

SD NEWS



SD CARE AGENCY

QUARTERLY NEWSLETTER



Heart to Heart

Our reviews

The care, love and support we received from all staff was exceptional. Excellent from start to finish. Always professional and thoughtful on all fronts. Would recommend the whole company wholeheartedly. The care was just not for the client it was given to me as his daughter from everyone. Five stars are not enough.

*-Wendy Taylor
8th April 2023*

Quality, Technology, and People

Our ideology and the three pillars of SD

Here at SD, we think it is important to constantly reiterate our value for equality, affirming our care for our clients and people alike. These ideals follow our ethos and mark the scaffolding of our organisation. This reminds us again, how we are not only a physical, but an emotionally-centred agency, practising both dignity and compassion in every element of our work. We are proud to celebrate our comprehensive and inclusive workplace culture which we would like to highlight in this issue today.



-with dignity and compassion



CELEBRATE WITH US!

RECENT CELEBRATIONS

I remembered clearly one day, I had a bad dream, I dreamed of my late Dad, & held my hand as he saw that I looked scared. I felt comforted. He is an ace, a first-class for me on that day. We are also very pleased to see R back again after some time. They all have a good sense of humour. They always make sure that I have sit-down conversations with them. I find conversation as important as physical care.

- Pamela W

13TH July 2023



Our carers are generally helpful, especially when I know that the situation with my wife is quite difficult. Our carers are very understanding and competent, especially our main carer who is leading the team. They are our anchor. I have now met many of your carers and I can confirm that all your current carers given an excellent impression with a gentle, considerate, understanding and kindly professional attitude.

- Det F

10 July 2023





DID YOU KNOW ABOUT OUR OFFICE IN LONDON?



CHISWICK GATE 598-608, CHISWICK HIGH ROAD, LONDON, W4 5RT

I would like to extend my thanks to all of you who took care of my dad while at home. Even though he has to go to a care home. We are overwhelmed with how much the carers helped my dad.

*- James H
16 May 2023*



“Every one of us needs to show how much we care for each other and, in the process, care for ourselves.”

– Princess Diana

“No act of kindness, no matter how small, is ever wasted”

– Aesop.

Carers are brilliant and the care is excellent. Carers are very good at communicating and when it comes to the care that they are giving to my Mum they are very trustworthy and if they have concerns with anything, they immediately inform me which I appreciate. SD Care is very supportive and approachable. Every time I call the company someone is available to talk to me and listen to my concern.

“Keep a clear eye toward life’s end. Do not forget your purpose and destiny as God’s creature. What you are in His sight is what you are and nothing more. Remember that when you leave this earth, you can take nothing you have received, but only what you have given; a full heart enriched by honest service, love, sacrifice, and courage.”

-St Francis of Assisi

*- Hilary S
17 April 2023*

QUALITY

PILLAR ONE

San Damiano Corporation prioritises quality at its core. working inexorably to improve its services by grouping feedback from clients and employees through surveys and audits and actively applying it. As an ISO:9001 accredited organisation, San Damiano Corporation maintains the highest standards of quality at all levels of operations.



The care is excellent. I feel very secure with my regular carers who come twice a day. All carers have been excellent and the care they are giving me is very helpful. They always encourage me to take my medication on time. At night, when they get me ready for bed, they always make sure that I have all the things I need ready and within my reach. They always make sure I am comfortable and safe. SD Care is nothing but excellent. I am very pleased with the care and the name San Damiano.

*- Diana M - Posted
17 April 2023*



I like our carers. They are very hardworking, they do everything that is required including doing exercise for the legs of my Mum. They take care of my Mum every day. Carers always ask me and consult me with regard to my Mum's care which I appreciate. They suggest things like what kind of wipes are best to use or anything that will be helpful to my Mum.

