



Message from our Directors



Chris & Andy

We want to share some of these positive stories and highlight life at Nightingale Homecare whilst the nation has been in lockdown.

We salute you! The spotlight has been on the Care Sector in recent months due to these unprecedented times and it has highlighted once again the dedication of staff who provide services all year round. During this crisis we have been amazed by the spirit, togetherness, generosity and sheer hard work shown by everyone to get through this.

The Nation has shown their appreciation to key workers every Thursday evening at 8pm and we believe this is long overdue.

How has the crisis affected our services? We set our policy not to introduce any Service Users with or showing any symptoms of Covid 19 into any of our services at the start of the crisis, we have been asked to do so on a number of occasions in recent weeks, but we will not compromise the safety of our staff or those we support. Through following this policy, together with the diligent infection control procedures carried out by staff on a daily basis, we have not seen any outbreak of Covid 19 and fortunately we have not suffered any loss of life through this dreadful virus in our services. Sadly this is not the case for so many providers.

We hope the end to the crisis is not too far away and we can all return to normality, particularly those isolating from friends and family.

Time to celebrate.....we'll meet again....soon We will as soon as is practically possible and safe to do so, invite you all to an event to celebrate together once this is all over. We will send the details to all branches once we are able to make plans in the near future.

Life goes on.... But a big thank you! Life has certainly been carrying on at Nightingale, we thank all our staff for working through adversity with a smile, showing such bravery and dedication to their roles and to those we support. We also Thank our service users for their understanding, flexibility with times, changes and support during these challenging times.

Warmest Wishes

Chris & Andy

Silence for our Heroes, A moment of reflection

On Friday the 8th of May our offices and teams fell silent to commemorate the sacrifices made by so many who lost their lives serving our country. We must also take a moment to think of those and their families who have



passed away or lost loved ones during this terrible crisis. We thank all those who served in all conflicts and those who lost their lives supporting frontline services in recent months.

A Poem from Emma, a member of our Nightingale Homecare Team

I know which spoon you like for breakfast,
which mug you like for tea

I know how well you like your toast done & in
which chair you like to be

I know the names of your family, I know snip-
pets of your past.

I enjoy listening to your stories, of how the
years have gone too fast

I know how to put your kettle on, I hope you
never have to worry

I make time to sit & chat with you, I will never
make you hurry

I know how you like your routines & what time
you go to bed

I know to keep your book close by, adjust your
pillow for your head

I know you welcome a friendly smile, you feel
relieved to know I'm here

I know you struggle feeling lonely & it's a com-
fort when I'm near

I don't switch off when I go home, I still wonder
if your okay

But I'll be back tomorrow, to get you started
with your day

So don't ever think that no-one cares, the clue
is in my title

I'm your carer as long as you need me, remem-
bering everything that's vital

All the tiny things that matter, all the quirks &
stuff you love

I'll remember just how so you want it & for you,
go beyond & above.

Kobas Corner

Some good news during lockdown, our company mascot was born. Young Koba was born with 5 siblings in early April 2020. We will keep you posted on his progress, we wanted them all but we are very pleased that Koba has joined the Nightingale Team.



Staff pictures & Celebrations

Our staff love a reason to celebrate so we thought you would enjoy seeing a few pictures of what our team have been up to over the last few months.

Back in December our team in Lowestoft took part in Elf Day, which is an annual event organised by the Alzheimer's Society to raise money and awareness for dementia. This involved the team dressing as elves and raising money for this very worthy cause and they raised an amazing £262.

Also in December our teams in Brooke and Norwich wore their Christmas jumpers to raise money for Save the Children UK, they also had a client Christmas party and invited along the children from the local primary school to sing Christmas carols for our clients and staff.

Christmas in our Eastbourne branch was celebrated by inviting our clients and staff along to the office for a lovely buffet, the same was done for our staff in Lowestoft and Beccles. Also in Eastbourne, they have been recognising more of their long serving team members by presenting them with chocolates and bubbles.

Our team in Beccles have been busy inducting new starters and carrying out annual training in their newly decorated training room.

So as you can see our teams have been really busyhave a look and see if you can recognise anyone?



New Starters join the team

We have welcomed a large number of new faces to our Nightingale Teams over the recent months, so we thought we would introduce you to some of our new team members. We would like to welcome.....

To our Eastbourne team: Kate, Leah & Jackie



Our Lowestoft team: Saritha, Carla, Pat & Stuart (who is our volunteer & has been doing clients shopping & running errands)

THANK YOU Stuart



Our Beccles team: Trish, Lisa & Anne



Our Norwich team: Gemma, Tracey & Natasha



Welcome

Captain Tom Moore

Following on from the wonderful fundraising efforts, we would like to ask our Clients and staff for their ideas for each branches designated charity they would like to raise funds for.

Whether it be the local Hospice or other local community based charities, the Alzheimer's Society, Guide dogs for the Blind, Mind, MS Society or any other worthy charities, we would like your nominations as to who you would like to support.

Once we have nominations we will partner this organisation for 12 months and the company will add additional funds to give to the charities.

We would also like your ideas, many of you may want to see your Manager complete a skydive, but we will only process ideas if the parties nominated are willing participants. Please send us your nominations, it may be as simple as nominating 5 colleagues to walk or run 5km and give £10 to charity. We look forward to hearing from you with your ideas.



No Masking our Appreciation

There has been much publicised shortages of PPE during this crisis, Nightingale Homecare has used 110,000 items of PPE including gloves and aprons alone from the start of this crisis, not including other items.

