

Meet The Team

Over the last few months we have been fortunate enough to have welcomed many new starters to our ever growing Nightingale Teams, below are just a few of them, who you may have already met.

LOWESTOFT



EMMA KARI HELEN DEMI



MICHELLE KAREN BOBBY SAM

BECCLES



ARCHIE ASHLEY MEGAN KATY

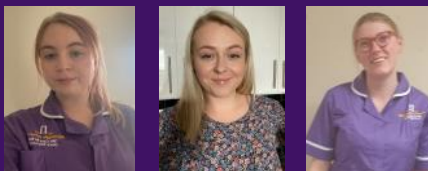


MAISIE ANGELA SAM CAITLIN

EASTBOURNE

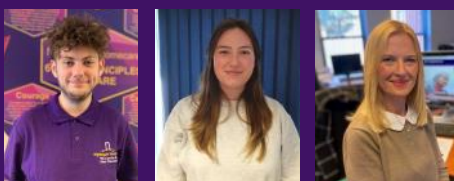


SUE GRACE TRACY



ANNABEL JENNIFER JADE

NORWICH & BROOKE



AIDAN MEGAN HAYLEY

Nightingale News...

Myles, a friend of Nightingale's, helped us go the extra mile this Christmas! As per previous years our teams like to make sure none of our clients are without a Christmas lunch on the big day. This year our clients in Lowestoft had a special treat as the lunches were cooked by Myles, who is a professional chef.

Myles, who is the partner of our carer Hannah, found out what we were doing and he was eager to get involved & offer his help. We have it on good authority that the lunches went down a treat!



Regulations & Vaccination

As you may have seen in the news, the Government has reconsidered mandatory vaccinations as a condition of employment for Health & Care staff. For staff choosing to remain unvaccinated this means they can now continue their employment with Nightingale Homecare.

From February 16th 2022 an enhanced testing regime was introduced of pre-shift Daily Lateral Flow Tests for all staff, on each of the days they are working. Daily Lateral Flow Tests are required from both vaccinated and unvaccinated care staff without exception and they are a legal requirement to enable care staff to continue working.

We thank all our staff for their continued support and compliance with the regulations.

RESPECT CAMPAIGN

Nightingale Homecare launched their **RESPECT CAMPAIGN** last year, with the aim that our message of **INCLUSIVENESS & ZERO TOLERANCE** towards Discrimination of any kind is endorsed and adhered to by our Staff, our Service Users, our Community Partners, Key Stakeholders and our Health Care Colleagues.

REPORT Nightingale Homecare operates a Zero Tolerance to Inequality and every form of Discrimination of any kind must be reported immediately.

ELVAUATE Your actions and how they impact on your colleague, be a good work colleague and uphold the ethos of **RESPECT**.

SHARE Good practice and share any ideas you have which would Promote Equality.

PROTECTED Characteristics, never Discriminate against any Individual with Protected Characteristics.

EQUALITY We are all Equal, never behave or believe any different.

CARE Not only for those we support but for all of your colleagues and other staff.

TRANSFORM Make a Difference by Promoting Equality and Transform the lives of those we support and the Environment for your colleagues.

If you haven't received your copy yet, just get in touch with your local Homecare Office



A Message from our Directors Andy & Chris to our Staff & Clients for 2022



2022 Is here and we hope that it will be the year we all return to some kind of normality after the past two extremely challenging years.

We have all seen the news regarding the challenges facing the NHS and Social Care Sector. We are extremely proud of all our Frontline staff, for their hard work and the difference they make, 365 days of the year, in all weather conditions and during a world wide pandemic. Our staff are the lifeblood of what we do and we would like to Thank them for their continued hard work supporting Clients in their own homes.

So what's been happening at Nightingale over the last few months and what have we got coming up in 2022.



We are a decade old this April and at the ripe old age of Ten we are now delivering over 1/2 a million Care visits a year.



We have exciting new Career opportunities for staff with our Nightingale Care Academy, more information will be available in the coming months.



All our branches and their staff managed to spread the Festive cheer and many of the photos are in this Newsletter.



Nightingale has successfully been accredited to become an NHS partner delivering services for Waveney and Norfolk CCGs.



Our Live In Services are now available across the geographical areas of Suffolk and Norfolk, for more information speak to your local office.



We now have over 300 Nightingale support workers working in the communities where we provide support.



We launched our Respect Campaign which Engenders the Ethos of our Services, further details can be found in this newsletter.



We are developing a Service Client Forum initiative that we hope to launch in the coming months.

2022 is a big year, a year of hopefully some respite from this Pandemic. Its a year we hope that we can finally enjoy some events with all our staff in gratitude for their loyalty and sheer hard work. We will announce these events as the Covid 19 restrictions ease. We are awaiting Boris's approval to have a 'Party' to celebrate.

We would like to remind staff of our Kind Hearts scheme to support our Clients and enrich lives. We also would like to remind our staff that if they have any ideas or suggestions they just need to email us with these.

