



Eleanor
caring since 1979....

Newsletter

Issue four | Summer 2015

Dementia tips for women

Studies show women
are more at risk of
developing dementia

PLUS:

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www.eleanorhealthcaregroup.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.

Eleanor Care continues to grow and we are seeing the opening and refurbishment of a number of our branches. We are also currently conducting a recruitment drive in the hope of expanding our already experienced team of carers and managers.

With almost half of 2015 already gone it is important to reflect on our success

last year, which saw us continue to experience success in both our care and logistics operations.

In recent months we have also seen the introduction of the Care Act, an important piece of legislation that is likely to have a significant impact on the care industry. As with all new pieces of legislation, we are committed to

meeting all of its requirements and look forward to seeing its positive impact on the sector.

With 2015 already getting off to a flying start I am really looking forward to seeing what the rest of the year may bring.

M. Santhi

Company launches recruitment drive

Demand for Eleanor Care's home care services has triggered a new recruitment drive.

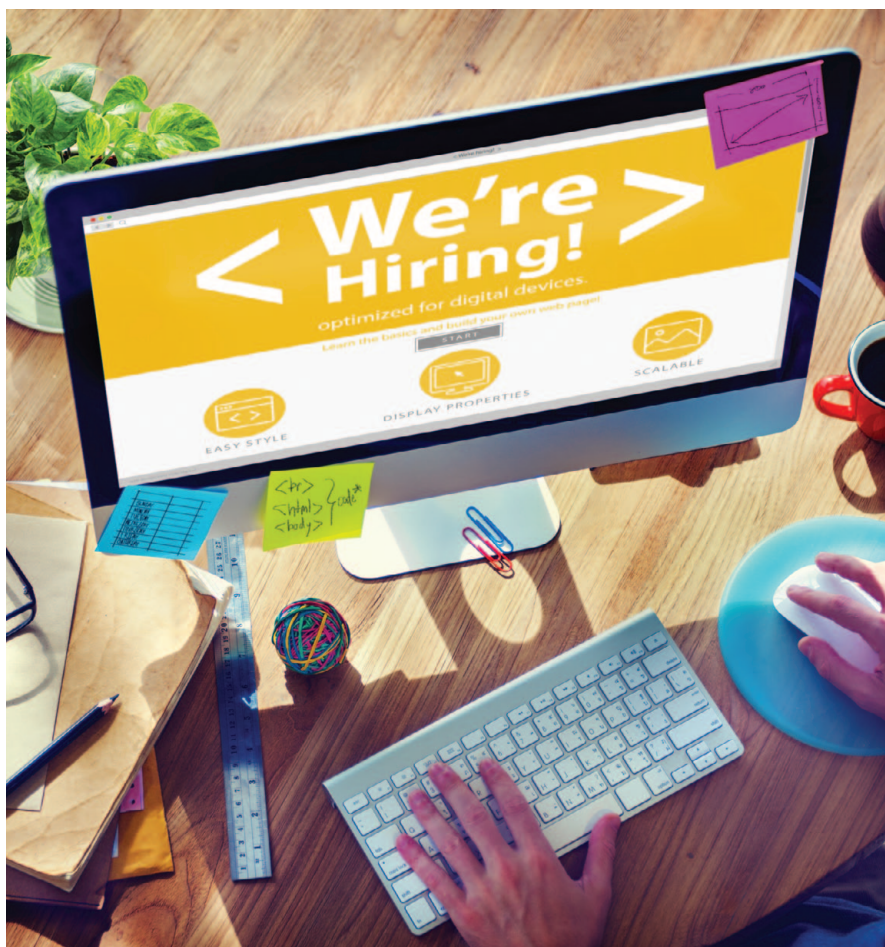
The company is currently looking for additional care workers to join its branches across London and in Poole.

Eleanor chief executive Marc Santhi said: "We are delighted that increasing demand for our services means that we are able to create new career opportunities for local people in the communities where our branches are based.

"We know that our care professionals make a positive difference every day to the lives of the people we work with and we really value their commitment and skill in delivering the high quality services of which we are so proud.

"Our commitment to our team is reflected in the comprehensive induction and ongoing training that we deliver via our own training centre, which is approved by leading UK qualification awarding body OCR. Our growing business also offers team members opportunities to move on to more senior roles and to develop their career with us."

All Eleanor Care job vacancies are posted in the careers section of the company's website.



