

Eclipse   
HomeCare  
Domiciliary Care At Home

## COMPANY NEWS



Eclipse HomeCare love the idea of one great big Christmas Party that we can all go to – but we have been listening to what you guys have been saying.

One of the suggestions from the Caregiver Team Meeting was having 'Team' Christmas parties rather than a big one. The feeling was that they would be more relaxed, easier to get to (because they would be local) and that people would know most of the others from seeing them at their team meetings – and because of these points more people would attend. So that's what we are going to do in the hope that all of you will attend and have a great time. Your Area Team Leader is making all the arrangements (date, location & menu)

**MERRY CHRISTMAS TO ALL.**

### Welcome to our lovely new caregivers who started with us in November:

Congratulation on passing your Care Certificate to: **Helen Hill (Kiddi)**, **Rebecca Guy (TVC)**, **Sandra Prosser (Live-in)**, **Ali Mansell (Malvern)**, **Sarah Bengry (TVC)**, **Paula Cunningham (Worcs)**, **Karen Downing (Malvern)**, **Irhum Akhtar (Worcs)**, **Hayley**



**Embley (Bromsgrove)**, **Anna-Marie Young (Bromsgrove)**, **Chris Medicott (Kiddi)**, **Alice Davis (Kiddi)** and **Karen Jones (Worcs)**. We hope that you enjoyed your training and are now excited to embark on your journey with Eclipse.

### Random Acts of Kindness (RAK's)

At some of our Team Meetings we have spoken about celebrating our RAK's and I have had a few of them emailed to me this month – but I would like a lot more. Here are a couple of really nice ones – both from our Teme Valley Care office.

**Michelle Misangyi** (Teme Valley - and winner of last months Sudoku) and **Helen Griffiths** (Teme Valley) sent



this snap saying "Joyce was feeling down, so we are on our way with a little pick me up (cake!)".

Thanks to both Michelle and Helen for taking the time to let me know about this (especially by email – modern communication technology or what – and with a photo!!!)

Another amazing RAK at the Teme Valley Care Office involved some professional cat napping!

Doris loves her cats and has almost become over-run with them. **Ashleigh Bishop** (Teme Valley) very kindly organised a cat trap to allow Doris to catch her cats and get them neutered and health checked by the local vet. Then **Lenka Gabajova** (Teme Valley) and **Ashleigh** managed to catch 2 kittens and get them neutered, rehomed and very happy with their new families. What a great effort – no place for that box to be ticked on the care plan!



I hope this will be the start of hearing about more of the tons of Random Acts of Kindness (RAK's) that I know you guys are doing for our clients' day in day out. Lets celebrate them more – please email me with details – [Chris.Martyn-Smith@EclipseHomeCare.co.uk](mailto:Chris.Martyn-Smith@EclipseHomeCare.co.uk)

## Local News for you.....

**Kidderminster (Denise 07710 714469):** Our next staff meeting is on 5<sup>th</sup> December at 3 PM at the Hallow offices due to the



improved size of our Kidderminster teams. 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 98%. This is a fantastic percentage so well done to you all and keep up the good work.

Thank you to everyone who has helped out over the last few weeks covering extra calls as it is really appreciated.

Our new carers Carole Heseltine and Tasha Soley are settling in extremely well with both clients and staff and we have another new staff member Alice Davis who has recently joined us and is out and about shadowing too.

We would like to organise a Christmas meal for our caregivers and have preliminary booked The Shed for December 15<sup>th</sup> at 3 pm who have agreed to do a 2 course meal for £10 a head which Eclipse will cover the cost of. Please let us know at the staff meeting if you are going to attend so we can have total numbers required for The Shed.

**Kidderminster, Stourport & Bewdley news (Dani 07890 250 856):** Our next staff meeting is on 5<sup>th</sup> December 2016 at 15.00 pm this will take place in Hallow as Kidderminster is too small

now our team has grown. I would appreciate you all attending. My tutor will be attending this meeting to assess me (NOT YOU!). If anyone has any objections to her being there please contact me before the above date. There will also be a little training from myself after the meeting. This will be equality and diversity; I am aware that you may not all be able to stay for this as you will have care calls to attend to.



Anyway moving on to Christmas you will all be sent a request form which you need to fill in and send back if you would like to work Christmas or New Year. Nikki will be dealing with these requests. But please remember if you all choose the same we have to make the necessary decisions.

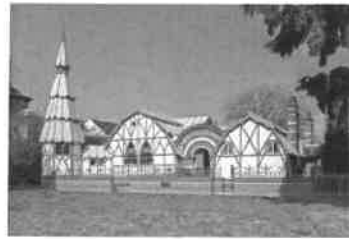
Mar sheets have improved but are still not 100%. Please all have a think before the meeting how we can get this right. Also the log in percentage for last week was poor at 76%. Again, please think how we can improve this as a team as it needs to be above 95%. Please work with me as a team on the above to finally crack it.

On attending the meeting please could you all bring your insurance, MOT and driving licence. Becky will photocopy these while the meeting is going on and return them before you leave. This will help so much and saves you coming to Hallow again to drop them off. Thanks.

