



SD QUARTERLY Newsletter



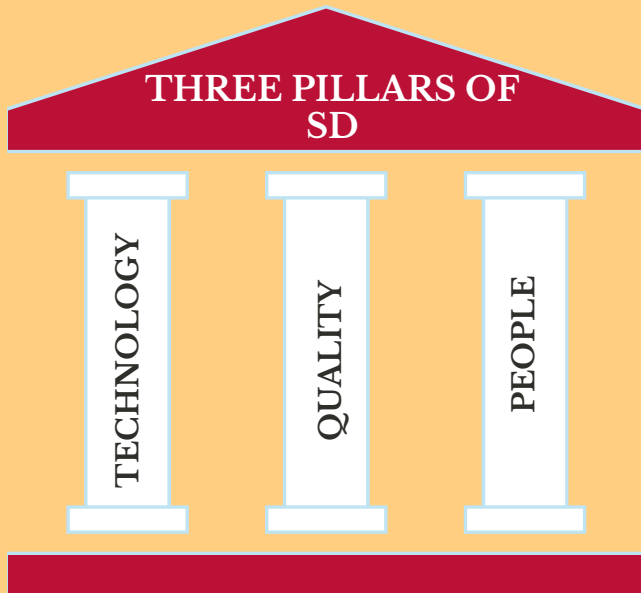
“Caring with dignity
and compassion”

Spring Edition



JAN - MARCH 2024 EDITION 7 OF 2024

THREE PILLARS OF SD



At SD Care agency, technology plays a crucial role in enhancing our services. While, quality ensures excellence in care, and our people, with their compassion and expertise, are central to delivering personalised, effective support to our clients.

WorkingFeedback[★]



CERTIFICATE OF ACHIEVEMENT

THIS CERTIFICATE IS PRESENTED TO

SD Care Agency - Guildford



FOR ACHIEVING A 100% RECOMMENDATION RATING FROM FEEDBACK
This rating has been recorded and independently verified by Working Feedback, a third party review service.

ACHIEVED FOR THE MONTH OF
January 2024



"Fantastic carers

I am very amazed at how supportive your company is. W is fantastic and very nice, he is so wonderful to me and my mum. The last day when I was not feeling well, he supported me a lot and we feel like he is one of our family members. Thank you."

★★★★★
- L P, Guildford
January 2024

"Thank you for your service

In a very short period, I find my carers very lovely. In case I require support again, I know when to call. Thank you for all your help."

★★★★★
- G O, Guildford
February 2024

WorkingFeedback[★]



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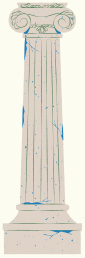
SD Care Agency - Guildford



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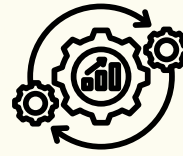
ACHIEVED FOR THE MONTH OF
February 2024





