



### A Message From Our Directors



We are delighted to issue our first newsletter for our staff within the Nightingale Homecare Live In and Night Care Services.

The staff within our services continue to offer high quality support, throughout the night and in many instances 'Live In Care' supporting Vulnerable Adults to remain living within their own home, 7 days per week, 24 hours per day.

There have been some recent changes to Management within the Services, with Sarah Cator-Durrant taking over responsibility for the management of our service offerings. Sarah has been with Nightingale for many years and is a proven and capable individual who many of you will have already met or been in contact with during the last few weeks.

Sarah has set out what she hopes for the services 'I want to continually improve the standards of the services, offer opportunities for staff to develop and to make Nightingale Homecare the No 1 choice for Live in and Night support services in the local areas which we support. We are well on the way to doing this as we have excellent dedicated staff which gives us a great platform to develop.

**Our aims for services over the coming months are to:**

- Increase the number of individuals who we support with Live In or Night Services.
- Improve on the methods and regularity of communication with staff.
- Increase on the two - way transparency for staff and service users.
- Review all aspects of the services, including our pay structures,

We hope that all our staff play a big role in the future development of the services and if staff have any suggestion or ideas how we could improve, please let us know.

*Andy & Chris*

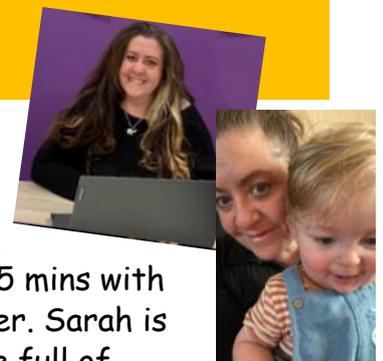
### Directors of Nightingale Homecare

### Nightingale About Us Meet Sarah...

Nightingale Homecare has Services in Norwich, Lowestoft, Bungay, Beccles, Gorleston, Eastbourne and Seaford. Together with Live in Services Nightingale has 300 Staff Members with over 650 Service Users who we support!



Sarah's days are very busy at the moment getting out to visit her team and clients, but we managed to grab 5 mins with Sarah to find out a little bit about her. Sarah is equally busy at home, she has a house full of family including her grandson Jasper, 3 dogs and a tortoise called Master Oogway. When not at work Sarah enjoys family time and getting together with friends for food and the odd gin cocktail. Sarah loves her work and supporting her clients and mentoring her staff are a real passion for her and Sarah can't wait to develop the service into something great with you all by her side!



## Payroll and Wages

We understand that there has been some frustration regarding timings of the wage's payment due each Friday. We want to confirm that all wages will be paid **WEEKLY** one week in arrears.

The Directors and Management understand these frustrations and have changed the wages process to ensure staff are paid by 10am each Friday. If there are any unforeseen delays these will be communicated to individual staff members for early rectification to ensure all staff receive their monies when they are due.



## Reviewing Pay & Benefits

### 'Cost of Living'

The Directors and Management understand that it has been a difficult 12 months for everyone within the UK.

The cost of Living Crisis is due to many factors which has caused pain for many families. As a result of this we are currently reviewing our pay offering and will announce new pay rates in the near future. Please watch this space!



## Above & Beyond 'Kind Hearts'



We know that our fantastic team of Live in & Night Support Carers frequently go above & beyond for their clients, we love to see pictures and hear about the things you have done with your clients, so please keep sending pictures to Sarah and let her know about the wonderful things you do with your clients, they might even get into our next Newsletter!



## Whistle Blowing & Raising Concerns

Should you have any concerns or wish to discuss changes in support requirements, please contact Sarah immediately on: **07570385307**



## Christmas 2023

Christmas is just around the corner and Sarah is looking forward to visiting you all over the coming weeks, spreading some festive cheer! We encourage you to wear your Christmas jumpers & take part in festive activities with your clients and of course send Sarah some pictures please!



## Communication

### 'It's A Two Way Thing'

We wish to improve communication throughout all our Services and we hope this is the first of many Newsletters. If you have any suggestions for our next Newsletter or how to improve services please talk to Sarah to let us know.



## Introduce a Friend

We offer many incentives at Nightingale Homecare. One of these being to 'introduce a friend'. Staff are encouraged to introduce a friend to work with us in either our Homecare, Live In or Night Care Services. If you know anyone who could become a valuable member of the team, we offer £300 for full time staff paid in 2 instalments, once they have completed 3 months and 6 months with the company. Part time staff incentive payments are on a Pro Rata basis.