

* Special Occasions *

Clients celebrating birthdays during January & February are Mary C, Muriel, Jean, Joan and David

Many happy returns to all.



* Dates for your Diary *

- Mother's Day: 19th March 2023
- Palm Sunday: 2nd April 2023
- Good Friday: 7th April 2023
- Easter Sunday: 9th April 2023

- please note the office will be closed on Monday 10th April 2023



As ever, please do not hesitate to contact the office with any compliments, queries, or issues you would like to discuss. We are always here to listen and to help.

The Solihull Home Care Team

NEWSLETTER

Hello to all our lovely Service users and family members. We hope you are all keeping safe, well and warm and are looking forward to the brighter, lighter and warmer days to come.

COVID – 19

With the change in restrictions, I am sure you are all enjoying seeing the girls lovely faces again. After what feels like forever, staff are finally allowed to safely spend time in homes without the need for full PPE at all times. Staff are however still required to wear masks, gloves, and aprons while in close proximity, when doing personal care. Keeping everyone safe and well is always of utmost importance to us, however it is nice to have a little normality back.

NEW YEARS FOCUS

As we said in our last newsletter, our plan this year is on recruiting more wonderful people to join our care team. Sean has come on board full time to focus on this, and we hope to start seeing the fruits of his labour shortly. Since our last letter we have had Keeley and Lauren start with us and they have both settled in nicely with our little family.

HAPPY ANNIVERSARY

We are so lucky as all our staff are fabulous and have a genuine care for others. We have also been privileged to keep our staff with us. Sophie has now been with us for a full year, Zoe celebrates 2 years in February and our supervisor, Natasha 4 years.



YOUR FEEDBACK

Everyone we care for, truly is very special to us and we want to make sure we are getting it right. That's why Natasha, Chloe and Jackie are regularly asking you to complete our surveys and to tell us how we are doing. It is always so lovely to get good feedback from you and I thought I would share some of the things you have said over the last few months.

All our carers are wonderful and their care, compassion and help are so appreciated. They are one of our family and we always look forward to seeing them. They all deserve a special mention – David & Hilary

All the carers clearly care about the job they do and the people they care for. Also the flexibility shown when needed – Paul

They are reliable, lovely and caring people. Dad gets on with them well and I feel confident he is being cared for. My Dad has just said the ladies are First Class. He is very happy with the service- Vikki

Thank you for all your lovely words, it really does make a difference and is always so encouraging to hear.

As always, we are only a phone call away if you have any concerns or simply want a chat.

Lee-Ann, Jackie, Chloe and the Solihull Home Care Team