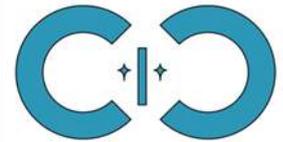


Caring in Craigmillar

Issue 8



Carer Surveys—Results and Response

Thank you to everyone who completed our recent Carer Survey.

These survey's are very useful in helping us collect feedback from those who Caring in Craigmillar support. Feedback is vital to help, support and assess what can be done to further improve our members experiences and allow you to take part in actively participating in the running of the organisation.

However, our return rate was fairly low this time round with a response rate of 35%. We do understand people lead busy lives and forms coming through the post regarding your loved one, can be constant and daunting but if we could encourage as many families/carers to try and complete these where possible. We do really appreciate you taking the time to do this.

From the surveys' we have received back, we have collated the feedback and implemented some changes which are detailed below.

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Comments/Questions	Action
<p>"My father is unable to tell me what activities he does during his day with you, due to having dementia. We would love to hear what he gets up to"</p> <p>"My wife always comes home with a smile but cannot remember what she has done with her friends at the centre that day."</p>	<p>We have now uploaded our monthly activity calendars to our website where you can see our activity plans for the month. These can be found at www.caringincraigmillar.co.uk/daycare where you can also find all our past and present newsletters.</p> <p>Our Senior Care Staff team have also designed lovely books called "My Time at Caring in Craigmillar" complete with photos and descriptions of member's days. This has initially been put in place for our members who find it difficult to communicate with their family at home. These will be rolled out to other members identified. If you would find this useful, please get in touch.</p>
<p>"There was some confusion with a recent outing. The bus arrived earlier than expected and my husband wasn't quite ready."</p>	<p>In the event of a day trip requiring an earlier set off time, our Activity Team will now ensure member's who are attending an upcoming trip will be notified by way of either a small letter with details sent home with them or a phone call to their family/carer the day before. This will allow you to prepare the member for this.</p>
<p>Question—We asked you if you would like to be involved with the member's 6 monthly Support Plan Review where we plan, discuss and set objectives to enhance their time at the centre, and more importantly, review their care needs.</p>	<p>Those who have said yes to this will now be contacted at review stage to be invited in to the centre to take part in the review process, or receive a verbal update via phone from the said member's key worker. **If you haven't told us your preference for involvement, please call us and we would be happy to ensure you are added to our records for 6 monthly updates. **</p>

Caring in Craigmillar—Member Forum

Our Member Forum meet 4 times a year and we use this opportunity to allow the forum to have their say and get involved in future plans. Our forums are led by our members and enable us to listen to their views and suggestions and put them into action!



The Forum recently met and we were thrilled to hear such positive feedback and plan exciting trips for all the members to enjoy.

The topics discussed were trips and activities, food and transport. The forum members spoke very highly of all these aspects of CiC. We were especially thrilled to hear the praise given to our Staff Team who work hard every day to ensure members have the best experience here at CiC.

We were presented with a list of trips and in house activities that the members would like to see in the next few months and we are pleased to say we are planning these trips and each member will have the opportunity to enjoy these!

Trips: The Royal Yacht Britannia, The Botanic Gardens, Musselburgh Harbour and Lucas Ice Cream visit (always a favorite!) and returning visits to the Living Memory Reminiscence Centre.

In House Activities: Cool Creatures, Therapets and Entertainers



A huge thank to our Forum Members for taking part!

The next meeting will be held on Tuesday 15th October at 1pm.

Check out the gallery of recent trips and activities on page 4, 5 and 6!

If you would like any photos printed to keep and take home, please let a staff member know and we would be happy to provide these for you!

Activity Update—from Jonelle and Veronica

"The summer months have been very busy in the centre! We took advantage of the good weather by getting out and about! Our annual barge trips went well, with our members enjoying a leisurely sail along the Union Canal. For some members it was their first experience of being on a barge and they told us they "had a lovely day".

With help from Karin, our members continue to enjoy the fresh air with our weekly walking group to Bridgend Farmhouse. It is a popular activity with both new and regular members, with positive comments such as "Oh yes, I like going there!"

The members' enthusiasm for being outdoors led us to Joy Rides, which is an electric bike/rickshaw experience facilitated by Lissa. Our members boarded the bike at the Meadows and had a tour of the local area, as well as a friendly natter!

