

Welcome to our Summer Edition of our Newsletter. We have lots of exciting news and developments to share with you and we hope that you enjoy reading our news as much as we enjoy writing about it. With best wishes and thank you for your continued support, ***Sophie Smith, Domiciliary Care Manager.***

Our News

The first few months of 2015 have continued to keep us busy! This month sees the departure of our **Business Manager, Tara D'arcy Wykes** who is leaving us to pursue a new career, using her hands on clinical experience in a local care home. We are welcoming **Amy Hunter** as our **Office Administrator** who will assist our recruitment and training department with admin support.

Andre Banai, our **Accounts Administrator**, will now be working full time to assist our extremely busy Accounts department.

Although all of our new team members have big boots to fill, we are all looking forward to working with them. Please do pop in to say hello when you are passing.

We are delighted that our Training Coordinator Quyen Hawkins has attained her Level 3 Diploma in Business Administration. Quyen has worked extremely hard to obtain this qualification, completing the course in half of the time allocated, illustrating her impeccable efficiency. Well done Quyen!

We have, over the past few months, received lots of compliments from our service users and their family members. It is lovely to receive your feedback and we always ensure that we pass this on to the relevant team member. Please also continue to keep your Employee of the Month nominations coming into us.

Employee of the month

Our recent Employee of the Month winners are:

February 2015 - Poole Branch: David Novotny, HCA

David was nominated by Michelle Stevens, our weekend on call coordinator, "For all of his kindness and help to cover calls."

February 2015 - Dorchester Branch: Sheryl Merry, DC.

Sheryl was nominated by our service users Mr. and Mrs. S, who advised us that, "She is always helpful and cheerful and will do everything to help you."

March 2015 - Poole Branch: Hannah Flitney, HCA. Nominated by one of our service users for being, "lovely and helpful."

March 2015 - Dorchester Branch: Kara White, DC.

Nominated as she is "always happy to help if she can."

Fundraising

We have made the very difficult decision to cancel our Summer Fayre. This was not a decision that was taken lightly. The team decided that due to time constraints, we would not be able to spend the time that this huge event needs to give it full justice. We are however committed to raising funds for our two charities for 2015, **Forest Holme Hospice** and **Dignity in Dementia** and we are now running smaller events throughout the course of the year, together with a Summer Raffle. Please do help us to raise much needed funds by supporting our raffle.



Quality Assurance

You will have received another four monthly questionnaire from us at Essential Nursing. We would be grateful if you would complete this form and give this to your carer so that they can bring this information to the office. We will then review and collate this information and use it to assess and improve our service to you. It is so important to us that you are happy with the service you receive, and if you have any concerns we will do our utmost to resolve this with you. If you would prefer to discuss any issues, feedback, compliments or concerns, over the telephone one of the team would be happy to come out and see you to discuss this with you.

Your Feedback

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.