



Welcome to the January 2024 edition of the Daisy Chain, our newsletter about what we've been up to and what's going on in our community.

Firstly, we celebrated our 7th anniversary in December! To think how far we would come when we first started in 2016, it is absolutely wonderful, and we are so grateful to all of those who have helped us along our journey, from Devon County Council, Rowcroft Hospice, the Continuing Healthcare team, and of course our absolutely wonderful clients and staff.

As we make our way through winter, I always begin to feel a bit pensive about the year that has gone by, and the year that is yet to come. It has been an interesting year, and I can see the entire adult social care sector changing, and I'm sure in 2024 we will see whether this has been for the better or worse. In this issue, we look at some of the things we've been up to recently, including our new training subject, our 'busy bees' section, and more.

Finally, in the tradition I started back in April, I thought I would share with you a line from a book or poem that I have read. This edition, it is a line from Mary Oliver's 'Snowy Night':

*Snow was falling
so much like stars
filling the dark trees
that one could easily imagine
its reason for being was nothing more
than prettiness.*

Joseph Clark-Skinner
Office Manager

Staff Anniversaries from September to December:

10th October
Dawn, Sophia and
Hilary (all 7 years)

12th October
Sandi H (1 year)

14th October
Joseph (7 years)

30th October
Sarah (5 years)

2nd November
Sandra (4 years)

7th November
Teresa and Andrea
(both 7 years)

19th November
Julie (7years)

Teign Angels turns



7 years of Teign Angels!

On 12th December 2023, we celebrated our 7th year since we were first registered with the Care Quality Commission as a care provider. It has been a rollercoaster so far, and we've learnt so much—the COVID-19 pandemic, for instance, really was a learning curve for the entire country!

We have been very lucky to have been joined on this journey by some incredible carers—the dedication and passion they show to their roles are ineffable. We have been supported by some wonderful colleagues in the wider health and social care system, including at Devon County Council, Continuing Healthcare, the Newton Abbot Health and Social Care Team, and beyond. We have received invaluable training provided by the incredible Rowcroft Hospice Education Team, and we very much look forward to the other sessions we have booked in to attend this coming year!

Last but not least, we have and have had the honour and the privilege to provide

care to some absolutely wonderful people all across Teignbridge. We registered our 150th client on our system since we started in 2016 as well! What a milestone that is!

Thank you to everyone who has been a part of our journey so far, and we look forward to the years to come!

Joseph



As Dawn & I sat down with our inspector back in 2016, to answer a day's worth of questions; to have our systems and paperwork checked with a fine-tooth comb; to have our very ethos examined from every angle; I could only have dreamt that we would be where we are today, 7 years on. During the process, I remember being so relieved that they had decided to do the Registered Manager's interview at the same time as I didn't think my nerves would take a round two. Then there was the waiting game, in which I discovered my love of coffee!

As Joseph has aptly put, what a rollercoaster and this was the start; transitioning from the personal assistants to the registered business, growing and introducing ourselves to the local area was the ride just leaving the gate, but with so much support and patience from everyone around us, the process was smooth, and what a rush! Some twists and turns have happened along the way - legislation changing, the beast from the east, the closing of the dual carriage way for (what felt like) forever, flooding, cream shortages, NHS strikes, and more - have all kept us on our toes but the pandemic was a particularly large 'loop-the-loop'!

But, I have never felt more supported or proud of the team that I worked with through these times, and the standard of infection control and care given – hats off! Coming out of the pandemic was a little like a 'cork-screw' as many changes happened as government guidelines moved and unfolded, but again the patience and understanding shown by staff, clients and families was beautiful. Leading on from this we came to the transition into a Ltd company; a stage in the growth over the years of the business to becoming the business you see today. The support and guidance we were given during this process was appreciated and helped us to keep our ethos of 'simply good care' staying at the centre of everything.

The process had its moments and I'm sure on occasions you might have seen me mumbling to myself in a corner, but I wouldn't have had it any other way!

Personally, I feel blessed to be working with people who understand my quirky

ways, put up with my ramblings, help me do my job and understand my obsession with my cat. I look forward to seeing what Teign Angels Ltd will look like in the next 7 years and thank you for joining the ride.

Sophia

A few pictures
from when we
started...



