Care Group to follow their example and get involved in the frightening fun.

If you have any feedback on our newsletter, or would like to suggest a topic for an article in a future edition or would like to learn more about Eleanor Home Care, please contact us at info@eleanorcare.co.uk or on 020 8690 2406

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