

...because

# We care



SAFE ✓  
EFFECTIVE ✓  
CARING ✓  
RESPONSIVE ✓  
WELL-LED ✓

## NEWSLETTER

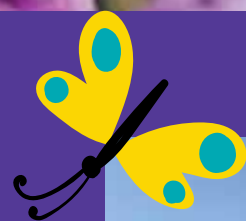
ISSUE ONE | Spring 2021





welcome to our  
first newsletter  
bought to you  
because...

**we  
care**



Welcome to the first of our **Better Care East** newsletters which we will publish quarterly. We aim, through this circular, to keep the **Better Care East** family connected, updating everybody on news relating to our carers and marking any special occasions.

We also want to provide useful information relating to the local community for our clients and their families. During these challenging times, updates on the Covid 19 pandemic will be given and as Easter is on its way, we have included a little colour the Easter egg competition along with an Easter Word Search. Finally, each quarter we will be championing a local charity by highlighting their mission (see page 8). *We hope you enjoy!*

## ...our team

*We are so proud of our amazing team, they may have already become familiar faces but just in case their names are alluding you - meet the team at Better Care at Home East...*



**Joannah** Registered Manager/Owner



**Cris** Field Manager



**Gill** Office & HR Manager



**Niamh**



**Michaela**



**Mel**



**Liane**



**Jason**



**Mandy**



**Lucia**



**Barb**



**Helen**



**Malgo**



**Liv**



**Nic**



**Tracey**



**Danni**



**Suzanne**



**Steve**



**Jackie**



The job of a carer has always been an essential role but the responsibilities are constantly evolving and are becoming more complex. We believe it is imperative to maintain the professional development of our staff, enhancing their knowledge base, broadening their skills and therefore ensuring the delivery of outstanding care. As such we are really pleased that **Mel** and **Liane** have now embarked on their **Level 3 qualification in Health & Social Care**. *Good luck to both of them!* We are also ensuring all staff have received training in obtaining basic clinical observations, they have knowledge of normal ranges and will alert us with any concerns. This system has proven its wealth as we have been able to intervene early with client health issues thus avoiding delays in treatment.

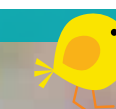
### Carer Spotlight... meet *Niamh*

**Niamh started with us as a fresh-faced carer back in October 2018. She showed a great caring instinct from the start and this, coupled with a tenacious work ethic, has enabled her to grow into her role as one of our senior care givers.**

Niamh always embraces all aspects of her work with her 'can do' attitude and can always be relied on to go the extra mile to meet the needs of our client's. She offers great support to our more inexperienced carers and with the knowledge she has gleaned from her studies, has been able to provide solutions to problems encountered with the clients.

Niamh started working for Better Care East whilst studying for her degree graduating in June 2020 with a Bsc (Hons) in Sports Therapy. During this period of study Niamh undertook voluntary work within the multiple sclerosis day centre. Following straight on into a Masters in Physiotherapy, she is still managing to balance the needs of a heavy academic schedule with her dedication to the Better Care East family.

Somehow, Niamh manages to fit in some time for herself listening to music or enjoying the outdoors on long walks to unwind. Beyond university Niamh hopes to find employment within the hospital environment as a physiotherapist and once experienced, aims to set up on her own as a physio focusing on sports therapy.





## Spring Birthdays

**Gerard** from Mudeford  
turned **86** on the **14th March**

**Eileen** from Mudeford  
will be **89** on **17th May**

**Anne** from Highcliffe,  
who has been with us for  
several years will turn  
**94** on **5th May**

*we wish you all  
many happy returns*



## USEFUL CONTACTS

*As lockdown eases, there is a hope that clients will be able to access some community based social activities. Whilst this maybe a couple of months away still here are some contacts which maybe of interest in the future.*

### Highcliffe Dementia Support Group

contact Sally 07541 331881

### Highcliffe Plus

Offering activities and opportunities to meet others  
contact Karena 01425 278644

### Memory Café Christchurch

01202 764352

### Christchurch Day Centre

01425 278644

**Don't forget if there is an emergency call 999**

*If you just want some medical advice or need to speak to a doctor out of normal working hours call 111*



This past year has been really challenging for everybody, not least of all for those of us working in care.