The national shortage of masks caused a real challenge, we require 21,000 masks per month, local suppliers have offered stocks of only 500, which left us with a considerable shortage.

Step forward Mrs Wendy Kayser in Norwich and Mrs Victoria Jermany in Beccles, both used their Lockdown time for a good cause and dusted down their sewing machines. Through their wonderful efforts we have nearly 3000 reusable masks which meet the criteria of Public Health England and ensures that our staff can continue their support, ensuring both their own and service user safety.

Our Beccles team would also like to say a big thank you to Spectra in Halesworth. They supplied over 40 re-usable bottles for hand gel and 15 large bottles of gel to keep these topped up.

Thank you so much for your innovation, inventiveness and community spirit, you have all truly saved the day!



Nightingale Shows Premier Class

Two of our Nightingale branches were lucky enough to receive a visit from Norwich City FC earlier this month. They surprised us by delivering signed football shirts and Delia Smith carrot cakes for our hardworking Nightingale Homecare teams.

We would like to say thank you so much Norwich City FC for your fantastic gifts for our amazing staff....It is so wonderful for our frontline teams to know they are appreciated and supported by so many, it provides such a huge boost for everyone., especially in these challenging times.

We hope that with our good wishes the Canaries can beat the drop when and if the Premier League concludes its 2019/20 season.



Dunelm Does the Business

The team in our Lowestoft branch of Nightingale were payed a visit by one of the supervisors from Dunelm (Layla & her son Charlie) who very kindly delivered over 50 facemasks. The face masks were hand made by a Tracy & Jo who normally work in the fabrics department of Dunelm in Lowestoft. These ladies had been furloughed from work & wanted to do something to help our key workers. Dunelm agreed to donate the material for Tracy & Jo to make as many masks as they could and they are still stitching as we go to press....We would like to say to you all, thank you so much for supporting our frontline staff.



Easter... who remembers Easter?

It certainly feels a long time ago now, but we haven't forgotten how lucky we were over Easter to be treated to some lovely Easter eggs. Have a look at the pictures to see the generous gifts of chocolate we kindly received from managers, directors, companies and the general public.... We are as ever extremely grateful for peoples generosity and this certainly helped to keep our teams all going through Easter.



Preventing Fraud and Scams

During this Pandemic we have seen it bring out the best in people as shown by many of the stories in this Newsletter. This cannot be said for everyone, we have been alerted to an increase in a number of Covid 19 related scams.

Scammers are using this crisis to target people, here are just a few examples

- Leaflets from a company saying they are a Covid 19 Decontamination company asking for payment by obtaining peoples bank details
- A similar scam is asking for payment for Covid 19 testing kits
- People impersonating Social Services and Government Agencies to gain access to premises
- On-line Charity scams, with Bogus fundraising schemes
- HMRC phone scammers to give payment of grants and obtain Bank details

These are just a few examples, please stay diligent and follow the advice below ;

Never give your bank details to anyone over the phone

Never give you address to anyone if you have suspicion

Never text or phone anyone you do not know

Be suspicious of any call or person who pressures you for bank details and immediate payment

Do not click on any email links or text links

IF YOU HAVE ANY SUSPICIONS OR CONCERNS CALL 999 IMMEDIATELY

Dieting after Lockdown

Our Service Users and their Families have used their time to show thanks to our staff and office teams during this pandemic. We have really appreciated your efforts, we've had cupcakes, Sausage rolls, cakes, flowers, chocolates and all kinds of treats at all our branches as well as your best wishes and cards. See below for some of the delights.



Health and Wellness



Staying hydrated is extremely important for your overall health...

Adults need 64 ounces of water every day. However, hydration needs will depend on many factors. These factors include the types of medications being taken, health conditions, as well as the climate. When it comes to drinking more water, you have to keep the fluid intake balanced with the fluid output. If you are urinating or sweating more frequently, then fluid intake should be increased. This way, all the fluids lost through urination and perspiration are replenished. Also if suffering from diarrhoea, vomiting, you should be careful to ensure you do not suffer from dehydration.

One of the best ways to stay hydrated is to find alternatives to plain water. Let's face it, not everyone is into water drinking. However, modifying your diet with water alternatives help retain the right level of hydration. Adding flavours to plain water, fresh fruit juices, or making infused water are great alternatives to plain water. Also you can increase fluid intake by eating certain fruits, vegetables and foods which are higher in water content. You could try things such as watermelon, strawberries, peaches, pineapple, oranges, cucumbers, tomatoes, broths, soups, plain yogurt and smoothies which can all help you stay hydrated.

Healthy Habits...

- **Eat Healthily** – The digestive system slows with age so high fibre fruits, veg & whole grains are important. Don't forget to top up with fluids to prevent dehydration.
- **Focus on Prevention**– Preventative care visits such as screenings for cholesterol levels & getting vaccinations that prevent influenza are recommended.
- **Get some sleep**– Keep the lights low in the evenings to spur drowsiness & make sure your bedroom is comfortable & quiet.
- **Mental Health**– Consider doing crosswords & reading, writing or try new hobbies to stimulate your mind.
- **Screen for Vision Changes**– If you wear glasses have your prescription checked annually for changes & have your eyes screened for health issues.
- **Medication Management**– Take note of any new symptoms such as drowsiness or loss of appetite that could be allergic reactions after changing or starting new medications.
- **Stay Active**– Regular light exercise can help improve mood & sleep. If safe to do so take small strolls outside, around the house or garden.