



Welcome to the latest edition of our newsletter. We have a lot of exciting developments that we want to share with you and we hope that you enjoy reading our newsletter, as much as we enjoy writing it.

Our News

Our recent Care Quality Commission (CQC) inspection was extremely favourable. CQC inspect all care providers to check that they are delivering an effective service and after a rigorous three day inspection of our office, processes, staff files, interviews with some of you, our service users, we were commended on the service that we offer. Below is a precis of the report:

 The service was safe and systems were in place to protect people from harm and abuse. Staff knew how to recognise and report any concerns. Medicines were managed safely and staff competence was checked.

 The service was caring. Support was provided to people by staff who were kind and caring. Staff understood how to support people to maintain their dignity and treated people with respect.

 The service was responsive. People's needs were assessed and care was planned and delivered to meet their needs. Staff had a good knowledge and understanding of people's needs.

 The service was well led. There was a clear management structure in place. People and staff told us that the registered manager and management team were approachable and supportive and they felt they were listened to.

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We are delighted that Sheryl Merry (whom some of you will know) is now working as a Community Assessor from our Poole Head Office. Whilst Sheryl misses all of her service users, she is thriving in her new role and is a real asset to the team.



Jill Sadler, has taken some time off from Essential to concentrate on her family commitments, however we hope that Jill will be re-united with the team here soon.

One of our service users reached a milestone birthday earlier this year and was thrilled to share her letter from our Queen with us. It was a pleasure to visit her and share her experience.



Esme told us that:
"All of her carers are amazing and she couldn't be without them."



Employee of the month

We have congratulated lots of our team over the past few months, each of whom have been nominated for lots of different reasons.

Each and every one of your nominations is actioned and even if staff do not win our coveted Employee of the Month award, we still write to them and let them know that they were nominated. Please do call us and we can nominate them on your behalf, or alternatively ask your carer for a nomination form. It is lovely to read your comments and we are extremely proud of the team that work so hard to promote us and support you.

March 2016 Winners – Kerrie Thorne and **Gillian Burch**

April 2016 Winners – Kimberley Allen and **Louise Higgins**

May 2016 Winners – Lynda Wise and **Emma Bartlett**

If you feel that your carer deserves a special thank you, please let us know.

Fundraising

We now have lots of raffle tickets on sale in our Poole and Dorchester offices for any of you who are feeling lucky and would like the chance to win one of our wonderful prizes to include food hampers, chocolates, meal vouchers and more! ALL of the proceeds that we raise will support a charity extremely close to our hearts.

Forest Holme Hospice enhances the quality of life for patients with cancer and other life-limiting illnesses. Please do try to support us as we have a challenging target of £3,000 to raise this year and we cannot do it without your help.



**forest
holme**
hospice

Our Services

You may or may not be aware but we also provide assistance with many other difference services:

-  **Cleaning**
-  **Shopping**
-  **Social visits**

If you are interested in any of these services please do not hesitate to contact the Essential Nursing Office and we will be happy to help.

You may not require this additional support, although if you have a friend or family member who may require our assistance, then please do contact us. Essential Nursing are here for all your needs. If you are not sure if it is something we can assist you with then please contact us and we will be happy to advise you. When you pick up the phone, so do we and there is always a friendly voice at the end of our line to point you in the right direction.

