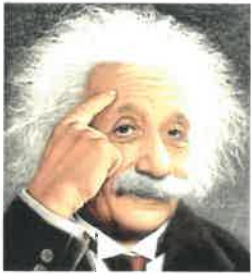




COMPANY NEWS



COORDINATION NEWS (Rob Thomas, Jenny Fawkes, Kirsty Oliver, Janine Breakwell, Nikki Ridgway)

Hi lovely Caregivers!

I wanted on this occasion to talk to you about the subject of hours and more specifically are you getting enough? My team produce weekly reports, which myself the ATL's and the rest of senior management team monitor to see how

we are doing in this regard. We see this as one of our key objectives each and every week. We endeavour to be proactive before the rotas are signed off, but despite this, if you feel overlooked in some way

SUMMER SELFIE. Thank you all so much for your summer selfies all of which appear on the back page! All the voting was completed last week and the top three pics selected. The winner is the great shot of **Jane Russell (Worcs)** and **Jo Brown (Worcs)** featured on the front cover with a fab summer selfie picture of them having fun in a great big deck chair on the beach at Weston Super Mare.



The two runners up with pics that were also a right launch were **Sam Minton (Worcs)** caught flirting with a famous pop star (with his trousers half down!) And **Ashleigh Bishop (Teme Valley)** sunbathing with her horse! Please take a look at the back page to see all the other great



photos that came in. The voting was a very close run thing – so sorry if your pic was one of the ones that just missed out. Winners please give me a call to arrange to pick up your prizes. Once again many thanks to all for getting involved with this.

SUDOKU LAST MONTH – WORD SEARCH THIS MONTH – YES I have another bottle of lovely FIZZ here for the person who sends me a copy of this months Halloween word search puzzle filled in correctly and is pulled first out of the hat by Mr Potato Head.

October Sudoku Challenge WINNER – we had several entries which were all correct so they all went into a hat and this months winner (picked out by Mr Potato Head) is none other than.....**Michelle Misangyi (Teme Valley Care Office)** (plus she was the first to get it back to me).



**INVESTORS
IN PEOPLE**

I am pleased to let everyone know that we have today heard that we have once again achieved a very strong Accreditation to the Investors In People (IIP)

Standard. This is an excellent result for the business.

The Investors in People auditor spoke to a total of 44 staff across the business as part of the assessment process so thanks to each of you for your frank and constructive input. I would also like to thank everyone else as we all have a part to play in ensuring Eclipse HomeCare is a positive and rewarding place of work.

Here are a few of the encouraging comments in the report:

- My discussions highlighted that you easily meet the requirements of the Investors in People Core Standard with indications of good practice that could achieve a higher level accreditation.
- Communications are generally seen as improving and effective. Regular team meetings take place and the newsletter is appreciated and read.
- The Area Team Leader role is becoming well embedded and providing support for the caregivers teams.
- People are positive and optimistic about the future of the organisation, value the training programmes and have pride in the services delivered.

Areas for further improvement focused on 1) clarity over roles/communication between ATLs, Coordinator and Caregivers 2) clarity over calculation of travel time 3) ensure wider management team is part of the learning and development strategy 4) provide staff with feedback on the annual Staff Survey. The management team are taking action to ensure these improvements are made.

Hallowe'en Word Search

APPLES	CARVING	CLAWS
EYEBALLS	GYPSY	MONSTERS
ORANGE	SCARY	VAMPIRES
BAT	CASPER	COBWEBS
FALL	HALLOWEEN	MOON
PARTY	SCREAMS	WEREWOLVES
BLACK	CAT	COSTUMES
FANGS	HAUNTED	MUMMY
PIE	SEEDS	WIGS
BLOOD	CAULDREN	DECORATIONS
FRANKENSTEIN	HUNTING	NIGHT
PRANKS	SPOOKY	WITCHES
BRAINS	CHAINSAW	DRACULA
GHOSTS	MAKEUP	OCTOBER
PRINCESS	TREAT	
CANDY	CHOCOLATE	
GOBLINS	MASKS	
PUMPKINS	TRICK	



I have a bottle of Champagne here for the person who sends me a copy of the puzzle filled in correctly. Drawn from my hat!

Local News for you.....



