



## A Message from Andy & Chris, the Directors



**As we drift into Autumn 2020, this year has been perhaps one of the strangest times that most of us have experienced in our lifetime.** We are continuing to try and combat Covid 19, which is a crippling pandemic, a disease which does not discriminate who it effects, one which has cast a shadow of fear across the nation and caused heartbreak or isolation for so many families.

The one constant throughout this pandemic has been our dedicated Team of Care Staff, who have diligently continued to support the most vulnerable and the many isolated individuals during this pandemic. We have a collective group of excellent, caring, hard-working and selfless staff, who continued to support vulnerable adults by diligently carrying out their duties during all of the past 6-months whilst the majority of the country looked on. These valued staff provide Care & Support to vulnerable adults in the villages of South Norfolk, Brooke, the City of Norwich, Bungay, Beccles, Harleston, Pevensey, Westham, Eastbourne, Hailsham, Lowestoft, Southwold, Reydon, Halesworth, Gorleston and the many other areas we support. The outstanding performances of Nightingale Homecare Beccles & Lowestoft have been recognised by Suffolk County Council with a Provider ranking of No 1 & No 2 based on the S.C.C Locality Homecare & Support Service Framework K.P.I requirements. Congratulations to everyone at both branches for achieving this well-deserved recognition. Whilst it has been a very strange year, there has also been an incredible amount happening at Nightingale Homecare. Over the past 6 months we have welcomed many new & additional employees across all our branches, who now support over 450 people in the community.

During the past few months, we have founded the Nightingale Training Academy and we are about to commence providing a Live in Care Service.

The new Nightingale Training Academy which will be open from October 2020 which will not only offer Care Induction Training to Skills for Care & CQC Requirements, but also they will be offering specific training in specialist modules such as End of Life Care & Support, Advanced Dementia Care, & Mental Health Care & Support to name a few of the modules which will be on offer to our staff.

The Nightingale Training Academy are also offering the opportunity to both new and existing staff to obtain Health & Social Care QCF Qualifications to Levels 2,3,4,5 and we sincerely hope that many of our staff avail themselves of this opportunity, especially as this is free to our staff.

We also now have our own Live in Care division, Live in Care Professionals Ltd, which is in the process of being CQC Registered. Once we are in a position to commence trading we will be promoting this service and we will be looking to recruit Live in Care Staff.

For reasons well known to you all, for the present time we are unable to meet and deliver on our promise of an event at the end of the crisis. Although it may be a while before we are able to keep our promise to you, we sincerely hope we are able to in the not too distant future.

**Finally, we would like to take this opportunity to Thank all of Our Care Team Members for their diligence, dedication, reliability, hard work and efforts during this Pandemic.**

*Andy & Chris*

## Live In Care Professionals

As a result of the difficult environment in Residential Care Homes resulting from the Covid 19 Pandemic and the well -



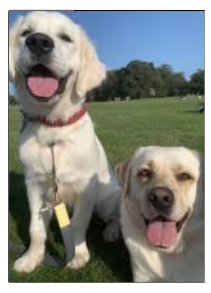
publicized number of deaths in these homes. Also as a result of the spread of this disease within many Residential Care Homes, we hope to commence providing a safer high-quality Live-In Care & Support service later this year.

Many people are now very reluctant to place their loved ones in a Care Home, but in many instances due to a variety of circumstances they have little or no choice until now.

We now have our own Live in Care division, Live in Care Professionals Ltd, which is in the process of being CQC Registered and hopefully will be operational shortly. Our Live in Care Staff will support such vulnerable adults on a full time basis so as they are able to remain in the client's own home, which will negate the need to place their loved one in a Residential Care Home.

Once we are in a position to commence trading we will be promoting this service and we will be looking to recruit staff who are looking for "Live in Care" positions probably on a 2 weeks on, 2 weeks off basis, but this could also be flexible dependent on the clients, the no of staff we are able to attract and their desired work patterns.

