

NIGHTINGALE STAFF NEWSLETTER



"We Care for the One's You Love"

DECEMBER 2019 EDITION

Welcome to the first issue of our New Quarterly Staff Newsletter.

We hope you enjoy this new way to keep you informed of exciting news, hot topics, new developments within Nightingale, top tips and what our staff (yes that's you!) have been up to.

Please let us know if there is anything that you would like to see in the newsletter, whether it be stories about yourself you would like to let your colleagues know about (special birthdays, events, achievements, fund raising etc).

Also as Christmas is fast approaching we know some of you have parties for your clients or go the extra mile for them, we'd love to share some of your photos and stories in our January issue so let us know all the fabulous things you do. We know you go over and above all year for your clients but at Christmas you do even more so please share this with us so we can spread the joy.

This news letter is for you, our fantastic Nightingale staff, so please get involved and let us know your thoughts. If you have any comments or suggestions please email these to Mandy.Gooch@nightingale.care or let your manager know.

In this festive issue, we welcome our newest branches to the Nightingale Family, our Hot Topic this month is Sepsis, there is also a message from our directors, we have some willing volunteers for our 'Meet the Team' feature and much more.....So please read on and let us know your thoughts!

Finally we wish you and your families a very merry Christmas & a prosperous new year

Best wishes

Nightingale News Team



A Message from our Directors...



The Directors of Nightingale Homecare, Andy Bantock and Chris Long have a message for all the hardworking staff within the company. They have said "We are looking forward to building further on the success of the Company to date, with exciting times for all ahead of us.

Following the acquisition of All Hallows Hospital Homecare both branches at Ditchingham & Lowestoft now form part of the Nightingale Homecare Family, having been re-named and rebranded with the distinctive Nightingale Purple House Colour.

The former AHHT branch at Ditchingham has moved into new offices at 39A Smallgate, Beccles and the former AHHT branch at Lowestoft has moved from Riverside to 185 London Road North, Lowestoft. The move to these two new offices will, we believe provide the opportunity for both branches to shake off the AHHT shackles through expanding both the amount of hours being provided and the range of services we can provide which will be achieved through becoming well known and respected within each of their local communities for providing quality homecare services.

In Norwich and Eastbourne there is expansion afoot. In Norfolk recently we have been delivering support from our office in Brooke, predominately in the surrounding villages to Brooke but now Nightingale Homecare has opened an additional and new office close to the City Centre at 1A Taverner's Square, Silver Street, Norwich.

This new office is already proving successful by significantly increasing our presence within the City with additional staff and new clients being taken on virtually every week. Finally our branch in Eastbourne is focusing on a recruitment drive to allow us to increase the hours here also, so as you can see there really are exciting times ahead for all of us and we are looking forward to sharing this journey with all of you. We Thank you all for your continued hard work and support".

Chris & Andy



WE ARE GROWING...



We are sure you are aware there has been a couple of new additions to our Nightingale Family recently. We would like to welcome our Beccles Team who have just moved into their office at 39a Smallgate and our Lowestoft Team who have moved into their new office at 185 London Road North. The offices are not quite finished but they are getting there, we've put some pictures below for you to see the progress so far.

Helen Southern, the Registered Manager for both branches, along with Chris and Andy have been busy supporting the teams with settling into life with Nightingale. This is another great addition to our growing Nightingale Family, we are going from strength to strength, allowing us to become the first 'go to' Home care agency for carers and clients alike and you are all part of this exciting journey. I'm sure you join us in welcoming the Beccles and Lowestoft teams and if you are ever around pop in for a cuppa and say hi.....they'd love to see you!





Hot Topics

Do you know the signs of Sepsis...

Sepsis kills or permanently affects the health of over 100,000 people a year in the UK and yet many remain unaware of the condition and how to spot its symptoms.

Sepsis ('blood poisoning') is the reaction to an infection in which the body attacks its own organs and tissues. If not spotted and treated quickly, it can rapidly lead to organ failure and death. It claims young and old lives alike and kills more people than bowel, breast and prostate cancer and road accidents combined.

