



A Message from our Directors Andy & Chris

As most of you will be aware Nightingale Homecare have historically used a multitude of forms of communication to engage with our Service Users & with our Staff as we value your opinions, as well as your thoughts as to what we could do better & how we can improve.



To enable us to gather this information we have tended to use traditional means of communicating with you such as through Annual Surveys, Telephone Audits, Reviews, Complaints & Compliments all of which has proved to be extremely valuable in allowing us to improve services where possible to do so. One common theme from previous communications with service users, which is proving challenging for us to overcome is the need for regular carers who are well known to the service user and who are familiar with their visit needs & requirements. Providing service users with regular care staff is the most difficult challenge we face which is why for us the recruitment & retention of our care staff with the necessary caring personal attributes is vital to our business. We also have to take into account the limited availability of many of our care staff with 70% working on a part-time basis. We pride ourselves on recruiting high quality staff with the same caring ethos and skills to join our excellent team of support workers. Our pay rates are higher than all other local Home Care Providers, however the requirements and demands of the job role, as well as the unsociable working times make both recruitment & retention a constant challenge.

Recruitment & Retention is just one very important aspect of our business and we would appreciate learning your thoughts on as well as hearing your suggestions as to how we can improve in this area. We are also conscious of the technology we deploy within our business which allows us to operate as efficiently as possible while keeping our costs minimal. What we have not done to date is to combine modern technology with traditional information gathering means to allow us to improve on our communications with our service users & our staff. For this very reason we are hereby announcing over the coming months we are introducing Your Care, Your Voice, Your Say which will be a multi-platform internet forum to allow us to engage more effectively with all of our service users and our staff. Your Care, Your Voice, Your Say will deploy many forms of engagement over the coming months which will include service user attendance at Macmillan Coffee & Tea Forums at your local branch where we would ask your opinions on a multitude of subjects which directly affects the quality level of the services being provided. We will be asking for service users email details and whether or not they would be willing to participate in either a Webinar or a Internet Microsoft Teams Meeting with their local branch. We may facilitate through a member of our staff attending your home with a laptop or I Pad with internet access via a mobile. This will then allow you to join other service users on an internet platform to raise and discuss issues which will allow our branch staff to immediately respond to the issues being raised. Our next Survey being sent to Service Users & Staff will contain a simple Yes / No question as to whether or not you wish to participate in any of the online forums we are planning as after all it is...

Your Care, Your Voice, Your Say.

Best wishes

Andy & Chris



Coronation Raffle

At Nightingale Homecare we always jump at a chance to treat our clients and staff, so what better opportunity than the Coronation of His Majesty The King.



We are delighted to announce that we will be holding a client & staff raffle to celebrate this historical event and the lucky winners will receive Marks & Spencer goodies to share with your friends and neighbours at your Coronation Big Lunches or Street Parties (or you could just keep them for yourself)

Winners will be informed by your local office.

GOOD LUCK EVERYONE!



Above & Beyond

Our team of carers have been busy carrying out their day to day roles, but on top of this our amazing team frequently go Above & Beyond the call of duty to support and enrich the lives of those they support, below are just a few examples of the many things our wonderful teams do to go the extra mile.

Nightingale Kind Hearts



Our client Marlene loves helping her husband make cakes & it's something they both really enjoy doing together. Our Nightingale care team are often treated to cakes whenever they visit Marlene, which they thoroughly enjoy. Our carer Emily wanted to say thank you from all of the team by taking some beautiful flowers to Marlene & David to show everyone's appreciation.



We love to celebrate Birthdays with our clients, often surprising them with little treats and acts of kindness. Our carer Tamara surprised her client with a lovely birthday cake to help him celebrate his special day. Beryl (pictured below) was treated to muffins and chocolates from our carers Gillian & Katrina on her Birthday.



Our client Janice loves art work that has anything to do with family, so our Team Leader Daina made her this lovely frame with scrabble letters in with the names of loved ones.



Sue, who is one of our clients, was looking forward to attending a family wedding and was hoping to stay all day. Our carer Mandy knew this, so on Mandy's day off she volunteered to go to the wedding with Sue so that she could assist Sue throughout the day and be on hand for anything she needed. Sue had a lovely day and so did Mandy.

When ever there is a National Day in the UK we try to mark as many of them as we can with our clients. Anything from National Chocolate Day to Shrove Tuesday. These are a couple of pictures from National Afternoon Tea Day, we took some miniature Victoria Sponges to some of our clients.



Nightingale Homecare Continues to Grow

As a result of demands for our services from geographical areas adjacent to our existing Nightingale Homecare Branches, we are now providing Care & Support Services within the town of Seaford in East Sussex which is being managed from our Eastbourne Office and Gorleston in Norfolk which is being managed from our Lowestoft office. We are sure you will join us in wishing these two new area additions to the Nightingale Homecare family every success for the future.



All Systems Go

As promised in our last Newsletter, we are pleased to report that we are ploughing ahead with a new software system 'Care Planner'.

We are very reliant on Software for producing Staff Rosters, Client Visit Notifications, Payroll & Invoicing so we are thrilled that this new system is working very well for us and meeting our needs perfectly. During the past 6 months we trialled alternative Software Systems which unfortunately did not meet the needs of our business.