## Kobas Corner



Born in Lockdown, one of the good news stories of our year was the birth of Koba, a Golden Retriever who is our company mascot. Koba has grown considerably since our last newsletter and has caused some mayhem in his early puppy months. The pictures show his progress and how much he has grown, but we like to feel he has kept some of his charm.

## The Academy Is Open To Teach

Nightingale Training Academy is something we are all extremely proud of, says Director Chris Long. Our aim is to recruit, train and continuously improve the knowledge of our care & support staff, who we are already extremely proud of, through providing in-depth and comprehensive training in Health & Social Care. Our wish is for all of our staff to be extremely proud to be working for Nightingale Homecare, resulting from being recognised for their knowledge & ability to deliver effective person-centred care.



This will be achieved through continuing to provide not only induction training in care but improved & additional training opportunities, to further increase the skills & knowledge of our care staff. Through widening the skill set of our staff within Health & Social Care, including providing specific training in specialist modules, our staff will take even further pride in wearing the Nightingale Homecare Purple Uniforms, due to the well -deserved respect and recognition resulting from the good reputation of Nightingale Homecare in each locality.

Our specialist trainers have developed a Gold Standard Social Care Training Framework, which initially provides Induction Training to Skills for Care & CQC Requirements. Thereafter the Nightingale Training Academy continues to provide excellent ongoing training to ensure that all of our staff have the skills, knowledge & expertise to meet the many & varied challenges they face during their daily visits. Our specialist personalised in-house training is just one of the resounding reasons we are recognised as the Provider & Employer of Choice in the localities which we support. We work to the highest standards of person-centred home care, with all of our team members developing, understanding, delivering and championing these Gold Standards as they increase their own personal skill-set and progress their Careers in Social Care to become Care Leaders and innovators of the future.

**Nightingale Training Academy offers:** 12-week Skills for Care Certificate: Understanding your role and duty of care; the principles of safeguarding adults and children; the pillars of nutrition, handling, and safety; how to perform basic life support; and develop the communication and care skills to work in a person-centred way – whilst understanding the ethos of Nightingale Homecare's pride to deliver high quality support at all times. Opportunity to obtain QCF Health & Social Care Qualifications to Levels 2,3,4,5 once staff have obtained their Skills for Care Certificate, the Nightingale Training Academy has engaged the services of a Training Provider with QCF Assessors with the aim of our staff obtaining additional formal qualifications in Health & Social Care so as to further improve and increase the knowledge & expertise of our staff. This opportunity is partly funded by H.M Government & Nightingale Homecare and is open to all of our staff including those new to the Company.



Specialist short courses: Among a range of Training & Certification on successful completion, we provide Gold Standards Framework Training in End of Life Care & Support, Advanced Understanding of Supporting Clients with Dementia and Advanced Understanding of Care & Support of Individuals with Mental Health. Complex Care Needs, Epilepsy and Diabetes Care Management.

The Nightingale Training Academy will continue to develop further bespoke Health & Social Care Modules over the next 12 months to meet the Care & Support needs of our Clients and to improve the knowledge & expertise of our staff.

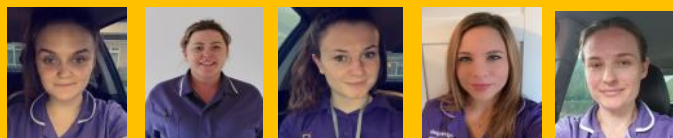
## New Starters Join Our Teams



Since our Spring Newsletter we have been fortunate enough to have welcomed many more new faces to our growing Nightingale Homecare Teams.

We would like to welcome some of our newest team members...

**Norwich & Brooke:** Megan, Elisha, Connie, Melissa, Alison



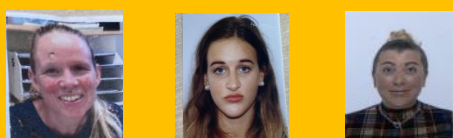
**Beccles:** Megan, Sharon, Hannah, Sharon



**Lowestoft:** Hollie, Kerry, Leanna, Temera, Louise



**Eastbourne:** Tracey, Kim, Connie





## Nightingale Kind Hearts

**Over the past few months, we launched our Nightingale Kind Hearts scheme across all of our branches.**

The Nightingale Kind Hearts Scheme is a benevolent fund to encourage staff to volunteer ideas and to identify opportunities for good deeds or ideas which would make a difference to those individuals who we support. We have identified several hours of support which is funded by Nightingale Homecare and we are actively seeking nominations from staff where we can make gestures to brighten an individual's day or make a small change which make a big difference to their lives. If you have any ideas, please share them with your local Nightingale Homecare Branch office.