Nightingales (Denise 07710 714469): Our next staff meeting is on 5th December at 14.00. Please make sure it's in your diary as I really would like you all there to contribute to the development

of our team and the company. Our log in percentage for last week was 91%, so well done. Keep up the good work and try to remember to log in at all calls please. If you have any problems, please contact myself or the office so we can rectify the problem. We have some new caregivers starting over the next few weeks so let's make them all welcome to our lovely team. Dani and/or I will be in the Kidderminster office on Mondays and Tuesdays but please ring beforehand if you need to pick gloves etc. up as we may be out doing assessments or reviews. Thank you to all staff for the hard work you are putting in and for picking up the extra work where needed. It is all very much appreciated by me and all at Eclipse.

Teme Valley Office news (Elizabeth 07710 714 468 / Ashleigh 07807 386 272): Our next staff meeting is on 7th December 2016, time TBC. Please make sure it's in your diary as I really would like you all there to contribute to the development of our team and the company. Our log in percentage for last week was 61%. Thank you to everyone who continues to log in/out. There is still room for improvement. If you have problems with your phone, please speak to Ashleigh. Sadly, Charles Bridges has passed away. We have two new staff joining us in November. Final reminder that you need to use up your holiday by the end of November, it cannot be carried over. Kirsty has had her baby, both Kirsty and Harry are doing well. I have been lucky to meet the little man and he is lovely! Thank you all for your continued hard work and support. Elizabeth



Worcester news (Claire 07890 250 816): Our next staff meeting is on Thursday 17th November at 14.00pm. Please make sure it's in your diary as I really would like you all there to contribute to the development of our team and the company. Our log in percentage for last week was 81%.



Client news: we would like to wish Joan Siegert a speedy recovery following a stroke. She is

going to be staying in respite for a time. We are also pleased to have Ida Phillips back in our fold. She is returning home after a stay in Regents house.

Staff news: Welcome to Lucy Carvill who has recently joined us to work evenings. I know she has been enjoying her shadowing with Josie, so a big thankyou to Josie for passing on your experience. Lucy is doing a sponsored sleep out raising money for the homeless, this is being held in

Birmingham on the 25th November. If you would like to sponsor her, please contact me or Rhian and we will inform Lucy. Regarding double handed calls ladies, can you please ensure you both sign the visit log at the time of the call, and if for any reason the second caregiver doesn't arrive please ring the office or oncall to report.



Worcester news (Rhoda 07890 250 841): Our next staff meeting is on November 17 at 14:00. Please make sure it's in your diary as I really would like you all there to contribute to the development of our team and the company. Our log in percentage for

the period last week was 76%.

Karen Drover and Janna Perkins have completed the shadowing process. Thank you to those who helped on this – esp. Nat Stallard, Diane Beattie, Nicola Tawfik and Olivia Finn. I really appreciate your help and it has been noted as part of your appraisals. Diane Beattie would like to share a holiday tip. Burnham-on-Sea is a good place to visit for a family holiday. She and her family thoroughly enjoyed it and this may be useful for future relaxation time.

Please consider offering your time as sick cover. This could be a way of earning extra money for Christmas. We presented Joy Sherriff her baby goodies and a bottle for "Mom and Dad to be" on Thursday 06.10.16. Joy competently worked on the lead up to her maternity leave. Thank you. Thanks, Rhoda.

St Johns news (Kim 07890 250 848): Our log in percentage for last week was 81%, keep up the good work. If you have any problems logging in or out, please let Rhian know by text message. Many Thanks for attending our emergency staff meeting on 6th October 2016, as there were several issues that needed to be addressed.



As you are aware we recently lost Rene Vernon, her funeral was lovely, we were mentioned by the family and thanked for allowing her to remain at home, which was her wish. New clients in the St Johns area are coming in thick and fast. I will endeavour to update staff plan asap. I will also send a text message out to all carers who are involved to let you know start dates. Many thanks to you all for your support over the past few weeks. As you are aware it has been a tough time but we are getting there slowly. We have a new carer starting soon, Kerry, please give her all your support to settle in. Just to keep you updated Jenney has not yet had her babydue very shortly. x

Bromsgrove news (Tony Hunt 07890 251 803): Our next staff meeting is Thursday 10th November at 14.00. Please make sure it's in your diary as I really would like you all there to contribute to the development of our team and the company.



