



A message from our Directors Andy & Chris



How do you follow a year like 2020? Well 2021 has delivered more of the same with less of the summer excitement!

All our care and support teams, branch staff, the NHS, our social care partners, our clients and families of those we support deserve our thanks for the dedication, patience, understanding, support and team effort. This has, through the last 12 months been vitally important during an extremely difficult period. We hope we can see the light at the end of the tunnel with the restrictions easing. It is extremely difficult but we will try and keep this newsletter 'Covid free', but sadly we will mention it, but only in a few limited occasions where we have to.

So much has happened in the last year and we have so much to look forward to in 2021. We will all move towards some kind of normality in the coming months, so let's look back and look forward to the last and next 6 months.

We all enjoyed many of the festivities, with our staff trying to spread festive cheer, a number of these pictures are contained in this Newsletter.

The Nightingale Homecare Group welcomed in our 300th member of staff in January 2021, our team has grown by 100 staff in the last 12 months.

Great news in Eastbourne where our team were rated by our regulators, the Care Quality Commission (CQC) as delivering a 'Good' service in all areas. Well done to Sue, Hailey, Gabi, Debbie, Tania, Anne and the entire Care team for their terrific work and for being recognised for delivering a high quality service.

Our Services in Norwich, Beccles, Eastbourne and Lowestoft are now delivering over 420,000 visits a year to nearly 600 clients in the communities of Eastbourne, Beccles, Bungay, Brooke, Lowestoft, Halesworth, Norwich, Southwold and surrounding areas.

Our Nightingale Training Academy is going from strength to strength and we welcome our new training manager Emma Hammond. Emma will be developing new training modules to ensure our staff are trained to the highest standards. We are now offering Live in Care Services and Waking Night Services, which ensures that our clients have a more tailored offering of Care Solutions and this will offer a value for money alternative to Residential Care. If you would like more information speak to your local branch.

We will celebrate our first Kind Hearts Care Awards and we will announce our post-lockdown event for all staff in the coming months. Should you wish to nominate a carer for an award please speak to our your local branch team.

We are partnering an exciting Telecare Initiative with some pilot schemes with regards to a 'smart-home' care system, to give family and loved ones real time data to mitigate risks and give comfort that our clients are safe in a home environment.

We have undertaken a major review of our accounts function, we will be sending more details shortly with regards to the improvements we have made. We thank all our staff for embracing the Vaccination Programme against Covid 19 and some 95% of all staff having their first vaccinations. We would encourage you all to please take this opportunity to receive your vaccine and mitigate the risk for yourself and those you support.

There is so much to look forward to, will England win Euro 2000, those summer evenings with pubs opening their beer gardens once more, a chance to book holidays to a foreign destination, meeting with friends and finally enjoying those family get togethers with loved ones which we have all yearned for.

We are nearly there, the road to normality has been a long one and we thank you all for being part of our Nightingale Homecare journey.

Andy & Chris

Vaccination Nation

Homecare workers, their supervisors and managers, have demonstrated outstanding commitment, compassion and selflessness throughout the COVID-19 pandemic and have enabled around 850,000 older and disabled people to live safely and well at home. As a society we owe deep gratitude to them all.

Vaccination of our Nightingale Homecare workforce and the people they support is vital to protect their health and wellbeing. The more vaccines given, the more lives saved, so time is of the essence.

Homecare workers are included as high priority in the vaccination programme and the majority have expressed a willingness to be vaccinated. Our workforce want to do their best to keep those they support safe and well. In addition, we all understand how important it is for people to return to seeing their loved ones and engaging in activities which enhance their quality of life.

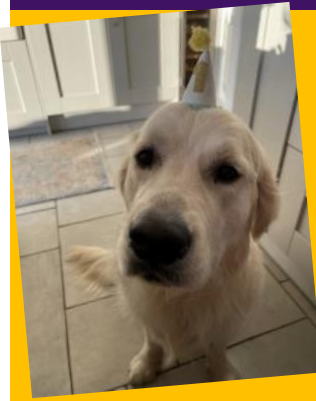
Given the number of staff involved and the extremely short period for these workers to obtain vaccination, it is to the immense credit of everyone concerned, including local and central government, the NHS, GPs, primary care networks and employers that this was achieved.

Every day, more care workers are receiving their vaccinations and we encourage all staff eligible to take up the offer from the NHS.

If care staff have any questions or concerns, they should speak to their manager, pharmacist or GP. We thank our staff and clients for their support, with many staff at April 22nd 2020 having received their 2nd vaccine which is an incredible feat!