*Nightingale Kind Hearts*



**Small gestures make a big difference**

Over the past few months several of our clients have already benefited from the Nightingale Kind Hearts Scheme, in many varied and different ways with most requiring little funding, just time in the majority of instances. Nightingale Homecare will continue to financially support this scheme, either through allocating hours or money, especially as so many of our staff have also supported this initiative by freely giving up some of their time for the benefit of our clients.

We would like to take the opportunity to thank these members of staff by recognising their efforts and the benefit to our clients. For this reason we would ask staff to nominate your colleagues for their Kind Hearts gestures and for freely giving up their time and also for our clients to nominate members of our care team, who they consider have gone "Above & Beyond".

The plan of Nightingale Kind Hearts Panel, is to recognise the quality of our staff in 4 separate categories at each of our branches, the categories being Above & Beyond, Making a Difference, Outstanding Care, Best Newcomer, with further information detailed below. We would ask staff to nominate their colleagues and our clients to nominate the staff who visit them who they consider are deserving of recognition, which an award provides an opportunity to do exactly this. The Kind Hearts Panel will review all of the nominations which we receive from staff and clients, with the awards and prizes being given to the nominated staff who the panel consider to be the most deserving in each category. **See below for some of the good deeds recently provided by our staff which have benefited our clients.**

Many of our staff carry out kind acts from baking cakes, delivering fish & chips, handwashing clothes, repairing broken items, the list is endless

A client loved making roast dinners but had been unable to do so for some time, Kind Hearts purchased the ingredients & funded time spent to cook the meal from scratch with the client

One of our clients was extremely nervous about attending hospital for an operation, our Kind Hearts provided extra hours so our carers could spend time reassuring & eventually taking the client to the hospital

A client who particularly enjoyed tending to her garden, found she was no longer able to get outside, with the help of Kind Hearts we created a small garden indoors with a number of plants, meaning she could continue doing what she enjoyed

A client was having difficulty reaching her drink & feeding herself whilst in bed. Nightingale Kind Hearts purchased her a table that went over the bed enabling her to eat & drink without assistance

Our Kind Hearts Scheme brought a fan for one of our clients who is house bound, to help keep her cool whilst we were having some very warm weather

## Nightingale Kind Hearts Awards Are Coming....

**The Nightingale Kind Hearts awards are on the horizon and we are looking for nominations from our staff and clients in the following categories:**

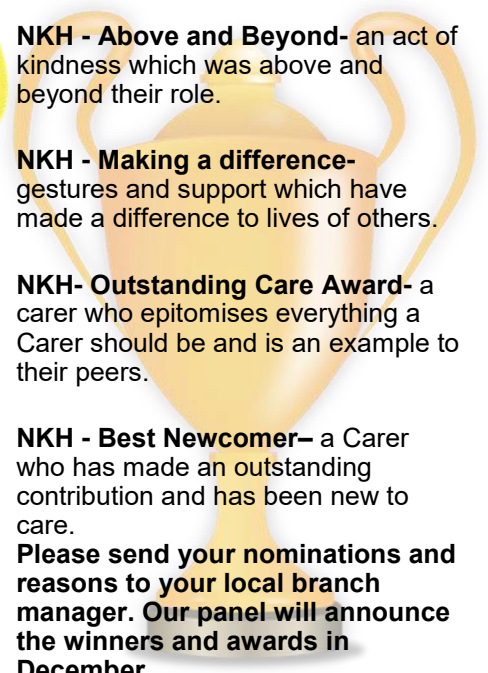
**NKH - Above and Beyond-** an act of kindness which was above and beyond their role.