*- Paul B
17 April 2023*





We are absolutely happy with the care my partner is receiving. We have never had any single complaint since day one. Our carers are very efficient and they know what they are doing to my patient's care. They are friendly to our family and very conscientious. They are absolutely brilliant. We are very satisfied. The office staff are very good, too. My partner goes on and off in the hospital, and they always make quick arrangements whenever he is due to come home to receive cover as soon as possible. Our relationship is nothing but brilliant with SD Care as they are very good at communicating, very caring and very helpful. We are absolutely very happy and very satisfied.

*- Samantha
17 April 2023*



They help me with everything I need. My carers are very cheerful people, I feel nice to have them around.

*-Aby Joan P
11 July 2023*

PEOPLE

PILLAR TWO

One of the ways in which San Damiano Corporation invests in people is through its sponsorship programs, such as the Care Overseas Sponsorship (COS) program. This program provides opportunities for healthcare assistants from the Philippines, Africa, South America, and other areas to work in the United Kingdom.

Once a candidate has been identified, San Damiano Corporation provides them with the necessary training and support to ensure they are equipped to work as health care assistants in the UK. This includes:

language and cultural training, as well as training in the specific skills and knowledge required for the role.

Through its investment in quality, technology, and people, San Damiano Corporation is aiming at establishing itself as a leader in the healthcare industry.



TECHNOLOGY

It has been brilliant and I couldn't ask for more. I've been practising as a physiotherapist for a number of years and I do not have good experience with care but SD Care puts back my trust in the people I have met in my home and provides care for me. My carers are kind, caring and responsive and they go beyond the extra mile just to provide good quality care to achieve their care tasks.

*- Tonya C
17 April 2023*



My carers are always kind, compassionate and professional in the care they provide. Even when I'm feeling low, they are always here with a smile that brightens my day. The care they give me is exceptional and I couldn't wish for better.

*Andy W
17 April 2023*



The second pillar, Technology, is equally critical to San Damiano Corporation's prosperity. The corporation is devoted to using digital platforms and innovative technologies in all sectors, from human resources to finance and administration. This aids in streamlining our operations, increasing productivity, and ensuring that the company can keep up with the continuously changing business environment.

Our Mission:

We strive to offer exceptional care with empathy, compassion, and respect, and to make a positive difference in the lives of our service users and their families.

Our Vision:

Our vision is to become a leading provider of healthcare services that prioritizes the well-being and dignity of every individual we serve.

Our Values:

Caring with Dignity, Respect and Compassion



SD CARE AGENCY

GET TO KNOW OUR SPECIFIC TECHNOLOGY

Care Management with Birdie Care

Birdie Care manages all our Care Management and Care Delivery, through inquiry to assessments and care planning.

Care planning and provision are updated in real-time so caregivers know exactly what support is required and when to deliver that support. The caregivers use e-MAR to see medication requirements, including dosage and risks. Caregivers can now write daily activities straight onto the app which allows us to identify any medication errors quickly and take action immediately. Previously, we completed all these notes on paper, which meant we could not pick up on medication errors quickly. Since notes are digital, these are secure from being viewed by unauthorised visitors or being misplaced. Service users or their families can also request access to care plans and assessments, daily dairies, or relevant documentation.

Care Analytics with Looker

Birdie Analytics is a tool that collaborates with Looker to provide key analytics for our Care Management and Care Delivery. It collects all the data from our rostering system to all the data our carers input on the app. This means that Birdie Analytics is the number one tool when it comes to evaluating our performance. Our analytics tool includes 27+ dashboards to help us gather evidence and complete audits which helps us stay on track on our progress.



KEEP YOURSELF UP TO DATE! IN THE SPOTLIGHT THIS MONTH:

These three policies have been updated in the period of April 2023 to June 2023.

1) CMO3 - Overarching Medication Policy and Procedure

This policy details the medication support provided by a service and should be read at the same time as the suite of medication policies and procedures in the QCS management system.

It states: It is the overall medication policy that provides direction to other relevant medication policies and forms available to guide safe medication management. It has been reviewed and updated throughout, along with the suite of medication policies and procedures. The new policy and procedure sections include underpinning knowledge and two new inclusions in the forms section. References have all been checked to ensure they remain current.