Kobas Corner



Koba Turns One!!!
 What a year 2020 was, for many it was certainly not a classic. However for Koba our young pup has become a strong, proud, young man. He also has a lady in his life to keep him in check, below you can see Koba with his best friend Khloe.



Snowed in but still out...



We faced some extreme weather conditions back in February however, our dedicated teams still managed to get to our clients one way or another. Some were assisted by locals and family members with more suitable transport for travelling in the snow. Some walked miles just to reach clients, we even put some staff in a hotel for the night so they could continue essential visits in hard to reach areas. Well done team Nightingale your efforts were really appreciated and thank you to all that helped and supported our teams! Thankfully we do not get such extreme weather in the UK that often!



Festive Round Up

Whilst Christmas seems like a distant memory now, our Nightingale branches went all out to try and make this Christmas as festive as possible, especially as many of us could not be with our loved ones. We thought we'd share some pictures of our Nightingale Christmas... Look closely, you might just see yourself!



12 Things to look forward to in 2021



As we all try and suppress the memory of the pains of 2020, with spring upon us, we look forward to what the rest of 2021 has to offer.

1. 2021 European Football Championships start in the summer of this year with England hoping to win their first international tournament since 1966. The finals will be held at Wembley on 'home soil' for the first time since 1996 and England are favourites!
2. Eurovision is back, it may not be everyone's cup of tea but for those who love to la la la and bing bang a bong, the hilarious song contest is back later this year.
3. Tokyo Olympics and Paralympics, after being cancelled in 2020, the Olympics are back and this time they will be set in Asia.
4. The Queen, who has sadly seen the passing of her consort Prince Phillip, turned 95 this year. The Monarch has reigned for 70 years, with Philip by her side, may he rest in peace.
5. Holidays and weddings are set to return later this year with the easing of National Lockdowns and international travel.
6. As to whether the sun will be shining, we cannot predict, but we can only hope that the sun will be shining in the summer of 2021 to help celebrate these events.
7. James Bond is back, 007 makes a return for the 25th film, some 58 years after the first film. 'No Time to Die' opens in cinemas on 30th September 2021.
8. Mars Landing - A peculiar and wonderful thing happened on February 18, 2021. A small spacecraft will streak across the skies of Mars. With luck, scientists think the Perseverance Rover could find all kinds of secrets from the red planet!
9. Life returning to normal, lockdown restrictions set to end on 21st June 2021. The more all this goes on the more we wonder if we will ever go back to how we were before, but we are holding onto the hope that a year from now things will be a lot more 'normal' than they are now. We can all get back to living our lives and sharing the small things in life we have missed with family and friends.
10. Christmas comes but once every two years, after the restrictions of the last year, it may be way to early to say it, but hopefully we can all spend Christmas 2021 as intended with our families this year.
11. Wimbledon returns -The 134th Wimbledon championships will be staged from June 28th - July 11th. The championships were cancelled for the first time since World War II because of the coronavirus pandemic.
12. Finally, Nightingale Homecare hope to be having an event in each of our local service areas, when it is safe to do so and restrictions allow, to celebrate the hard work and to give a big thank you to all the staff who have worked through this pandemic. We will notify all staff and clients with the details in the near future we hope!

Enjoy 2021, it could be one heck of a year!!!

Above & Beyond...

Our teams frequently try to achieve the little extras in life to make our clients days brighter, however there are occasions where our teams go even further and do something that makes a real difference to someone. See below for a few examples of some of the good deeds that our staff have carried out over the last few months.



Our client Lily told one of our Beccles carers she was moving away soon, as a farewell treat the carer took scampi & chips to Lily, they sat having tea together. Lily really enjoyed it & had been looking forward to it all day.

Many of our staff happily give up their own time to spend a little extra time with their clients, this may be to have a cuppa & a chat or do things with the clients that they enjoy & support with their hobbies. Recently one of our team took a client to the shops as she had missed being able to browse around whilst they were closed due to lockdown. Another client wanted to go for a walk so our staff member went back to the client at the end of her shift to take the client for a nice walk.

One of our clients needed some new trousers as the ones he had no longer fit him. So armed with very detailed specifics and colour choice, our carer went out in her own time to get something more suitable and comfortable for the client, he was very happy with what was chosen for him.



Our volunteer Stewart, regularly ran errands for many of our clients during lockdown.



For one client in particular, Stewart would take him a news paper & a treat from Greggs every Sunday, which the client really enjoyed, but more than that, he enjoyed the company and the friendship they developed.