Within the centre, we have been getting creative! In July we made miniature paper people where members were asked to recreate themselves using different materials. We displayed them on the wall for all to see!

Popular arts and crafts that our members enjoyed during August were stained glass effect sun catchers, wool crafts such as pom pom making—taking some members back to their school days! We painted glass tumblers, made dream catchers from twigs from the garden, wool and feathers. Our members were pleased with their efforts, requesting that they take them home.

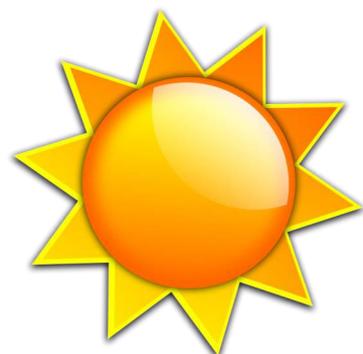
Always popular is baking, making chocolate truffles and decorating biscuits with coloured icing. Some couldn't wait to take them home and share with family so they ate the evidence!

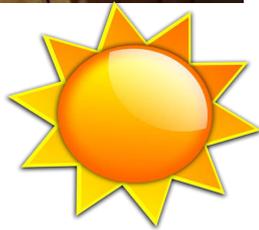
Our allotment has produced lots of potatoes and onions. Thanks to our enthusiastic green-fingered members. They were able to enjoy the fruits of their labour by taking their veg home to cook.

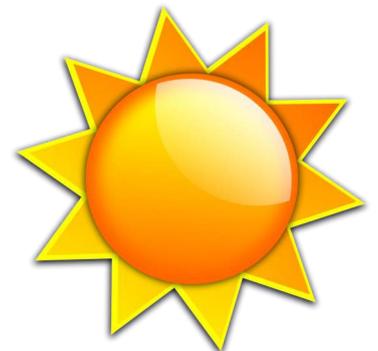
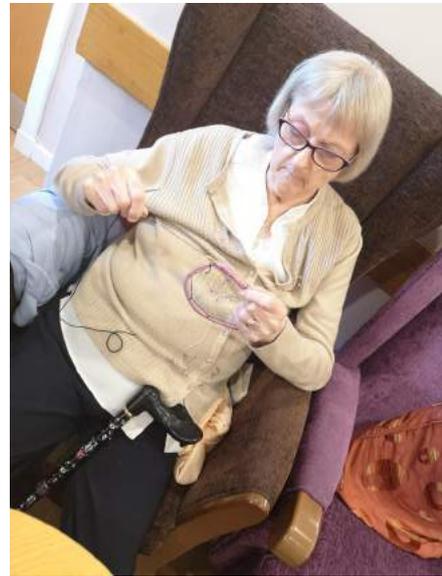
Further to our members forum, we continue to have weekly quizzes and word games as requested by our members. We ensure our activities are suitable for all levels to enable group participation.



We asked members where they would like to go for trips so in the coming months we will be visiting Luca's Ice Cream, the Botanic Gardens, The Royal Yacht Britannia and the Reminiscence Centre. We will inform everyone of dates for these trips in advance."







A gentle reminder.....

Here at Caring in Craigmillar we operate a zero tolerance policy on aggressive or inappropriate behaviours to our staff team.

To successfully provide our service, a mutual respect between staff and members has to be in place. All our staff aim to be polite, helpful and sensitive to all members individual needs and circumstances. We would respectfully like to remind you that our staff team are here to ensure you are supported in a happy, safe and fun environment.

Behaviour such as bad language, aggressive verbal exchanges and insulting behaviors etc are found to be unacceptable.

We ask you to treat our staff courteously at all times.

thank you!

CiC Annual General Meeting 2019

Further to our Annual General Meeting (AGM) held on 21st August 2019, a copy of our Annual Report is available on request.

AGM
Annual General Meeting

And Finally.....Welcome to the Team Susan

Susan Mackay has recently joined us as part of our Phonelink Contact Team.

“Hi, my name is Susan and I've just joined Phonelink and I'm enjoying getting to know and chat to you all.

I live with my Husband Colin, 2 dogs Poppy and Millie and my cat Ziggy. I enjoy swimming and I go to Weight Watchers once a week to keep a check on my weight as I've lost 10 stone since December 2017. I love to catch up on the soaps every night and I also enjoy movies.”



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