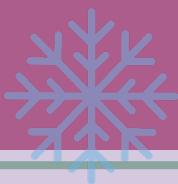


Issue 4

Autumn/Winter Edition

OUR NEWS



SRS Care Solutions

Going above and beyond to help you live an independent and fulfilling life.

DECEMBER 2020



A moment to reflect on 2020:



This year has been a difficult one for us all. We have faced many obstacles, but we must not forget how far we have come. Amongst all of the bad news this year, there have been some moments of celebration. SRS and its staff have persevered, bringing joy and positivity wherever we go. Our frontline staff have gone from strength to strength, propelling their careers forward in a way none of us could have predicted they would have to. We have seen staff and service users alike self-isolating and facing massive change, but we have also seen our company recognised for its efforts within the care at home industry, now also being

award winning for the mental health support offered by Sandy in the Borders. Our staff are phenomenal and we would not have a company without them. The creativity and dedication from everyone has been second to none, and made this lockdown more bearable seeing you sing and dance your way through. We are so thankful for the amazing team we have had throughout this pandemic and look forward to working together in 2021. And to our service users, thank you for trusting SRS to carry out your care throughout this difficult time.



Photograph taken in February 2020 at our Borders birthday celebration. (2 years in the Borders)

Directors Note

Well – what a year. At no point when we brought in the bells for 2020 did we think that our lives would change so dramatically. We had never heard of this infection before and now we have been living with it not far off a year. Throughout this time, the staff that work for us at SRS have went above and beyond every single day however, this is nothing new.

In the early days it was all about the impact on the NHS, with the number of intensive care beds required constantly growing some of us had to shield and self-isolate to stay safe and stop the spread. SRS kept their service users safe in their own home, by using the PPE which we were required to wear and you all did this without any fuss.

You sang, danced, dressed up and clapped every week with such enthusiasm and all because you are all so caring and want to ensure our service user's safety.

We know the staff got us all through this and words are really not enough to express how we feel about the incredible team we have with us. We know there will be some more challenges before the year is up, however- with your help, care and dedication we will keep each other safe and look forward to when this horrible virus is controlled and we can all get back to whatever normal life is going to be.

Thank you again
Gail, Mark, Peter and Jill



Introduction to Finance



Group SRS Finance Team – based at the Pentagon Centre in Glasgow. Our role is concerned with the control and planning of the Group's financial resources and involves a wide variety of activities including payroll, accounts payable and receivable, procurement and management accounting. We work hard to make sure your interaction with the Finance Team is both efficient and friendly, and we look forward to meeting more of you in the near future.

The Team:

Charlene McNeill (Left) – Finance Manager – joined SRS in 2018 following a 30+ year career in banking. "SRS has grown significantly in the short time that I have been part of the Team giving me the ideal opportunity to learn a whole new skillset while at the same time building on years of knowledge and experience gained working in a commercial banking environment."

Gillian Hunter (Middle) – Finance Assistant – "I joined SRS in February 2019. My first ever job was a Finance Assistant, then I was a Carer for 2 years before I decided to go back into office work. Having the knowledge of being a carer has helped understand some parts of my role in the Finance team."

Dean Chrystal (Right) – Finance Assistant – first started working for SRS in 2018 as an administrator supporting SRS Care Solutions in Glasgow and later accepted a new role as a Finance Assistant.

SRS Training Update

We are happy to announce that SRS Training is now in the final stages of becoming its own company offering training and SVQ qualifications within the SRS group.

We are passionate about the standard of care and want to help attendees (Both SRS Care staff and third party) to progress their skills and career, build upon their qualifications and encourage specialist training including Mental health champion and dementia champion to ensure a better understanding of varying care needs.

Our highly knowledgeable trainers have years of experience in the field, offering support and guidance through both theoretical and practical coursework

to help attendees achieve their personal goals. We cover all the necessary topics and procedures to ensure everyone is trained to the highest standard.





Sandy was recently announced as the winner of Scottish Care's 'Emerging Talent' award for his work within mental health for SRS. Sandy, alongside his team, supports the wellbeing of colleagues as he acts as a mental health champion, promoting them to be physically and mentally well within their jobs as well as supporting his own group of service users. Sandy decided to study to become a mental

health champion so that he could learn how to better support those in his care and give back to the community. He was keen to be able to develop strategies to help individuals on their toughest days and help them achieve their goals as well as creating a positive place to work. We are so proud of Sandy and all he has achieved.

How do you feel about winning this award?

I was surprised and elated to have won the award. I feel I was only able to do this due to the help and support I had from SRS and my team. It is very humbling to be acknowledged for only doing your job.

How do you think it will impact the work that you do going forward?

Going forward, I will continue to do the things I have been doing. Hopefully I will be able to continue to help others and perhaps share my knowledge with them. It would be good to see others getting involved with mental health first aid. Hopefully winning the award will make it easier for carers to come forward with any issues they might have.

What are the next steps?

I intend to put surgeries in place at all offices, to give the carers somewhere to come and chat.

Although they will still be able to contact me directly if they like. I think the carers at SRS are amazing. They are all so committed to their profession and should be proud of all they do. Each and everyone of them deserves an award.



Spotlight on: SRS



Within this issue, our spotlight focus will be on our amazing service users and frontline staff in which we wish we could feature you all. If you are interested in being in Our News, please do get in touch or alternatively let your carer know and we will most definitely slot you into our next issue.

