



The Daisy Chain

April 2023

Welcome to the April 2023 edition of the Daisy Chain, our newsletter about what we've been up to and what's going on in our community.

This issue comes at a celebratory time, as we have received the report from our latest CQC inspection, and the results are that we're 'Good' in all five aspects that they inspected! We've put a bit more about this further on in this issue, along with the summary that the CQC have asked us to share with you all.

April is fast approaching, and thus comes the advent of Spring. The garden is getting ready to erupt into full colour once again, and the earth on the allotment is stirring. D. H. Lawrence put it perfectly: 'This spring as it comes bursts up in bonfires green'.

I hope that this newsletter finds you all well, and that you enjoy having a peruse through the happenings of Teign Angels Ltd over the past few months!

Joseph Clark-Skinner
Office Manager

Staff Anniversaries in January/February/ March/April:

On 12th January, **Sean** celebrated his 6th anniversary with us.

Emma celebrated her 1st anniversary with us on 25th February, and **Kim** celebrated her 4th anniversary on the 26th.

Sharon also celebrated her 6th anniversary with us on 1st March.



National Feet Week

17th - 23rd April 2023



The Results Are In...

On 16th January 2023, we were visited by our CQC inspector for the first part of the inspection of our service. This was, in effect, our first inspection as Teign Angels Ltd, as our 2017 inspection was just as Teign Angels. This meant that we were technically a brand new care provider in the CQC's eyes!

After grilling Sophia over multiple hours, the inspector left in the early evening on Monday, but not before she picked four of our clients at random to visit and gather their views. The inspector and one of her colleagues also spoke to nine members of staff, nine relatives, and multiple community professionals, the quality assurance team, and members of the local commissioning teams.

The feedback that was received was overwhelmingly positive. Possibly even more glowing than in our 2017 report. Whilst our previous report did have an 'Outstanding' in care, we realise that this inspection had to happen without the influence of the previous report, as in the eyes of the CQC, we were a different company back then (a matter of legalities and technicalities). And the write up in the 'Is the service caring' section matches the level of feedback we were given in the last inspection, if not overtakes it! It is exceedingly hard to get an Outstanding on a first CQC report...so here's hoping for our second report, which should be within the next 5 years!

Over the next couple of pages is the summary information that the CQC have asked that we share with our clients and their relatives. The full report is available through our website.



The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe? The service was safe.	Good ●
Is the service effective? The service was effective.	Good ●
Is the service caring? The service was caring.	Good ●
Is the service responsive? The service was responsive.	Good ●
Is the service well-led? The service was well-led.	Good ●

Teign Angels Ltd

Teign Angels

Inspection summary

CQC carried out an inspection of this care service on 16 January 2023 and 20 January 2023. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe	Good ●
Is the service effective	Good ●
Is the service caring	Good ●
Is the service responsive	Good ●
Is the service well-led	Good ●

About the service

Teign Angels is a domiciliary care provider, registered to support adults with dementia, physical disabilities, and sensory impairments. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided. At the time of inspection there were 19 people receiving a regulated activity.

People's experience of using this service and what we found

People received safe care and support. Risks to people were assessed and mitigated against. For example, people received their medicines as prescribed. Staff were recruited safely and received training to ensure they provided safe care.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People and relatives told us staff were kind and caring, and spoke highly of the carers.

People received person-centred care and there was a high level of satisfaction with the service. This was reflected in the feedback we received about the service. One person told us the care they

received was "First class." One professional told us "If ever I or my family needed care, they would be my first choice. I don't say this lightly. They are more concerned about getting it right for people than taking on more packages of care."

The service was well-led. The registered manager had systems and processes in place to monitor and maintain the quality of the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for the service under the previous provider was Good, published on 8 February 2018.

Why we inspected

This was a planned inspection to check whether the provider was meeting legal requirements and regulations, and to provide a rating for the service as directed by the Care Act 2014.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning **03000 616161**

A few quotes from the report...

