



Our Monthly Staff Newsletter Welcome to Mae Care

Directorial developments



There have been a couple of excellent reasons for us to be pleased this month, as we received some glowing reports from our valued customers and our Birdie reporting on medication, has been absolutely top notch.

These areas are very important in our assessments from the CQC, so it is paramount we keep up the good work in this, and all other areas to achieve our goal of **OUTSTANDING** accreditation.

Well done everyone.

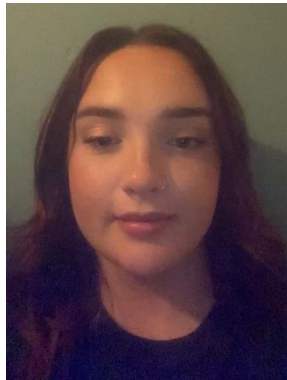
We will report I May 2024, on progress from Justine's visit to Number 10, Downing Street, in the next issue.

A reminder that the Mae Care office number is [0115 9215921](tel:01159215921) at all times, if you have any questions of any kind, on any subject.

Care celebrate staff success.

Every month at Mae Care, we celebrate the achievements of our staff, with the company 'Blow your own trumpet' award.

This month we are pleased to announce that the Mae Care Community Care winner is Ellie S for her outstanding work and attitude in the field.



Her continued hard work and extra efforts are more than appreciated by Mae management staff and colleagues alike.

For the Management Team, Sarah N is this month's winner, for her recent success in training and accruing valuable new knowledge.

Well done Sarah.



Nicola's knowledge



Stop, think, Fraud!

This month the government have launch a new campaign to highlight the different types of fraud and the ways that criminals will try to extort money from innocent victims.

Did you know?

Fraud accounts for almost 40% of all crime. In just one year, 1 in 17 adults in England and Wales were victims of fraud. That's nearly 3 million of us. 1 in 5 businesses were also a victim of fraud over a 3 year period. In other words, fraud is rife and it can happen to anyone.

Think you're immune from fraud?

Fraudsters can use highly manipulative methods to get us when our defences are down. Nobody is immune from fraud. We can all be more alert to the risks, and we can all do more to protect ourselves.

4 ways to frustrate a fraudster

Do you stop to check who's really contacting you?

Fraudsters often call or message people, pretending to be from their bank, other well-known and trusted companies, or even someone they know. They can be very convincing, particularly if they've already managed to get hold of some personal information, for example by looking on social media. Having earned their victim's trust, they often ask them to hand over confidential information, make a payment or give them access to their phone or computer.

How to reduce your risk

Never take calls or messages like this at face value – always take time to stop, think and check if the caller or sender is who they say they are.

If you've received a suspicious call or message:

- don't be rushed into a quick decision – think carefully before handing over money, personal details or access to your device
- if you have any doubts, hang up and do not call the number provided
- be aware that fraudsters can spoof phone numbers, so the number that appears on your caller ID may not be proof of who they are
- instead, check with the organisation directly using contact details you know are correct, such as those on a utility bill, official website, on the back of your card or by 159 for banks
- if you get a message from a family member asking you to send money, use known contact details to check if it's real.

Do you automatically trust offers and click on links?

“Half-price tickets to a sold-out gig!” “Incredible savings on a last-minute holiday – hurry!” Fraudsters know most people love a bargain, so they use discounts, time pressure and FOMO (fear of missing out) to pressure them into paying out for non-existent deals. Or they urge people to click on links in phishing messages that can take them to a fake website, where the fraudster can steal cash and personal details, or infect the victim's device.

How to reduce your risk

If you see a tempting offer:

- don't be rushed into a quick decision – always take time to stop, think and check if the message, offer or advert is genuine
- don't automatically click a link, particularly in unexpected messages
- if you're not 100% sure, don't use the link to click through – go direct to the organisation's website
- always stay on trusted websites and use the site's recommended payment methods
- avoid paying by bank transfer or virtual currency
- think carefully before you hand over any money or personal details

Do you use the same password for different accounts?

Lots of people use the same password for multiple accounts, such as email, bank account and social media accounts. Less to remember, right? But imagine if a fraudster gets hold of that password. Now they can access all of their victim's online accounts.

How to reduce your risk

Choose a different password for each account. Too difficult to remember them all? You can keep track of passwords using a password manager, or by using three random words to make them more memorable.

You should:

- never choose a password that features names, places and numbers that are personal to you
- choose a different password for each account that is strong and hard to guess but if you can't change them all at once, prioritise your email account

Do you use 2-step verification?

Even if someone has chosen strong and unique passwords for their email and bank accounts, there's always a risk – however small – that a fraudster could get hold of them. If they do, there's nothing to stop them accessing those accounts to steal money and other personal details.

