



Stay Safe
and
Healthy

01

Working with Transgender Patients

As nurses & support workers, it is important to be culturally sensitive to all patients, respective of diversity, and appropriate with care. Read on..

02

Our stance on COVID19 Risk Mitigation

For us it's pretty simple. Given that Covid19 vaccines have not been proven to be 100% effective, we still need to be cautious. Read on...

Hi

Welcome to our New Look!

Hi guys! As we keep growing, we have decided to expand the scope of our newsletter so that we can cover a wider range of issues. There is just so much going on in our company, let alone the world at large. There is so much to say and do!!

For starters, in this edition, we will be letting you know about of stance on what precautions to take in terms of Covid19 despite the lockdown restrictions being all but gone! Folks, we still need to use our best efforts to keep safe.

We are also going to be looking at issues in the health sector and CPD. We can never stop learning good people! #WearYourMask



Hello
again!

Transgender Care Respectful Care

Just because a patient is transgender does not mean that they are not entitled to the best care possible! As healthcare workers, we are obligated to be respectful to all patients.



Willias
Managing Director

A word from our cool MD, "Wills"! His extensive experience working with a diverse range of people inclusive of transgender patients makes him well positioned to provide some insights.



The term transgender may refer to a variety of gender identities, including genderqueer, gender nonconforming, and transsexual.

Gender identity refers to a person's personal feelings about themselves instead of social norms regarding roles, characteristics, and features such as masculinity and femininity. The genitalia of a person is given gender at birth, which may or may not be linked with gender identity.

It's also worth noting that gender identification isn't always related to sexual orientation. Lesbians, gays, bisexuals, and heterosexuals all identify as transgender people.

When providing treatment to transgender patients, the initial phase is for the healthcare practitioner to reflect on their own behaviour: "Is there a chance I'm biased towards a lesbian, gay, bisexual, or transgender patient?" Being aware of possible discrimination can assist healthcare professionals in working through any emotional reactions and find out the information needed. Working with transgender patients increases the prospect that the healthcare practitioner may offend the patient. It is

essential to have open conversations with the individual: "Which gender do you consider yourself to be? He or she, which do you like to be called? What is your preferred name?" Several patients may use slang or inappropriate words to refer to themselves. To avoid an unintentional response to the language, healthcare workers should be aware of these self-references.

Several challenges still exist for transgender patients, including overt and unconscious bias, which may cause problems in getting medical care. According to studies, about 48% of transgender people delay or avoid seeking medical attention (Hein & Levitt, 2014).

According to ethical principles, nurses are required to treat all patients with honor and respect. It is necessary to promote understanding and knowledge of the transgender patient community and offer culturally sensitive care. Educating yourself about the particular needs of a patient receiving medical treatment for gender transition, including hormone therapy and surgery, is important.

SMResources Stance on Covid19

As Covid19 vaccines are not 100% effective, it is incumbent on all our staff to take special care of themselves, and their patients.

Better safe than sorry. There is just no better way of putting it. Even though restrictions have been lifted, as a team, we continue to work with vulnerable people. The very nature of our work is such that we are always at risk. As such, while we embraced Freedom Day, we did so with a lot of scepticism and caution.

If one weighs up the pros and cons of dumping masks and social distancing, one cannot help but get that nagging feeling that it's a bit too risky, especially for us in healthcare. The risk extends to both our families and our patients. We have already witnessed that even the vaccinated can get sick and die. Even though the odds of getting severely sick are low, it's still possible.

Who's life is then worth risking? We have therefore decided as a company that we will continue to take the necessary precautions. We should all wash hands, sanitise regularly, wear a mask and keep our distance from one another.

The science needs more time to give definitive results that should allow us to return to normal. There is just so much uncertainty out there. Besides, what do we lose from trying to be safe other than it being a bit of a mundane task?

So Team SMResources, we urge you all to play it safe. Value your life and of those around you, inclusive of your friends, families, and our clients. You lose nothing in being safe.