TECHNOLOGY

OUR FIRST PILLAR



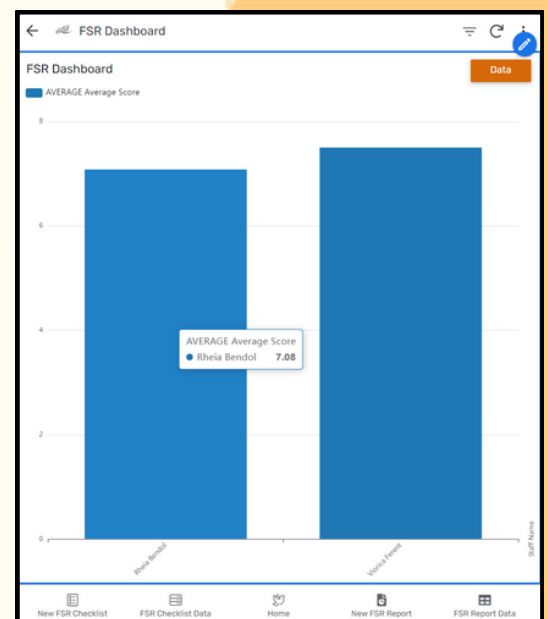
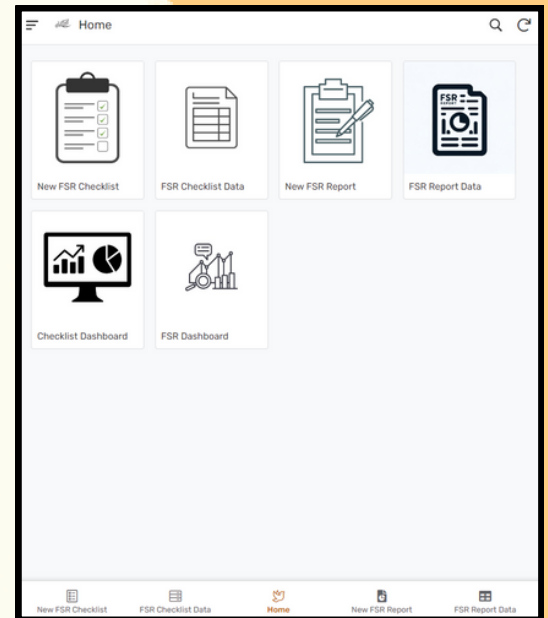
We at SD, believe that Technology is the way forward. If we want to stay ahead of our competitors, we must adopt Automation and AI.

Introducing Care Audit Ace

We're thrilled to unveil our latest innovation: a cutting-edge app "Care Audit Ace" designed to elevate the standard of field supervision within our care services. Developed with our core values of technology, quality, and people in mind, this app is set to transform the way we oversee and enhance the care we provide.

Why It's a Game-Changer:

- **Real-Time Insights:** The app allows for instant reporting and feedback from the field, ensuring that high standards of care are maintained across all client engagements.
- **Enhanced Supervision:** Through the app, supervisors can conduct thorough and efficient field assessments, leading to continuous improvement in care quality.





QUALITY



OUR SECOND PILLAR

At SD Care Agency, quality is not just a pillar; it's our foundation and promise. It reflects our unwavering commitment to setting and upholding the highest standards in care. For us, quality means delivering personalised, compassionate care that meets the unique needs of each client, ensuring their dignity, comfort, and well-being are at the forefront of everything we do.

"Thank you for your dedication

We are thankful for your dedicated care and attention. Your expertise and compassionate approach have made a positive impact on my health journey."



*- P P, Guildford
January 2024*



PEOPLE



OUR THIRD PILLAR

Our third pillar, People, stands as a testament to our belief that the strength and soul of our services lie within the individuals who make up our team. Recognising the profound impact our carers have on the lives they touch, we see our people as much more than employees; they are our most valuable asset and the very essence of our identity.



QCS POLICIES & PROCEDURES

Medication Errors and Near Misses Policy and Procedure

>>> Summary

This policy details how medication errors will be managed within the service. It has been reviewed and updated along with our suite of medication policies and procedures. Some changes have been made to the policy and procedure sections, including adding a section on safeguarding service users. A Route Cause Analysis Form has been added to the forms section. References have been checked and updated to ensure they remain current.

>>> Purpose

- To define medication errors and detail the action required following the discovery of a medication error to ensure Service User safety whilst supporting staff.
- This policy should be read with the Overarching Medication Policy and Procedure at San Damiano Corporation Ltd and any other local contractual policies that may supersede this policy.
- To support San Damiano Corporation Ltd in meeting the following Key Lines of Enquiry/Quality Statements (New):

QCS POLICIES & PROCEDURES

Staff Mental Health and Monitoring Stress in the Workplace Policy and Procedure

»»» Summary

This policy outlines the procedures and support methods in place for staff mental health and monitoring stress in the workplace. The policy has been retitled from 'Stress and Mental Health in the Workplace Policy and Procedure' to 'Staff Mental Health and Monitoring Stress in the Workplace Policy and Procedure' to reflect a more progressive approach to this in developing and maintaining a positive and proactive workplace culture that supports staff in dealing with negative stressors.