The UK Sepsis Trust says that earlier identification and treatment across the UK would save 14,000 lives and result in 400,000 fewer days in hospital for patients every year.

For home care workers, being able to spot the signs quickly is crucial as with every hour that passes before the right antibiotics are administered, risk of death increases.

Sepsis can result from *any* infection or injury anywhere in the body and you should seek urgent medical help if a service user shows any of the following symptoms:

- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine (in a day)
- Severe breathlessness
- Mottled or discolour skin

Although sepsis can affect anyone, the very young or old, people with diabetes, people on steroids or cancer drugs, people who have had organ transplants, people who are malnourished or who have liver disease or who have a suppressed immune system, people who are pregnant or who have just given birth and people who already have infections are all at higher risk.

For more information, visit www.sepsistrust.org.



→ DON'T
FORGET!

Refer A Friend

The beginning of the year usually sees an increase in job applications, with the kids going back to school and people starting to think about plans for the new year, there is no better time to start trying to recruit new staff and YOU can help!

Whilst we try really hard to actively recruit new Care Staff to join your wonderful teams, we rely

on your help and support too. You guys are the best resource out there for recruiting new staff, you can speak to your friends and people you encounter on a day to day basis and if you think they would make a good carer then please tell them about us and tell them what you do and let them know we are recruiting.....PLUS remember for every friend you refer you could earn a reward as Nightingale Homecare operate an "introduce a friend bonus payment" for new full time staff recruited as a direct result of a recommendation from an existing Nightingale staff member. This introduction must be stated at the interview/induction stage so this can be documented with payment being £250.00 paid after the new employee has completed 6 months employment with the Company. By full time we mean 30 hours plus with a bonus payment for new part time paid on a pro rata basis.

REFER A FRIEND REWARD YOURSELF





Keeping Our Clients Safe and Warm at Winter Time...

As temperatures begin to drop and the cold nights draw in, let's take a look at how you can help keep our clients safe and healthy this winter. Colder weather can pose a number of health risks to older people, from the more obvious threat of slipping on ice to the lesser-known risk of dehydration. Below we have provided you with four top tips that will help you ensure our clients are safe, happy and comfortable in their own homes this winter:

- 1. Help them to keep moving:** Admittedly the chilly weather makes us all want to stay curled up on the sofa indoors, but keeping moving is especially important for elderly people during the colder months. Light exercise can help them stay warm, protect them from illness and help prevent high blood pressure (often caused by low temperatures). If it is too cold or icy to walk outside, encourage your clients to move around the house regularly, for example, to make a hot drink.
- 2. Make sure they have regular interaction:** The issue of loneliness is often discussed, during the winter months this issue can become even more pertinent. Having less social events to attend and being reluctant to venture out of the house in icy conditions can lead to increased feelings of isolation and anxiety. Regular telephone calls, visits from family members and from ourselves can help combat winter loneliness.
- 3. Keeping warm in the home:** A major issue which is often covered in the news during winter is that elderly people are sometimes reluctant to use their heating, due to fears of astronomical gas bills. Talk to your clients and advise them to speak to their relatives about helping them manage their finances to account for increased heating costs in the winter. There are other ways of staying warm as well as using heating, including using a hot water bottle and dressing in multiple layers. When venturing outside it is important to advise our clients to cover all exposed skin, by wearing a heavy coat, warm socks, hat, gloves and scarf.
- 4. Help them stay hydrated:** Dehydration is often associated with the hot summer weather, and can therefore be overlooked in the winter. But staying hydrated in the colder months is particularly important for seniors, as it can help boost their immune systems and fight off those nasty winter bugs. Regular, nutritious meals are also extremely important – encourage them to eat plenty of fruit and vegetables, and have at least one hot meal each day.

Meet The Team

This month in our Meet the Team feature we would like to acknowledge 2 of our team members from our Eastbourne Branch.

Helen (pictured left) Elizabeth (pictured right) have been with us for 10 years plus each...in fact they have a combined length of service of 25 YEARS!