For these reasons over the last month Nightingale Homecare, Lowestoft have been trialling a completely new Software System which is proving to be very easy to use and meeting all of our needs & requirements. This new system will allow us to e mail Service Users on a weekly basis with their Planned Visits providing times and details of the Nightingale Care Team Member who will be visiting with Staff receiving their Visit Rosters. The aim will be that this new system will be able to produce actual visit reports in real time to enable us to monitor the service. As the trial in Nightingale Homecare Lowestoft is proving so successful we are in the process of implementing this new Software System at all of the Nightingale Homecare Branches in Beccles, Norwich, Brooke, Eastbourne & Seaford over the next 3 months. Installing new software is unfortunately a relatively slow process due to the need to transfer and rewrite all of the data to allow the system to be fully functional but everyone can be assured we are doing everything we can to speed up the process with the hope that all Nightingale Homecare Branches will have this new Software System installed and fully functional by July 2023.

We hope with this update information you will appreciate that we are doing everything we can to improve our communications with you and we hope you will bear with us for just a little longer and our thanks for doing so.

100 Years Young

We love an excuse to PARTY at Nightingale and what better occasion than celebrating the 100th Birthday of one of our amazing Clients.

Our very own centenarian Doreen celebrated her 100th birthday in style with family, friends and our Nightingale staff all joining her to mark this milestone birthday.

Doreen has had a remarkable life which saw her join the Women's Auxiliary Air Force on the 5th May 1942 as a Balloon Operator and then later, joining the Women's Royal Voluntary Service. Doreen certainly had a fascinating story to tell, so much so, Doreen wrote a short book called 'From Blue to Green' about her memories of times before, during and after the war. From Blue to Green is now proudly housed in the Imperial War Museum so it can be enjoyed by the thousands of visitors to the Museum every year.



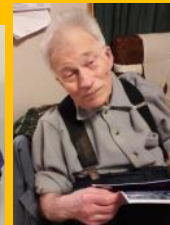
World Cup Winners

Our Euro 2021 Sweepstake was so popular we decided to do the same again for the World Cup 2022.

Argentina were not the only winners in the World Cup, we had our very own Nightingale winners too. Below you can see some of our lucky winners, in total we had 26 winners sharing a pot of over £800.

Congratulations to all of our lucky winners, hopefully they were able to treat themselves to something nice with their winnings.

Our sweepstake is funded by our Nightingale Kind Hearts Scheme which is a fund we use to try and enrich and improve our clients lives, with little or big gestures.



Festive Round Up

Although Christmas seems like a very distant memory, we didn't want to miss the chance to share some of the lovely festive pictures we got of our staff and clients over the festive period.



Coronation Plans

Buckingham Palace has announced plans for The Coronation of His Majesty The King and Her Majesty The Queen Consort. The service will be conducted by the Archbishop of Canterbury and will reflect the Monarch's role today and look towards the future, whilst being rooted in longstanding traditions and pageantry.

Across the Coronation Weekend, there will be opportunities for people to come together in celebration of the historic occasion. Their Majesties The King and The Queen Consort hope the Coronation Weekend will provide an opportunity to spend time and celebrate with friends, families and communities across the United Kingdom, the Realms and the Commonwealth.



Saturday 6th May 2023: The Coronation Service will take place on the morning of Saturday, 6th May 2023 at Westminster Abbey. The Coronation is a solemn religious service, as well as an occasion for celebration and pageantry. Their Majesties The King and The Queen Consort will arrive at Westminster Abbey in procession from Buckingham Palace, known as 'The King's Procession'. After the Service, Their Majesties will return to Buckingham Palace in a larger ceremonial procession, known as 'The Coronation Procession'. Their Majesties will be joined in this procession by other Members of the Royal Family. At Buckingham Palace, The King and The Queen Consort, accompanied by Members of the Royal Family, will appear on the balcony to conclude the day's ceremonial events.

Sunday 7th May 2023: On Sunday, 7th May 2023, a special Coronation Concert will take place at Windsor Castle. Produced, staged and broadcast live by the BBC and BBC Studios, the Coronation Concert will bring global music icons and contemporary stars together in celebration of the historic occasion. Attended by a public audience including volunteers from The King and The Queen Consort's many charity affiliations, the concert will see a world-class orchestra play interpretations of musical favourites fronted by some of the world's biggest entertainers, alongside performers from the world of dance. The performances will be supported by staging and effects located on the Castle's East Lawn and will also feature a selection of spoken word sequences delivered by stars of stage and screen. Alongside the stars of the concert, the show will also see an exclusive appearance from The Coronation Choir. This diverse group will be created from the nation's keenest community choirs and amateur singers from across the United Kingdom, such as Refugee choirs, NHS choirs, LGBTQ+ singing groups and deaf signing choirs. The centrepiece of the Coronation Concert, 'Lighting up the Nation', will see the country join together in celebration as iconic locations across the United Kingdom are lit up using projections, lasers, drone displays and illuminations.

On the same day, The Coronation Big Lunch, Neighbours and communities across the United Kingdom are invited to share food and fun together at Coronation Big Lunches in a nationwide act of celebration and friendship. From a cup of tea with a neighbour to a street party, a Coronation Big Lunch brings the celebrations to your neighbourhood and is a great way to get to know your community a little better. Thousands of events are expected to take place in every corner of the United Kingdom this May as people take to their streets, gardens, parks and community spaces to join the Coronation celebrations and mark this historic occasion.

Monday 8th May 2023: *The Big Help Out*, is being organised by The Together Coalition and a wide range of partners such as The Scouts, the Royal Voluntary Service and faith groups from across the United Kingdom. The Big Help Out will highlight the positive impact volunteering has on communities across the nation. In tribute to His Majesty The King's public service, The Big Help Out will encourage people to try volunteering for themselves and join the work being undertaken to support their local areas. The aim of The Big Help Out is to use volunteering to bring communities together and create a lasting volunteering legacy from the Coronation Weekend.