Lets hope 2022 is a better year for all of us and we can enjoy making a real difference to the lives of those we support, keep up the good work.

Andy & Chris

Euro Sweepstake



Last year seems a long time ago, but hopefully you remember during the Euro's we had our Nightingale Sweepstake for clients and staff. We are pleased to say we had plenty of winners and here you can see just a few pictures of some of those lucky winners. However if you weren't lucky last time do not despair! The World Cup is this year and we plan to do the same again. Maybe this time lady luck will be on your side!



Koba's Corner



Our Nightingale mascot 'Koba' has certainly grown since our last Newsletter and below you can see just how much! Our Director Andy has captured some lovely pictures of Koba throughout the year!



Your Say Your Voices -

Stakeholders Forums

The aims of Nightingale Homecare is to continue to develop and improve our Services. To assist us achieve our aims during the coming year, we will invite our Service Users & their family members to continue to have a real say in the development of their care & support and how we can improve on our services.



In 2022 we will invite Service Users & their Family Members to join our branch forums. These forums will meet on a regular basis within each locality to discuss the following topics or their own suggestions & ideas:

- Experiences
- Aspirations for their Lives, their Services, their wishes
- How can we further integrate and provide "Joined Up Community Services"
- How can we engage further with Community Interest & Hobby Groups
- How can we further develop our Services
- How can we Connect & Communicate Better with Individuals
- How we can Promote our RESPECT campaign
- Service User Themed Events
- And much much more.

We will be asking all our existing Service Users, their family members and our Staff if they would like to join our Forums by emailing YSYV@Nightingale.care or by contacting the local Nightingale Homecare Branch Team.

Live in Care Professionals

Our Live in Care Professionals service has gone from strength to strength over the past few months and we are now providing over a thousand hours of Live in & Night Sitting Care.

Our Live in Care manager Jo Jordan said " we are extremely proud of the service that we are building & providing, we feel privileged that we have been able to support so many clients & their families. This is at a time when Live in Care has been so beneficial, meaning we could help loved ones stay in their own homes, rather than having to opt for Care Homes & Residential Care."

Live in Care can offer a cost effective and safer alternative to a care home, offering person centred care and support tailored to the requirements of individuals or couples in their own homes in Norfolk & Suffolk. We can provide 24/7 support for as long and often as you need, whether that be 2 weeks, 6 months or even as a respite break. It's entirely up to you! Why not contact your local branch for more details.



Things to look forward to in 2022

1. This year is the Queens Platinum Jubilee & there will be year long celebrations throughout the UK, the Commonwealth & around the world as communities come together to celebrate The Queens historic reign. Due to this we will also get an extra Bank Holiday, very nice.
2. Lots of movie sequels are due to be released this year, including Top Gun, The Batman, Legally Blonde, Jurassic World, Halloween, Scream & of course many more Marvel movies!
3. As the travel industry gets back on its feet, whether you're sticking to staycations or planning a trip further afield, there are a host of options available as travel becomes easier for most.
4. 2022 sees the return of concerts & festivals, so once again we can all enjoy live music indoors and outdoors.
5. There are lots of fantastic sporting events taking place this year, including: The Birmingham 2022 Commonwealth Games 23 July - 8 August with no fewer than 72 nations taking part. The London Marathon will again take place in October, the organisers are hopeful the event will return to it's usual April slot in 2023. The World Cup 2022 is to be held in Qatar, November 21- December 18 and Nightingale Homecare will be cheering on our Three Lions. We will also be having a sweepstake again for all of our staff & clients!
7. 2021 was a great year for TV, but 2022 looks set to have even more to offer. Period drama fans will be kept busy with much awaited seasons of established favourites: notably the second series of last years smash hit Bridgerton and season five of The Crown, plus new drama Gilded Age.
8. The biggest event by far though is the exciting news that Nightingale Homecare is preparing to celebrate a decade of trading.