Very impressive!!! Helen who has almost 15 years service and Elizabeth 10 years service both clearly enjoy their roles and enjoy making a difference to our clients.....These dedicated ladies are an asset to our Nightingale family and we would like to thank them for their hard work and loyalty. We hope you enjoy you're your bottles of champagne presented to you and don't forget to let us have some pictures of you enjoying your bubbly! Thank you ladies!

If you have a story you would like to let your colleagues know about then please get in-touch and let us know, we love to celebrate our wonderful employees achievements and news. We know you do some great work out there and also a lot of you do things for charity too, we would love to share your news, achievements, special events and anything else you can think of with your colleagues....Don't be shy lets us celebrate with you!

FYI....We also have a client newsletter that will be going out in December, please encourage your clients to read it and there is a word search for them to complete where they could win themselves a £50 voucher, maybe you can help those who need a little extra support!





SNIPPETS

A Brand New Facebook Page

We have launched a new Facebook page that will be updated daily with lots of information and stories! It would be great if you could visit this page and give us a like and follow us, you can then keep up to date with all the latest facts and fun information from our Nightingale family. The more followers and likes we have the more we can let people know we are available to help and support them or their loved ones. Please also share the page as this would really help to get the word out there. Check our page out @ <http://fb.me/Nightingalehomecaregroup>

and watch as this page grows with stories about you, your clients, useful information, staff recognition and loads more! This page is for all Nightingale branches and staff so please let us know about anything you would like to see on here or a story you would like us to post, the more the better, just let your manager know or feel free email our news team @

Mandy.Gooch@nightingale.care



We would like to say a massive well done and huge congratulations to our trainer Waveney, who recently graduated and achieved her Assistant Practitioner Degree!

We spoke to Waveney and she said "It was a special day I will never forget. Remember, anything is possible, just keep ploughing through"

Waveney you are a true inspiration and we are very proud of you and your achievement.....

WELL DONE!



CARER OF THE MONTH...

Our branch in Norwich has been running a carer of the month scheme for a little while now and this has been proved to be a big success, so we are now looking to roll this out to all branches so you can all get involved.

We are thrilled to announce the carer of the month in Norwich for October is Zara Bagga-

ley. Zara (pictured below with Norwich branch manager Rachael) was nominated by one of her clients for consistently going over and above and no task is ever too big for her. Well done Zara, thank you for all you do for your clients and keep up the fab work, you make us feel very proud. Enjoy spending your well deserved reward.



Christmas is Coming....



Christmas is fast approaching and we know you all love to go the extra mile for our clients, even more so at Christmas time as you get into the festive spirit. Below are just a few things you have all started to plan in your branches....

Our team in Norwich & Brooke are busy preparing for their annual client Christmas party which is on the 9th December. It looks set to be a great event with everyone being treated to a traditional 2 course Christmas meal with all the trimmings, Christmas music and lots of festive fun! We can't wait to see the photos, Rachael (Branch manager of Norwich and Brooke) said "if any carers would like to pop along and help celebrate with us, we would love to see you" The fun kicks off at 12.30 in Brooke Village Hall, why not pop along if your in the area and join the fun.

The team in Eastbourne will be holding an open day in December and would like to welcome all clients and staff along, your manager will update you with more details soon and we look forward to seeing lots of festive pictures from your day.

We also have plenty of charitable events taking place over the festive period, the client Christmas party in Brooke is in aid of the Alzheimer's Society.

The Lowestoft team are getting involved in Elf Day on 6th December where the staff will be dressing as elves for the day and the proceeds from this will also go to the Alzheimer's Society....We envisage lots of stripes, big ears and pointy hats and shoes!

The team in Norwich have signed up for Save the Children Christmas Jumper Day on the 13th December.....we can only imagine the jumpers that might be worn!



If you would like to see the pictures for any of these events and more then head over to our Facebook page to be the first to laugh at the pictures as they come in and if you would like to donate to any of these causes there are instructions on how you can do this on the Facebook page too and while you are there why not give us a like!

We are sure you all have lots more planned including your own staff Christmas parties and events, we would love to see some of your pictures and hear some of your stories, so let us know all about it and we can share your festive fun with your colleagues....We can't wait! **MERRY CHRISTMAS!!!**