



York Personal Support Newsletter

01904 561522

Edition 14

May 2021

We hope you are all keeping safe and well

We would like to extend a big thank you to everyone who has sent reviews to Homecare, the home care review service. We are overwhelmed by all of your lovely comments and we appreciate the time people have spent in reviewing our service. We are very pleased to say that we currently have a rating of 10 out of 10 on the Homecare website! For anyone who has not yet submitted a review and would like to, you can do this by visiting the website at www.homecare.co.uk/submitreview and entering 'York Personal Support' into the search box.



homecare.co.uk

THIS IS TO CERTIFY THAT

York Personal Support

HAS A HOMECARE.CO.UK
REVIEW SCORE OF



April 2021

Maximum Review Score is 10, and the
Score was calculated from 10 Reviews made
by people being cared for or by relatives/friends of the people being cared for.

Please take a moment to Review Us
Scan the QR code or visit
homecare.co.uk/submitreview



A NEW LOOK FOR OUR WEBSITE!

We have recently unveiled a new look for our company website! Although our previous website served us well, we felt it was the right time to look at how we could improve on accessibility and make our information more user-friendly. We would be very grateful for any comments or feedback on the new one which you can find by visiting www.yorkpersonalsupport.co.uk

Welcoming New Staff

We are very pleased to introduce four new members of staff to our team. They bring with them a wealth of experience in home care:

Claire Cooper

Faye Knowles

Samantha Gardner

Shirley Wilson

Trudy Ryan

Sadly, we also say goodbye to **Julie Robinson**, a much-valued member of the team, who has moved onto a new challenge in life. We wish her all the best for the future



Specialising in providing professional Personal Assistants for adults with disabilities



01904 561 522

admin@yorkpersonalsupport.co.uk

ABOUT OUR SERVICES FUNDING FOR SUPPORT QUALITY ASSURANCE JOB OPPORTUNITIES NEWS CONTACT

"YPS offers a super service and always finds a suitable support worker for [my son]."
Service User



Please note – if at any time you are unable to contact York Personal Support on the office number, you can contact us on the following mobile numbers: 07949 328682 (Deborah) or 07849 853096 (Denise).



Service User Profile: Keran

My name is Keran. I was diagnosed later in life at 33 with Autism and ADHD. I have struggled with anxiety and mental health for the majority of my life. Before, and for a time after my diagnosis in 2013, I lived a very erratic and dangerous life. I could never hold down a job nor a permanent or safe home. I have had a lot of dealings with the law for a multitude of different

offences. I knew that I had an issue with my social interactions with others as most were volatile or violent. I began to question, in my early 30s, why people I knew could hold close and strong friendships and maintain a “normal” lifestyle.

I started searching online for help and along came “Netmums.com” and a forum discussing a mother’s son’s ability to keep his teeth clean on a regular basis. It was suggested to the mother that she should look into Asperger’s syndrome. I discovered a connection to how I went about my life and the habits conveyed by people on the spectrum. Like the symbol used for Asperger’s, the jigsaw piece fitted and made sense to me.

After my diagnosis I felt free, but I didn’t expect the uphill battle to come. For someone with high functioning autism, the famous saying I know so well now “well you look normal/alright” would be my hardest barrier. It is a disability where you will have to explain your condition again and again, with horrifyingly personal details, to a person you don’t know. I persevered with people’s ignorance and have always had a mantra: like my sexuality, education is key. So, no matter how many questions I was asked, I would help people to know more to stop discrimination.

My biggest help in this uphill struggle started when I was introduced to Wendy from YPS. I was in need of personal care and the Council introduced me to them. The style of care fitted like that jigsaw puzzle and my lifestyle took on a more stable platform to work on my disability. It has not been easy, and I am sure I am a very stressful client, but the rewards have been worth it to me. I have never lived in one place for so long since leaving my parents’ home, 8 years now. I have looked after my health so much more from the GP, hospital and dentist. I have not self-neglected. I have also started to become more financially secure. My next step is to find employment in a job that is right for me and my abilities.

I think life should be one step at a time, and it will get bumpy, but dust yourself off and carry on.

CORONAVIRUS

Our fantastic staff team have been taking the opportunity to have the Coronavirus vaccination and we are so proud that 95% of the team are now vaccinated. With 75% having both 1st and 2nd Doses.

PPE

Personal Assistants (PAs) continue to be provided with PPE and are wearing MASKS at all times when in your household or traveling with you in a car.

PAs are wearing GLOVES AND APRONS when assisting with personal care, domestic tasks, and aprons for meal preparation.

PAs also wash their hands or apply hand sanitizer when entering your property and after each task and do the same as they are leaving.

PASS

The introduction of the new ‘PASS’ digital system has gone extremely well.

So well, that we can now implement the next stage earlier than expected.

This enables the PAs to access documents that they can complete during a planned visit, totally specific to the individual. They include complaint forms, compliment forms, incident and accident forms and safeguarding alerts.

This ensures that information is recorded at the correct time, by the correct person and is available to the manager on duty as soon as its compiled. Such documents will be completed with the consent of the customer at all times.

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