



## HRH Queen Elizabeth II, We Thank You & Salute You

All of us at Nightingale Homecare are deeply saddened by the passing of HRH Queen Elizabeth II bringing to an end a remarkable reign of more than 70 years. During this time HRH Queen Elizabeth has seen a constantly changing Britain, a changing Commonwealth, several Overseas Wars & 15 Prime Ministers from Winston Churchill to Liz Truss, combined with amazing strides in technology, some for good and some for many of us wishing we could just go back to simpler times. Nightingale Homecare would like take the opportunity to remember fondly our longest reigning monarch and to thank her for her dedication to this Country. This loss is particularly sad following the all too recent loss of her husband & Consort Prince Phillip. We will celebrate both the Jubilee and her life in this newsletter including the passing of her legacy to HRH King Charles III to continue with as she would have wished.



As we reach Autumn 2022 following some difficult times for everyone around the world recovering from the Global pandemic, conflict in Eastern Europe and increasing fuel prices allied with the cost of Living Crisis. Our staff continue to 'do what they do best' continuing to Care for vulnerable individuals within the Community through all weathers, triumphing throughout adversity. We are extremely fortunate to have excellent dedicated staff across all our branches and we thank you all for your support, loyalty and sheer hard work on behalf of Nightingale Homecare.

**We thought we would share some of our news stories with you from the last few months.**

- Our Services and Support in East Sussex has been recognised by our Commissioning partners who have rated our Services as No2 and No 1 in Eastbourne and our new services in Seaford following our recent contract renewal for a number of years.
- Suffolk and Norfolk Social Services continue to discuss opportunities with the company to partner with them for new ideas.
- Our Live In Services are going from strength to strength and now deliver over 100,000 hours of Live in Care and Waking Night Services each year.
- We have new branch services in Seaford, East Sussex and Gorleston in Norfolk where we welcome a number of new staff to our Nightingale team following our last newsletter.
- Our Nightingale Training Academy will be offering new 'bespoke' specialist training over the next 12 months.
- Together with the growth of Live in Services, our community services now support over 400 Service users in the community, delivering close to 500,000 support visits per year.
- We continue to embrace technology and hope to have some exciting news in the coming months about how we capture information and support staff to record their activities during support calls.
- We understand that fuel pressures are a real concern and we continue to lobby our commissioners and to ensure our pay keeps track of increases, as well as looking at innovative solutions and choices for staff. Some of these are included in this news letter.
- Our Women's Lionesses won the Euro 2022 final, which was some achievement. We will be announcing our company sweep stake for staff at the men's World cup 2022 in Qatar. Each member of staff and our Service users will have a stake to win a prize at the end of the finals!

**As you can see we have lots happening at Nightingale Homecare. We couldn't have achieved or succeeded as we have done so through the many challenges we have faced, particularly over the last 30 months without our dedicated staff. Once again we thank you for all of your efforts and hope to see you all in the coming weeks at your local Nightingale branch.**

Andy & Chris - Directors of Nightingale Homecare

**A truly beautiful & heartfelt poem, found but we share the sentiment.**

Phillip came to me today,  
 & said it was time to go...  
 I looked at him & smiled,  
 as i whispered that "I know"  
 I then turned & looked  
 behind me,  
 & saw I was asleep...  
 All my Family were  
 around me,  
 & I could hear them  
 weep...  
 I gently touched each  
 shoulder, with Phillip by  
 my side...  
 Then I turned away &  
 walked, with My Angel  
 guide...  
 Phillip held my hand,  
 as he lead the way,  
 to a world where King's &  
 Queens, are Monarch's  
 every day...  
 I was given a crown to  
 wear or a Halo known by  
 some...  
 The difference is up here,  
 they are worn by  
 everyone...  
 I felt a sense of peace,  
 my reign had seen its  
 end...  
 70 years I had served my  
 Country, as the peoples  
 friend...  
 Thank you for the years,  
 for all your time & love...  
 Now I am one of two  
 again, in our Palace up  
 above...



