



## AUTUMN NEWS

- 08<sup>th</sup> December  
Christmas Lunch
- 20<sup>th</sup> December -Year  
End Staff Meeting
- 25<sup>th</sup> November-  
Hertfordshire Care  
Awards



Welcome to the Autumn issue of our newsletter. It is a shame that we have not had much of a summer but we hope that you enjoyed the summer that we had.

### BIG THANKYOU! :

We would like to thank everyone for their patience and understanding during the summer while we have had people on annual leave. We would also like to say a big thank you to those staff members who put in so many extra hours to cover calls. We would also like to say an especial thank you to Andy Walters for driving those carers around who don't drive. It was very much appreciated by the management team.

### WE ARE GOOD:

You will have heard that at our recent CQC inspection we received a Good for every area that they investigate. We would like to thank everyone for their hard work at making this company what it is and for all the comments and feedback from our service users. We have at least another year til our next one so we have time to make that step to Outstanding that we would like.

### NEW FACES:

In recent weeks, we have had some new team members joining us. For those of you who have not met them yet, they are: Ama and Katy and Melissa. As with all new starters, they will take time to get to know you so please be patient while they find their feet. We would also like to welcome Roxy back following her maternity leave. As many of you know, Roxy gave birth to a little boy last October and although it will be hard for her to leave him we are glad that she is back with us.

### CHRISTMAS LUNCH:

We will be holding our Christmas service user lunch soon and will let you all know the date and venue for this. Tentatively we are thinking of Friday 8<sup>th</sup> December for this event. For new service users, we hold these lunches every 6-8 weeks. They are an opportunity for you to meet with other service users and make some new friends and we feel that the lunches help with issues of loneliness and isolation. Please give it a try.

**ANNUAL EVENT** Our annual event will be held again but not until December. We are thinking of combining the annual event with a Christmas event. We are in the planning stage of this and will be informing you of the date, time and venue. We will have a buffet and entertainment, including a performance of Pam Ayers ' I wish I looked after my teeth'. This will include sound effects and some visual effects as well. This is an occasion for service users, their families and carers to meet and see faces that they may not see usually and to have a fun afternoon. Transport can be arranged at a reasonable price for those that need to it. Please phone to arrange when you receive



the details of the event.

### **OTHER SUPPORT SERVICES:**

We received a flyer through the post a few weeks ago regarding a mobile dentist. The company is called Precious smiles and they have been providing dental care in peoples' own homes for 10 years. The phone number is: 01923679703. They are prepared to travel wherever and have all the equipment that they need to provide a dental service to you in your home. We have no details regarding prices so if you are interested give them a ring. If you are unable to do this for yourself your carer will be able to do it for you if you ask them.

As mentioned in our last newsletter, we are working in partnership with a pharmacy which is in the same building as our office. The pharmacy is called Gate2Pharma and they are very helpful people. There are a few of our service users and members of staff who use them and have found them to be very good. They can provide medications in blister packs and will deliver to your home free of charge. All prescriptions are emailed directly to them from your GP so any change to medication is done straightaway and all extra medications such as antibiotics are also sent via email and get to you quicker than having to wait for someone to pick them up for you. If you would like to change to this service please speak to either your carer or one of the office team to arrange for you.

### **OFFICE HOURS:**

We would like to remind everyone that any invoice or pay queries should be made to Jay during office hours 9am to 5pm. Please do not discuss your invoice queries with your carers as they will not be able to help you with them.

We would also like to remind everyone that office hours are 9am to 5pm and that the out of hours number is for emergencies only. However, although an out of hours emergency number, carers are not available for work after 9.30pm. The number is to inform us of any cancellation of early calls for any reason or other information we may need for the next day. If you have a medical emergency you will need to call 999 or for medical advice or doctor phone 111. If you have a pendant alarm you can summon help by pressing this. If you have any rota or invoice queries please phone the office number during office hours.

### **IMPORTANT MESSAGES :**

When the rotas are emailed to you please phone KD to organise transport where needed during the times that are stated on the text message. It is very difficult to organise transport at short notice and it is not always possible to do. If you are not able to phone within the times stated please phone as soon as you can before the day you need the transport.

You will be seeing refresher trainings on your rota in the next few weeks as there are mandatory trainings which need to be carried out. If for any reason you cannot attend any of these please rearrange this for another time. It is your responsibility to ensure that you keep up to date with all training.

We would like to remind everyone that it is important that you answer phone messages or calls from the office as soon as you are able to. These could be important information regarding one of your calls that day that we need to pass on to you.

### **QUOTE OF THE DAY**

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*“Follow Your Heart, But Take Your Brain With You!”*

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