"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.

"It has been a great pleasure and joy for me to have you care in a kind gentle manner."

Thelma

"Thank you for the support and care you have given our dad over the years."

The Mittoo Family

"When our care first started visiting he was very shy and didn't talk a lot, but now he is a smashing lad and has a lovely nature. We always look forward to seeing him."

Mrs Dibben

"The carers were very professional, thoughtful and compassionate during the visits. They demonstrated excellent communication."

Kate Leszkowski

Eleanor gets in the giving mood

Branch of the Year raises hundreds for charity

Staff members at Eleanor Care's Branch of the Year, Greenwich, have been raising money for a local hospice with a range of fundraising events.

The entire team at Greenwich have been taking part in events to raise money

for Greenwich and Bexley Community Hospice; a cause that is close to everyone's heart at the office.

In order to raise money staff spent a day dressed in their pyjamas and were sponsored by friends and family for the

event, which raised more than £100 for the hospice, which cares for adult patients with a wide variety of chronic and terminal conditions.

They also held a charity raffle offering people the chance to win a wide-range of Easter treats including chocolate eggs and rabbits.

Gill Excell, Manager at Eleanor Care's Greenwich Branch, said: "The staff at Greenwich aren't looking for praise. We just want help those that we can and supporting Greenwich and Bexley Hospice is important to all the staff here.

"We are constantly looking for new ways to raise money for charity and we would welcome involvement from any of the group's homes or services."

Greenwich was named Branch of the Year at this year's glitzy Eleanor Care Awards, held in December.

The group's managing director, Marc Santhi, said: "It is nice to see that the staff at our Greenwich office continue to commit themselves to helping others not only in their job as care staff, but also in undertaking fundraising for good causes."



Eleanor's Carers put best foot forward for Charities

Jenny Quenau from Eleanor Care's Essex Office in Holland-on-Sea has taken part in a 10 kilometre run to support local charity Tending Specialist Stroke Services.

She set out from the specialist stroke centre based near to the town centre and made her way along the seafront, getting as far as Jaywick before turning around for the return leg.

Jenny said: "We didn't do much training because we wanted it to be a real challenge, but I didn't realise quite how far it would be.

"The route seemed never-ending on the way back, but it was all worth it for a great

cause. It was an amazing day and I'm really pleased with how it went."

She added: "We wanted to help a charity in the community and we decided to choose the stroke centre.

"It's only a small charity, but we went in there to see what they do and they really make a phenomenal difference to people who have suffered strokes and need help."

Jenny was originally supposed to run with one of her co-workers who was called into work on the day, but was able to complete the run with her partner Gary Lark instead. Between them, they raised more than £500 for the stroke centre.



New care standards introduced

Eleanor Care has welcomed the Care Act, a new set of quality standards for care services, which came into effect earlier this year on 1 April.

The Act, produced by the Care Quality Commission's (CQC), contains 13 fundamental standards, which apply to all health and adult social care services and set out what care recipients have a right to expect from their providers, including:

- person-centred care
- dignity and respect
- no care or treatment without the individual's consent, or that of someone acting legally on their behalf
- safety and safeguarding from abuse
- food and drink to keep someone in good health
- you must have enough to eat and drink to keep you in good health while you receive care and treatment
- suitable premises and equipment
- a complaints process
- fit and proper staff.

The standards follow the introduction of a new CQC approach to inspection and regulation of adult social care services, under which they are rated on how safe, effective, caring, responsive and well-led they are.

More than 350 services have been assessed so far under the new system, which was introduced in October 2014, and given a rating of outstanding, good, requires improvement or inadequate. More than 70 per cent have been rated as good.

Eleanor chief executive Marc Santhi said: "At Eleanor, we are committed to providing the highest quality care, so we welcome these new CQC initiatives to drive up standards in our sector.

"We are proud that all our services were fully compliant with CQC requirements at their most recent inspections and we look forward to maintaining our strong track record on quality care delivery and to further developing and improving our services for the benefit of clients and commissioners."



Dementia tips for women

Multiple studies have shown that women are considerably more at risk of developing dementia during their lifetime; with around 500,000 women living with the condition in the UK, compared to only 350,000 men.

Not only are women more likely to contract the condition, but they are also two-and-a-half times more likely to be looking after someone with dementia, most often their husbands, according to Alzheimer's Research UK.