Again I would like to thank you for all your hard work and patience through so many changes this year. Any extra shifts you require please contact Nikki.

Let's now get in the Christmas spirit and get ready to spread that festive cheer to all of our clients and don't forget to wear your Christmas hats! Regards Dani

**Teme Valley Office news (Elizabeth 07710 714 468):** Our next staff meeting is on 07<sup>th</sup> 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 poor at 63%. As you are

aware this is well below the required standard. Can everyone please make sure you log in and out of all calls.

Sarah and Rebecca join our team this month, I am sure you will make them feel welcome and support them during their shadowing.

Sadly, Athena left the team last month and Linda will be leaving 2<sup>nd</sup> December. We wish them well in their new ventures!

Harold Bradley and Charles Bridges have sadly passed away. Charles' family are very grateful for the care and support you provided. They also thanked us in the Tenbury Advertiser, which was nice. Unfortunately, Pat Withers and Rita Morgan will not be returning to our care.

Fran Onions has safely delivered her new baby girl, Jasmine weighing 8lbs 5lbs. We wish her well.

**Janine would like to say a big thank you to everyone who has helped with the rota recently. It has been a difficult time and we really do appreciate all your help.**

We would like to plan a Christmas meal for our team, if you are interested please let me or Janine know ASAP, so we can book something for us all. Eclipse will contribute £10 per head towards the cost of your meal. More information will follow shortly.

We would like to wish you all a Merry Christmas and Happy, Healthy New Year. Best Wishes Elizabeth

**Worcester news (Claire 07890 250 816):** Our next staff meeting is to be going to be late January. I would like to thank Rhoda for all her support and hard work with the Worcester & Martley areas and wish her all the best in her new role. We will miss her but she is still in the Worcester office, so she is not going too far.

A big welcome to our new caregivers this month Irhum, Paula and Karen, who will be out and about shadowing over the next couple of weeks.



Our own team Christmas meals have been booked at The Barn Owl on Thursday 1<sup>st</sup> and 8<sup>th</sup> December at 18.30. They do have a set Xmas menu or we can order on the usual menu. If we use the Xmas menu we have to book our meal choices prior to the

night. So I will need to know ASAP who would like to attend and which menu to use. Menus can be found on their website. Eclipse wants you to enjoy the evening and are paying £10.00 per head towards the meal. We will need to pay the balance (inc drinks).

Sadly we have lost our client Eric Thomas and also John Holland. Our log in percentage for last week was poor at 72%, so needs improvement please.

I would like to thank you for your ongoing hard work and wish you all a very Merry Christmas and a Happy Healthy New Year..... your very appreciative ATL Claire xx

**St Johns news (Kim 07890 250 848):** Our log in percentage for last week was very good, at 90%. We are not due a staff meeting till Jan 2017.

We have 2 new members of staff starting on our training in December, so we will be looking forward to introducing them out in the community before Christmas.

As you are aware Jenney and Harley have a new addition to their family.....Zara she made an appearance on Monday 31.10.16 at 6.48am and weighed 8 pound 4 and a half ounces. They are all doing well and hopefully she may attend out next staff meeting in Jan 2016, in the meantime I will continue to munch her.

We have taken on several new clients – Duncan Moseley, Clive Coggan and hopefully you will all get to meet them soon. Keep up all your hard work and support in St Johns it is very much appreciated. I hope you all have a very Merry Christmas. Kim xx

**Bromsgrove news (Tony Hunt 07890 251 803):** Our next staff meeting is Wednesday 14<sup>th</sup> 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 getting better but still poor at 63%. I know you guys are getting used to the phones, we need to see this going up this month please!

Mary Mountford has moved on to pastures new and I'm sure we all wish her the best in her new and challenging role, Mary had worked at Gilbert Court for many years and will be missed (if only to take the micky out of her accent) We are trying to arrange a staff meal for Christmas and there is a list pinned up in the staff room for you to indicate where you would like to go. A warm welcome to new members of staff Ann Marie and Hayley I'm sure you will all make them feel welcome and wish them the best in their new job. Looking at everyone's training there seem to be some gaps so over time we will endeavour to get all staff up to date with training needs. As you all now know we have moved offices, a big thank you to Chris who helped with the move, the door is always open so drop in for a chat, May I take this opportunity to wish all of you a very merry Christmas and happy new year.



**Malvern, The Rurals & Martley news (Sharon 07710 714 427):**



Our next staff meeting is pencilled in for the 27<sup>th</sup> of January at 3pm. Please make sure it's in your diary as I really would like you all there so we can support each other and grow the business with all of us working together.

Our log in percentage for last week was good at 92%, and the Rurals and Martley were OK with 79%. We know we have some signal issues out there which we must resolve.

A big welcome to the joining of our lovely caregivers from Malvern, Martley and the Rurals and our new starters Dawn, Ali, and Karen to 'Sharon's Team', or mob as TJ likes to say ha ha, I'll get him!

I am here to help and support you all, but if we haven't met yet and you need me, please do not hesitate to call. I have arranged for all of us to get together for our Christmas celebration on either 30<sup>th</sup> November or 7<sup>th</sup> December. Let me know to which one you are coming as I need to know numbers, and what you would like, visit [theroyaloakbroadwas.co.uk](http://theroyaloakbroadwas.co.uk) to see the fab food on offer! Be there or be a four sided shape! Good news is the company is paying the first £10!!