'When asked if they could change staff if they [the client] didn't like someone allocated to them, one person told us, "I'm perfectly sure I could but I've never wanted to.'"

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'One staff member told us the training they received was, "The best I've ever had in 25 plus years in the care industry.'"

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'Professionals gave positive feedback about the service. One told us that if the service had any concerns, "They're really good actually, they do body maps and send photos, then we advise them what to do.'"

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'One person told us staff stayed with them after a fall until the ambulance arrived, which had taken 24 hours. During that time the person was supported to meet all their needs for dignity and comfort'

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'One relative told us, "I think they all work incredibly well as a team." Another relative told us, "They are very approachable and flexible. I just asked if they could cover an evening for me and they were very accommodating.'"

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'One professional told us, "If ever I or my family needed care, they would be my first choice. I don't say this lightly. They are more concerned about getting it right for people than taking on more packages of care.'"

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'There were also systems in place to ensure the quality of care remained high, for example, if a staff member hadn't worked with a person for a while. Before they were cleared to carry out the care themselves, either the registered manager, director, or team manager would demonstrate how care was to be delivered. One relative told us, "New staff are guided from the top, which keeps the standards high.'"

The Training Insider

All of our wonderful staff have to undergo regular training in order to safely carry out their jobs.

But what exactly are in these sessions? Sophia, who delivers all of our in-house training, gives us a bit of insight into one of the subjects:

Medication

Soph, what is covered in the Medication Training sessions?

In medication training all the sections aim to help with the safe handling of medication. It gives us the 'do's & don'ts'. We look at legislation around medication, who can prescribe, the different ways that medication can be taken and what the different medications can do. There are so many medications out there that nobody can know what they all do; but we can know where to look for the information. The training looks at how we can help people with their medication and how we record all that we do.

Does this training subject tie in with any of the other subjects?

I think the main other subjects that medication ties up with would be infection control and the Mental Capacity Act. It also links well when we are training about Dementia Awareness or Safeguarding Adults.

Is there an example question from the sessions that you can give us?

What are 5 points to check before administering medication?

The answer: The dose, the route, the medication, you're with the right person & the time.

Through the Filing Cabinet

Our 'Useful Information' drawer is chock-a-block with useful things we've found over the years. In this edition of 'Through the Filing Cabinet', Joseph explores two randomly-chosen topics from the drawer...

The Herbert Protocol

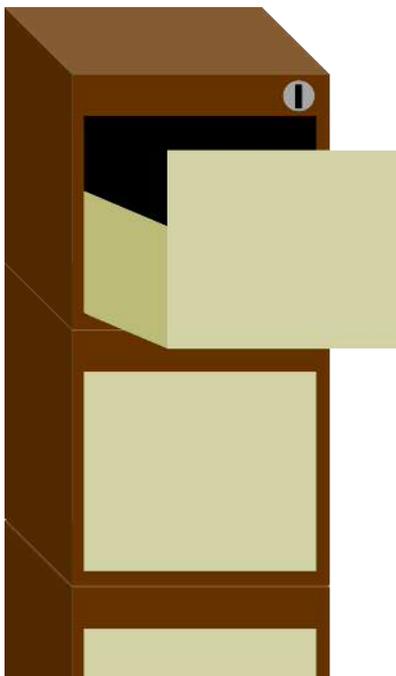
One of the well-known symptoms of dementia is so-called 'wandering'. Sometimes this is to a place that holds significance to the person with dementia, and sometimes it can be caused by generalised confusion. Either way, sometimes they can become lost as a result.

The Herbert Protocol was introduced by the Metropolitan Police to try and help with this issue. It is a 10-page form that you or a loved one etc. can fill in, giving information from what medication you take, what hair colour you have, as well as places of significance, preferred method of transport etc. so that, should the police get involved, they have a large amount of information to use to try and find the person.

