

NEWS
9th December 2022


Helping Hand
...we care



Newsletter



And so, it is time for our last Newsletter of 2022. As always, we wanted to share what a privilege, we feel it is to be invited into your home to give you a 'helping hand' to meet your individual needs. The whole team want to wish you a wonderful festive season and we look forward to celebrating with you. As this year comes to an end, our Newsletter will include:

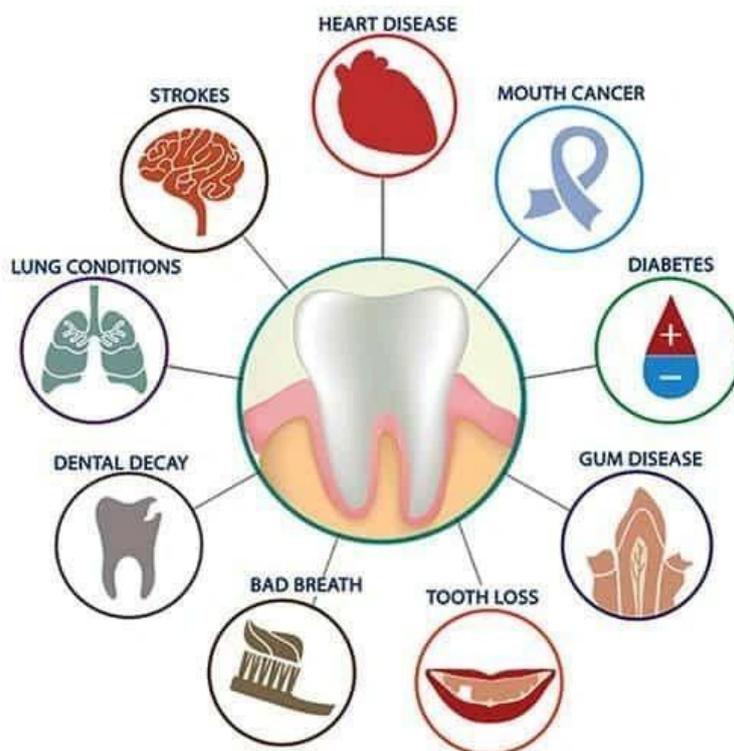
- Oral Health focus
- Memories of Christmas past...
- Staff News/updates
- The popular 'Getting to know you' section
- Quizzes and brainteasers - As usual there are 1st, 2nd & 3rd prizes to be won! Winners will be visited by a Helping Hand Elf just in time for Christmas!
- Quiz winners from our Autumn 'Who's that baby?' Quiz
- Christmas Jumper Day



With our Newsletter we will also be sending out our annual Quality Assurance Questionnaire to you all. Your feedback is always appreciated and as much as we all love to hear what is working well, it is also very important to us that we know yours or your family's thoughts about if we can make any improvements. Please send your anonymous questionnaire back in the sealed envelope. Thank you.

At Helping Hand, we are always looking at how we can support and improve the quality of our clients' lives. Earlier on this year we took part in research by Plymouth University where the focus was on oral hygiene and the links to dementia. Following on from this research we had a whole staff meeting to identify how issues with oral care, tooth loss, sore gums and ill-fitting dentures can impact the quality of a person's life. Using all of this information we now treat oral care as a separate entity to personal care and we are busy collating information in our care plans for each client to ensure we are

WHAT PROBLEMS COULD POOR DENTAL HEALTH CAUSE?



supporting them as much as possible to maintain the health of their mouth and whole self. We thought it would be useful to share some information with you all.

Oral health is one of the most important issues for the elderly. It is known that about 25 percent of adults over the age of 65 no longer have their

natural teeth. Problems such as cavities and tooth decay can lead to difficulty maintaining a healthy diet, low self-esteem, and other health conditions. Oral health issues associated with older adults are dry mouth, gum disease and mouth cancer. These conditions could be managed or prevented by making regular dental check-ups.

- **Did you know that over 400 medications can result in dry mouth? Speak to your GP/Pharmacist if this is a side effect you are experiencing.**

As well as your Helping Hand team there are others in health and social care who can support you.

All of these professionals are involved in some way in oral care.

