

# care news

ISSUE: 104

'YOUR PRAMACARE NEWSLETTER'



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- Your fundraising
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## At the heart of Pramacare

### Care hours increased

In recent months the Care Team has increased care provision to around 2500 hours each week. The Care Centre and Office Administration Teams have also been working long hours to transfer operations to a new computer system, which will help in the co-ordination of care provision and correspondence with Clients and staff.

### Recruitment and training success

In 2009 Pramacare has recruited and trained 51 new Care Attendants. In addition 4 of the Care Team have passed NVQ 3 and a further 19 have started NVQ 2 - another has even started NVQ 4!

Pramacare continues to provide its Care Attendants with monthly training on a range of related subjects and many have now completed a newly available distance learning course about dementia.

*Please consider making a monthly donation by standing order to sponsor this vital training work.*

## YOU ARE INVITED:

### Carol Service 2009

Monday 7th  
December, 2.30pm  
St Michael's Church,  
Colehill, Wimborne

### Service of Thanksgiving 2010

12th May, 1.45pm  
St. Andrew's Church,  
Kinson, Bournemouth  
**Guest Speaker:** The  
Bishop of Sherborne



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## CARING FOCUS:

*Meet some of the Care Team*

### An interview with **DENISE DAVIS**

**Pramacare's Toenail Cutting  
Co-ordinator and Health and  
Safety Officer**



Denise Davis has been a Care Attendant for over 9 years. In addition to caring she manages the Toenail Cutting Service. She has also recently been appointed Pramacare's Health and Safety Officer. We caught up with Denise and talked to her about her job.

#### **Tell us a bit about your work**

I work with a team of 22 Care Attendants who have been qualified by the Podiatry Service from Bournemouth and Poole Teaching PCT. We have ongoing Podiatrist training updates, for example about issues such as Diabetes, because if we identify foot problems then we refer our Clients back to their GP for specialist care.

#### **Who uses the toenail cutting service?**

Currently Pramacare provides a Toenail Cutting Service to approximately 1500 local people. Some are housebound, while others have poor sight or poor mobility, others are referred by their GP.

#### **What is the most satisfying thing about your work?**

People can be anxious when they first call to make an appointment, but I try to reassure them. I like people and sometimes have the opportunity to meet the voice behind the phone call. I've probably met about 10% of our Toenail Clients.

#### **And what would you be doing on your day off?**

I like to spend some quality time with my family and perhaps they even cook for me for a change!

***To book an appointment with the Toenail Cutting Team call Denise on 01202 207301***

*"With Pramacare I'm met as a person. I'm an individual and not a service user."*

***Pramacare Client***

***Meet more of the team in the next issue of Care News.***



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*Visit us at: [www.pramacare.co.uk](http://www.pramacare.co.uk)*

# CARE NEWS ROUND-UP

## Winner of slogan competition

Congratulations to Janet Martin whose winning slogan "Pramacare is all you need, when needs are many!" earned Janet and her daughter (pictured) a day trip to the Channel Islands, courtesy of Condor Ferries.



## Bereavement counselling course

Bereavement is something we all face and this course is an added support for those who have reached a point where they are able to talk about their experience and find deeper understanding and healing. For more information contact Tracy on 01202 207317.

In this issue of Care News we have included a page (see back-page) on the five stages of grief, which we hope you will find useful. The process is highly personal, so the stages are not necessarily experienced in any order.

## Flower power update

Thanks to the continued support of local solicitors Aldridge Brownlee, Pramacare was able to supply surprise bunches of flowers to its Clients again this year.



## Congratulations Edna

The Wimborne Care Team helped Edna Chainey celebrate her 70<sup>th</sup> birthday. Edna, who has now retired, was a Pramacare Care Attendant for over 25 years!



If you are selling an item on E-bay then you can donate a percentage of the sale to Pramacare. Earlier this year one of the Pramacare Team met pop group A-ha and asked them to sign their latest CD for the charity. The item was auctioned on E-bay and raised £110.

## Pramacare talks

In 2009 Pramacare visited 27 churches, clubs and group events. Thanks to a donation from the Jerusalem Trust we now have a DVD projector to show you the Pramacare film too! Has your club, church or group been visited by the Pramacare Team? **Call 01202 207310 to arrange for a visit and presentation.**



**ECCLESIASTES 3 V 1**  
**There is a time for everything.**  
**And a season for every**  
**activity under heaven.**

# 2010

*Pramacare - helping people every day of the year*

## JANUARY

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**Use this calendar to remember Pramacare and the people it supports throughout 2010**  
**80 per cent of people in need of home care do not get it from the State**

Office for National Statistics (ONS) 2008

# YOUR FUNDRAISING

Thank you for your financial generosity and for sharing your talents to help support care fee subsidies. Here are just a few of the events and people that got involved this past year.

## Bournemouth North's Tangent Club

Sonia Hall, Immediate Past President of Bournemouth North's Tangent Club, chose Pramacare as her charity and presented £490 to Fiona Julian.



## Sax Collective

For the fourth year running, the Sax Collective held a fundraising concert for Pramacare. This year the event was in memory of the late Noel Groves, Pramacare's Co-ordinator for Trusts, and raised over £900.



## Marathon King

Sarah King (pictured left) took on the challenge of the London Marathon to raise over £300. Sarah finished the run in 6 hours despite what she describes as "a dodgy hip and a bout of sickness at 20 miles which set me back slightly!"

## Swimathon

Wimborne Rotary Club chose Pramacare as one of its charities in 2009. A Pramacare team of friends and family joined in the fundraising swimathon. Final accounts from this event will be in the next issue of Care News.