SALT and IDDSI Levels

The SALT Team (Speech And Language Therapy) oversee myriad issues and services, including swallowing ability. Sometimes, people can develop swallowing difficulties with certain things, like water, or bitesize food etc. This is called 'dysphagia'. The SALT Team may assess these difficulties, and may assign a 'SALT' or an 'IDDSI' level.

'IDDSI' stands for the International Dysphagia Diet Standardisation Initiative, and it has 'levels' from 0 to 7, and these refer to the consistency of the liquids (levels 0 to 4) and foods (levels 3 to 7) should be to help with any swallowing difficulties.



The IDDSI Framework

Providing a common terminology for describing food textures and drink thicknesses to improve safety for individuals with swallowing difficulties.



National Feet Week

From 17th–23rd April 2023 is **National Feet Week**. It is a week to promote good foot care, to help keep your feet looking and feeling good.



NHS Inform, which is Scotland's national health information service, provides some guidance and tips on good foot care. These tips include:

- Keep your feet clean and dry—including drying between your toes
- Check them regularly for any irregularities or injuries, such as cuts, corns, blisters etc.
- Apply moisturiser to your feet to help prevent dry, cracked skin
- Use a file or a pumice stone to file away dry or hard skin

They recommend that, once a week, you spend a good 10 minutes checking your feet and making sure that they're okay, but they advise that if you have conditions such as diabetes or impaired circulation, check them daily. If you start having any problems with your feet, they advise to get in touch with your GP, or a podiatrist registered with the Health and Care Professionals Council (HCPC).



In Other News...

Dawn has begun a course to become a Registered Footcare Professional, which will mean that she can help people with cutting toenails and giving their feet a bit of a pamper and some minor treatment (i.e. removing corns and verrucas etc.).

Whilst she has a little way to go yet (including a 10-day stint in Birmingham for hands-on training later this year!), we are very proud of her, and Dawn is excited to be able to offer a foot care service to our clients once she's finished the course!



On 10th February, Joseph officially became an Associate Member of the Royal Society for Public Health, which means he is now part of a very prestigious community of professionals either working in public health directly, or in industries allied to it.

As such, he now has 'AMRSPH' as a post-nominal! Well done Joseph!

'This is Huddy the Doughnut [left], 14 in May, who loves to chase squirrels, and Dewey the Muppet [right], 6...who is a quiet, well-behaved boy! They are my walking companions...and are well known on my estate!'

Andrea





Puzzle Page

Answers to the puzzles in the last issue...

1	A	L	2	A	R	3	M		4	A	5	S	H	6	L	E	Y
			G		A						E		E				
7	B	R	A	S	S					8	L	E	G	A	9	L	
	E				Q						E						O
	E		10	P	R	U	D	E	N	C	E						W
					E					O							
			11	C	A	R				12	L	O	13	B			
			R		14	A	L	S	O			L					
15	T	R	E	N	D					16	G	A	Y	L	17	E	
	A		O		I						I		T				V
	T		L		N					S		O					E
18	E	N	E	R	G	Y				19	T	E	N	O	R		

Down	Clue	Across	Clue
2	Swedish oven	1	Signal to wake up
3	Giving a false show or pretence	4	First name of a footballer born in 1980, married a popstar
5	Lunar scientist	7	Monkeys, necks, tacks
6	Lower limb	8	Not warranting punishment by the police
7	Hives	10	Cautiousness
9	Sound of cattle	11	People wagon
11	Antillean French, Bajan, Belizean, Guyanese, Tobagonian etc.	12	Throw
13	Author of children's books	14	In addition to
15	Modern, Britain, Liverpool, St Ives	15	Fashion, market, social media
17	To live happily ____ after	16	Singer of 'Don't It Make My Brown Eyes Blue', Crystal ____
		18	Solar, kinetic, light, atomic
		19	Pavarotti, Carreras, Domingo

GOLDEN CELEBRITY CLUE

Fancy, known to be loud

(Brian Blessed played PC William 'Fancy' Smith in the TV-series 'Z Cars')

B R I A N B L E S S E D

5	3	4	7	1	9	6	2	8
1	7	2	8	4	6	5	3	9
8	6	9	3	2	5	4	1	7
7	1	5	6	9	8	2	4	3
3	9	8	4	5	2	7	6	1
4	2	6	1	7	3	9	8	5
6	5	1	2	3	7	8	9	4
9	8	3	5	6	4	1	7	2
2	4	7	9	8	1	3	5	6

Unscramble the celebrities!

