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NEWSLETTER



AMAZING ANGELS CARE LTD

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In the Hot Seat with Neliet Sellars

Greetings to you, filled with warmth and the spirit of summer! We are truly relishing the splendid sunny days and the extended evenings of this season. As we assured you earlier, we had the opportunity to sit down with our Managing Director, Neliet Sellars, and posed some of the questions that were submitted to us. Now, let's delve into her insightful responses:

What inspired you to start Amazing Angels Care?

"I wanted to make a difference and to be a part of the force that contributes positively to those who need assistance in their daily lives. I believe I have what it takes to make a difference in people's hearts and I believe that I have a big heart."

What is one thing you would change about this company?

"With many companies launching simultaneously, the competition is tough. Some may not have the same intentions as us, amplifying the need for us to fight harder to gain recognition. In this challenging landscape, we are determined to stand out and make our mark, setting ourselves apart from the rest."

How do you spend your time outside of work?


"Thinking about Amazing Angels! I do also enjoy listening to music, long walks, fine dining, shopping, being pampered and traveling"

Growing up as a little girl, what did you want to be when you grew up?

"As a child, I have always liked to look after everyone in my family- being the firstborn that came naturally to me and I suppose it's no surprise that I became a nurse."

What is your favourite meal?

"Seafood, seafood, and more seafood!"



Celebrating Carers Week 2023, 5-11 June: Recognising the Dedication of Amazing Angels Care

By Neliet Sellars (Registered Manager)

Carers Week is a special time to honour and appreciate the invaluable contributions of caregivers who selflessly devote themselves to the well-being of others. At Amazing Angels Care, this week holds particular significance as we celebrate the remarkable Carers who go above and beyond to provide exceptional care and support to those in need. Join us as we recognise and celebrate the outstanding dedication of the Amazing Angels Care team during Carers Week.

Carers at Amazing Angels Care embody the essence of compassion in their daily work. They tirelessly strive to make a positive impact on the lives of the individuals they care for, consistently demonstrating empathy, kindness, and a genuine commitment to their well-being. Carers become trusted companions, offering not just physical assistance but also emotional support, and creating a nurturing environment that promotes comfort and a sense of belonging.

At Amazing Angels Care, the foundation of our care services lies in personalised care plans. Carers take the time to understand each individual's unique needs, preferences, and aspirations, ensuring that every aspect of their care is tailored to enhance their quality of life. The Carers' warm-hearted approach fosters strong bonds, allowing individuals to maintain their dignity, independence, and a sense of purpose.

Carers not only touch the lives of those they directly care for but also extend their support to families and communities. They provide much-needed respite to family members, offering them peace of mind and allowing them to recharge. Carers also actively engage with the wider community, raising awareness, and fostering understanding of the challenges faced by those in need of care. Their contributions help build a more compassionate society that values and supports individuals and families requiring care services.

Carers at Amazing Angels Care often go above and beyond their call of duty, demonstrating extraordinary dedication and resourcefulness. They are flexible in their approach, adapting to changing circumstances and evolving needs. Whether it's advocating for the rights and well-being of their clients or going the extra mile to ensure their comfort, Carers consistently exhibit an exceptional commitment to delivering the highest standards of care.

Amazing Angels Care recognises the importance of continuous learning and professional development for Carers. We provide ongoing training opportunities to ensure our Carers are equipped with the latest knowledge and skills, enabling them to provide the best possible care. This commitment to professional growth ensures that our Carers stay up-to-date with industry advancements, enhancing their ability to meet the evolving needs of the individuals they care for.

During Carers Week, Amazing Angels Care takes the opportunity to celebrate and appreciate the tireless efforts of our Carers. We organise special events, recognition ceremonies, and activities that allow us to show our gratitude and acknowledge the extraordinary impact they make in the lives of those they care for.

Nurturing with Grace: The Art of Caregiver Etiquette & Decorum

By Makaita P Kagwere

Caregiving is a deeply meaningful role that requires not only technical skills but also a profound understanding of caregiver etiquette and decorum. Whether you are a professional caregiver or providing care for a loved one, following guidelines of etiquette can enhance the caregiving experience for both parties involved. In this article, we will explore the essential principles of caregiver etiquette and decorum, highlighting the significance of respect, communication, and empathy.

Respectful communication lies at the heart of caregiver etiquette. Treating the person you are caring for with dignity is crucial. Address them by their preferred name and listen attentively to their needs, concerns, and preferences. Maintain eye contact and speak clearly, allowing them ample time to express themselves. This not only fosters trust but also validates their individuality and autonomy.