Scam Awareness

In November 2023, we introduced a brand new training subject for all of our staff: Scam Awareness. The subject looks at what scams are and what forms they may take, how to best identify them, what impact they can have on victims, and how we can safeguard ourselves and others from them, including signposting people to professional services where required.

The awareness session, which is provided by Friends Against Scams, and delivered by our Office Manager, Joseph (who is a SCAMchampion and has undertaken the additional Practitioner E-Learning provided by Friends Against Scams), has been minorly adapted to include parts of our own training in Safeguarding (SOVA/POCA, meaning 'Safeguarding of Vulnerable Adults/Protection of Children Act') - and it means that all attendees become certified Friends in the 'Friends Against Scams' initiative.

At the time of printing, about two-thirds of our staff have all completed the training, and it has an average rating of 9.5 stars out of 10, which we are very pleased with! We look forward to bringing in the rest of our staff in for their Scam Awareness training, and to become a Friend Against Scams as well!

We're proud to add Scam Awareness to our training programme, and we're beginning to work on the November 2024 update, as we will be running annual updates to all staff, given how fast scams are evolving in the modern digital age.

For advice on scams, contact
Citizens Advice Consumer Service
0808 223 1133

To report a scam, contact
Action Fraud
0300 123 2040

If this is the answer, what is the question?

One of the activities we do in the Scam Awareness training session is 'If this is the answer, what is the question?', where we give attendees the answers to five questions, but they have to guess what the questions are.

Why not see if you can guess the question to the answers below? (The right questions are at the end of this newsletter).

Over 5 million

65+



Crimes



**Between 5
and 10 billion**



Everyone



Around 95%



Staff Spotlight

Joseph Clark-Skinner

Office Manager

Joseph, tell us about your care journey—how and why did you get into care?

I suppose I followed a bit of an abnormal route; I started off in 2013 as an Office Assistant for the largest independent care provider in Devon at the time, and worked my way up to adopting some care co-ordination duties. When that company went into liquidation, I decided that if I were to be co-ordinating care, I should at least have experience of providing care hands-on. The rest, as they say, is history!

What do you enjoy most about working in care?

I could waffle on about this for pages and pages, but I think to summarise, the thing I enjoy the most is when things just 'click' and then work seamlessly. This could be someone needing some equipment to help them get around, or needing more care, or wanting to change their visit times etc; then I help to co-ordinate this from our end, and when the solution comes in and it works, it's a wonderful feeling to know that things are now working

better for that person.

What changes have you seen in the care sector since you started?

As with any sector, it is constantly changing. A lot of care is becoming digitised now, and social attitudes towards care seem to ever-so-slightly be changing towards a more positive light – which is really heartening! Care work has often been seen by the general public as an unskilled job, but it couldn't be further from the truth, so I'm glad that this stigma is slowly disappearing.

When you're not working, what do you like to get up to?

I'm a writer, so I do a lot of writing for TV, videogames, non-fiction writing, poetry, virtually anything and everything. I'm yet to want to publish anything, because I am a chronic perfectionist, and I try to push myself further and further with each thing I write.

I also love learning languages. I'm fluent in French and German, and I'm always trying to add to that list. At the

moment, I'm learning Welsh and Russian...an odd combination, granted!

What is one piece of advice you would give to someone who is looking to get their first job in adult social care?

News sites very rarely write articles about the good things happening in the care sector; they only make documentaries and exposés when things go wrong. Don't let that deter you from wanting to work in adult social care – there is so much good going on that doesn't ever get reported, and the sector really needs new people and new ideas to help develop these advancements and ensure that the care people receive up and down the country is the best it can be!

Christmas Crackers

We've heard some corks in crackers this Christmas time (as with every Christmas time!), and (if we've suffered through them, so must you) we thought we'd share the Christmas cheer with you all too!

What happened to the man who stole an advent calendar?

He got 25 days!

Whose music do snowmen love listening to?

Elf-is Presley!

Why can't Christmas trees knit?

Because they keep losing their needles!

What was the snowman doing at the allotments?

He was picking his nose!

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 most of our in-house training, gives us a bit of insight into one of the subjects:



What does 'person-centred care' mean, and how do the sessions help our staff to deliver it?