Wear your PPE, sanitise regularly using an alcohol based solution. Wash your hands and clean any surfaces all the time. Be good and kind to you & those around you.

“ We are not a **TEAM** because we work together, we are a **TEAM** because we respect each other.

-Abigail Johnson



In Case We Haven't Met!

As is the world we live in today, and with Covid19 still rampant, we might not have gotten to know each other as we should! The world has changed and a lot of what we do now is online / virtual. So in case we've never met, **hello** from Management to you!!



Willias Zvobgo - "The Pointing Guy"

Willias is our Managing Director, yup, the Big Boss! He is responsible for ensuring that we are all in a job and that the ship sails smoothly!



Babylon Zvobgo - "The Cameraman"

Babylon, affectionately known as "Babs" is the Operations & Recruitment Director! Your CV needs to impress Babs before you can make the cut with us.



Mutsa Kada - "The Awesome Lady"

Mutsa is responsible for Human Resources & Training. She ensures that the company is compliant in terms of policies, and that staff participate in CPDs.



So many factors affect the effectiveness of the vaccines, and as such, we must always be careful. #StaySafe



So you are Vaccinated? Why be Cautious

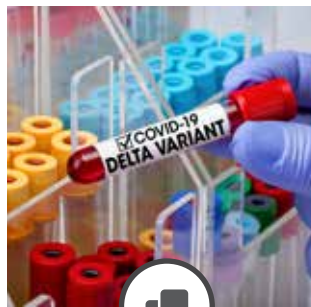
Though people get vaccinated, some factors affect the effectiveness of the vaccines. A scientist once said, **“Vaccines aren’t magic barriers. They don’t kill the virus or pathogen, they target.”**

They stimulate a person’s immune system to create antibodies, and unfortunately, other people have a weak immune system which takes longer to respond to the vaccines and may still be liable to the virus. Other host factors that may serve as hindrances to the effectiveness of the virus include age, gender, medication, the type of food intake(diet), exercise, and how healthy one is. The need for de-

tailed laboratory testing makes it difficult for scientists to evaluate a person’s responsiveness to the vaccine, leaving vaccinated people uncertain whether or not the vaccine is beneficial. The healthcare workers need to be cautious after vaccination because even though they have been vaccinated, it takes time for the immune system to respond to vaccines and produce antibodies. Another thing, not having symptoms doesn’t entirely say that a person doesn’t have the virus. There is always the possibility that a vaccinated individual may transmit the virus to a non-vaccinated person without experiencing symptoms.

Some of the Statistics

As stated in the previous section, vaccines used for COVID-19 regardless of the manufacturer, have not yet been proven to be 100% effective. According to the preliminary data from the UK, during vaccination, a person has to get two doses. The first dose for either Pfizer or AstraZeneca vaccines, the person is 33% less likely to contract the Delta variant, and after the second dose, a person is 60% less likely to contract the Delta variant for AstraZeneca and 88% for Pfizer vaccine compared to an unvaccinated person. Vaccines do reduce the risk of developing severe illness but according to the above information, it clearly shows that they are not 100% effective. They do reduce the requirement of hospitalization.

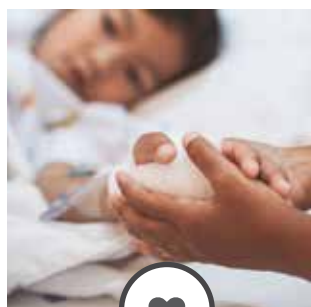


People can die after taking the Vaccine.

“As the Delta variant of the coronavirus surges through the UK, almost half of the country’s recent COVID-19 deaths are of people who have been vaccinated.” Data from Public Health England show 117 deaths among 92 000 Delta cases logged through June 21. Fifty of those - 46% - had received two shots of the vaccine. [Source \(WSJ\)](#)

Young People are at Risk too!