Suggested action:

- Encourage sharing the policy through the use of the QCS App**
- Add the policy to the planned team meeting agendas**
- Ensure relevant staff are aware of the content of the whole policy**



Regulated by

2) CR46 - Mental Capacity Act (MCA) 2005 Policy and Procedure

This policy will support a service with the Mental Capacity Act and has been checked and reviewed. There have been no content changes. An additional reference has been added to further reading. References have been checked and updated.

Suggested action:

- *Encourage sharing the policy through the use of the QCS App*

People affected by this service should be aware of the following:

- *The Mental Capacity Act (MCA) protects the rights of people who lack mental capacity and those who take decisions on their behalf.*
- *It also puts an obligation on paid staff to find the least restrictive, most person-centred ways possible to care for someone who lacks mental capacity, and keep them safe*
- *Where a decision needs to be made for someone who lacks the capacity to make that decision.*
- *the decision must be made in the persons best interests.*
- *The decision-maker must take into account the person's wishes and the views of friends and family in making those decisions*



Regulated by



For further reading on all these policies please check QCS

Regulated by

3) CR26 - Deprivation of Liberty in Community Settings Policy and Procedure

This policy details how to support service users who may lack capacity to consent and complies with the Deprivation of Liberty Safeguards (DoLS) Regulations. It has been reviewed with no significant changes. References have been checked and updated.

Suggested action:

- *Encourage sharing the policy through the use of the QCS App*

Purpose

1.1 To protect the rights of people who might lack mental capacity who are aged 18 and above, when they may be deprived of their liberty in their best interests in their home environment. They may lack capacity to consent to a Care Plan which:

- *May deprive them of their liberty, but is essential in order to give them necessary support / care or treatment*

1.2 To comply with the Deprivation of Liberty Safeguards (DoLS) regulations in The Mental Capacity Act 2005 and to prevent breaches of the European Convention on Human Rights/Human Rights Act 1998.

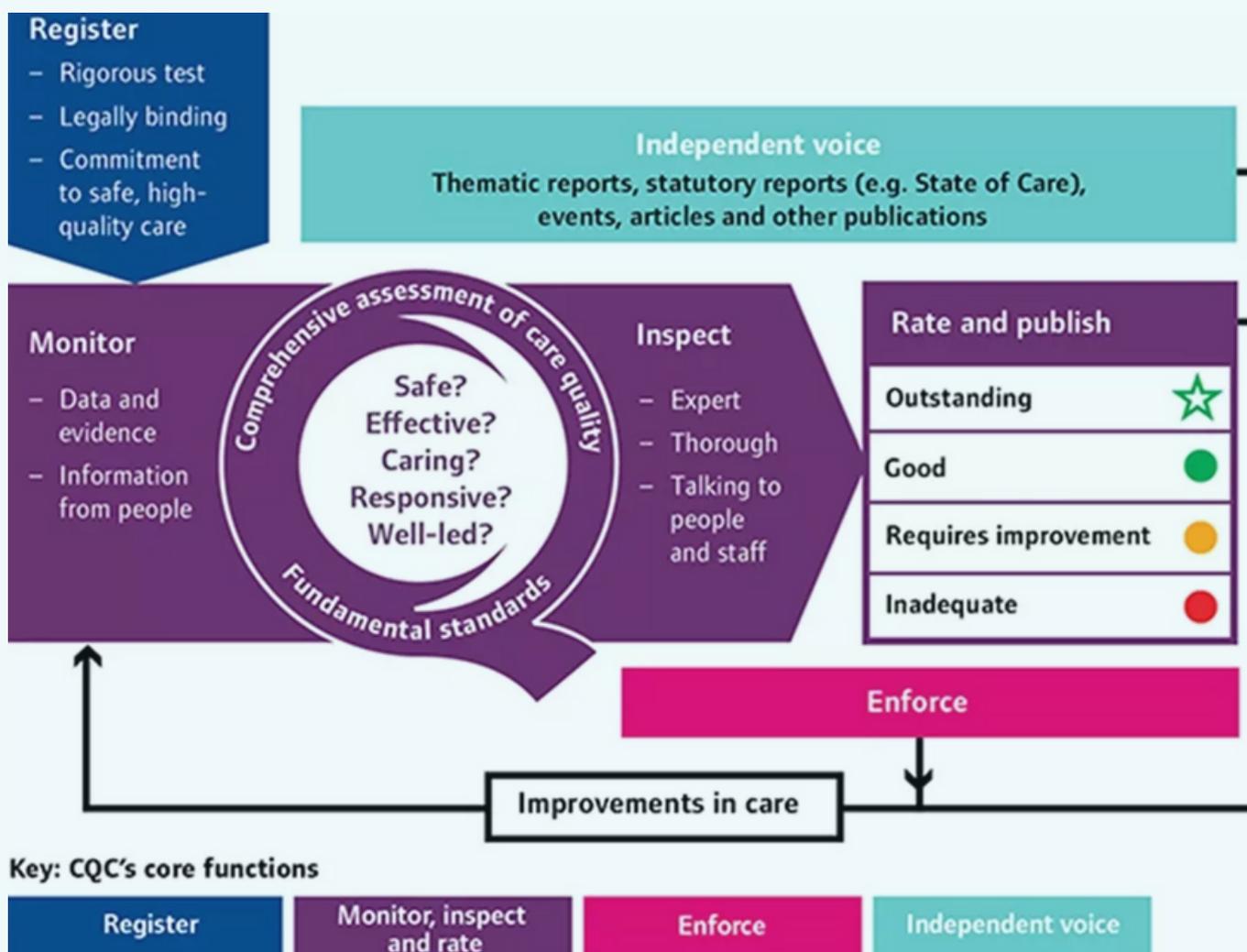
1.3 To support San Damiano Corporation Ltd in meeting the following Key Lines of Enquiry/Quality Statements (New):