Person-Centred Care means exactly what it says on the tin. 'Care where the person is at the central focus'. It is support given how you want it to be done; your routine, your style; suiting your way of living. To help our staff to support you in this way we all follow a care plan which has been put together with you.

The care plan is not set in stone and can change as your needs change, but it helps all to understand your wishes.

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

It ties in with all of them! Person-Centred Care is like the 'bed-rock' which all subjects work with. Yes, there are regulations, policies and procedures that need to be followed, but the person is always in the centre and open communication the key.

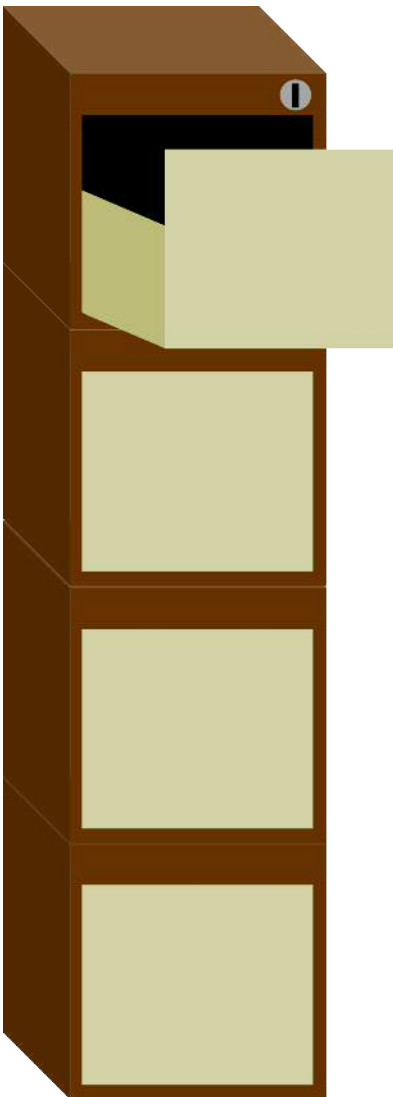
Is there an example question from the sessions that you can give us?

Q: When do you put someone's hearing aids in?

A: When the person would like them in. Some like them in as soon as they wake up to help communication from the start, others like to wash their face and brush their hair before bringing the world rushing in.

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 'Hiding Who I Am' report

In 2016, Marie Curie released its 'Hiding Who I Am' report, which looked at the barriers and challenges people who are part of the LGBT community (Lesbian, Gay, Bisexual and Transgender) may face when trying to access palliative and end-of-life support.

Broadly speaking, the main issues the report found was: the anticipation of discrimination, meaning some may be hesitant to disclose their sexuality; complexities of religion and LGBT end of life care; assumptions being made by others about one's identity and family structure; a fear that someone's support network, including an LGBT partner, won't be respected; a strained or total lack of bereavement support; and that because of all of this, there is a huge amount of strain on LGBT unpaid carers, because LGBT people may not feel comfortable seeking professional support.

Hoists

A hoist is a piece of machinery that is used to help someone move around their home. Hoists require two people to be present: one to operate the controls and ensure correct positioning from the front, whilst the other ensures correct positioning from the back. In some cases, the person in the hoist can fulfil one of these roles, but most times it will require two carers.

Generally speaking, there are three types of hoists: a free-standing hoist; a 'gantry' hoist, which has two 'legs' either side of where the hoisting work takes place (i.e. around a bed or an armchair); or a ceiling-track hoist, which is similar in operation to a gantry, but it is bolted into the ceiling.

In Other News...

Busy Bees!



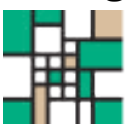
On 18th September, Sophia travelled up to Birmingham for the annual National Back Exchange. This is an event where new equipment and techniques to support with moving and positioning are displayed. On show were hoists that could be operated by the person in them, commodes that could lift the person up and back so that carers wouldn't need to bend down to support with personal care, and many, many more!

On 5th December, Joseph attended a webinar on 'Disenfranchised and Complex Grief'...hosted by the Winnebago County Health Department and the Illinois Collaboration on Youth.

It was a very intriguing webinar that looked at what happens when grief becomes 'disenfranchised' (that is to say, when grief is deemed 'ungrieveable', perhaps due to social stigma, prejudice, or lack of recognition).