Pharmacy

- Dry mouth moisturising gels for dry mouth
- Alcohol free mouth washes
- Alternative medicines that need less saliva - consider liquid or dispersible forms (e.g., calcium tablets often get stuck in mouth, patient cannot swallow)

SALT

- Recognize common oral problems during assessment- work with nursing staff to optimise mouth care

Carers, nurses and nursing assistants

- Provide mouth care
- Day to day review and assessment, refer if necessary

Physiotherapists

- May be the person that identifies issues in the mouth when carrying out a chest assessment

Dietitians

- May come across patient who are not eating due to oral problems

Occupational therapists

- Can help with aids so that people can hold a toothbrush.

If you would like further information speak to your carer or the office and we will be happy to try and help.



Staff NEWS

Recently the whole team completed Level 2 Training in Infection Control and Safeguarding and Prevent. Charlotte also did additional training in Dementia and Sophie in the Safe Handling of medication. Well done Everyone!

In other training news - Sue is delighted to have completed her Level 2 in Health and Social Care. Bravo Sue for all of your hardwork. Sue was so inspired she has immediately moved onto her Level 3 in Health and Social Care alongside Sophie. We wish them lots of luck and appreciate how their expertise continues to benefit us and them in their roles!



Congratulations to our Autumn Quiz Winners 'Who's that baby?'

1st Mrs & Mrs D & KG

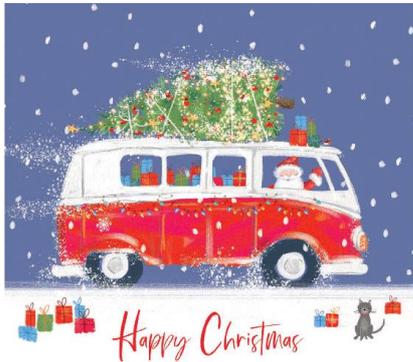
2nd Mrs JM

3rd Mrs and Mrs J & M W

They were all thrilled to receive their special gifts at Halloween. We are always so happy to bring some cheer!



Memories of Christmas by our staff and clients... we hope these make you smile!



"When I was a little girl, I quickly realised that it wasn't possible for Santa to have a sleigh and come down the chimney. My family told me he actually had a van - this kept me believing for at least a few more years!"

"It was my first year of cooking Christmas dinner for the whole family and I was expecting 12 on Christmas day. Imagine my horror when I came into the kitchen on Christmas Eve and found my cat, Guinness chewing on the turkey leg - naughty cat!"



"In 2011 I had mum and dad over for Christmas for the first time. I prepped everything the night before and had 3 very excited children because their nan and grandad were coming too. When I went to put the turkey in the oven, we had a power cut until later in the afternoon so we had to have fish fingers instead! Saying that, it was still a Christmas tea everyone loved!"

"When I was 6 or 7, I remember our neighbour always used to visit every Christmas Day morning and look at our presents. Whilst with us, she would have a few glasses of sherry. This particular year I must have thought it was juice and I drank two glasses. I had a very 'Merry Christmas'... my poor mother!"





We would like to share another staff profile in our 'Getting to Know You!' section.



Halina Cook

Homecare Assistant



How long have you worked at Helping Hand?

I came to Helping Hand in April 2022. I have over 12 years' experience in the care sector.

What do you like about working for Helping

Hand? I really like the people - clients and staff. The most rewarding part of my job is being able to care for others and seeing their happiness during our calls.

What is your favourite book or film? I am not a big reader but if I do watch a film, I really like science fiction/alien, supernatural movies.

Do you have any hobbies? My main hobbies are meeting up with friends and socialising when I have time. I also go to the gym - even if I have to dig deep to make myself go!

If you were stranded on a desert island what would be your luxury item? My luxury item would definitely be a bed as I can't sleep on the floor with a bad back!

What is your favourite meal? I really like sweet and sour noodles.

Do you have any pets? I have three cats, they are called Daisy, Eric and Lily. Eric is very clumsy; he sometimes just falls off the sofa and looks at me like I have pushed him off. They are all big snugglers!

Which three words best describe you? Resilient, bubbly and very caring.

Do you have anything else you would like us to know?

When I win the lottery - I have already discussed with one of our clients that I will be buying a farm and will get a donkey named Dave.