»» Purpose

- To ensure that San Damiano Corporation Ltd has a clear strategy to support staff mental wellbeing and episodes of work-related stress, compliant with health and safety legislation, guidance and best practice.
- To identify and manage workplace pressures which have the potential to induce or result in work-related stress within San Damiano Corporation Ltd.
- To offer a supportive management approach for those who have either been identified as at risk or those who present with an episode of "stress" that is affecting their work role.



QCS POLICIES & PROCEDURES

Catheter Care Policy and Procedure

Summary

This policy and procedure promote best practices in relation to urinary catheters for service users. It has been reviewed and updated to evidence current best practice guidelines and provides clarity on roles that can and cannot be undertaken by staff (and those that need to be performed by a healthcare professional). A Core Competency for Catheter Care has been included in the Forms section. Underpinning Knowledge references and Further Reading links have been updated to ensure they remain current.

Purpose

- To promote best practice in relation to catheter care, whilst minimising the risks associated with healthcare-related infections.
- This policy must be read in conjunction with the following San Damiano Corporation Ltd policies:
 - Promoting Independence with Continence Policy and Procedure and Infection Control Policy and Procedure.
- To support San Damiano Corporation Ltd in meeting the following Key Lines of Enquiry/Quality Statements.
- To meet the legal requirements of the regulated activities that San Damiano Corporation Ltd is registered to provide.

WOMEN'S DAY

On Women's Day, SD celebrated by showering their lovely lady staff with special gifts, acknowledging their contributions and significance within the organisation. Each gift was a token of appreciation for their hard work, dedication, and invaluable presence in the workplace.





DEMENTIA AWARENESS CAMPAIGN

Here's what our service users have to say!



Very helpful to me!

They are very helpful to me, I like them to be around, they always care for me and are very helpful to me! Thank you.

A.S., Nov'23



Wonderful carers!

Our carers are wonderful. They bring joy and we look forward to seeing them every day. We are very fond of K, just simply wonderful.

T.H., Nov'23



CONTACT US

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www.sdcare.co.uk



SD CARE AGENCY

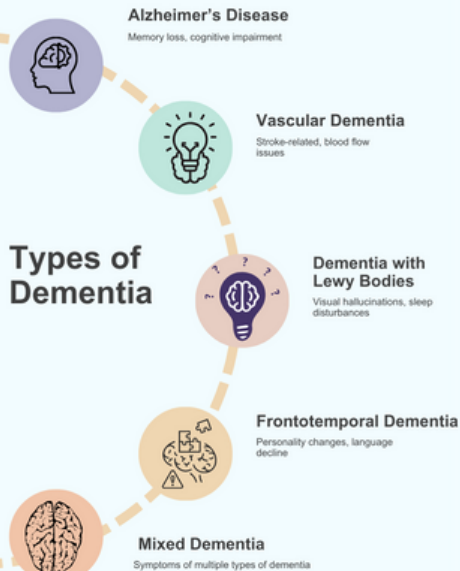


DEMENTIA CARE

Caring with Humility, Dignity and Compassion

Mental Health

Mental health includes our emotional, psychological, and social well-being. One of the most common problems is **dementia** which affects memory. Normally, dementia occurs because of the death of brain cells or damage to parts of the brain that deal with our thought processes. Some forms of dementia, such as Alzheimer's Disease, can be degenerative and may get worse with time.



How can we help

Homecare

Waking Nights

Personal Care

Complex Care

Dementia Care

Sit-in



"If there is any truth – and I suspect there is – to the idea that many of us are, in fact, busy drowning while everyone around us seems happily splashing about, then what are we drowning in? What is causing people to 'drown' or to desperately tread water, all the while praying for rescue? What might be wrong with our world?"