Maintaining boundaries and privacy is another vital aspect of caregiver decorum. Seek consent before engaging in any caregiving tasks and be mindful of personal space. Avoid intrusive actions or discussions and explain each step of personal care beforehand, allowing the person to participate in decision-making when possible. Upholding confidentiality and sharing sensitive information only on a need-to-know basis is essential.

Patience and empathy are indispensable virtues for caregivers. Understand that the person you are caring for may experience frustration or anxiety due to their condition. Remaining calm and composed, offering support, and actively listening can make a significant difference. Empathy allows you to put yourself in their shoes, validating their feelings and providing comfort during difficult times.

Cultural sensitivity is an integral aspect of caregiver etiquette. Recognise and respect the diversity of backgrounds, beliefs, and traditions among those you care for. Learn about their cultural customs and practices to ensure their care aligns with their values and preferences. Respecting religious or dietary restrictions and adapting care routines accordingly is crucial. Sensitivity towards cultural nuances fosters trust and demonstrates your commitment to providing personalized care.

Professionalism is paramount, especially for professional caregivers. Arrive punctually, dress appropriately, and maintain a neat and clean appearance. Adhere to professional codes of conduct, such as maintaining confidentiality and showing respect to colleagues and supervisors. Professionalism helps create a harmonious working environment and builds trust with care recipients and their families.

Lastly, caregiver self-care is essential for providing the best care. Caregiving can be physically and emotionally demanding. Take breaks, maintain a healthy work-life balance, and seek support when needed. Practising self-care ensures you can consistently offer your best self to those in your care.

In conclusion, caregiver etiquette and decorum are essential in fostering a positive and respectful caregiving experience. By upholding principles of respect, communication, empathy, cultural sensitivity, professionalism, and self-care, caregivers can enhance the quality of care they provide.



Ensuring Safe and Reliable Medication Management

The medication management policy at Amazing Angels Care emphasizes the importance of providing safe and reliable care in relation to medication. The Registered Manager holds accountability for the secure handling of medication and ensures the provision of necessary resources and trained staff. The policy promotes an open and honest culture that supports medication safety through regular audits and monitoring.

The Registered Manager oversees the quality of medication handling, ensures evaluations and learning opportunities, and addresses any medication-related incidents. Service users are treated with respect and dignity, and their individual needs, including cultural and religious requirements, are considered. Consent and mental capacity are important considerations, and best-interest decisions are made in collaboration with others involved in the service user's care.

Safeguarding is a priority, and issues such as deliberate withholding or incorrect use of medication are addressed. Amazing Angels Care (Stafford) recognizes its legal duties and follows best practice recommendations in managing medicines safely.

The roles and responsibilities of staff, including the Registered Manager and care workers, are clearly defined. Risk assessments are conducted, and medication is readily available when needed. Staff are trained and assessed for competency, and policies and procedures are followed to ensure safe administration. Reporting incidents and conducting audits are integral parts of maintaining a culture of continuous improvement.

If any circumstances arise that are not detailed in the policy, advice is sought from relevant healthcare professionals. Related policies cover various aspects of medication management, and specific forms are available to support documentation and assessment.

In summary, Amazing Angels Care (Stafford) has a robust medication management policy that prioritizes safety, accountability, and the individual needs of service users. Through comprehensive training, regular audits, and effective communication, the organization strives to provide reliable and secure medication administration.

LIGHTENING THE CAREGIVING LOAD: FINDING HUMOUR IN CARING FOR OTHERS



Caregiving can be a demanding and challenging job, but sometimes a little humour can help lighten the mood. Here are a few caregiving jokes to bring a smile to your face:

1. Why did the caregiver bring a ladder to work?
Because they heard the resident wanted to "reach new heights"!
2. Why do caregivers make great comedians?
Because they have a talent for finding humour in the most unexpected situations!
3. What's a caregiver's favourite type of music?
Oldies, because they always bring back fond memories for their clients!
4. Why did the caregiver always carry a pencil and paper?
To keep track of all the "punny" jokes they come up with during their shifts!
5. Why did the caregiver become a stand-up comedian?
Because they realised they could make their clients "roll" with laughter!

Remember, humour is a great way to cope with the challenges of caregiving, but it's important to always be sensitive and respectful to the individuals you are caring for.

Till next month!