How to reduce your risk

Setup 2-step verification (2SV) on your most important accounts, such as email and social media. 2SV works by asking for more information to prove your identity when you're logging into an online account. It's one of the most effective ways to protect your online accounts from criminals.

For more information, please visit: <https://stopthinkfraud.campaign.gov.uk>

(If you found this information useful, please forward it to friends, family and colleagues)

Information sourced from Notts alerts March 2024.

Bloomin' Dementia events and groups



Presenting: 'Music in Mind' in partnership with

The Joyful Jukebox

"Join us as we sing and dance at our twice monthly singalong!" says Bloomin' Dementia. At each session there'll be a different selection of songs – from the forties to the seventies as well as from stage and screen. Also the songs are based on a theme (like the weather, colours, films, etc).

'Music in Mind' is by The Joyful Jukebox from 10.30am to 12-noon at Ruddington Village Hall. It's FREE, every fortnight on a Wednesday. There's no charge thanks to sponsors the Morrisons Foundation, Nottinghamshire Masons and the DWF Foundation.

Helen, from The Joyful Jukebox, explains: "we use the therapeutic power of music to improve the health and wellbeing of our community through sing-along sessions. Singing is great fun and it's good for you! It helps exercise the grey cells, is a gentle cardio workout and can help reduce feelings of loneliness and isolation too. Informal community singing is an easily accessible, fun and affordable way to reap these positive impacts."

Everyone is welcome and there's no need to book your place. You even get a cuppa with a biscuit!

Bloomin' Dementia Events



The next event for Bloomin' Dementia is held on June 13th, all details are above. There will be new fundraisers up for the charity and coming soon will be a 'Race Night' at The Red Lion, Easthorpe Street, Ruddington and at the Ruddington Country Market at The White Horse, Ruddington.

Dates TBA.

Also, on behalf of the charity, Jennie Foster and Tracy Bennett recently attended the Notts Dementia Alliance and will be future participants within the specialised group.

Andy Hallam is currently engaged in finding further funding for the charity, in selected areas of donation.

Jens jewels



My subject this month concerns risk factors, for those individuals suffering with dementia.

As we go about our daily tasks in looking after our customers with dementia, we need to make sure, that at all times, they are exposed to the following risks at all times:

Infrequent social contact.

Lack of learning and mental stimulation.

Hypertension.

Anxiety.

Physical inactivity.

Smoking.

Excessive alcohol consumption.

Air pollution.

The customer is not depressed.

The customer has not got diabetes.

Has no hearing impairment.

Has had regular eye tests, to reduce disorientation.

We cannot affect all these risks, as it is the customers, however the one's that we can, we must do so.

Sam's Segment



Customers have now been requested that they pay for the future, by Standing Order or Direct Debit.

This will help cash flow for the business.

If you have any questions regarding your payments or invoices, please contact me on sam@mae.org.uk.

Myself and Justine are working very hard, in all the unseen areas of Mae Care,; such as achieving a better cash flow, forecasting hours, looking at the provision of cover for holidays and absenteeism; as all these things daily have a profound effect on the business, as a whole.

Any help you can give the management team at all times, (in any of those highlighted areas), will always give us a degree of hindsight, to be beneficial for the company on a day- to- day basis.

Thank you Sam.

Mae Care leavers and joiners this month

We have no leavers or joiners this month, but don't forget that we are offering a **small bonus** for those who recommend a new starter.

Places to Visit Socially



St Peter's Church

Catch the Navy 3 or Green 10 to Ruddington Church. The chapel of St Mary, built in 1459, became Ruddington's parish church when St Peter's Church in nearby Flawford was demolished in 1773. Much of the current Grade II listed Gothic style building dates from 1824 but it retains the chancel and steeple from the ancient fabric. The impressive manual pipe organ was installed in 1908 and made by Brindley & Foster of Sheffield. The church is in frequent use for worship as well as other village events.

Crafty Chatter Group

Come along whatever your creative skill to 'Crafty Chatter'! The group meet every other Friday afternoon.

"We have re-launched our craft group at Ruddington Library. Bring your own projects and enjoy crafting with others."

Join 'Crafty Chatter' on alternate Fridays at 2pm in Ruddington Library.

Refreshments are available for a small donation. To find out more about this group, or other ones, just pop into the library in the village.

Methodist Morning Coffee

Anyone can pop into the Coffee Morning. It's on every Saturday at the Ruddington Methodist Church. If you're in the village and fancy a sit down and a cuppa it's usually open between 10:30am and 12-noon. Methodist Church @ Church St, Ruddington, NG11, UK.

Memory Café Cotgrave

All Saints Church at Cotgrave hold a Memory Café the last Thursday of every month. For information and for booking call Gerry on 01949838173.

Sarah's Sparkle: A positive thought for the month



'What you think you become, what you feel you attract, what you imagine you create'

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