

## Welcome



By the time you read this we'll probably already have had the Beechtree Totalcare Christmas Party for 2011 and the first of many mince pies!

Christmas and winter can bring its challenges for clients and carers, but we're doing all we can to make sure we are well prepared for all eventualities. Please let your carer know if you have any concerns or extra needs as the days are shorter and the weather turns colder. We're always here to help.

In fact, we always want to know if there are new ways we can help make your lives easier. In the New Year we'll be launching a survey to find out more about what our clients want – read more overleaf.

For now, have a lovely Christmas and wrap up warm,

Mary



Get involved

Call Lesley at Beechtree on:

**01843 292 925**

## Meet the Team

*Emma Lloyd joined Beechtree in 2006 as a single hander carer, progressing quickly to take on double hander caring and onto a senior position carrying out on-call and reviews. She then moved into the office to help get Care Manager 3, our rota database, off the ground.*

*Having completed a number of NVQ level qualifications she has recently taken the decision to progress her career further by training as a nurse. Luckily for us we haven't completely lost her as she is managing to combine her studies with working part-time hours with Beechtree.*



Emma Lloyd

## At Your Service

Do you know that over half the people who have ever been 65 are alive today? That surprising statistic underlines the fact that more of us are living longer than ever before. On the whole that's good news, but it does bring new challenges. More and more of us are likely to need some level of care and support as we age.

Of course the needs of individuals vary enormously – we all like to see things done our way! At Beechtree Totalcare we are already providing a wide range of care and support services to our clients in their homes, from visits once or twice a week to several times a day. But recently our thoughts have been turning to new ways we can provide both practical support and companionship.

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Some of the ideas we've had for new services include:

- A wider range of domestic support services: cleaning, gardening, shopping, handyman, etc.
- More social activities such as trips to theatres or places of interest
- Extended caring, for example to accompany clients to regular weekly activities
- 24 hour response for immediate assistance in an emergency when you can't get to a phone 
- Short-term intensive support to help with rehabilitation after an illness or operation, sometimes called 'enablement' services
- Live-in care and respite care

But these are just our ideas – what we really want to know is what you would like to see provided. Services that would make your lives easier – or more fun!

In the New Year we are going to give you the chance to have your say. We are hoping to hold a drop-in event and we'll carry out a survey with those people who can't get out easily.

Please look out for more news on this and get your thinking cap on. If you have any great ideas that can't wait you can of course always tell your carer or drop us a note. We'd love to hear from you.

## News in brief...

### A highly skilled team

You know that at Beechtree we take making sure our staff are properly trained very seriously. This is particularly important in the area of Dementia Care.

We have recently delivered Dementia Awareness unit 201 of the new Qualification and Credit Framework (QCF) in-house to 20 staff members accredited through City & Guilds. These members of staff already have the NVQ qualification in Health & Social Care plus have all previously undertaken an Alzheimer's Society accredited dementia course.

### Introducing direct debits

**Beechtree is on the last leg of the process to obtain a direct debit facility.** A Direct Debit Instruction is an authority from a customer to their own bank giving a named organisation permission to collect varying amounts from the customer's bank account on variable dates agreed with the customer.

As soon as we have approval for the forms we need to use we will be writing to all customers offering them the convenience of paying bills with this method. A direct debit payment offers peace of mind (no missed bills) and is backed up by a Guarantee offering an immediate refund if any dispute arises.

### Future EKIDS (East Kent Independent Dementia Support) Dates

Tuesday 6th Dec, 3rd Jan, 7th Feb, 10.30am-12noon

Ramsgate Boating Pool Café, Coffee'n Chat socialisation group for those with dementia and their carers

Thursday 8th Dec, 12th Jan, 9th Feb, 2.00-3.30pm

Whitstable Support Group, for those with dementia and their carers

Tuesday 13th Dec, 10th Jan, 14th Feb, 10.30am-12noon

St Christopher's Memory Club, for those with dementia and their carers

Wednesday 14th Dec, 11th Jan, 8th Feb, 3.00-4.30pm

Trinity Resource Centre Carer's Group, support group for carers only

Tuesday 20th Dec, 17 Jan, 21 Feb, 12noon-2.00pm

Trinity Resource Centre Lunch Club, informal get-together for those with dementia and their carers

Monday 23rd Jan, 22nd Feb, 5.00-7.00pm

Marine Hotel, Tankerton, Tea-time get-together for those with younger onset dementia

Wednesday 25th Jan, 27th Feb, 7.00-8.30pm

The Bakehouse Westgate, for younger carers and those with younger onset dementia

These groups are repeated each month. For further information and future dates please contact Tessa Read on 01843 591608.

## Useful Telephone Numbers

Beechtree Totalcare  
01843 292925

KCC Social Services  
08458 247204

Eastern & Coast Kent PCT  
0800 0856606

Age Concern

Margate 01843 223881

Broadstairs 01843 866399

Ramsgate 01843 592117

Alzheimer's Society

South East 01403 276649

