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HomeCare
Domiciliary Care At Home

 Teme
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Care



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making a difference

HR Office

LOCAL NEWS

ST JOHNS NEWS (KIM 07890 250 881)



Many thanks to all caregivers who attended my Staff Meeting on 09.08.16. As usual the attendance was high. We had a guest appearance from Martyn Bond our Dementia Briefing Specialist and the feedback was fantastic. All caregivers thoroughly enjoyed his talk and they found it very informative.

A friendly welcome was extended to new caregiver Rachel Thomson at our meeting and caregivers introduced themselves. Rachel found this useful as she had met a few of them but didn't know names. Many Thanks to Sue Ledbury who has been Rachel 'buddy', showing her expert ways, nurturing her to be a great carer in the future. Many thanks to you all for your support over the last month, also thanks to all of the caregivers who have offered to work in other areas, this is greatly appreciated. Also welcome to our new clients Mary Caligari and Susan Townley. Love Kim xx

WORCESTER AND MARTLEY NEWS (RHODA 07890 250 841)

Date for your diary - next Staff Team Meeting 16th November 2016

Elizabeth Walker is our newest recruit, as per our company tradition, please extend your warmest welcome and help to her. To those who are embarking, studying and finishing their Diploma in Health and Social Care, "You can do it". Remember if you need any help, I will be more than happy to be of assistance.



We attended Brenda Collier's funeral and during the service, I reflected on what this work really meant. We go in as caregivers but usually we end up as friends and confidante. It is always sad to say goodbye but consoling to remember that we made a difference.

Regards, Rhoda

LIVE IN CARE NEWS (HAZEL 01905 641070)



(07890 250 838):

Hello All, we are very busy here growing our new Live-In-Care service. New packages have started in Bromyard, Pershore, Evesham and Shrawley, with more interest in the Kidderminster, Stourport and

Worcester area (some being respite care). We also have some lovely new caregivers joining us, so a big hello to Tracey and Jessica and existing Domiciliary caregiver Greer. Plus there are two more ladies set to join us on our September training. My new company car is a Porsche (delivered in September) do not tell the bosses!!!! Hazel

MALVERN NEWS (SHARON 07710 714 427)



Hi guys I would like to say a huge thank you for your continued hard work in Malvern, the runs are now getting more compact Confidentiality, vital when with clients please watch what you say and where you say it, you never know who is listening.

I would like to wish Lisa and Colin all the best for their wedding day 20th August I hope the

sun shines for you, enjoy your day it will go so quick, Lisa we will need to know your new name!!

Just a brief note, if you have problems with your rota please speak to Rhian - any problems with clients please let me know, but please bear in mind I don't work every hour of the day. Thanks Sharon

KIDDERMINSTER NEWS (DANI 07890 250856) Date for your diary - next Staff Team Meeting 19th Oct 2016. Hello again another month has gone by busy, busy, busy. Jenney is here until towards the end of September and then will go on maternity leave. We all wish her well.



Niki Barth (one of the Kdr team of caregivers who joined us from

Pathways) has now been appointed care coordinator for the Kidderminster area while Jenney is away. Niki will be working closely with Jenney, myself and Rob Thomas to get the rotas sorted and the hours you all require. Any issues with the rotas please do not hesitate to contact me, or Jenney.

I am now going on annual leave until 31/08/2016 so any care issues you have please contact the main office number. I would like to thank you all again, for your support and hard work the clients and I appreciate it. Regards Dani

WORCESTER NEWS (CLAIRE 07890 250 816)

Date for your diary - next Staff Team Meeting is on Thursday 18th November 2016.

Hi ladies, my continued gratitude for your hard work and assistance when covering sickness and holidays.



Client news: Alfreda Worley

has moved into a care home and we wish her all the best. Sylvia Rubery no longer requires our help and would like to thank all the caregivers who visited her. Cynthia Khan's daughter has expressed her gratitude to all who visited her mum, and is impressed with the high standard of care and their growing relationship with Cynthia. Sue Seers has returned to Timberdine for a stay so we wish her a speedy recovery. Thank you all for helping me ensure the Mars and paperwork is all up to date in clients folders. Katie Jones is off to University in September - and I for one will miss her, and her clients will too, we wish her all the best and look forward to her coming back over the Christmas period! Good luck and thanks for all your hard work.