LOW IMPACT

CQC KEY LINES OF ENQUIRY (KLOE)

SD Care Agency, like all Care companies, is a regulated business, meaning we must respond and abide by rules and laws set by the Care Quality Commission (CQC) Committee. These regulations are summarised in some Quality Statements that show how services and providers need to work together to plan and deliver high quality care. Care Agencies can assess whether or not they comply with such statements and to what degree.

Safe	By safe, we mean that people are protected from abuse and avoidable harm.
Effective	By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life and is evidence-based where possible.
Caring	By caring, we mean that staff involve and treat people with compassion, kindness, dignity and respect.
Responsive	By responsive, we mean that services are organised so that they meet people's needs.
Well-led	By well-led we mean that the leadership, management and governance of the organisation assures the delivery of high-quality person-centred care, supports learning and innovation, and promotes an open and fair culture.



TELL US YOUR STORY

An interview

with Ramona R

HR executive and
sponsorship expert.



Hi, My name is Ramona; I have been working for SD for around two years now. currently, However, I am working in Hr department as an executive. Overall, I find this job extremely gratifying. I was born in Romania and love to travel the world, considering it one of my favourite hobbies. I believe this is what gave me my unique perspective on life.

STAFF INTERVIEWS

I also adore reading, owning an impressive library in both Romania and England. If I had to choose my favourite British author at the moment, I would have to pick Sarah Morgan, I definitely recommend her works!

The best thing about my job is meeting new people and learning About their differing experiences. moreover, I like how I can make a difference, by nurturing new employees and giving them chances and opportunities despite their experience level. As a person who has experienced what it is like without adequate nurturing in employment, I feel as though it is my duty to uphold this no matter what.

Overall, what inspires me in my work is my family. I would say I am a very family-oriented individual- actually, I am getting married this September which will be attended by some of our office staff, but everyone has shown immense support and happiness for the event.

An interview with Olive Paul

Registered Manger.



Olive is SD's registered manager, but did you know she was one of the founders and pioneers of the Tuesday club?

