

OPENING HOURS
MONDAY TO FRIDAY 8AM TO 5PM
SATURDAY 8AM TO 4PM
SUNDAY 10AM TO 2PM
BANK HOLIDAYS 10AM TO 4PM

MAY NEWSLETTER

FOLLOW OUR
CHILDCARE
ACCOUNTS:



FOLLOW
OUR CARE
ACCOUNTS:



JUST A REMINDER:

**MONDAY 4TH & MONDAY 25TH MAY
ARE BANK HOLIDAYS!**

**THE OFFICE IS OPEN FROM
10AM TO 4PM.**



HAVE A LOVELY BANK HOLIDAY!

STAFF OF THE MONTH

**CONGRATULATIONS TO OUR STAFF OF THE MONTH
WINNER**

VANESSA R

**HAS BEEN NOMINATED BY OUR MANAGED CARE
TEAM FOR HER CONTINUOUS SUPPORT WITH SHIFTS
WITHOUT ANY COMPLAINTS OR HESITATION. SHE'S
SUPER COMMUNICATIVE, SUPPORTIVE AND
HELPFUL.**



COMPLIANCE AND AUDITS

**AS PART OF OUR COMMITMENT TO MAINTAINING
HIGH STANDARDS OF CARE AND MEETING
REGULATORY REQUIREMENTS, WE ARE CONTINUING
WITH REGULAR COMPLIANCE CHECKS AND AUDITS.
PLEASE ENSURE IF YOU ARE CONTACTED
REGARDING BOOKING MEETINGS OR UPDATING
PERSONAL DETAILS YOU RESPOND SO WE CAN STAY
UP-TO-DATE WITH OUR COMPLIANCE CHECKS.
THESE CHECKS ENSURE WE MAINTAIN SAFE AND
EFFECTIVE CARE/ SUPPORT AND IDENTIFY AREAS
FOR IMPROVEMENT.**



OFFICE CALL MESSAGE

**WE'VE RECENTLY ADDED A SHORT MESSAGE AT
THE START OF ALL CALLS TO LET YOU KNOW
THAT CALLS MAY BE RECORDED FOR TRAINING
AND MONITORING PURPOSES. PLEASE LISTEN
TO THIS MESSAGE IN FULL, AS YOU'LL THEN BE
AUTOMATICALLY PUT THROUGH TO THE OFFICE.**

**WE PROMISE WE ARE IN THE OFFICE IN OUR
OFFICE HOURS!**



WELLBEING CORNER

**TAKE A MOMENT TO CHECK IN WITH YOURSELF THIS
WEEK—WHAT DO YOU NEED RIGHT NOW?
EVEN A MINUTE OF SLOW BREATHING OR A QUICK
PAUSE CAN HELP RESET DURING A BUSY SHIFT.
REMEMBER, YOU'RE NOT ALONE—REACH OUT IF
YOU NEED SUPPORT.
THE SMALL MOMENTS MATTER, AND THE CARE YOU
GIVE EVERY DAY MAKES A REAL DIFFERENCE.**

REMEMBER

**SUN
AWARENESS
WEEK**



**Happy
NATIONAL
Children's
DAY**