I would also like to thank all those caregivers who have come over to our side of the river to help with care calls, it is very much appreciated. Take care of yourselves and enjoy the English summer. Love Claire x

TEME VALLEY NEWS (Elizabeth 07710 714 468 / Ashleigh 07807 386 272)



Firstly, I would like to say a big thank you to everyone who has helped out with covering extra calls during this busy holiday time!

Please keep up the good work with logging in/out, we are aiming for 90%

log rates. Thank you for continuing to assist us with collecting in and taking out MAR and Log sheets.

Kirsty will be finishing work shortly to start her maternity leave in mid- September. Janine will be covering the coordinators role whilst Kirsty is off.

Ashleigh is settling in well, she is getting out and about meeting client's and staff. Ashleigh had some exciting news this month, as she is now Engaged! We also have a wedding coming up, Linda has been keeping it under wraps, but she is getting married in September! Elizabeth and Ashleigh



AND ARE SO VERY VALUED BY US

BROMSGROVE -GILBERT COURT (TONY HUNT 07890 251 803, TONY JOYCE (07805 068 470)):

Date for your diary - next Staff Team Meeting 6th October, 2.00pm.

Firstly, I would like to say a great thanks to all the staff at Gilbert Court for their continued support over this month. As you all know we took over the managing for care needs at Gilbert Court on the 1st August and hopefully you feel this has all gone reasonably smoothly.

- There are new systems coming into Gilbert Court over the coming weeks and one that will be of great support to you will be a company phone. Don't worry - you will all receive good training on how to use them. We use them to display rotas for each caregiver as well as keep in touch with you.
- We had our first Staff Meeting on the 11th which was well attended and the minutes of that meeting will shortly be available for all staff to read in the staff room.

• Just to let all staff know about whom to call if you are unavoidably going off sick for a shift. During

the day Mon-Fri you will call Gilbert Court on 01527 831 890, during out of hours and weekends you will need to call 01905 641 070 and the person you are speaking to will help you. You are reminded that you need to 'phone in' in plenty of time before you are due to work so the calls can be covered.

- A big welcome to new members of staff who seem to be settling in well and I would ask the 'old hands' to show your support as finding your way around the maze called Gilbert Court can be difficult at times! Keep up the good work and well done all.

Note from Tony Joyce, I am back next week from some annual leave and having already met some lovely staff including Karin and Ann, I am really keen to get involved as everyone seems lovely and the whole place has a good vibe, it had a homely feel to it and I could feel it



NIGHTINGALES – A NEW TEAM IN KIDDERMINSTER - Rob and I are delighted to confirm that we have a new team joining us in the Kidderminster area. Having been set up by Sam Wilkins (17 years ago) Nightingales are a well established team who have been delivering excellent care to their clients for many years.

Coordinator comment (Rob, Rhian, Kirsty & Jenney - and new recruit Nikki to cover Jenney's maternity leave):



I thought for this Newsletter I would provide some clarification on one aspect of Travel Time calculation as it's an issue that has been brought up several times recently.

I have been asked whether the travel time between bookings given on your rotas is what your travel time expenses are based on. The answer to this is NO.

Your travel time expenses are calculated by our StaffPlan System using a mapping program similar to Google which runs in the background. It fetches details of the bookings that you are travelling to and from only and works out independently the travel time in normal traffic based on average speeds. So if you have been asked to do an extra call at the last minute, and you have less travel time you will still be paid the system travel time and won't lose out. Thanks Rob T.



The team is headed up by Denise Moule as Area Team leader, and Denise will be based from the Worcester Office for the immediate future so that we can ensure that she and the rest of the team are getting the very best possible support. The first objective is to get the Nightingales Team and their clients set up and running as a team on staff plan with correct rotas, the right pay and happy customers. There will be more news to come on this but please can we make sure that we give them a warm Eclipse welcome over the coming days and weeks. Chris 07817 666 684



Survey Monkey WINNER WINNER WINNER.....thank you so much for everyone who made the effort to complete this year's questionnaire. We had twice as many as last year and this is a great opportunity for you to give us feedback on the company's performance. In next month's newsletter we will give you all a heads up on the good/bad and ugly feedback and what we are doing to make us the very best home care company in the region :0).