Here are some specialist tips for women who are worried about dementia:

If you experience memory lapses or fear you may have dementia then get an assessment at the earliest opportunity, as with any diagnosis the sooner it is discovered the sooner a care plan can be put in place.

Physical health both before and after a diagnosis is key. Maintaining a healthy lifestyle will improve your chances of not getting dementia and experts recommend you take regular exercise and a healthy diet. Healthiness is also important post diagnosis as any unnecessary illness or infection can lead to a rapid decline in health for a person with dementia. A healthy approach to life is also important to carers.

Don't forget to get out there and make new friends and keep contact with older ones. Continuing social engagement with others is key to maintaining a mentally healthy lifestyle and has been proven to help patients with the condition.

Living with dementia is not the same for everyone and treatment should be tailored to each individual's needs. It is important that carers seek out their needs and understand their individual behaviours to ensure that they can act in a way that improves care, while minimising crises.

At Eleanor Care our dementia specialists understand the requirements of service users, often going out of their way to ensure they received the highest levels of care. If you suspect you or someone you know has dementia seek help sooner rather than later.



Eleanor Hospital Logistics

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

Eleanor helps put boots on the ground

Eleanor Hospital Logistics have begun work on a new contract that has seen them distribute shoes and boots to locations across the UK.



During the last few months, Eleanor has diversified from healthcare products, and has undertaken the inbound storage and distribution of shoes and boots at their warehouse in Bristol.

Graham Walsh, Operations and Business Development Director at Eleanor Hospital Logistics, said:

"Whilst this service is not traditional, this Eleanor Hospital Logistics contract has been a great opportunity and has offered the team a new challenge."

He added that he hoped this relationship would open new doors for the company and allow them to expand into other niche sectors.

Eleanor consultants team up with New Royal Liverpool University Hospital

Eleanor Hospital Logistics' consultants have teamed up with the Royal Liverpool University Hospital to review and advise the hospitals' Facilities and redevelopment teams on the future handling of inbound and outbound hospital deliveries ahead of its opening of the £335m New Royal hospital in 2017.

Graham Walsh, Operations and Business Development Director at Eleanor Hospital Logistics, said: "The construction of the New Royal Hospital is incredible and the vision is slowly becoming a reality as the new building takes shape on a daily basis. Eleanor Logistics has been delighted to work with the new Royal Liverpool Hospital team over the past six months in this new venture, we have had the opportunity to meet with a wide variety of hospital managed service

professionals and we are privileged to be able to provide the Trust with a number of potential logistic designs and recommendations to improve the operating efficiencies in the new hospital.

"It is an incredible hospital with a wonderful team and on behalf of Eleanor Hospital Logistics, we wish them well in the future and a successful opening in 2017."



Eleanor passes ISO audits

Eleanor Care has successfully passed audits to check that it is meeting internationally recognised organisational standards.

Eleanor was accredited with the ISO 14001 environmental standard last year by ACS Registrars, who returned in October to audit the environmental standard, plus the ISO 9001 quality management standard that the company also holds.

The audits were designed to check that Eleanor was continuing to meet the requirements of the standards and the company successfully passed both checks.

ISO 14001 is designed to provide a management system to help organisations reduce their environmental impact and demonstrate to customers, suppliers and other stakeholders that they operate in a responsible way.

Eleanor has put in place a number of processes including LED lighting control systems, "lights off" and "switch off" policies and an intensive recycling policy – including paper, cardboard, used electrical items and used print cartridges – as part of its commitment to operating in an environmentally friendly way.

ISO 9001 demonstrates that an organisation has a quality management system in place that helps it to monitor and improve all aspects of its operation and is working to standards and



procedures that will provide a high standard of customer service.

Marc Santhi, chief executive at Eleanor Care, said: "Successfully passing both our ISO 14001 and ISO 9001 audits is testament to our success in working in a way that is environmentally friendly and putting in place effective management systems.

"We are committed to being as 'green' as possible while continuing to provide quality services. All our staff members are encouraged to abide by our environmental policy, which sets out the processes the company has put in place to help protect the environment, the local community and the people we work with."

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 Healthcare Group, please contact us at info@eleanorcare.co.uk or on 020 8690 2406

Eleanor House, 1st Floor, 404 Lewisham High Street, London, SE13 6LJ
020 8690 2406 • info@eleanorcare.co.uk • www.eleanorhealthcaregroup.co.uk