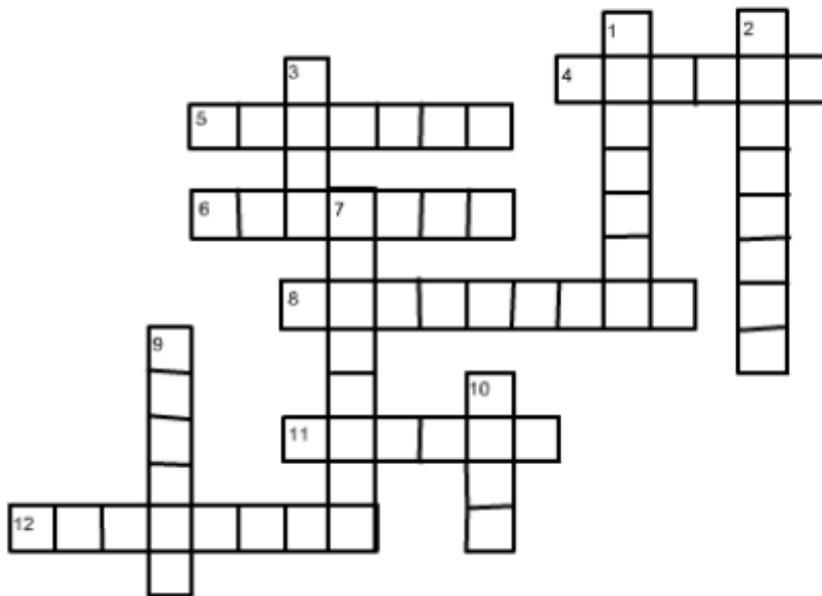




Puzzle Fun!



Winter Crossword Puzzle



Down:

1. A large piece of woolen or similar material used as a covering on a bed or elsewhere for warmth.
2. The twelfth month of the year in the northern hemisphere usually considered the first month of winter.
3. Burning
7. A severe snowstorm with high winds.
9. Shake slightly and uncontrollably as a result of being cold.
10. Make or become liquefied by heat.

Across:

4. A covering for the hand-worn for protection against cold or dirt and typically having separate parts for each finger and the thumb.
5. A vertical channel or pipe which conducts smoke and combustion gases up from a fire or furnace and typically through the roof of a building.
6. A large floating mass of ice detached from a glacier or ice sheet and carried out to sea.
8. (of an animal or plant) spend the winter in a dormant state.
11. An outer garment extending either to the waist or the hips typically having sleeves and a fastening down the front.
12. Wood that is burnt as fuel.



How many robins can you find hidden in our Festive Newsletter?



What can we say about your team of helpers? They go above and beyond, even as far as the supermarket and pharmacy! This year we will still be in masks and aprons but you may see a few Christmas jumpers underneath.



It will be our Christmas jumper day on Friday 23rd December - why don't you join us in wearing a festive item of clothing? If you call the office on 01476 512394 and share your favourite Christmas jumper - the carer with the most votes will get a little treat from Santa - HO HO HO



HELPING HAND HOMECARE QUALITY ASSURANCE QUESTIONNAIRE 2022

With our festive Newsletter we have also sent our annual Helping Hand Homecare Quality Assurance questionnaire. These are confidential. Your feedback is so important to us so we know how we can continue to provide the best bespoke service to you all. There is an envelope enclosed so that you can return it to the office privately when it has been completed.





Helping Hand Homecare



Name: _____

1. If you were born on Christmas Day what would your zodiac sign be?

2. How many ghosts appear in Charles Dickens 'Christmas Carol?' _____

3. Where do the Royal Family Traditionally celebrate Christmas?

4. How many of Santa's reindeers have a name that begins with 'D'. Circle the correct answer.

3

4

5

5. What is traditionally hidden in a Christmas Pudding?

6. According to tradition, when should you have your Christmas decorations down by?

7. Stollen is a traditional fruit cake in which country?

8. What plant is sometimes known as the 'Christmas flower'?

9. What colour are the mistletoe berries?

10. In the song 'The Twelve Days of Christmas' what was the gift given on the fifth day?

Please give your entries to your carer no later than Monday 19th December and our Helping Hand Elf will deliver the 1st, 2nd & 3rd Prizes just in time for Christmas!



Robins hidden in the Newsletter?

Answer: 12 (did you find them all?)