Mark Tyrell



STAFF BIRTHDAYS

CELEBRATING OUR STARS: A TRIBUTE TO BIRTHDAYS THIS QUARTER!

In the vibrant tapestry of our team's success, each thread – each team member – contributes a unique shade that enhances the overall picture. As we navigate through the year, we're excited to take a moment in this edition of our newsletter to shine a spotlight on the wonderful individuals celebrating their birthdays this quarter. It's more than just a yearly milestone; it's a celebration of their journey with us and the extraordinary contributions they've made along the way.

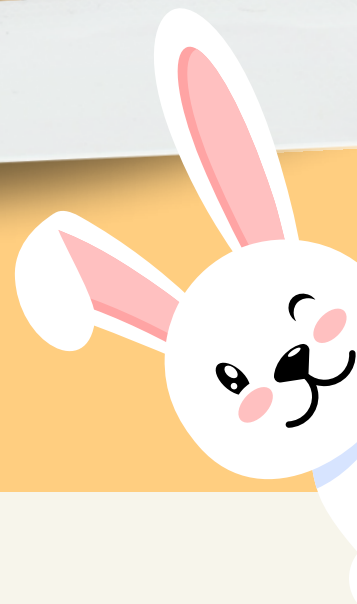
A YEAR OF GROWTH, INNOVATION, AND SUCCESS

With each birthday, we're not just marking the passage of time but applauding the growth and achievements of our teammates. This quarter, our birthday celebrants have been at the forefront of innovation, leading projects that have pushed our boundaries and shattered expectations. Their dedication and passion have been instrumental in navigating challenges and turning them into opportunities for growth and learning.





EASTER



SD is gearing up to celebrate Easter 2024 with our cherished clients, as the team diligently creates personalised Easter Cards paired with delightful treats to express gratitude and spread joy.



OMNIA WELCOMES JIALIN ZHU TO THE TEAM

Dr. Jialin graduated from Shanghai University of Traditional Chinese Medicine in 2012 and has over a decade of clinical experience in TCM. She learned Wu-style Tai Chi from her father, a fifth-generation practitioner, during her childhood. Jialin, now a full-time Acupuncture therapist at Omnia, will lead Acupuncture treatments and teach Tai Chi as part of our Lifestyle Programme.

OMNIA



Omnia's growth trajectory is on the rise with a team of four full-time therapists and a dynamic marketing department. Fueled by passion and a shared vision, our happy and motivated team is poised to make a significant impact.



OMNIA



NEW WEBSITE LAUNCHED

Omnia's new website provides a comprehensive overview of its services, treatments, and brand philosophy. This online platform allows users to explore various aspects of the company in detail, giving them a better understanding of what Omnia has to offer. The website serves as a valuable resource for both current and potential clients.

Visit: www.omnialifestyle.co.uk



NEW TREATMENTS

Omnia has introduced a new range of aesthetic services to its offerings, including Endermologie, which is a cellulite reduction treatment. Other treatments include Ayurveda facials and Gua Sha, which is a Chinese beauty technique for skin healing.





MEET THE TEAM MEMBER AT SD CARE LONDON

We are proud to say that SD London is growing, and we have acquired 3 clients and welcomed 4 new staff! Our clients are located in Stamford Brook, Lewisham and Sydenham with care hours increasing steadily each month.



KARISHMA MADHANAGOPAL

ADMINISTRATOR AT SD CARE LONDON

We welcome our newest Administrator Karishma Madhanagopal. She is currently doing her master's in healthcare administration at City University in London. With a background in medicine, her passion is to support vulnerable people and increase productivity in healthcare.



Karishma with the Guildford team for a training session.



EMPLOYEE OF THE MONTH



>>> JANUARY

Congratulations to Rijul from IT, our January Employee of the Month! Rijul's exceptional technical skills, proactive problem-solving, and dedication to innovation have made significant impacts on our operations. His teamwork and positive attitude inspire us all. Well done, Rijul, for driving progress and exemplifying excellence!