A top health official in Israel said, “In late June, that in a recent epidemic of 200 or so Delta cases, approximately half were in kids 15 years old and under, and the other half were in individuals aged 26 and above, of whom more than 80 percent were properly vaccinated.”



Babylon Zvobgo
Ops & Recruitment

So in conclusion - because we’ve said it all!!!!

The CDC, WHO, the NHS and all other important organs have all stated that despite being fully vaccinated, individuals may still be at risk of contracting COVID-19, although the disease will likely be milder in comparison to those who are unvaccinated. More evidence is required to confirm whether COVID-19 vaccines provide protection against asymptomatic or mild diseases. In a nutshell, putting together all the above information, it is very clear that even after vaccination against COVID-19, healthcare workers still have to be cautious because they can still spread or contract the virus due to various host factors. *Babylon*



Working with patients with Dementia

Dementia is a syndrome (a group of related symptoms) associated with an ongoing decline of brain functioning.

There are many different causes of dementia, and many different types.

People often get confused about the difference between Alzheimer's disease and dementia. Alzheimer's disease is a type of dementia and, together with vascular dementia, makes up the majority of cases. - [NHS](#)



Compassion is everything when working with Dementia

As healthcare workers, we need to be compassionate and patient when working with Dementia patients. We must understand that this is very frustrating and difficult for both the patient and their families. Because people with dementia may lose the ability to remember events, or not fully understand their environment or situations, it can seem as if they're not telling the truth or are wilfully ignoring you. Forgive them! We have taken some useful tips from caregiver.org on how best to communicate with a patient that has Dementia.

Communicating with a Person with Dementia

Set a positive mood for interaction. Your attitude and body language communicate your feelings and thoughts more strongly than your words do. Speaking to your patient in a pleasant and respectful manner. Use facial expressions, tone of voice, and physical touch to help convey your message and show your feelings of affection.

Get the patient's attention. Limit distractions and noise—turn off the radio or TV, close the curtains or shut the door, or move to quieter surroundings. Before speaking, make sure you have his/her attention; address the patient by name, identify yourself by name, and use nonverbal cues and touch to help keep the patient focused.

State your message clearly. Use simple words and sentences. Speak slowly, distinctly, and in a reassuring tone. Refrain from raising your voice higher or louder; instead, pitch your voice lower.

Ask simple, answerable questions. Ask one question at a time; those with yes or no answers work best. Refrain from asking open-ended questions

or giving too many choices. For example, ask, "Would you like to wear your white shirt or your blue shirt?" Visual prompts also work well.

Listen with your ears, eyes, and heart. Be patient in waiting for your patient's reply. If she is struggling for an answer, it's okay to suggest words.

Break down activities into a series of steps. This makes many tasks much more manageable. You can encourage your patient to do what they can.

When the going gets tough, distract and redirect. If your patient becomes upset or agitated, try changing the subject or the environment.

Respond with affection and reassurance. People with dementia often feel confused, anxious, and unsure of themselves. Further, they often get reality confused and may recall things that never really occurred. Avoid trying to convince them they are wrong. Stay focused on the feelings they are demonstrating (which are real) and respond with verbal and physical expressions of comfort, support. [Read More:](#)





WHERE IS MY WORKPLACE



Time 4 U:
Chatham, Kent



Ellern Mede:
Moorgate, Barnet, & Ridgeway



The Rotherham NHS Foundation
Trust:
Rotherham



Inmind Healthcare: Battersea Bridge
House
Battersea



Fernbank Nursing Home:
West Finchley

Be as healthy as you can! De-stress with Exercise

We will be the first to admit that we know it's not easy to find the time to exercise. We already spend so much time on our feet each day caring for others. But!! Science tells us there are benefits in making a little time available to workout. Read on!

It's really no mystery that healthcare workers are one of the most physically and psychologically demanding occupations worldwide.

