
NEWSLETTER April 2023



Antonine Court Ltd

Promoting dignity, opportunity & inclusion

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Welcome to the April Newsletter!

If you would like to see anything in particular please don't hesitate to let us know. You can contact us anytime to let us know.

Happy Birthday

Wishing Linda Many Happy Returns!!



Upcoming Events

Dates for your Diary!

Coronation Holiday
Monday 8th May

Spring Bank Holiday
Friday 26th and
Monday 29th May



14th June for
Staff Training
Positive Behaviour
Support

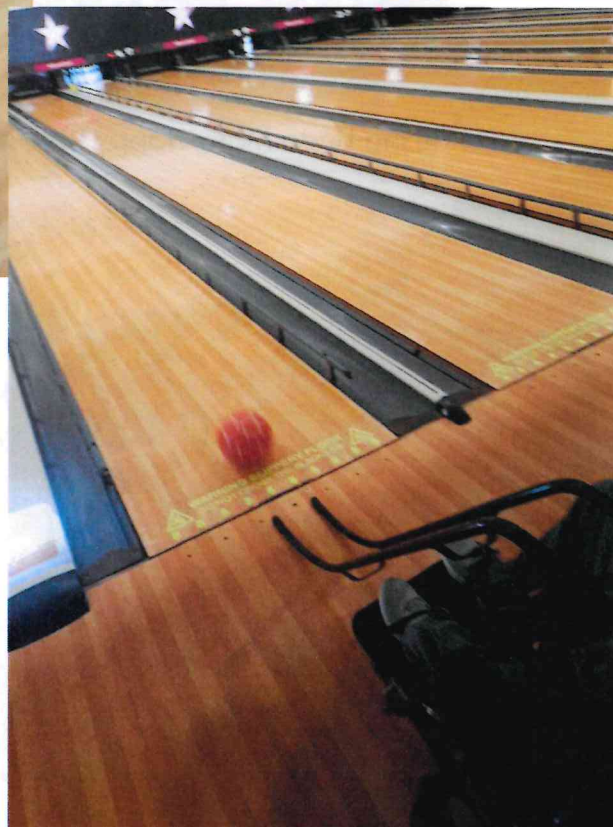
As always there is lots going on in the Centre,
and on outings so we'll just get on with letting
you see.....

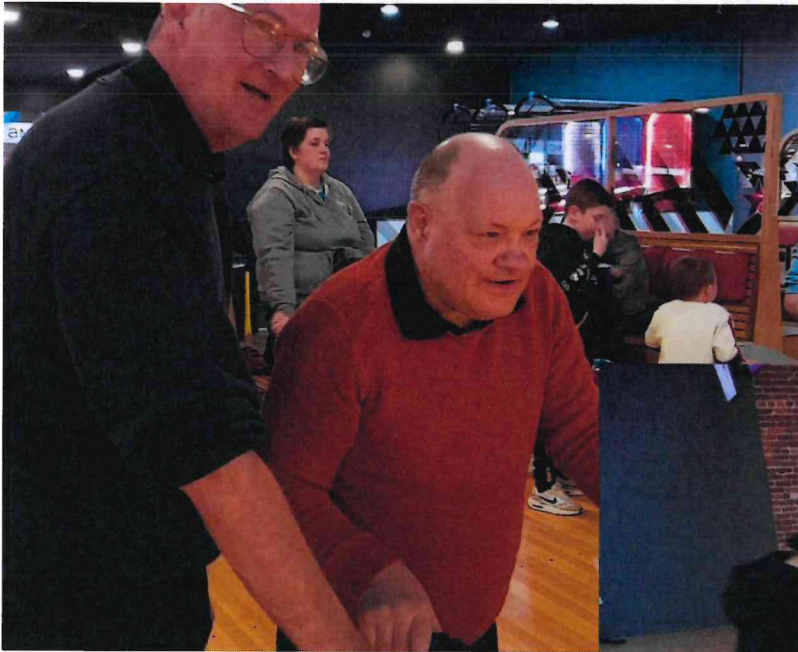
Ryan preparing to deliver his bowl...



It's on it's way!!!