Each of these anagrams spells out a celebrity's name when rearranged...

(punctuation not included!)

Sleepy Silver

(the King)

Enema? You Wish!

(Is it Adele? NO, NO, NO!)

'Barrow!' Said Bran

(Get outta my pub!)

Currey-Fried Med

(Magician of sorts...not Paul Daniels)

Tony Pollard

(professional nail singer)

Maundered Rupiah

(Rebecca sat at an inn watching birds)

ELVIS PRESLEY

AMY WINEHOUSE

BARBARA WINDSOR

FREDDIE MERCURY

DOLLY PARTON

DAPHNE DU MAURIER

This Issue's Puzzles



M	E	T	A	T	A	R	S	A	L
C	V	A	C	P	T	P	F	I	L
O	P	E	P	T	E	U	I	T	L
R	U	P	R	A	R	M	L	W	I
N	M	P	A	R	T	I	I	I	N
S	I	O	S	S	U	C	N	L	G
D	C	D	H	C	P	C	G	I	S
O	E	I	T	O	E	N	A	I	L
P	M	E	T	A	T	A	R	S	L
P	O	D	I	A	T	R	I	S	T

Words to find:

corns

filing

HCPC

metatarsal

podiatrist

pumice

toenail

verruucas

Dartmoor Legends...

How well do you know the legends of Dartmoor? Why not have a go at cracking these riddles!

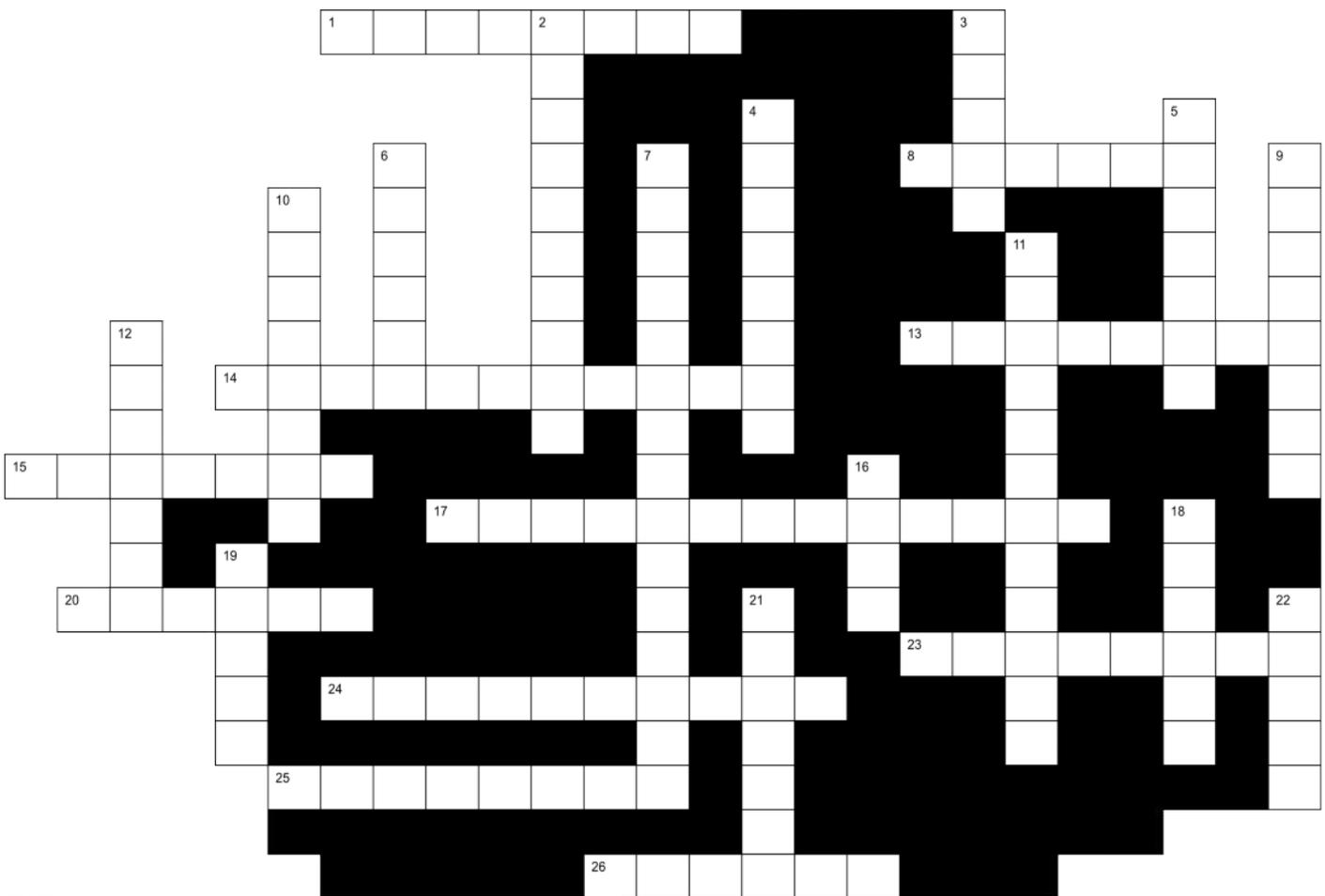
I was buried at a crossroad near Hound Tor, after selling my soul to the Devil...

