

March 2024

Dear Everyone

Thankyou to all our clients, patients and staff who continue to ensure Telopea maintains and offers the highest standard of care to all our patients. The combination of training, trust, knowledge and care is the commitment we all want to maintain.

We are well into March now and the weather continues to be wet, hopefully soon we will have some brighter days to look forward to.

Telopea will be vacating our offices in Tavistock Street on the 18th of this month and moving to new premises in the North of Bedford where we will offer the same service to everyone and confirm there are no staff changes. Please get in touch by using the same telephone number 01234 248969, mobile 07872969847 (on call/out of hours), or email; services@telopeamsl.com.

Telopea are proud to maintain our overall rating for CQC and Care Standards, remains 'Good' and that we are a preferred local Council supplier and an NHS supplier.

If it helps a Health Carers position in the home could include.

- Helping patients to wash or shower.
- Serving food and, if necessary, helping patients to eat
- Making and changing beds
- Turning and repositioning patients who are confined to bed to avoid pressure sores.
- Talking with patients to help them feel less lonely or anxious.
- Prompting and observing that medication is taken.
- Helping patients with mobility problems to move around.
- Helping patients to the toilet, changing pads, creaming, emptying catheter bags, changing day and night bags.
- Making sure the patients' home is tidy and, supplies and equipment are in place.
- Making sure clients/patients bins are emptied accordingly, this assists with infection control and avoids contamination.
- Proper use and disposal of ppe.
- Taking and recording temperature, pulse and respiration. (Additional training).
- Smart, presentable, safe footwear image.
- Good record keeping
- Proper use of the App recording as trained and instructed.

Easter is just around the corner, spring flowers in the garden, let's hope for a warm springtime. As always lets all look after each other and do the very best we can for everyone.