>>> FEBRUARY

Congratulations to Nandika Kusuma Wardani for being named our February Employee of the Month! Nandika's incredible energy, positive attitude, and unwavering commitment have truly set her apart. We are grateful to have Nandika as part of our company and are thrilled to honor her with this well-deserved recognition.



>>> MARCH

Thrilled to honor Jaymee Joy Zamora as March's Employee of the Month! Jaymee Joy has shown incredible commitment and consistently positive vibes, playing a pivotal role in our team's success. Our deepest appreciation goes to Jaymee Joy for her outstanding efforts and dedication to excellence.



ANNUAL HEALTH & SAFETY AUDIT

We recently underwent our annual health and safety audit, a crucial step in ensuring our workplace not only meets but exceeds industry standards. The audit encompassed a comprehensive evaluation of our protocols, equipment, and training programs. Thanks to the diligent preparations and commitment of our entire team, we achieved outstanding results, highlighting our dedication to maintaining a safe and healthy environment for all employees. This achievement underscores our ongoing commitment to excellence and continuous improvement in all aspects of health and safety. We're proud of our team's effort and are motivated to keep setting higher standards for our workplace.



**SAFETY
FIRST**

In our recent health and safety audit, a significant milestone in our commitment to a safe and secure workplace, the roles of HR Antonina Vaklinova and GM Georgiana Raduica were pivotal, ensuring that every aspect of our health and safety protocols was thoroughly examined and met the highest standards. Their collaboration and proactive approach not only ensured a smooth audit but also underscored our dedication to providing a safe environment for all employees. We extend our heartfelt appreciation to Antonina and Georgiana for their invaluable contribution and unwavering dedication to excellence in health and safety.

MISSIONARY NEWS

SD remains steadfast in its dedication to empathy and assistance, continuously reaching out to aid those in dire straits. Our guiding principle, as deeply held by our Director, Francis, is that "In giving, we receive." It's with pride that we announce our latest endeavour of support to numerous needy families in the Central African Republic, in collaboration with the Carmelite Missionaries.

These families face challenges ranging from health crises to the severe impacts of natural calamities. Our efforts have brought a ray of hope to those deprived of basic healthcare and to others striving to rebuild homes ravaged by harsh weather conditions.

We are honoured by the chance to impact positively the lives of these enduring souls and take it as a privilege to offer our support. Our dedication to this cause remains solid, and we are committed to persisting in our help in every possible manner.

At SD, we hold the conviction that united, we can foster a significant positive impact and enhance the global community. We are deeply thankful for the resources that allow us to convey our compassion to the most needy. Your involvement is crucial to our mission of disseminating care and generosity widely. Your backing is what enables us to make a meaningful difference.



SUPPORT THE MISSION - how to make a DONATION

- Via Bank transfer to
Name: Missioni Carmelitane Liguri - Convento dei Carmelitani Scalzi
IBAN: IT 42 D.05034 31830 000000010043
BIC/SWIFT CODE: BAPPIT21501
- Via Postal Order to
Account number: 84953769
Name: Missioni Carmelitane Liguri
Convento dei Carmelitani Scalzi - 16011 Arenzano (GE)
- Via PayPal
Send your offer to: missioni@carmeloligure.it



HEALTHCARE ASSISTANTS WANTED!

We are hiring Domiciliary Care Workers

- We are looking for **kind and caring people** who want to work as Domiciliary Care Workers to make a difference to the lives of others. If you have a caring attitude and willingness to make a difference, come and join our fantastic team based in Guildford and the surrounding areas.
- If you possess a passion for aiding others in leading their most independent lives, we offer excellent **training** and ongoing **support** to help you enjoy a rewarding career with us.

Benefits

- Competitive Pay Rates
- 28 Days of Paid Annual Leave
- Mileage Allowance
- Subsidised Private GP
- Performance Bonus

Requirements

- Full UK Driving License
- UK Right to Work



Scan to Apply



If you are interested please contact us on
hr@sdcare.co.uk