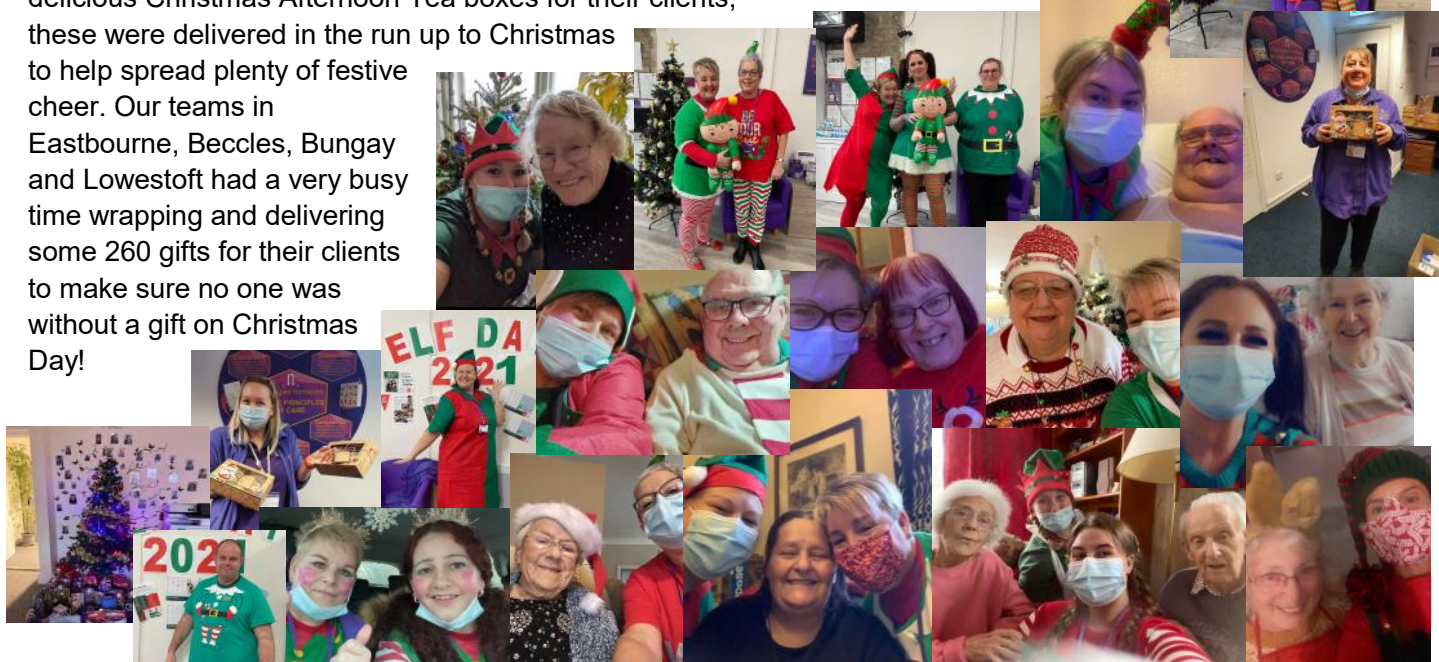
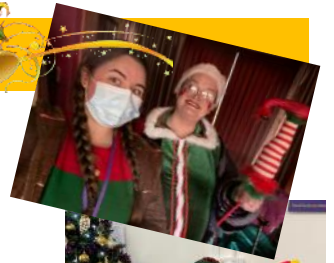


Christmas 2021 / 2022



Our Nightingale Homecare Teams like to do their bit for charity whenever they get the opportunity and this year has been no different. Our team in Lowestoft took part in Elf Day 2021 which is an annual event organised by the Alzheimer's Society to raise funds to help them continue their research into finding a cure and supporting those living with Dementia. Our staff and clients dressed up and raised an incredible £400 for the Alzheimer's Society.

The Christmas spirit and good will didn't stop there! Our team in Norwich prepared some delicious Christmas Afternoon Tea boxes for their clients, these were delivered in the run up to Christmas to help spread plenty of festive cheer. Our teams in Eastbourne, Beccles, Bungay and Lowestoft had a very busy time wrapping and delivering some 260 gifts for their clients to make sure no one was without a gift on Christmas Day!



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. Below are just a few examples of some of the good deeds that our staff have carried out over the last few months, including use of our Kind Hearts Scheme.



We love to treat our clients, so during August our staff celebrated National Afternoon Tea week with our clients by surprising many of them with a yummy cream cake and a lovely cup of tea!



One of our clients in Norwich who loves gardening, had found it increasingly hard to get out into his garden.

Our carer recognised this, so picked some flowers for the client & they spent the evening arranging the flowers together so he could still enjoy them inside.



We not only go over and above for our clients, we also like to treat our care teams. Our Eastbourne branch manager Sue turned into the Easter Bunny and treated her entire team to a yummy chocolate egg for Easter as did the rest of our branch managers!

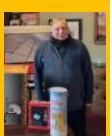


We are extremely proud of our Nightingale Kind Hearts Scheme & the positive difference it makes to our clients lives. We recently purchased an over bed table for a client who had become bed bound. This table helped the client maintain some independence, meaning they were able to reach their belongings & do the things they liked to do for themselves. These small gestures can make such a big difference. If you know of a client who would benefit from our scheme, please let your local branch know.

Our Beccles & Bungay team surprised their client Kath on her birthday with a little party as Kath couldn't get out. They spoiled Kath with balloons, cake, party hats and lots of fun!



Our teams take every opportunity to get their clients out & about to enjoy the fresh air or to do something they enjoy. Often these outings are funded by our Kind Hearts Scheme. Like all of our teams, the team in Norwich & Brooke frequently go over & above to help clients to get out & do the things they love.



One of our clients was missing shopping in the town near to where she lived. Once our carer Jess had finished her shift, she picked the client up to take her to her favourite shops, the client was able to have a wander round to get some bits & pieces that she really wanted. The client had a wonderful time & so did Jess!