Our log in percentage for last week was very low at 31%, and we must get it better and quickly. I understand that this has taken time for you all to familiarise yourselves with the new phones, but we need

to show a marked improvement with logging in/out of calls. If you are having issues with logging in/out, please tell us so we can rectify. We have let ourselves down over the last few weeks with some silly errors that could have been avoided, I would ask all staff to be more vigilant in calls to prevent these issues arising again.

Unfortunately, we have several clients in hospital at the moment, we wish them a speedy recovery and look forward to seeing them back home.

The nights are drawing in, the mornings are darker and it is getting colder. Please be aware of the risks that this poses for our clients and ourselves and report any concerns to the office.

Just in case you did not know there are only 2 more pay days till Christmas as we get paid on the 31st of December after that! Payment for Christmas itself will fall into the January pay run. If any member of staff needs or wants to look at the pay run cut off dates they are in the office so please just ask. We will still be running our new Domiciliary Care Service from Gilbert Court and would invite any member of staff that feels that they would be open to the challenge of delivering care in the community to come and have a chat with us.

New members of staff; **Danielle Thompson**, can we make her welcome and support her to settle in. Also well done to our night staff member **Vicky Bacciochi**, who we received a glowing compliment about following a recent incident.



Malvern news (Sharon 07710 714 427):

Our next staff meeting is on Wednesday 26th October at 2.30pm. Please make sure it's in your diary as I really would like you all there to contribute to the development of our team and the company. Our log in percentage for last

week was excellent at 94%.

Client updates: - Muriel continues to get better, she will be coming back in the near future and I am sure we all wish her well in her recovery. Margaret will be home sometime during the middle of October again we wish her well in her recovery. Joan is currently in hospital and doing well in her rehab, hopefully she will be home soon.

Still we have problems with road closures in Malvern, this is due to the water board, I have been informed that there will be more road closures in the coming months as they are re-laying new water pipes in the area.

Welcome to Dawn who is out shadowing please can we help to support Dawn. Nicola Saville is off to pastures new and we all wish her well in her next employment. Chloe is off on her travels around Asia she leaves in the next couple of weeks and will return to work in the New Year. I wish her well and enjoy your travels Chloe xx

Thank you each and every one of you for your continued hard work, the clients say lovely things about you all xxx



Kidderminster, Stourport & Bewdley

news (Dani 07890 250 856): Our next staff meeting is on 5th December 2016 at 15.00 Please make sure it's in your diary as I really would like you all there to contribute to the development of our team and the company. Our log in

percentage for last week was 62 percent compliance. We are monitoring this daily as this needs to improve. Some staff are excellent at the logging in but others are letting the team down. As you know, we like to work as a team so please let's improve this before the next newsletter comes out. MAR sheets are improving please keep up the good work. We are only a few months away from Christmas so if you are interested in extra money and shifts please contact your co ordinator, Niki at the Eclipse office at Hallow. We have a few new caregivers on board for the Kidderminster area please make them welcome and help them out in the field with any issues they may come across. Again thank you for all your hard work it is appreciated by all at Eclipse. Denise and I will be at the Kidderminster office Mondays and Tuesdays as things are now back to normal. Please can I advise you to ring before you come as we may be out doing assessments or reviews.

Regards Dani



The Rurals & Martley news (Claire and Rhoda)

Our next joint staff meeting is on Thursday 24.11.16 at 14:30 pm. Please make sure it's in your diary as we really would like you all there to contribute to the development of our team and the company. Rural log in percentage for last week was 93%.

I attended Mary Sinnett's funeral at Wyre forest Crematorium. The service was well attended and the Reverend said "thanks to the care of her family and her carers that Mary was able to stay at home". Again, I felt proud for being part of an organisation that makes a difference to people's lives. Thank you everyone for being part of Eclipse.

I would like to welcome a new caregiver to our team, a lovely young lady called Clarissa. She will be working with Sue Hunt on the evening run. I am sure you will all join me in making her feel welcome. Thank you. Love Rhoda.