The Tuesday Club is a social club open to all; they meet monthly (on the third Tuesday) for either tea in St Joseph's Hall with a talk, alternate entertainment or a trip to a place of interest. They believe in the message of Christ and come together to share love, community, companionship and support with all the Club's members and friends regardless of religious affiliation.

"Someone wise once said "If you want happiness for an hour, take a nap. If you want happiness for a day, go fishing. If you want happiness for a year, inherit a fortune. If you want happiness for a lifetime... help someone..."

...I found my happiness in helping people, helping others, especially the elderly and vulnerable in society. It has always made me feel good."

- Olive Paul

- The club was initially set up in 2013, as a way of supporting the local community, particularly our precious elderly. Recent statistics prove that at least 1.4 million older people in the UK alone have experienced loneliness. This is a major issue that is now universally recognised. Thus, solidifying the importance of this club as a devise to encourage friendly socialisation and encouraging community.*
- SD in particular provides transport to and from the church, with Olive herself being a volunteer since its beginnings. However we urge, if you are interested, to get involved with such a benevolent cause as any contribution and support goes a long way.*



EMPLOYEE OF THE MONTH

APRIL



RAMONA RADU

In recognition of your outstanding performance for the month of April and as a token of appreciation for your loyalty and commitment.

Our appreciation goes to Ramona this time who is a nurturing, caring and intelligent individual. She has demonstrated her hard work and loyalty time and time again despite the hard year. As a result, she DEFINITELY DESERVES this award .

EMPLOYEE OF THE MONTH

MAY



SHELLA CHIPOYA

In recognition of your outstanding performance for the month of May and as a token of appreciation for your loyalty and commitment.

Our gratitude goes to Shella for her professional attitude, her indomitable spirit and overall positivity She is flexible and dedicated to her work. Overall she is an amazing employee who is well-liked and is more than deserving of this award.

EMPLOYEE OF THE MONTH

JUNE



ALEAH MOLEJON

In recognition of your outstanding performance for the month of June and as a token of appreciation for your loyalty and commitment.

Our thanks go to Aleah this time for her bright and joyous personality. She is kind, friendly and an undisputedly hard worker. This reflects in all elements in her work. Overall she is a sweet employee who is highly deserving of this award.

Missionary News

San Damiano Corporation Ltd graciously contributes annually to support the Missionaries in their endeavours. Notably, the Company has recently demonstrated its ethos by providing financial support to the Carmelite Friars in the Central African Republic, one of the world's most impoverished nations. The Company has demonstrated its dedication to philanthropy by contributing \$20,000 towards constructing a new school in Karnataka one of India's most impoverished nations. Due to this, more than thirty young people will have access to education in 2023, giving them a chance to pursue a brighter future.

The mission works strenuously to bring peace every day, despite the dangerous and hostile climate and the ever-present risk. Their main goal is to bring peace, willing to pursue this goal despite the circumstances.

Recently, however, one of the priests, Father Norberto got gravely injured in a freak land mine accident. Despite being injured he affirmed his desire to return to the mission and aid the less fortunate- truly an ode to his benevolence.



BOZOOM, 21 FEBRUARY 2023: LOOKING AT THE REMAINS OF PADRE NORBERTO'S JEEP, IT IS A MIRACLE THAT ALL SIX OCCUPANTS EMERGED ALIVE



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

THE IMPACT OF AI ON BUSINESS AND SOCIETY

Artificial intelligence, or AI, has long been the object of excitement and fear.

In July, the Financial Times Future Forum think-tank convened a panel of experts to discuss the realities of AI – what it can and cannot do, and what it may mean for the future.

Entitled “The Impact of Artificial Intelligence on Business and Society”, the event, hosted by John Thornhill, the innovation editor of the FT, featured Kriti Sharma, founder of AI for Good UK, Michael Wooldridge, professor of computer sciences at Oxford university, and Vivienne Ming, co-founder of Socos Labs.

Healthcare is one of the many sectors to benefit from AI’s rapid development. Applied to large data sets, AI has identified new drug solutions, enabled the selection of candidates for clinical trials and monitored patients with specific conditions. Roche, for example, uses deep-learning algorithms to gain insights into Parkinson’s disease.