Illinois
Collaboration
on Youth



Winnebago County

Health Department



puzzle Page

Answers to the puzzles in the last issue...

Sudoku



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

Guess the Film/TV Star!



Star of 1993's Jurassic Park and 1994's Miracle on 34 th Street, brother of documentarian David. Richard _____	Attenborough
Actress who played Calamity Jane in 1953. Doris _____	Day
Actor who was part of Monty Python, and who more recently appeared in Armando Iannucci's The Death of Stalin in 2017. Michael _____	Palin
Surname of actor Peter, singer Lewis, and Scottish former football player John	Capaldi
Scottish actor who played the first James Bond, passed away in 2020. Sean _____	Connery
Irish actor who played the fifth James Bond. Pierce _____	Brosnan

Actress who appeared as Nanny McPhee in 2005's <i>Nanny McPhee</i> , Sybill Trelawney in the <i>Harry Potter</i> films, and Karen in 2003's <i>Love Actually</i> . Emma _____	Thompson
Actor who played Blakey on <i>On the Buses</i> . Stephen _____	Lewis
Actor who played Del Boy on <i>Only Fools and Horses</i> . David _____	Jason
Actor who appeared as Vito Corleone in 1974 <i>The Godfather Part II</i> , Al Capone in 1987's <i>The Untouchables</i> , and Murray Franklin in 2019's <i>Joker</i> . Robert _____	De Niro
Actor who rose to prominence in 1993's <i>What's Eating Gilbert Grape</i> as Arnie Grape, and who has also starred as Jack in 1997's <i>Titanic</i> , and as Teddy in 2010's <i>Shutter Island</i> . Leonardo _____	DiCaprio



Fit Word

Try and fit the words below in this pink grid:

3 letters

ash eke elm
fit gap lad
pee ski

4 letters

cult epic iron
myth nude them

5 letters

braid icily paste
pecan rifle

6 letters

eyelid hasten poetry

7 letters

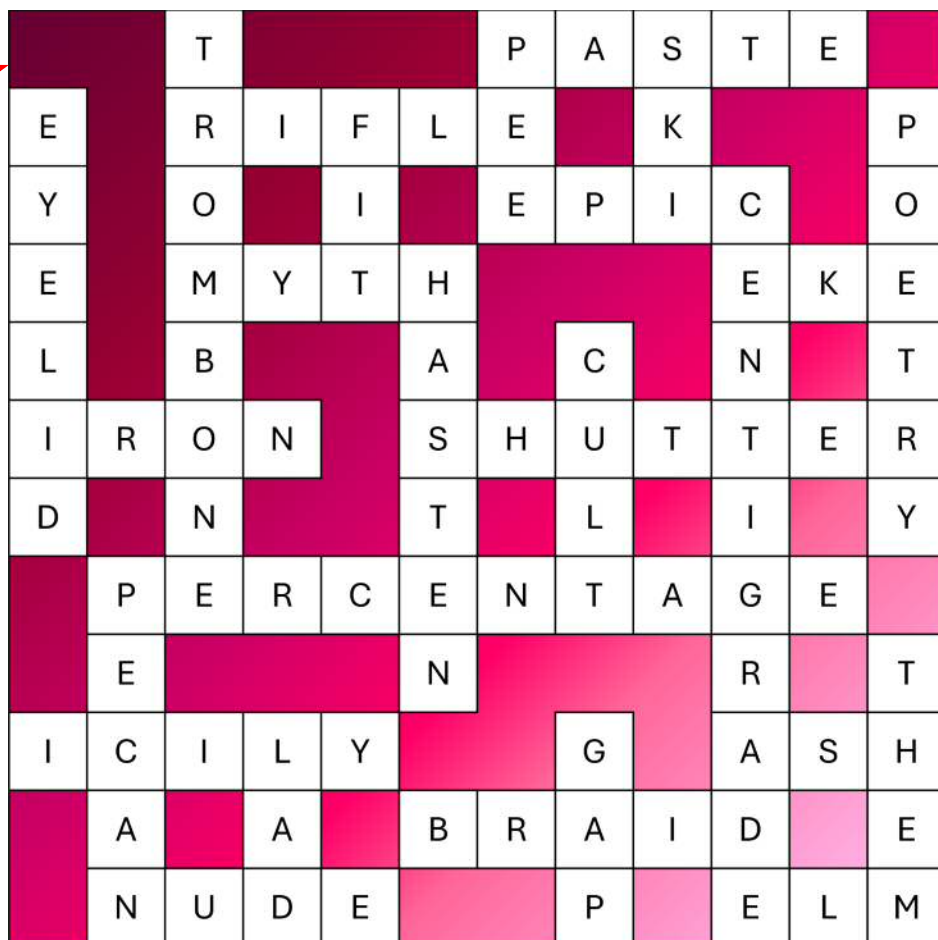
shutter

8 letters

trombone

10 letters

centigrade
percentage



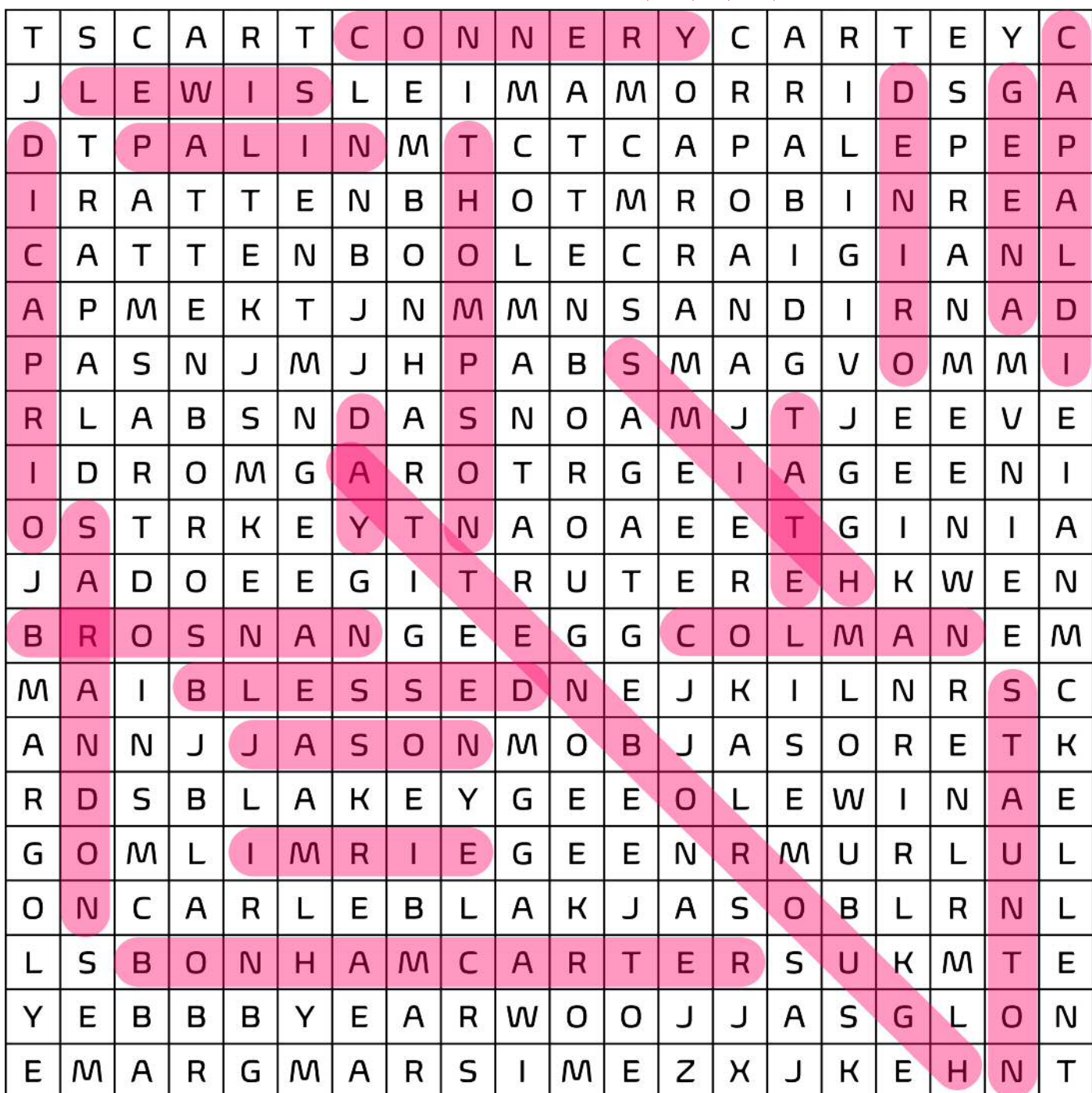
Guess the Film/TV Star!