**Rest in  
Peace Your  
Majesty**



## Your Majesty We Salute You



We along with the rest of the Nation are extremely grateful that we got the opportunity to celebrate Her Majesty's Platinum Jubilee. Although this now feels tinged with sadness due to Her Majesty's passing, we wanted to share some pictures from our celebration of our Queens incredible reign. Our wonderful Clients and Staff celebrated the occasion in style and enjoyed the opportunity to remember and celebrate this historic event.



### Above & Beyond

Going Above and Beyond is something we know all about at Nightingale Homecare and we are proud to share just a snippet of some of the wonderful things our amazing teams have done over the last few months.

We love a birthday celebration at Nightingale and recently our Gorleston Manager Shonah, surprised her client Beryl on her 93rd birthday with some beautiful flowers to help her celebrate her special day. Many Happy Returns Beryl from all at Nightingale Homecare.



Like many of our clients over the last few months, our client Jimmy was feeling a bit down about not getting out as often as he'd like. So our carers Emma & Chrissy from our Lowestoft Branch took Jimmy out for a walk and then they all got fish & chips and went back to the clients to sit together to eat their chippy tea and watch the football. What a lovely thing to do.

Our client Beryl was eager to get out in the warm weather, so our manager Helen from our Lowestoft branch decided to surprise Beryl and take her out for a lovely walk around her local area. Beryl said 'It was lovely to get out and feel the wind on my face and have a chance to chat with some of my neighbours'.



Our wonderful Care Assistants often go the extra mile to make visits to our service users as enjoyable as possible. Here's one of our service users enjoying a slice of yummy homemade cake made by our Care Assistant Susan's husband.



One of our Clients was not enjoying the meals they were receiving from their Meals on Wheels provider, so our carer Clare from our Norwich branch, rose to the challenge and decided to batch cook some delicious home-made meals so the Client could look forward to their meals for the entire week. Needless to say, the Client was delighted! Well done Clare, great job!



### System Failure



As many of you are aware we suffered a system failure with a National Outage of our software provider at the beginning of August. This led to rostering by 'paper and candle light' but we hope this did not cause too much of an inconvenience. We would like to take the opportunity to Thank All Staff for their support and assistance in adversity. We also Thank our Service Users for their support during some stressful and challenging times. We have contingency systems in place which have settled over recent weeks. We will keep you posted with our developments and hope to unveil new and improved systems over the next few months.

## RESPECT AT Nightingale Homecare

We are proud of our inclusive culture and we have no tolerance for discrimination of any kind. Nightingale Homecare is proud to announce our first LGBTQ+ champions in the community. Both Rachael and Tiffany our Manager and Coordinator are our LGBTQ+ champions to promote an inclusive culture and to recruit a diverse inclusive workforce which represent the core values of Nightingale. The team at Norwich supported the local PRIDE event in Norwich in July 2022 and below you can see some pictures of this vibrant event.



## Nightingale...10 Years Old!

Nightingale Homecare is 10 years old in February 2023. From our beginnings with our excellent team at Eastbourne in February 2013, to meeting our team in Brooke & Norwich for the first time in November 2014 and the excellent teams who joined us at Lowestoft and Beccles in 2019. The Nightingale Team has grown significantly over the years with over 330 staff working across our branches. We will be hoping to have many events and promotions over the coming months to celebrate our staff and what we have achieved together throughout the last decade.



## Going Green

Nightingale Homecare are all about 'Going Green' and helping the environment, so with this in mind we're excited to announce that we are about to launch an E-BIKE Scheme which will allow carers to have the use of E-BIKES. Watch this space for further details or speak to your local branch manager to find out more.



## Nightingale Academy

The doors at our Nightingale Training Academy have finally 'blasted' open this month, after a long wait, our high quality Academy welcomed its first candidates.

After many months of waiting due to COVID, we are proud to deliver our new bespoke Induction Training Programme. The team at Lowestoft who were instrumental in designing & creating this entirely new Induction Training Programme are the first to be using the programme, and after the first few sessions the feedback has been exceptional. Our new recruits said, 'Wow, I really enjoyed that, it was so much fun as well as giving a great grounding for my new job'. Another added, 'I was really nervous, but my training was great, can't wait to start'. Sharon, an experienced care worker for another provider said, 'That's the best training I have received in care, really looking forward to my new job'.