Joannah has worked tirelessly to procure PPE for all the staff and there has never once been a shortfall, meaning we have been able to guarantee protection for all staff and clients alike. Regular visits from carers have ensured many clients have had human contact in a situation where they may otherwise have been entirely isolated for months. It has also meant carers have had to go above and beyond to meet their client's needs doing extra bits of shopping, cleaning and washing along side all the other necessary tasks to support them. As the vaccination programme has been ramped up and we start to look forward to the summer, we also look forward to our clients being able to have increased and precious contact with their loved ones. The relaxing of lockdown measures also means the we can tentatively look into the possibility of a **Better Care East** outing for the clients so **watch this space!**

# Keep it healthy!

*Why not give this **delicious, nutritious, easy to make** dish a try?*

## STIR FRIED CHICKEN & VEGETABLES

### INGREDIENTS

- 2 tbsp sesame or peanut oil
- 720g chicken breast cut into 2cm chunks
- 1 spanish onion, quartered, separate out all the layers
- 1 clove of garlic, finely chopped or crushed
- 2cm x 2cm piece of fresh ginger cut into matchstick size strips or 2 tsp minced ginger
- 1 small red chili, de-seeded and finely chopped
- 1 red capsicum cut into long strips
- 1 carrot cut into long strips
- 200g of sugar snap peas
- 1 bunch of baby bok choy
- 2 tbsp salt reduced soy sauce
- ½ cup dry sherry or Chinese rice wine
- 1 lime cut into wedges to serve
- 4 tsp sesame seeds to serve

*If there's one piece of nutrition advice that tops all others it's this:*  
**Eat vegetables daily... and lots of them!**

### METHOD

1. Heat 1 tbsp of oil in a large wok, add the chicken and toss until just golden. Remove from the wok and set aside.
2. Heat the remaining oil in the wok and add the onion, garlic, ginger and chili and toss for 2-3 minutes.
3. Add the capsicum and carrot and continue to toss for another 2-3 minutes.
4. Add the sugar snap peas and keep tossing, then add the chicken back into the wok and continue to toss.
5. Combine the soy sauce and Chinese rice wine and add to the wok, continuing to toss.
6. Add the bok choy and toss until it's just wilted. Remove the wok from the heat and immediately serve into 4 bowls.
7. Sprinkle each bowl with sesame seeds and serve with a wedge of lime. **Enjoy!**

### NOTES

Stir Fries need to be quick so you don't over-cook the vegetables. Cut and prepare all the ingredients before you start cooking. You can also add baby corn, pack choy, eggplant, zucchini or any other vegetable you like to this menu.

### NUTRITION INFORMATION (per serving)

•Energy: 1780kJ (420 cal) •Carbohydrate: 8g  
•Protein: 42g •Fat: 20g (4g saturated) •Fibre: 3g

### Heart tip...

Dark green leafy and orange-yellow vegetables have been shown to offer the best protection against heart disease. These include broccoli, spinach, kale, chard, carrots, bok choy, brussels sprouts, cabbage, carrots, pumpkin and capsicum. Include them in your daily diet.





# Meet Sheila & Peter

written by their daughter Karen

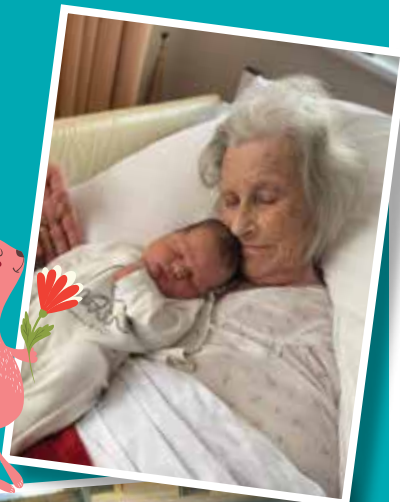
**Better Care at Home East** have been caring for my lovely Mum for over 3 years now and to say they have become part of the family is an understatement!