## Afternoon teas in Wimborne St.Giles

Chris Read and her faithful band of volunteers cooked up homemade cakes and, for the fourth year, hosted afternoon tea to raise £375 for Pramacare.

**Organise your own fundraising event for Pramacare at [www.pramacare.co.uk/fundraising](http://www.pramacare.co.uk/fundraising)**

## U3A Wimborne

Wimborne U3A (University of the 3<sup>rd</sup> Age) chose Pramacare as its charity of the year. Events included several coffee mornings which raised a total of £748.61.

## Bridge night

Jean Roe, one of the Pramacare Care Team, held a Bridge Night with a group of volunteers. They raised £78.00.

## Vintage Fayre

Local solicitors Aldridge Brownlee are keen supporters of Pramacare and as part of their 80<sup>th</sup> Birthday Celebrations hosted a Vintage Fayre raising £300 towards home care fee subsidies.

## Broadstone Evening Townswomen's Guild

The club chose Pramacare as its charity of the year and raised £500 to support subsidised home care fees.



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Donate online at: [www.pramacare.co.uk](http://www.pramacare.co.uk)

# ANNUAL ACCOUNTS 08-09

Pramacare was able to provide £62,750, the equivalent of 4,292 hours of care, in financial subsidies to the people that it supports during the accounting year 08-09. The monies were distributed via a three-tier subsidy system, which is calculated individually for each Client, so that those on reduced incomes can receive increased financial support.

## FACTS AND FIGURES AT A GLANCE 08-09

- 2370 hours of care provided by Pramacare each week
- 610 people supported by Pramacare each month
- £2,038 of funds raised was thanks to Gift Aid – if you are a tax payer then your donations can increase by up to 28% when you sign a Gift Aid form

*giftaid it*

### Supporting churches

We are grateful for the continued mission giving of local churches to help finance care fee subsidies.

### Legacies and gifts in memory

Pramacare is always sad when Clients pass away. Donations left in memory of loved ones and legacies bequeathed are a poignant recognition of the love and care given by the Pramacare Care Team. We are so very grateful for these monetary gifts which go on to help others needing assistance with help and care at home.

Information extracted from Pramacare's annual accounts to 31<sup>st</sup> March 2009. Full audited accounts are available via our website at: [www.pramacare.co.uk/facts\\_figures](http://www.pramacare.co.uk/facts_figures)

### Shops

From February 2010 Pramacare's shops in Ferndown, Verwood, Winton and Canford Heath will begin to transfer to the Trussell Trust another local Christian charity, probably best known for starting the Foodbank network, which gives boxes of food and support to people experiencing emotional or financial crisis.



Chris Mould, Executive Director for the charity says 'The Trussell Trust is passionate about showing God's love through practical action. We are thrilled that Pramacare has given us the opportunity to acquire their charity shops, turning them into places that not only generate funds but also provide pastoral care and support to local people in crisis.'

For more information visit [www.trusselltrust.org](http://www.trusselltrust.org)



PRAMACARE

Telephone: 01202 207300

## Five Stages of Grief

**Coping with death is one of the most challenging experiences we face. These five stages are typically the process that people go through to deal with loss, heal and move on with their lives.**

### 1. Denial and Isolation

When we receive devastating news, like the death of a loved one, our first reaction may be to deny the truth and withdraw from friends and family. Denial and isolation can take place over a matter of time.

### 2. Anger

Anger is a perfectly normal method for coping with death. You may be angry with yourself for being unable to prevent the loss, angry with doctors who could not save a loved one, or angry with the person who died for abandoning you and creating so much pain. Some people get angry with God because they believe He should have done something to prevent the death.

### 3. Bargaining

Sometimes people's anger with God will turn into a bargaining chip. You may try to negotiate with God, promising to help others or live a better life if He will take your pain away and reverse the loss that you are experiencing.

### 4. Depression

When anger has faded it can leave numbness and despondency. That doesn't mean that the anger is gone for good; it may be simmering just under the surface, where it can explode at the slightest provocation. This may be a time where you feel hopeless and unable to make plans or dream about the future. You may find yourself feeling self pity and an inability to enjoy things in life that you once loved. Some people have trouble breaking out of this stage, leading them to seek professional help in coping with death.

### 5. Acceptance

The pain is still there, but it is easier to deal with. Sadness still exists, but you now feel optimistic that you can turn the experience into something positive. Acceptance doesn't mean to simply grin and bear it, but to accept the loss and prepare to move forward with your life. This is the stage where true personal growth can occur.

#### ***Ecclesiastes 3 verse 11.***

***He has made everything beautiful in its time. He has also set eternity in the hearts of men; yet they cannot fathom what God has done from beginning to end.***

### **Pramacare**

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Sterte Avenue West, Poole.  
Dorset. BH15 2AA  
T: 01202 207300 F: 01202 684255

Reg. Charity Number: 801967

Company name: Pramacare,  
a company limited by guarantee  
Company number: 2359751

### **TRUSTEES:**

**Chairman:** Rev. Dr Anne Gee  
Ann Corke, Cecil Clark, John Hensby,  
Martin Howlett, Tony Knight, David Wood,  
Debbie Tudor-Thomas and Graham Tucker.

### **PATRONS:**

The Bishop of Salisbury, Dr. John Farthing,  
Richard Carlyle-Clarke

**Company Secretary:** Peter Malpas  
**Pramacare Chaplain:** Rev. Tim Sterry