I haunt the road between Postbridge and Two Bridges, I grip the steering wheels of passing vehicles and make them crash...

Dartmoor Legends Continued...

I and my hunting hounds were tricked by a coven of witches, and turned to stone forever...

I sold my soul to the Devil to ensure the defeat of the Spanish Armada, and now ride across Dartmoor in a coach driven by headless drivers, pursued by baying hounds...



Down	
2	Dartmoor village where HM Prison Dartmoor can be found (10)
3	The country park south of Wolborough in Newton Abbot (5)
4	Abbey north of Plymouth, which was one home to Sir Francis Drake (8)
5	The river that runs through Ashburton (7)
6	Another name for a standing stone that you might find on Dartmoor (6)
7	These are written in stone at Buckland Beacon (3,12)
9	The Celtic tribe who lived in Devon and Cornwall (8)
10	One of the forests on Dartmoor (8)
11	Supposedly the most haunted castle in Britain (5,7)
12	Supposedly the last king of Devon, slain by King Ine of Wessex in 710 (7)
16	The original Roman name given to Exeter (4)
18	Devon city, with areas such as Polsloe, Heavitree, and St Loyes (6)
19	The river that runs through Newton Abbot (5)
21	The river that runs through Okehampton (7)
22	The saint to whom Exeter Cathedral is dedicated (5)

Across	
1	Cheese and wine-producing estate near Ashprington (8)
8	The town where Brutus of Troy, the mythical founder of Britain, is said to have first stepped off of his ship (6)
13	Michael _____, children's author who lives in Iddesleigh, North Devon (8)
14	Name of the standing stone west of Postbridge, south of Fur Tor (8,3)
15	The National Trust-owned manor in Newton Abbot (7)
17	HM Prison situated between East Oggwell and Denbury (9,4)
20	Robert _____, the current Bishop of Exeter (6)
23	Agatha _____, crime novelist who lived near Galampton (8)
24	Wildlife reserve south of Dartmoor, the only site for the endangered strapwort in the UK (7,3)
25	High _____, the highest point on Dartmoor (7)
26	Tor on Dartmoor considered to look like a sitting lion (6)