Sadly late in 2018 Mum's health took a nasty turn, she had been diagnosed with the early stages of dementia a few years back, but all of a sudden she started having a lot of falls which were quite distressing. It was around this time we decided to engage in the services of Better Care East. The main reason was to give both Mum and Dad a helping hand in the mornings and again at bed time. We were so pleased we had this extra support, as Joannah and her team were able to guide us through the do's and don'ts when it comes to falls and caring for elderly people.

Over the next few months poor Mum's health got worse, with hospital admissions accelerating her decline even more. After a long stay in hospital we got Mum home, she was bedridden and unable to do anything for herself and classed as end of life. Joannah and her team never gave up, the daily care for Mum was increased and Joannah was in regular contact with Mum's GP whenever needed - slowly things started to change and Mum started to get better - she became **Better Cares' miracle!**

Life for Mum nowadays is a totally different story, after months of dedicated support involving 3 double up visits a day, Mum is now able to enjoy of happy life, she still needs daily assistance in her everyday tasks and struggles a bit with mobility, but things are so different to how they were. We cannot thank Better Care enough for all they have done for us as a family, we look forward to continuing with them for many years to come.

Hopefully these pictures give you a snapshot of how far Mum has come... **heartfelt thanks to Better Care East.**



Mum with her great grandson Benjamin when he was born 2 years ago, to a trip out a couple of weeks ago!



## Easter WORD SEARCH

Better Care at Home East looked after my dad so well they were absolutely amazing. They were always there when they said they would be and it was so nice for Dad to see the same happy smiley faces every day. If there was a problem, they always stayed until it was sorted and were always flexible. They provided great peace of mind knowing that they were always there if you needed them, nothing was too much trouble for them and the support was fantastic. A great, first-class team of carers. Thank you for looking after dad.

Jill R (Daughter of Client)

Outstanding level of care. Carers are consistent so my mother gets to know them really well and vice versa, they have paramedics who attend falls and minor injuries. Always on time and reliable. Best thing is carers are happy, bubbly and enthusiastic. Communication is excellent - rapid, helpful and informative. 100% happy. Thank you for looking after my mother so nicely.

Ruth M (Daughter-in-law of Client)

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APRIL  
BASKET  
BUNNY

CANDY  
CHICK  
CHOCOLATE

EGGS  
FLOWERS  
HUNT

RABBIT  
SPRING  
SUNDAY

Please see website for more testimonials  
[www.bettercareeast.co.uk](http://www.bettercareeast.co.uk)







#### OUR CHOSEN CHARITY...

**Age UK** Bournemouth, Poole and East Dorset is a charity which offers a diverse range of services from advice about benefits to assisting with technologies and chiropody services. They also provide social activities and access to exercise classes.

tel: **01202 530530**  
[ageuk.org.uk/](http://ageuk.org.uk/)  
[bournemouthpooleeastdorset/](http://bournemouthpooleeastdorset/)

...and  
**finally**



**Better Care East** prides itself on providing an outstanding service to our flock of clients. None of which could be done without the dedication of our remarkable team, we would like to take this opportunity to say a huge *'thank you'* to our carers, you make an immeasurable difference to an extremely vulnerable community, *you are all fab!*

SAFE ✓

EFFECTIVE ✓

CARING ✓

RESPONSIVE ✓

WELL-LED ✓

**BetterCare**  
**@Home** EAST  
*outstanding care*



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[www.bettercareeast.co.uk](http://www.bettercareeast.co.uk)

# Easter Competition

Many of our clients are known to be very talented artists, so for a bit of fun we thought we would run a little competition. Just colour in the Easter egg below, using any method you choose. Pass your finished masterpiece onto any carer by 16th April and there will be a prize for the best entry!



NAME .....