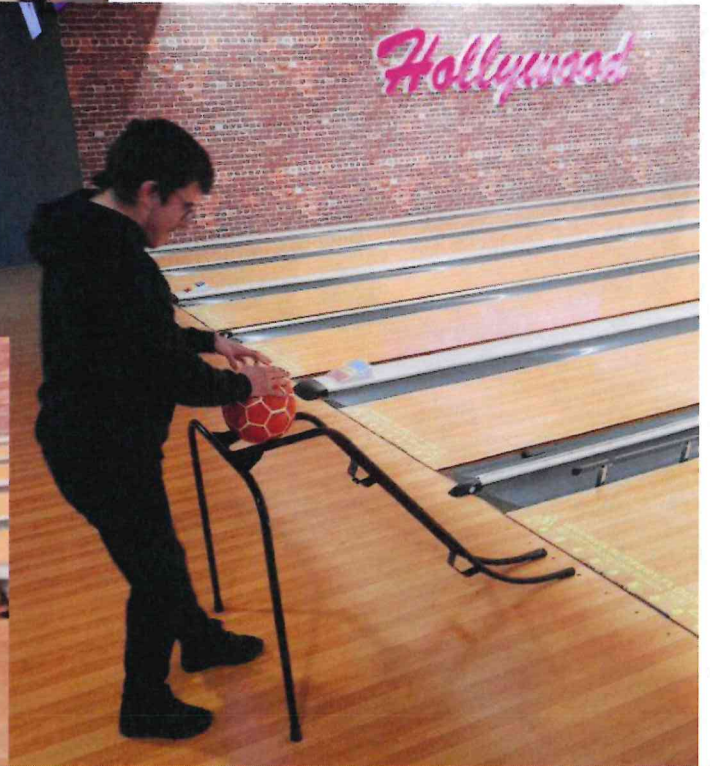
Looking good.....





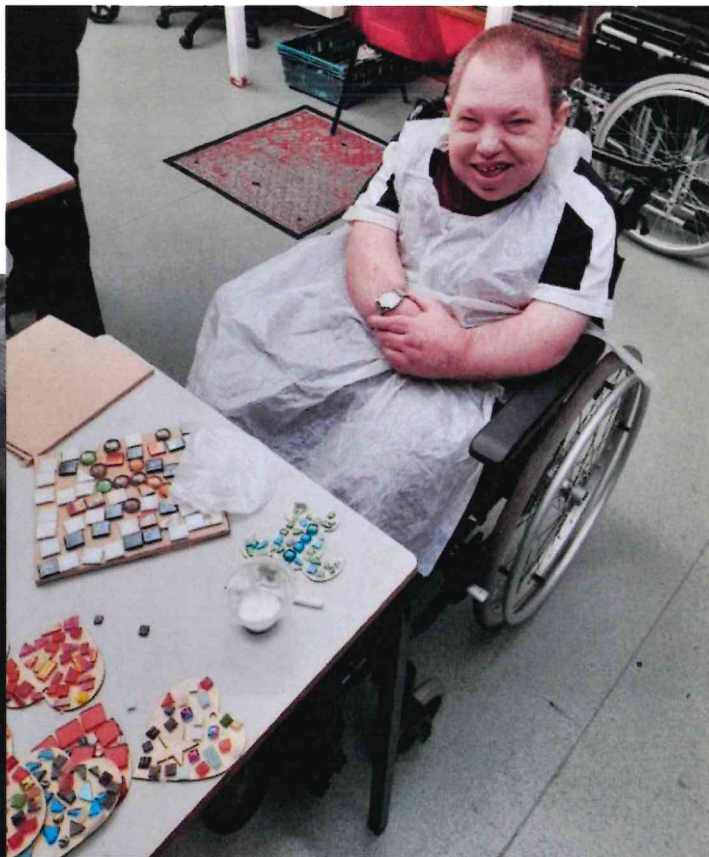
Tam helping Neil get in place.

Alexander Setting his delivery up....



Just incase you thought the girls didn't get to go to bowling, Here's Theresa lining her delivery up.....

Norman taking part in the ceramics group.



Sheree getting set up for the group.

Mark on the right....





Alan's pizza looks delicious!



Uh oh! Mark is starting the age-old debate – pineapple on pizza? Yeah? Or Nay? (I quite like it).

Annie on a visit to Drumchapel Library.

Theresa looks engrossed in her book.....



I don't remember being offered a drink in the library..

The staff are taking good care of David and Shirwan....



PERFECT SUPPORT



PERFECT SUPPORT WORKER?