Live in Care news (Hazel 07890 250 838):

Hello all. LIC is still growing; we have 2 new enquiries both from the Malvern area and new LIC caregiver "Jill" who is also from Malvern. Hello to Jane



a former Dom Caregiver who has returned to Eclipse to do LIC care, and Hello and Welcome to Mavis who has also joined us. Just a reminder that Halloween will be here soon with "trick or treats", Bonfire night too, so any clients with pets please make sure they are in!!! Christmas is looming so if anybody in the LIC Team would like to discuss this please ring me. Hazel



Is this just **the most stylish hat in the company!**? Thanks to **Karen Drover (Worcs)** for being brave and letting me take the photo.



and the best of luck to **Joy Sherriff (ex Teme Valley and Worcester Care Offices)** whose due to have her first baby in the not too distant future.



What is going on in there? I have always wondered what the view was like **from the top in the world of senior management :0)**



New Caregivers Induction Party! There was a great bunch of new caregivers at Octobers Induction and at the end of the week they organised a lunchtime celebration (with some truly excellent home made food) and invited the office staff to join them.

What a very nice idea.

Nikki Ridgway (Kdr)

gets married.... and Worcester Care Office club together to get her a lovely bunch of flowers and wish her the very best of luck. Nikki transferred to us as a caregiver form Pathways and is now covering for Jennifer Fawkes whose gone off on maternity leave.



So very best of luck also to **Jenn Fawkes** as well on the pending birth of her first little baby girl.



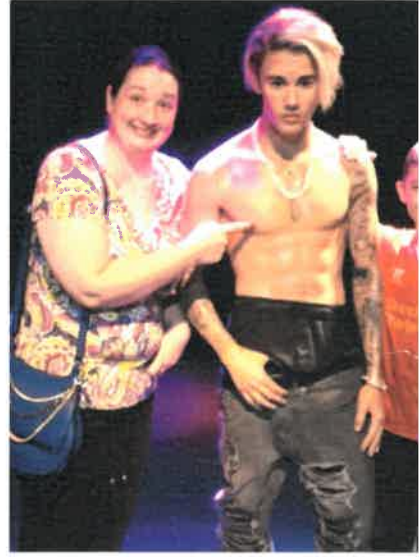
BTW.....you will never believe this. **Mr Potato Head** was very unhappy because **Sharon Clifton** promised to take him on holiday with her to Tenerife – but she forgot him. Left him on the shelf. He took to the bottle for several days.

More compliments about you that we love to share with the team.....We've received two lovely compliments this month. The first coming from Robina Farmer's daughter from the Bromsgrove area, thanking our caregiver who was very supportive when Mrs Farmers had a fall. The second came through Facebook from Dorothy Cutting who thanked Eclipse for helping her and her husband and saying, 'You are not just carers you have all become our friends'.



We always like to celebrate our staff doing well, but in this case Jayne Hughes son Sean passing out (not literally) from the navy. Along with a family shot – left to right, Jayne's first son Lee, then Jayne then Sean and her long suffering husband Kevin.





Pam Dallow (TVC) with a lovely smile and 'Mad Un' on the boat on holiday. # Sharon Clifton (Malvern) on holiday in Tenerife (without Mr PH!) and looking very cool and brown # Georgia Collins (TVC) with 'mischievous' friends at the midnight VW rendezvous! # Rhian (Worcs) in what is meant to be THE European city to visit – Barcelona # Nikki Ridgway (Kdr) with her 2 boys, all looking very smart. # Shelley (Worcs) with her daughter Millie Rose at the Taj Mahal in India? # Becky (Worcs) and Josh in the Canary Islands (but not being sick) # RUNNER UP *** Sam Minton (Worcs) having some fun with Justin Bieber and his half falling off trousers!! # Mr Potato Head (Worcs) catching some rays on Brighton beach # Chris, Sue and family (Katie, Holly and Archie) in a hilltop village in Croatia (left) # RUNNER UP*** Ashleigh Bishop (TVC) sunbathing with her favourite horse! # Lynn and Isabelle at the very top of the Spinnaker Tower in Portsmouth standing on top of the glass floor 125 feet up! # Rob and Chrissy up in Scotland listening to some local noisy music. # Kim Tolnai (Worcs) with Frank in a great shot on the beach. with family and friends.