



How this year has flown! Welcome to our Christmas 2015 Edition of our service user newsletter. We would like to wish you all a wonderful Christmas and a Happy and Healthy 2016. We are looking forward to sharing this festive period with you and working alongside you in the coming year.

What we have been up to

During the past few months we have said a fond farewell to **Jessica Russell** from our Accounts department who has left us to create some fantastic memories whilst travelling the globe. We have welcomed **Ursula Bonner**, Payroll Administrator and **Callum Goddard**, Accounts Apprentice to our Accounts team who will be working alongside Doug and Andre to assist with the smooth running of the department.

We are continuing to recruit and welcome new members to the forefront of our care team. Some of you may have met our new staff, who include:

Caroline Trim (Dom care), Vicki Roberts (RGN), Peter Coburn (Dom care) and Rakan Musleh (HCA). We are sorry that we do not have more space to name all of our fantastic new team members!

Christmas opening hours

With Christmas fast approaching, you should have received a letter asking for your care requirements. It could be that you require full care over the Christmas period, or reduced calls as you will have additional family support. Please complete and return these forms to us as a matter of urgency, in order that we can plan your care calls over the festive period.



Our offices will be closed on **Friday 25th December, Saturday 26th December and Friday 01st January 2016.**

Rest assured that when you pick up the phone, so do we and there will always be a friendly voice at the end of the phone outside of our office hours for any emergencies.

Employee of the month

Our Employee of the Month recognition has been extremely well received this year and we are just sorry that all of our staff cannot be winners! We really appreciate your help and assistance in nominating your carers who you feel deserve recognition.

October 2015 - Dorchester and Poole Branch winner – Sally Anstee, Dom Care Co-ordinator. Sally was nominated, and randomly selected for both branches, and was delighted to receive her certificate and high street vouchers.
November 2015 - Dorchester branch winner: Gwen Griffin – Dom Carer. “Gwen has been amazing and she is an absolute star. I cannot express enough the high regard that Gwen is held in by all of the staff in Dorchester and Poole.”
November 2015 - Poole branch winner: Gemma Dixie, Dom Carer. Well done Gemma!



Our News

We have recently been working closely with Bournemouth Borough Council on the “**Proud to Care Campaign**”. We are aiming to raise the profile of professional homecarers and “Proud to Care” badges have been issued to all of our Bournemouth and Poole based staff. We are delighted to be working alongside the council as our carers play a vital role in ensuring that our service users are cared for and safe.

Our lovely care staff are now assisting Marie Curie with their valued work, a role that all of us at Essential love to assist with. Assisting service users in their final hours of need are why we do what we do, and we are proud to be working with such a worthwhile organisation.

Further to the success of our hampers last year, three lucky service user names will be picked out at random and luxury hampers delivered to each of them before Santa’s imminent arrival. We hope that they will help to spread some Essential festive cheer this Christmas.

Quality Assurance

Our Complaints Policy and Procedure details the various ways in which complaints and concerns may be raised. The procedure outlines how each complaint should be reported immediately to a member of the management team, together with the timescale within which the complainant may expect their complaint to be processed.

You are encouraged to share complaints or concerns with our management team in the first instance, who will do all that they can to resolve the complaint. Further stages of the complaints procedure are open to individuals and their representatives if a complaint cannot be resolved at an early stage a copy of the Complaints Policy and Procedure is held at your local office **and in the front of your Record of Care Folder.**

We have recently sent you our Service User Questionnaire, as part of our ongoing quality assurance programme. Some of you may also have received telephone calls, asking specific questions about your care, and the carers that visit you. In order to continually improve our service to you we would love to hear your comments, good and bad. We have recently been audited by one of the local councils, who were extremely impressed with the quality of service that we provide, however it was highlighted that only 18% of questionnaires have been returned to us. We do hope that you will support us with our ongoing improvements and we look forward to receiving your completed questionnaires.