**NKH - Making a difference-** gestures and support which have made a difference to lives of others.

**NKH- Outstanding Care Award-** a carer who epitomises everything a Carer should be and is an example to their peers.

**NKH - Best Newcomer-** a Carer who has made an outstanding contribution and has been new to care.

**Please send your nominations and reasons to your local branch manager. Our panel will announce the winners and awards in December.**





## NIGHTINGALE NEWS Autumn 2020

### Are you bored of your own cooking or would like to have fresh meals delivered once a week?



Having previously offered our 'Fish and Chip Fridays' we are partnering a local butchers in Brooke to deliver hot meals to our customers in South Norfolk during the Covid Crisis. We are supporting this pilot scheme to deliver delicious hot meals to your door each Friday. The team at Spurgeons offer a varied menu each week and we can deliver meals directly to your door. If you live in the South Norfolk area and you would like to receive a menu during these difficult times, please speak to our team in Norwich.

### The sky's the limit for

**Maryanne.** Maryanne one of our Norwich care team & her cousin Megan, bravely took part in a charity skydive to raise money for Priscilla Bacon Hospice, in memory of their late grandad. The girls said "Priscilla Bacon Hospice are extremely close to our family after giving our Grandad the best quality of care in his final days and supporting us as a family" Maryanne & Megan raised an incredible £875 to donate to the fundraising efforts underway to build a 24 bed hospice that Norfolk & Waveney desperately needs.



### Nightingale helps to Connect People Through Covid Crisis

We are excited by our recent pilot scheme to support people through virtual technology. Nightingale Homecare is partnering Suffolk County Council with an exciting new project to connect and protect isolated individuals. The project aims are to protect vulnerable clients from the risk of infection, support them to self-isolate and make sure they continue to receive the care and support they need in the most effective way and help to connect isolated individuals with family and friends. This includes shielded individuals and high-risk people. Virtual visual check-in via video is a key part of this. The councils also wanted to make it easy and safe for family members, neighbours and local community services to play their part in supporting people. The system supports Virtual video check-in, can be done from their own homes if they are self-isolating. The video carephone system Alcove, allows care workers, family members and other approved services to be able to contact the recipient and vice versa through a video call.

The tiles on the device include: formal care offer: care worker, day centre worker, community and voluntary service. informal carer / family members. Speak to the local care provider and stay connected with family and friends. Help@Home service (for selected users only) to help with activities like shopping and obtaining medicines.

The device, which is tablet sized and small enough to carry around the home, also has several additional functions which can be set up remotely including: reminders (such as medications, getting dressed, drinking fluids). video/virtual "eyes on" to see any changes in clients if they are symptomatic. Enable professionals to ask users about personal tasks (eg "have you applied your cream to your leg"). Texts to the device, for example "your carer is running late."

*One of our Nightingale clients Margaret, has been issued with an ipad, Margaret finds this very useful for speaking to family & using the technology to keep her connected, especially during these challenging times.*



If you feel you or an individual in receipt of service may benefit from this project and you are in the Suffolk area please contact your local office.

## The Great Nightingale Bake Off

All of our Nightingale Branches like to support various charities & enjoy fundraising for them. Our Branch in Norwich recently took part in Cup Cake Day to raise funds for the Alzheimer's Society. They raised an impressive £467 for this very worthy cause. Rachael, our Norwich Branch Manager said "I would like to say a big thank you to everyone that got involved in our cupcake day, raising money for The Alzheimer's Society!"



Thank you to all the clients that ordered cakes & to our wonderful staff who gave up their free time to bake & deliver the cakes.



## Christmas is Coming...



*Christmas is just around the corner and Nightingale wants to help make it a merry one. If we can't have our usual Christmas celebrations due to these Covid 19 times, then we would love to hear ideas from our staff and clients about what kind of things we could do to make sure this Christmas is a merry and festive one....Idea's so far are: a Christmas quiz, Elf Day and Christmas Jumper Day. Let your local branch know your ideas and lets make this a Christmas to remember...*