We have significantly increased our Training Team, with staff who have 'hands on' experience and also the key skills to pass on their knowledge. A significant part of the Induction Training Programme is interactive based on real life service experiences and covers the 15 Skills for Care Induction Training Modules, as well as meeting all of the CQC Requirements for Staff Induction Training. The Training Academy will "roll out" this new Induction Training Programme to all of the Nightingale Homecare Branches as well as providing Refresher Training within the Academy. Where necessary, staff may use our On-line Training suite learning, for some Induction Refresher Training as their modules can be completed 24/7 to suit every individual's personal needs. Once new staff have successfully completed their on line Training suite or classroom training this will give them a great grounding for the role ahead.



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## Live In Services

As you may be aware, earlier this year we added to our range of support at Nightingale Homecare, namely Live and Waking Night services to satisfy the increasing demand for Live in Care as opposed to Residential Care for individual's loved ones. We have a wide range of Trained Live In Carers and Waking Night Staff available 24/7 to support our Clients needs. Over the past few months Live in Care Professionals, a trading name of Nightingale, are seeing service provision grow month by month as we are constantly receiving requests for Palliative Care, short term respite care as well as Sleeping & Waking Nights.



**Our team offers a wide range of both long term and emergency support services.**

- Emergency Support, additional cover at short notice
- Respite Support for short periods
- Holiday Cover when family are away
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If you would be interested in any of these services please don't hesitate to contact us on **07570385307**

## Nighting'TALES'

**In our support, we meet the most amazing people with the most interesting stories about their Lives. Here you can read some of their fascinating and inspiring stories.**

Our client Patricia is married to professional artist Geoffrey Chatten. Geoffrey, born in 1938 in Gorleston, was encouraged to paint in the 1960's and despite no formal painting instruction, he developed an impressionistic technique all of his own and turned professional in the 1980's. Geoffrey paints with oils and his knowledge of the Norfolk landscape in all its moods is amazing. Pictured to the right are some examples of Geoffrey's work.



**Another of our client's Doreen Harris, really does have a tale to tell, Doreen has written a book called 'From Blue to Green'.** It is the fascinating story of how Doreen came to join the WAAF (Women's Auxiliary Air Force) and then moving to the WRVS (Women's Royal Voluntary Service) and her memories of her time in both services. One of the copies of Doreen's book is housed in the Imperial War Museum. If you would be interested in reading Doreen's short book contact our Lowestoft office on **01502 566879** and they will happily email you a copy of this charming and fascinating read.

If you have a tale you would like to share in our next newsletter please let us know as we would love to hear about it! Email your 'Tales' to: [Mandy.Gooch@nightingale.care](mailto:Mandy.Gooch@nightingale.care)

## Nightingale Continues To Grow

In the past few weeks Nightingale Homecare East Sussex Ltd has expanded our existing geographical presence in Eastbourne, so as to provide Community Care Services in Seaford, Newhaven & Peacehaven. In July 2022 we moved into new offices in Seaford (see picture below) with our experienced Manager Sue now managing both the Eastbourne & Seaford Nightingale Homecare offices. Fortunately, Sue remains ably assisted by our team in Eastbourne, with Chantelle recently joining us to assist Sue to manage and grow the new Seaford Branch.



Our aim is to increase the geographical reach of our services and this has meant we have expanded to new areas. The latest example of this is our new services in the Gorleston area of Norfolk. Shonah & Michelle have now joined Nightingale Homecare with both of them having a wealth of experience in Community Care, they are both looking forward to the challenges ahead. Their knowledge, presence and previous experience will be invaluable to provide services locally which are desperately required due to capacity shortages highlighted by our commissioning partners, Norfolk and Suffolk Social Services. We are busy trying to find new suitable premises and will be opening our new branch in the coming months, so keep a look out for our new offices. Shonah said "Our new experienced team is coming together and we are looking for individuals with the right skills and personal qualities to join our expanding team. This is a great opportunity to widen the area of those who receive support from Nightingale Homecare. We look forward to the announcement of our new offices in the coming months".