In the consumer sector, data and language analysis has been applied to develop translation apps, online moderation and product and content marketing. It has also identified epidemic outbreaks and verified academic papers.

In energy, Iberdrola, the Spanish multinational, has achieved efficiency gains that benefit both the company and the environment. It uses AI to improve the operation and maintenance of its assets through data analytics. Systems developed with machine learning co-ordinate the planning and delivery of maintenance, monitor electricity usage and optimise distribution.

Set against these advances, it should be acknowledged that AI has also worked in less benign ways: it has given criminals the means to commit sophisticated fraud and assisted in the creation and dissemination of “fake news”.

[READ FULL ARTICLE HERE](#)

H I G H L I G H T S :

WHY IS EXERCISE SO BENEFICIAL ?

- *One of the most exciting health research projects of the past decade has looked at how exactly exercise makes us feel good. Research shows that there appears to be an apparent scientific reason that we can see at a cellular level.*
- *When muscles contract, they secrete chemicals into the bloodstream. Among these chemicals are myokines, which have been referred to as “hope molecules”. They’re also responsible for improved metabolism, reduced inflammation, and increased muscle strength.*
- *Exercise also releases neurotransmitters such as dopamine, noradrenaline and serotonin that have a positive impact on our brains.*
- *A large study from Norway showed that physically active teenagers in team sports had higher self-esteem and life satisfaction, particularly for senior high-school girls. This also was true for university students, where a clear association was found between inactivity and poor mental health, self-harm and suicidal attempts.*
- *So when you’re feeling low, it’s tempting to do a Netflix binge, or spend hours scrolling on social media comparing others’ lives to yours, and feeling increasingly sad. This is especially true for teenagers. The antidote we know clearly from epidemiology and biology is to just get moving: whether it’s joining a team, going for a long walk, or finding a community gym or yoga class. You’ll certainly feel more hopeful afterwards.*



*“Mens Sana In Corpore Sano”
–A Healthy Body A Healthy
Mind.*

[READ FULL ARTICLE HERE](#)

ARTICLE BY DEVI SRIDHAR

**CHAIR OF GLOBAL PUBLIC HEALTH AT THE
UNIVERSITY OF EDINBURGH**



-POST: DOMICILIARY CARE WORKER / HEALTH CARE SUPPORT WORKER -TYPE: FULL-TIME -NO EXPERIENCE IS NEEDED AS WE OFFER FULL TRAINING AND SUPPORT

-JOB TYPES: FULL-TIME, PERMANENT

-SALARY: UP TO £12.00 PER HOUR

-FLEXIBLE LANGUAGE

REQUIREMENT: ENGLISH NOT REQUIRED

-SUPPLEMENTARY PAY TYPES: QUARTERLY AND BIENNIAL PERFORMANCE INCENTIVE BONUSES

Here at SD Care, we firmly recognise the importance of our care practitioners and their work in the community. We believe in nurturing our employees by investing in continuous professional development, technology and comprehensive training to ensure productivity, priding ourselves in our care delivery and ensuring the highest standards. We pride ourselves in rewarding our staff and maintaining a healthy and positive environment.

HEALTH CARE ASSISTANTS WANTED!

1) Things we can offer :

- Competitive pay rates
- Paid annual leave of 28 days
- Pension contributions
- Mileage claim of up to £0.80 per mile
- Financial support with interest-free loans
- Assistance in purchasing motor vehicles
- AND MANY MORE ATTRACTIVE BENEFITS

2) Your primary responsibilities will be:

To provide personal care to the service users as per the care plan to develop a good relationship with service users so that they maintain and improve their independence *To assisting daily living skills such as personal hygiene including showering/bathing *To assist with preparing meals *To assist with medication Any other support required

3) Essential Skills:

- Adequate oral and written communication skills
- Good interpersonal skills
- Positive attitude and willingness to develop the role of a Healthcare Assistant
- Trustworthy
- Reliable

REFER A FRIEND, GET A REWARD!