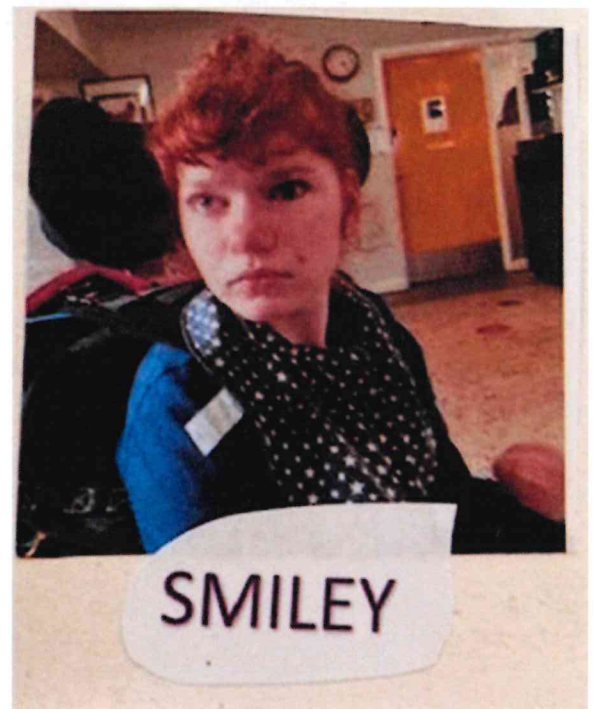
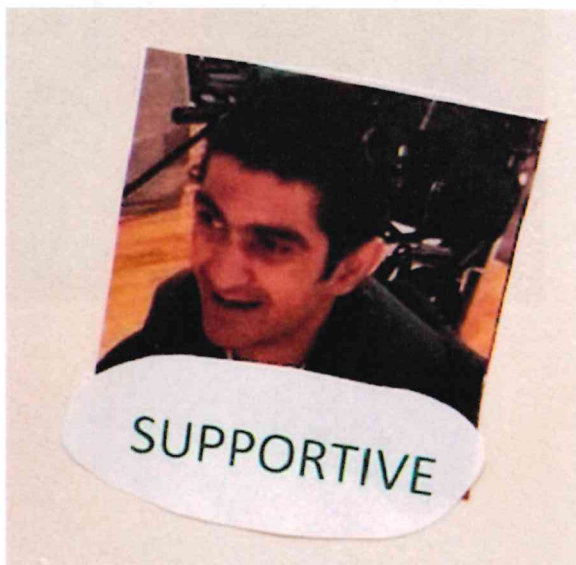
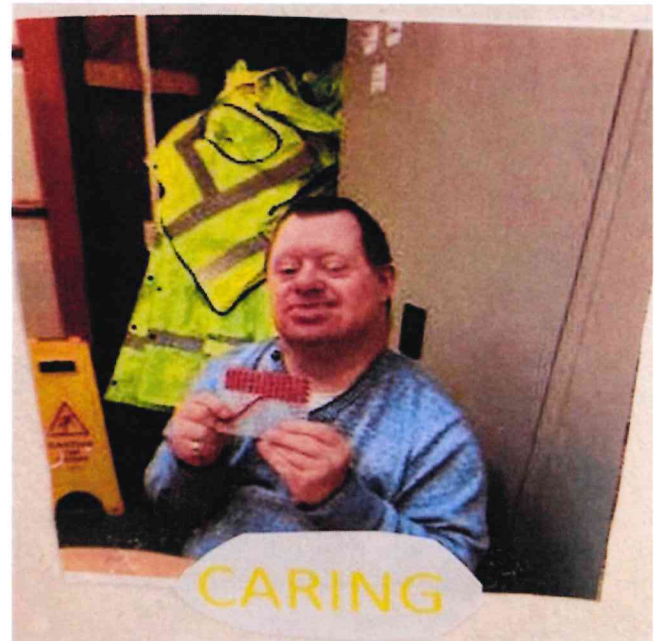
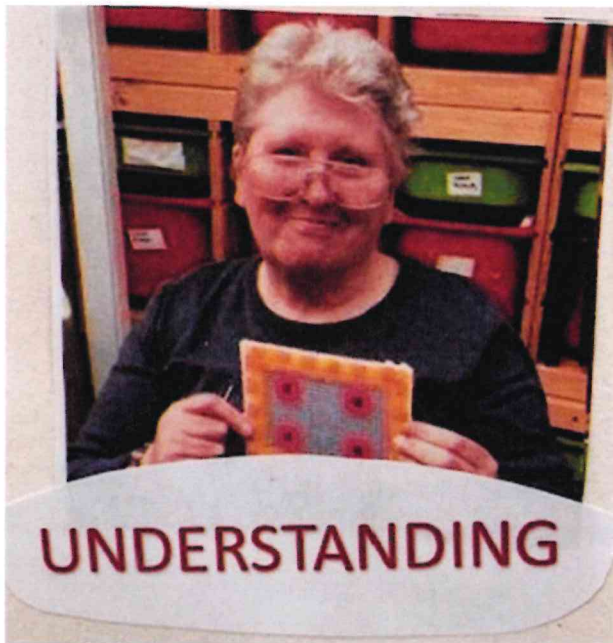
Keep 2m apart

