



CARE HERTS

A COMPANY WITH A CARING HEART

Volume 1/Issue 02

February 2015

FIRST TEAM MEETING

The very first team meeting of Care Herts Limited for the year 2015 was held on Monday 16th February with a participation of all its active staff members.

Lots of valuable ideas came up through discussions with regards to service delivery, rearranging rotas, quality monitoring and business development. Discussed changes will be strongly taken in to consideration and will be implemented in the future.

Big thank you to everyone for your participation and valuable inputs.



HCPA MEMEBERSHIP

Happy to announce that Care Herts has recently become a member of Hertfordshire Care Providers Association (HCPA) hence now we have an advantage of participating many training programmes conducted by HCPA in Hertfordshire area. We are planning to discuss your training needs and interest areas for carrier development in the upcoming one to one meetings. This gives us an opportunity to book you in advance for training programmes as the demand and competition is very high for most of them.

New Members for Care Herts Team

After the recent interviews taken place, Tracy Parish was selected to join our care team. She will be starting her training on Tuesday 24th February. You will meet Tracy in next few weeks as she is down to do her shadowing with you in the field.

Warm welcome to Tracy in to Care Herts Team

Quote of the day

“The main divide in this country is not in between conservatives and laborers. It’s between people who care and people who don’t care.”



CLIENT SURVEY

Care herts Service user survey is scheduled to be implemented in last week of February. The survey questionnaires were distributed to the relevant clinets already and we are currently waiting for their feedback to be received. The survey results will be published with our next issue.



NAME FOR CARE HERTS MAGAZINE

We are collecting articles, advertisements, news and photographs for Care Herts Magazine which is scheduled to be published in month of April this year.

Articles could be anything related to your experience, your own thoughts or creations such as poems, short stories or write ups. Also we encourage the valuable contribution of our service users and appreciate very much if you could encourage them to put their thoughts on a paper for us.

Yet we haven't decided a name for the magazine, everyone are invited to propose a name where we can select the best out of all from an opinion survey.

STAFF SURVEY:

Questionnaires for staff survey will be e-mailed to you in the beginning of March.

MEETING MINUTES:

Minutes of the first team meeting will be circulated by 1st March 2015.

ONE TO ONE:

Please confirm the date and time for your one to one by end of this month as meetings can be scheduled accordingly.

COMMUNICATION

The contact details of all staff members were distributed among them in order to make the service delivery process more efficient and smooth.

However, it is extremely important to direct all service user concerns to the office as to take necessary actions and log them in the system accurately. You are always supported and taken care of. Therefore, please always communicate with us if you have any concerns with related to work or/and the quality of the work.

Also as explained in our team meeting, care herts policies and procedures are in place in the office as for you to refer. Make a time for yourself to come and get familiar with them over a cup of coffee.

BUSINESS DEVELOPMENT

We have currently taken all proposed steps to expand our services in hertfordshire area. Please direct anyone who searches for care or anyone who is not happy with the care and support they are receiving currently as we can help them to acquire the benefit of our services. We can assure them high quality of care and also able to support them with relevant transfers.

Also please direct any care staff with good experience and employment records as we are happy to invite them to join our Care Herts family.

Contact Us

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