Our thoughtful staff were concerned that some of our clients who were on their own may not have a traditional Christmas dinner to look forward to. Our office team called all the clients this affected to see if they would like a Christmas dinner, the result was that several roast dinners were taken to clients on Christmas Day by various members of the team.



We all love Shrove Tuesday, so on pancake day earlier in the year our Nightingale Care Teams had great fun in supporting our clients to make pancakes. We have it on good authority these pancakes were all thoroughly enjoyed by our clients!

With the salons closed it has been challenging for everyone to get their hair done, but even more so for some of our clients. One of our carers took it upon herself to get the necessary products to help our clients have their hair washed so they felt like they had been pampered as they would in the hair salon.



Nightingale Kind Hearts



Small gestures make a big difference

Simply the Best

The team at Nightingale were extremely saddened by the loss of Colin Best, one of our support workers in Brooke for over a decade. Colin was such a dedicated carer and key team member, loved by clients and staff alike, he was simply one who exemplified what it is to be 'a Carer'.



Chris, Andy, Rachael and the team would like to name our 'Outstanding' Kind Hearts Carer award after Colin, we will name these awards in the next few months. We all remember Colin cooking all our clients a Christmas Dinner at the Brooke village hall in December 2019, he arranged all the ingredients, prepared the food at home and delivered some excellent 'lunches' making it a great day for everyone involved! Many of our clients did not have any loved ones to have dinner with and this 'made' their Christmas. It is just one example of how selfless, kind, thoughtful and dedicated Colin was to those he supported, as well as being respected by his peers. Colin, we thank you, we miss you, rest in peace.

Nightingale News

At Nightingale Homecare our teams love to get involved with community by arranging events to support various charities. At the end of last year our Norwich and Lowestoft branches held 2 such events. Team Norwich created Christmas Afternoon Tea Boxes, these were filled with all sorts of festive treats which the team baked, boxed and distributed to the local community, raising a fantastic £190 for 'MIND' mental health charity. Team Lowestoft dressed up as Elves for Elf Day again this year and worked the entire weekend in their festive outfits, this was a lot of fun for both the staff, clients and even the local community, their efforts raised an impressive £230 for 'The Alzheimer's Society'.



This past year has seen many people volunteer to support our countries most vulnerable and to help with the countries efforts through the pandemic.

At Nightingale we feel very lucky to have our own volunteer Stewart, who recently celebrated his 1 year anniversary following a whole year of volunteering. Stewart freely offered his time to support our clients since the first lockdown with shopping & various other tasks. Stewart was furloughed during the first lockdown and originally planned to do a few weeks whilst he was not working, however a year later Stewart is still volunteering in his free time, despite returning to work many months ago. He has been a huge support to many of our clients who have not been able to get out themselves, he has also been company for many and made a huge difference in helping to combat isolation & loneliness during this pandemic. Thank you Stewart!



New Starters Join Our Nightingale Team

Due to continued growth we are once again thrilled to be in the position where we have been able to welcome so many new team members to each of our Nightingale Branches. All new team members received their induction training and ongoing support from our Training Academy Team.



Below are just a few of the carers we have welcomed over the last few months...Do you recognise anyone?

LOWESTOFT & HALESWORTH



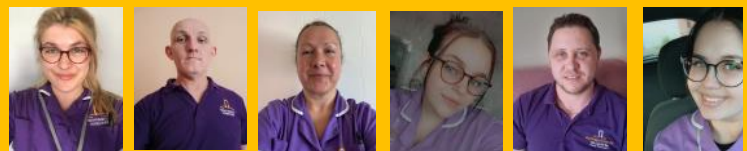
Jodie Angela Mandy Mags Maddie Shelby Rosie Louise Dana

EASTBOURNE & HAILSHAM



Dana Laurel Cheron Tina

NORWICH & BROOKE



Tamara Kevin Donna Betty Cristinel Catherine

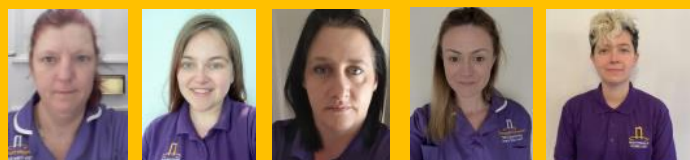
We would also like to welcome back 2

familiar faces to our Eastbourne Team:

BECCLES & BUNGAY



Leah Holly



Angela Jessie Catherine Megan Rachael