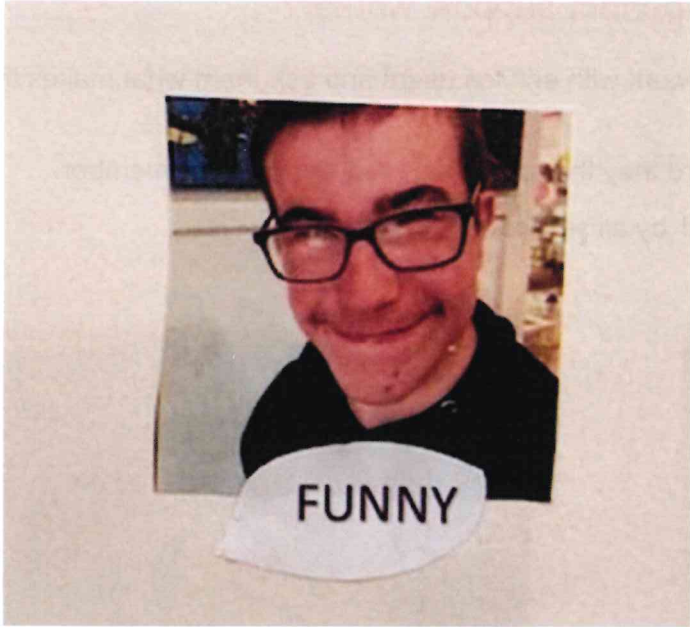
What makes the perfect support worker?

This was a task given to staff in January 2023 to work with service users and ask them what makes the perfect support worker.

The service users were asked by staff for one word they thought makes the perfect staff member.

Here is what everyone said, great work produced by all service users.







Duty of candour report 2022-2023

All health and social care services in Scotland have a duty of candour. This is a legal requirement which means that when things go wrong and mistakes happen, that people affected understand what has happened, receive an apology, and that organisations learn how to improve for the future.

An important part of this duty is that we provide an annual report about the duty of candour in our services, this short report describes how our care service has operated the duty of candour during the time between 1st April 2022 and 31st March 2023 We hope you find this report useful.

About our organisation

Antonine court Ltd is a day centre which support adults with physical disabilities and additional support needs. We operate a 5-day service between the hours of 9am-3pm, we have provided support to approximately thirty-seven service users and have a ratio of twenty-five service users per day of which we provided with care and support on any day. Our primary aim is to be a centre of excellence, where all staff can best support and assist those with disabilities and their families to reach their own personal goals.

How many incidents happened to which the duty of candour applies?

In June 2022 we received a complaint from a carer relating to care and support, this complaint was investigated and was dealt with accordingly and apology was made to the family member, new procedures have been put in place and the family member involved is happy with the changes to procedure which have been made as a result.

In February 2023 we have contacted families as we have had COVID cases within the centre and experienced a mini outbreak all families were notified and health protection Scotland.

1. Information about our policies and procedures

Where something happens that triggers the duty of candour, our staff report this to the management who has the responsibility for ensuring the duty of candour procedure is followed. Staff have undertaken the duty of candour e-module, as recommended by the care inspectorate. Scenarios of the duty of candour were also covered by centre manager at staff team meeting. The centre manager records the incident and reports necessary to the care inspectorate. When an incident has happened, the manager and staff will ensure to set up a learning review, this will allow everyone involved to review what happened and identify changes for the future.

All staff at Antonine Court learn about and the importance of the duty of candour at their induction. This involves reading and signing the said policy. We realise that serious mistakes can be distressing for staff as well as people who use care and their families and aim to support everyone as best, we can.