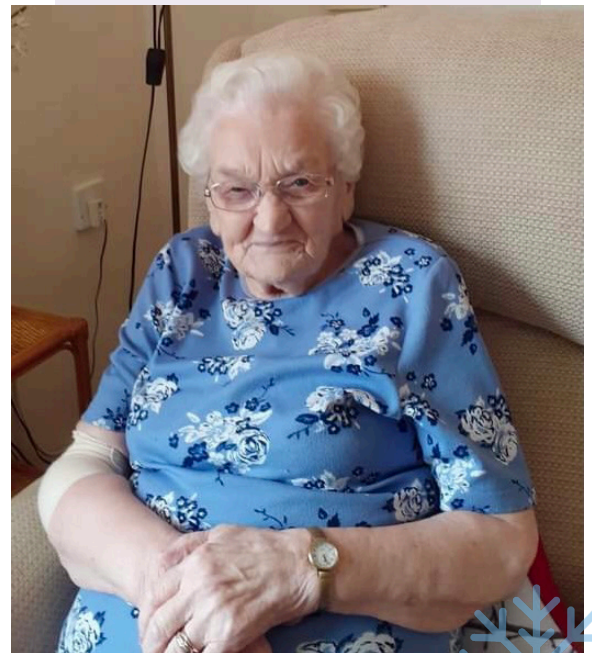
You make us laugh and tell us stories, and now we would like to showcase some of the amazing characteristics that make you, you. If you would like to leave us a review regarding the care you have received please do so at: <https://bit.ly/2IG6kNz> all feedback is greatly appreciated.

Leticia Patterson

I was born in fogo (down the Dun's way). I still like to go down and visit in the car with my daughter as there is a lovely picturesque church there. I am a country woman who was a cleaner for the big hoose and I married a shepherd. We lived on a farm with our 5 children- 3 boys and two girls and I thoroughly enjoyed raising them all.

I'm very happily living in sheltered housing and have great support from SRS and my family. I will also be celebrating my 95th Birthday on the 12th December.

I may not be as fit as I used to be, but my party piece was doing a handstand and walking down the wall into a crab.



Angela Deacon

Angela Deacon had been a stay at home mum raising her family and latterly looking after her son with special needs. When he became settled in school, she decided to pursue a career in Social Care and came to SRS where she undertook the training, induction and shadowing before confidently carrying out lone working. Angie started working with SRS May 2018 and quickly became a valued member of the Lauder team predominately working back shifts allowing her to work around family commitments.

As Angie grew in both knowledge and confidence, she began contributing in more than the day to day care- helping with the support planning and also the mentoring of staff. When the position of Team leader came up, she was successful in her application and is thoroughly enjoying her challenging new role.



SRS: Our Year In Review



West Lothian promotional stand
(March 2020)



Pictured: Jill, Jeanette and Mark
(February 2020)



January

- We brought in the New Year

February

- We extended our services into West Lothian
- We celebrated two years of being in the Borders
- We printed our first company newsletter

March

- Coronavirus becomes a global pandemic. The UK is put in a full-scale lockdown
- We checked on those self-isolating
- We clapped for our amazing frontline staff

April

- We remained positive, dancing, singing and clapping
- Our staff were shown on a TV documentary about the pandemic
- We celebrated Easter with lots of nice treats

May

- Sandy gave us insight into Mental Health awareness ahead of MH week

June

- We remained positive, with service users joining in the singing

July

- Masks became mandatory for everyone in public spaces

August

- We were thankful for the kind gestures from our community, our staff and our service users.

September

- Introduction of Test and Protect
- We again reminded people to look after their mental health

October

- SRS win 'Emerging Talent award at Care at Home awards.
- We safely celebrated Halloween

November

- Distributing christmas goods for a fun, safe holiday!

December

- We wish you a Merry Christmas and a Happy New Year. Stay Safe.

Christmas Wishes



Merry Christmas from everyone at SRS. We wish you a safe, fun and happy holiday this festive season.

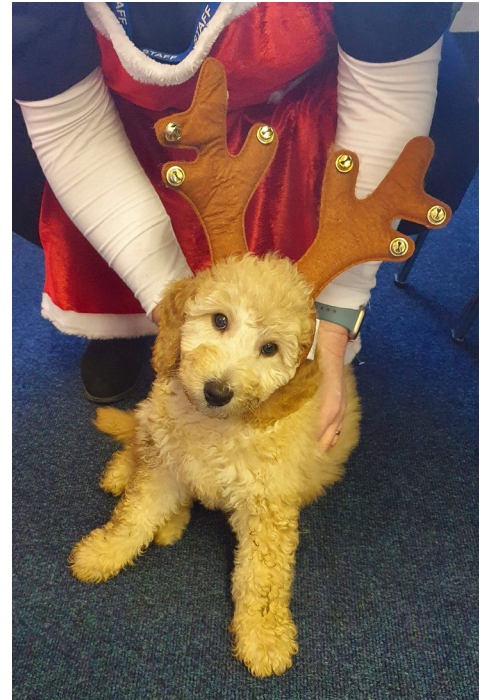
Pictured:
Vikki (coordinator) in the
Borders



Pictured:
Shannon (Team Leader) with son
Xander. Our first SRS baby!



Pictured:
Cairo posing as a reindeer.
His owner, Jill, is our divisional
manager



Spot the Snowflake:

In order to spread some Christmas cheer we wanted to run a little seasonal competition. Snowflakes represent the idea of a new period of life and growth (Both company and personal). This is something I think we have all learned to appreciate this year. Have you spotted the snowflakes dotted throughout this issue?

Find and count all of the snowflakes within this issue (Including the one opposite) and you could win a £20 voucher of your choosing. (Responses to local office or to info@srscaresolutions.com)

As always, the marketing team are always thrilled to hear from you. If you would like a chat or have a story you would like to share please get in touch with us at: nichaela@groupsrs.com // ewan@groupsrs.com.



Interested in a career in care? Find more information including how to apply at
: <https://www.srscaresolutions.com/> or call us on 0141-212-1000

===== There to Support 24/7, 365 Days Per Year =====

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