Each day, we spend many hours on our feet caring about the well-being of others, from physicians and nurses to paramedics and dentists - However, what about our own health and levels of physical activity?

Recent Australian research of nurses and midwives found that those who reached (or exceeded) the required levels of exercise and sleep had a lower BMI than others and were less likely to experience in-work difficulties, emotional hurdles to workplace efficiency, and limitations in routine daily activities.

One of the most significant

problems for healthcare professionals is that we are on our feet all day, and exercise is usually the last thing on our minds.

Sadly, a lack of physical activity may lead to a lack of energy (among other things), locking you in a vicious loop of wanting to move more but lacking the mental capacity to do so.

So, if you just have a small period of time to exercise, grab it with open arms. There is everything to benefit and little to lose. If it means dancing in front on your telly, then do so. Your toddlers can serve as awesome dumbbells. Take a brisk walk. It will help you to let off some steam and de-stress! I wish we could say "Just Do It" like Nike, but in solidarity with you, we are going to say; *Just Try to Do It!*

The Interesting Case of Ms Hayes, from York

High Court asked to review case of and NHS nurse who was racist about colleagues!

The High Court has been urged to appeal the decision to merely suspend a nurse who acknowledged making racist comments about coworkers.

According to the Professional Standards Authority, the Nursing and Midwifery Council's decision in Melanie Hayes' case was "insufficient to protect the citizens."

Now it has requested that the judgement of an independent fitness-to-practise panel for the NMC, which was announced on May 13, be reviewed by the High Court. While working for the NHS, Ms. Hayes made remarks that she confessed to, and she was suspended for 6 months.

In 2012, she told a coworker at Nottinghamshire NHS Foundation Trust that she had "had enough" of working with "lazy... spear chuckers."

A patient was also threatened with "f***ing up" by her brother.

Ms Hayes then expressed her expectation that her new employment would be "better" since she would be "working with a team of White individuals" on her final day at Derbyshire Healthcare NHS Foundation

Trust on May 8, 2018.

She also used other racist insults against coworkers' capacity to make clinical judgments or lead a team.

The judgment to ban Ms Hayes for just six months was subsequently criticised as being too lenient by certain professional members. The NMC found reasons to recommend the case to the PSA for consideration of exercising its authority to appeal the judgement to the High Court after a review. The NMC does not have the legal authority to change the decision.