Fancy, known to be loud (from our December 2022 issue's games page!) Brian _____	Blessed
Comedienne, known for playing the characters of Nan and Lauren Cooper in her eponymous show, and Donna Noble in <i>Doctor Who</i> . Catherine _____	Tate
Actress who starred in 1969's <i>The Prime of Miss Jean Brodie</i> , 1992's <i>Sister Act</i> , and in <i>Downton Abbey</i> from 2010-2015. Maggie _____	Smith
First name of actress who played Thelma in 1991's <i>Thelma and Louise</i> . _____ Davis	Geena
Actress who voiced Bunty in 2000's <i>Chicken Run</i> , Mrs Blatherwick in 2005's <i>Nanny McPhee</i> , and Queen Elizabeth II in the 2022 series of <i>The Crown</i> . Imelda _____	Staunton

Actress who appeared in 2005's <i>Corpse Bride</i> , 1986's <i>Lady Jane</i> , and in the <i>Harry Potter</i> films from 2007 until 2011. Helena _____	Bonham Carter
Actress and dame who played Mrs Quickly in 2005's <i>Nanny McPhee</i> , Matron in 2007's <i>St Trinians</i> , and as various characters in 1992's <i>Victoria Wood's All Day Breakfast</i> . Celia _____	Imrie
Actress who played Louise in 1991's <i>Thelma and Louise</i> . Susan _____	Sarandon
Actress who played Sophie in <i>Peep Show</i> from 2003 to 2015, Carol Thatcher in 2011's <i>The Iron Lady</i> , and as Queen Anne in 2018's <i>The Favourite</i> (for which she won an Oscar). Olivia _____	Colman

Now using the celebrity names from the past few pages, can you find them all in the wordsearch below?

Wordsearch



This Issue's Puzzles



Hashtag



	D		L	
D	Q	L	C	E
	D		U	
A	M	A	E	U
	J		S	

To play, you need to rearrange the letters in the grid to the left to make four 5-letter words in each row and column. Letters that are highlighted green are in the right position, and letters highlighted in yellow are highlighted in the right column or row, but not in the right position. You can use the grid below to give your answers.

	Q			
			E	

Riddles



Can you solve the riddles below?

A cowboy arrives in town on Friday. He stays for two nights, then leaves on Friday. How is this possible?

John was born in 1972, and is turning 13 in 2024—how is this possible?

What word is always pronounced wrong?

T	S	C	A	R	O	L	S	R	O
N	S	L	E	O	B	S	A	B	A
E	R	P	I	X	I	E	U	T	S
S	E	H	G	G	N	L	B	R	E
T	S	E	H	C	N	G	S	T	E
N	T	O	C	K	I	S	N	I	T
U	S	L	L	O	H	E	L	R	E
T	S	Y	S	T	N	A	S	R	I
E	I	M	W	A	R	M	N	E	N
S	V	O	O	N	S	W	O	E	D

Words to find:

Baubles
 Boxing
 Carols
 Chestnuts
 Holly
 Movies
 Presents
 Reindeer
 Roast
 Sleigh
 Snow
 Snowman
 Star
 Stockings
 Tinsel
 Tree

Word Snake



If this is the answer,
what is the
question? (from pg. 6):

Similar to a wordsearch, in the grid above are several words related to Christmas. Beginning with the letter highlighted in yellow, your task is to find all of the words listed beside the grid. The words could be sideways, lengthways, forwards or backwards, but not diagonal! The last letter of each word will be next to the first letter of the next, so you should be able to cross through every single box in the grid.

Over 5 million: 'How many people aged 65+ have said they've been targeted by scammers?'

Crimes: 'What are all scams at their core?'

Between 5 and 10 billion: 'How much do scams cost the UK economy each year?'

Everyone: 'Who can be a victim of a scam?'

Around 95%: 'What percentage of scams go unreported each year?'