Now for those of you that put your names on the questionnaire we said we would enter you into a prize draw for a case of wine and the **LOVELY MARZENA BOSSARDT** (pic left) was helped by **Mr POTATO HEAD** to pick out the lucky winners who are:

FIRST PLACE and a case of wine goes to **JOY SHERRIFF**, and a bottle of wine also goes to **SECOND PLACE LISA ETHERIDGE** and **THIRD PLACE MICHELLE MISANGYI**. Please give me a call to arrange to pop in to HR and pick up your prizes from Mr Potato Head :o)



INVESTORS IN PEOPLE

• Since 1991 Investors in People (IIP) has set the standard for better people management. The Standard defines what it takes to lead, support and manage people well for sustainable result and is underpinned by a rigorous assessment which reflects the very latest workplace trends, essential skills and effective structures required to outperform in any industry.

- For over 10 years Eclipse HomeCare are proud to be able to say that we have exceeded the requirements of the Standard and look forward to the upcoming audit in September.
- The IIP Auditor will be with us for several days so there is a good chance that she will be contacting you to get your feedback on our people management. We will of course let you know the outcome in due course.



YOUR HELP NEEDED - SEPTEMBER FRONT COVER



FRONT COVER NEXT MONTH is going to be the best holiday Selfie and the winner is going to get a **very nice bottle of Champagne**. So make sure you keep those great holiday pics in a safe place – just one per person please! I am looking for **one**

volunteer from each team to go on the selection panel – I hope this can be YOU - so if you will help us with this then please let me know and I will put your name on the list. The Panel's decision will be final!

Tony.Joyce@EclipseHomeCare.co.uk or
Elizabeth.Jones@EclipseHomeCare.co.uk



New Website & Logo Refresh coming: we are targeting launch of the new website in early September – next month – gulp, Chris.



(FRONT COVER STORY)

The HR Office.....STAR RECRUIT.....Please give a very warm welcome to the latest member of the HR Team – **MR POTATO HEAD** :0).

He has actually been on the payroll for quite some time but he wasn't very happy and put in for an internal transfer. We had quite a game getting him settled in.

He wasn't very happy because his glasses kept falling off and it took a little while to establish that they were falling off because he had no ears. And then eventually we found them. It's a bit of a shocker and you will never guess what but his previous boss had made him eat them. As you can see they are back on now and in his first supervision he said he was much happier.

One of the things he is in charge of in the office is desk audits. He did one last week and the results were rather varied – Becky got 4.5, Shelley got 5 and Chris got 3 :0) out of 10.

I heard him chatting with Liz Yesterday – I think he might be planning a visit to TVC Office!

Anyway please do come and say hi to him. He's much happier now but we think he's still a bit lonely and would appreciate some attention from our lovely team of caregivers.

← Please don't forget - **YOUR COMPANY NEEDS YOU**, to help with recruitment in the following areas, Malvern Teme Valley, Kidderminster and Bromsgrove. So please forward your recommendations to Chris Martyn-Smith and get £100 when you are successful :o).

Your help is very much appreciated.

WELCOME NEW AND RETURNING CAREGIVERS

A very warm and pleasant welcome to our new Caregivers this month, Holly Cockbill (Sharon), Elizabeth Walker (Rhoda), Lauren Jade-Gwynne (Ashleigh), Kim Ward (Ashleigh), Iwona Goral (Hazel), Tracey Ratcliffe & Jessica (Hazel), Chloe Downing (Sharon), Tony and I had a lot of fun training you all, we got through a lot of serious subjects and we all learned a lot. I am getting excellent feedback on those that have started well done!

Best of luck to you all, remember to contact your team leader in brackets if you have any problems, or you can call myself Tony Joyce on 07805 068 470.

Sylvia Arthur is making good progress and we hope she will be well enough to return to work in September or October.

More Compliments that we love sharing.....

We have just had a visit from a Clients family member following the sad death of a client here in Worcester. They said ' *Very pleased with the service provided by the caregivers who visited mum, it gave her and her husband peace of mind to know we were going and supporting mum through her final months. We are in our 70s and caregivers and office staff helped us through the minefield of care provision Thanks to all!*

SADLY MISSED: Ms Olga Thomas - TVC