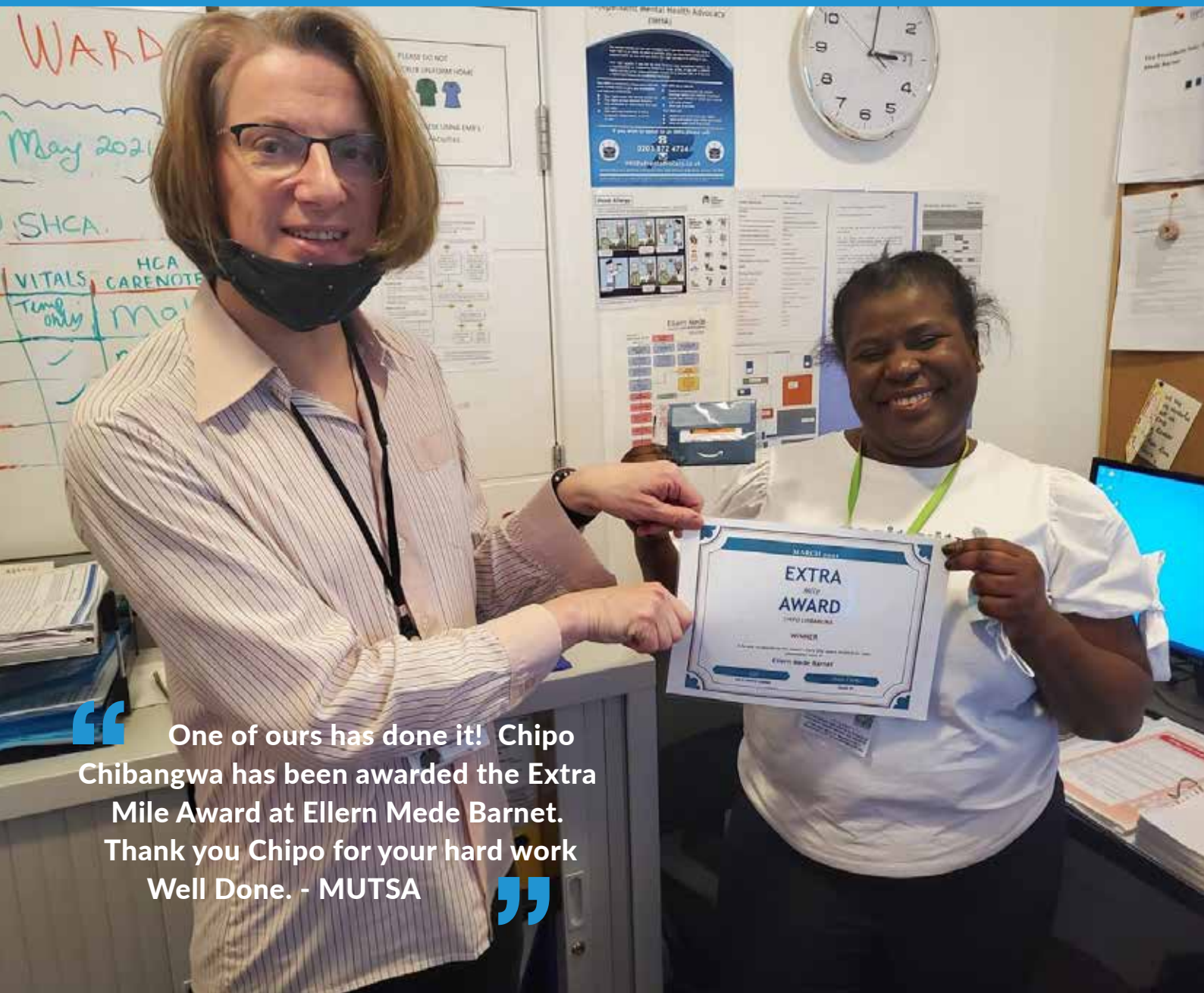
The PSA revealed in a press statement that it has "chosen to refer Melanie Hayes' case to the High Court because we believe the judgement is inadequate to protect citizens." According to Andrea Sutcliffe, the NMC's executive director and registrar, it's appropriate that the High Court examine this matter in consideration of allegations that this judgement was unsatisfactory to protect citizens. The High Court will determine whether or not to reverse the first judgment. It has the authority to either change the judgment itself or order the NMC to do so.



Safety & Security FIRST!!

- Please wear your Photo identification card at all times within the work premises!
- Keep your personal belongings safe and secure at all times.
- Close your office window and lock your door, even if only out for a minute.
- Do not leave anything visible in your car, clothing is the second most stolen item.
- Report all breaches of security & weaknesses in security to your line manager immediately.
- Challenge unknown people in your workplace IF SAFE TO DO SO.
- Use existing security systems such as access control, alarm systems, personal alarms, locks.
- Always think safety, be aware of your surroundings and be safe.
- Report all incidents of violence and aggression, loss and theft on the DATIX system.
- Ensure your escape route is clear when dealing with service users and the public.
- Teamwork, Vigilance and Common Sense tightens Safety and Security at work.





“ One of ours has done it! Chipo Chibangwa has been awarded the Extra Mile Award at Ellern Mede Barnet. Thank you Chipo for your hard work Well Done. - MUTSA ”



CONTINUOUS LEARNING (CPD)

- Compassionate Leadership - [Read Here](#)
- Oxygen Administration - [Read Here](#)
- Anaphylaxis - [Read Here](#)



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