



# CARE HERTS

A COMPANY WITH A CARING HEART

Volume 2/Issue 01

August-December 2015

## CARE HERTS BIRTHDAY ON 22<sup>ND</sup> OCT 2015

Highlights of the event:

- Inauguration - lightening of the Lamp
- Speech from company directors, HCPA members, Clients and staff
- Award ceremony
- Live music



Publishing of Care Herts monthly newsletter has been temporarily stopped for a few months and now we are back on track with some changes. Accordingly, we are now publishing a quarterly newsletter instead of monthly from April 2016 onwards. Please give any information or news that you would like to share with others to the Care Herts office for inclusion in the next addition.

As you will all remember we had a get together with all the staff and our service users involved on the 22<sup>nd</sup> October last year. The newspaper mentioned that it was the first birthday celebration however it was in fact the second year that Care Herts had been in operation albeit that the first year was taken up by lengthy documentation processes.

The event was very well attended by staff, clients and HCPA members. The decorations and table floral displays were done by "Smile" foundation. The floral display on the Lamp was done by Katerina Walters. The event started by the lighting of traditional oil lamp. The event was also the debut for the company magazine. Copies of the magazine are available at the office for anyone who would like to read it.

### NEW STAFF ON BOARD:

We would like to welcome some new members of staff to our Care Herts family. Among them Kosala (KD) -Line Manager/ Coordinator, Vince -Field Service Supervisor are based in the office and Sandra C, Sandra B, Vivienne, Anca, Roxy,Sidd and Dean work as care practitioners in the field. We hope that they have a long and happy career with us at Care Herts. As you may be aware Dean Dobson left us at the end of April to pursue other paths. His contribution to the Care Herts team will be missed and we are sure that you join us in wishing him well. He may however provide bank cover for us so you may see him from time to time.

### QUOTE OF THE DAY

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*"We can't promise to fix all your problems, but we can promise*

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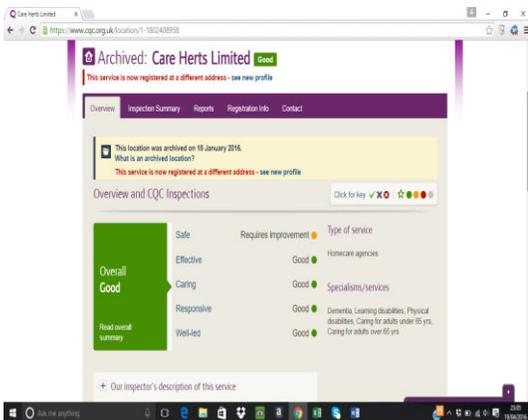
*You won't have to face them alone”  
“Care Herts” it's all about caring people*

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### **CQC INSPECTION:**

We underwent a CQC inspection in December last year which overall was rated as good. One area that was highlighted as needing improvement was the face to face training which they could see was being addressed by the manager. One of our service users told the inspectors that “they were very happy that they had regular staff except in cases of sickness but the office staff always rang to let them know who was coming instead”. One of the family members told the inspector that “it is an absolute delight to be confident that the care staff will do all that they are supposed to do without having to constantly check”.

These are all positive comments but as always there is room for improvement. The full inspection report is available to read on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)



### **OFFICE MOBILE PHONES:**

As you may be aware the carers now have new mobile phones which they use to log in and out of your calls. They are only for use at work so should their phones ring while they are attending your call it will be a member of the office team contacting them. These phones ensure better data protection for you and our carers. In the near future there will also be a new log in system which will run alongside these phones which will be quicker and more efficient than the present system.

### **REFRESHER TRAININGS:**

All staff are currently undergoing mandatory training sessions as required by legislation to keep up to date with any changes that have occurred in the Health and Social sector. We try to provide continuity of service to you all but owing to these training sessions it may be that you will have a different carer than your usual one or that the timings of your calls may be slightly different. We will inform you of any changes that may be made.

### **NEW EVENTS**

One of our service users, Mrs Kathy Godfree, proposed to set up a new social event involving the rest of the Care Herts Service receivers. Accordingly, she is planning to organize visits to different pubs in the area on a monthly basis and anyone who is interested please contact Julia and share their thoughts. The wheel chair accessible bus will be arranged to pick up clients from where they live and drop off after the gathering. The idea of the programme is to provide more engagement opportunities within the organization. Care staff are also very keen on the

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proposal and will take it in turns to support the programme. The transport cost is proposed to be shared among participants. We are looking at Friday 10<sup>th</sup> June 2016 for the first gathering at the Stanborough. Please find the enclosed slip giving all details and contact us as soon as possible so that we can organize transport for those who need it. We hope that you will join us in the fun!

As the weather is starting to warm up we would like to remind you of the importance of keeping yourselves hydrated. We always remind the carers to ensure that they leave cold drinks or bottles of water within your reach during warm weather. Please check before the carers leave that you have plenty to drink beside you that will last until your next call.

If you have any concerns or comments please phone the office and speak to one of the office team. We are always happy to hear from you and will try and provide answers to any problems or concerns that you have regarding our service to you.