I would again like to thank you for all of your hard work in 2016 and I certainly look forward to building the business in our area in 2017. Merry Christmas and a very prosperous New Year to you all ..... Sharon

**Live in Care news (Rhoda 07890 250 841):** I would like to say



THANK YOU to Hazel for allowing me to shadow her during the handover period. It has been great to meet many of you, and the clients.

Hazel will be missed by us but having less commitments will allow her to spend quality time with her family.

Thank you to all my colleagues and friends who wished me well in my new job. I will do my best to ensure that Eclipse continue its growth in the Live in Care sectors with happy and well supported caregivers and clients. Regards, Rhoda

**Training (Becky Thompson 01905 641 070 exn231):** During this month there have been increased focus on training sessions. Thank you very much for your support and attending.

In the upcoming months there will be more training to cover both refreshers and new training – all of this is an important part of your qualification and on going professional development.

It's really important that you are up to date with all your training, so we give you

1. **As much notice as possible (4-8 weeks) and**
2. **Two course dates** (one that you are booked onto and the other as a reserve if you can't make the first one).

**So if you are unable to make the first one its really important that you let me know at the earliest time to ensure I can rebook you onto the next session.** Please remember that the training is really valuable and is required by WCC and CQC to ensure we are providing the best quality care to our clients. Thanks again to everyone who has so far attended the training and I hope to see you all soon. Becky ☺



## WORDS OF WISDOM TO ALL FROM OUR REGISTERED MANAGER IN WORCS

### Gaining entry to a property

If you go to someone who does not have a key safe and you are unable to get in please do the following:

- 1) Ring the Client - Nine times out of ten they are having a sneaky kip.
- 2) Look around the property, try the back door if you can and look and listen through the letter box. If the lights are on or you can hear the TV etc this would raise concerns. If this is the case a neighbour may have invited them over for tea or the neighbour may know something. They always seem to know if an Ambulance arrived at midnight the night before. They may also have a key.
- 3) Next ring our on-call – we will know if the call has been cancelled, sometimes the client or family cancels and informs us last minute and we have texted you or are trying to call you to let you know. Occasionally there is miss-communication or someone has made an error. Sometimes we also leave calls in place where there may be a discharge from hospital, as it is better to have a wasted call than someone to be at home without a call. You will be paid if it is our fault or an NHS or family late cancellation.
- 4) If You can hear or see the client through the letterbox but are unable to get them to the door and the neighbour does not have a key then call the family to come if local or the on-call will call the police.
- 5) If you can see or hear they are ill you should immediately call an Ambulance, and the police to gain entry.

In all situations where something untoward has happened we must inform the family (i.e. falls, hospitalisation, unusual behaviour.)

## Training – attendance

I am a little concerned about the number of people who are unable to attend training we organise.

So I would like to mention that training takes place in a warm room with plenty of tea and biscuits and we do value your attendance. Training is provided for caregivers because it is an important part of learning and development. It is also a contractual obligation when working on behalf of the NHS or local councils.

We love upskilling our caregivers who normally enjoy the whole experience. It can be quite fun meeting up with friends and working together. Doing training can also contribute to promotions, and can help build expertise, all good stuff.

However we need training sessions to be full. If we follow the rules strictly and you do not hold up to date qualifications it could mean you could not do some types of care calls. Also failure to attend when invited for no reason could result in a charge to yourself for non attendance.

I mean who would not want to spend a morning or afternoon in mine or Tony Hunts company, having a fun learning experience. After all we always learn something extra on courses and afterwards feel better able to complete our work to an even higher level which helps contribute to the well-being of our clients.

## Friends and Family

It is not allowable for a member of staff to put forward a friend or relative with a view to them doing work either paid or unpaid for a client. Also, inviting friends or family into a client's home would be unacceptable.

In addition, travelling with family to calls is a risky business as the company's insurance would be invalidated. These are all part of our induction training and contractual terms. It is also on a disc of policies given to inductees when you start with us and it is very important that you abide by the rules as they are clearly laid out for you.

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**Recruitment (Chris Martyn-Smith 07817 666 684):** please don't forget – **YOUR COMPANY NEEDS YOU** to help with recruitment in – Worcester, Malvern, Bromsgrove, Kidderminster, Stourport, Bewdley, Tenbury, Leominster, Bromyard and Ludlow.

£100

I have been asking you guys at staff meetings what you think I should be doing – thank you very much for the suggestions – most of which we are now working on.

Please can you help me with 2 things right now as the numbers in Dec are always difficult:

1. **Recommend a Friend** - forward your suggestion to Chris or Shelley – and get £100 bonus as soon as they are signed off :0)
2. **Shop Window Poster** – please can you put some of these up in your local community when you are out and about – hairdressers, laundrettes, Post Offices, Village Halls etc – all the places that we go in our normal day to day life. If you could put up 5 it would be a great help. I have given a number of these to your ATL, so please ask them for as many as you need. Your help is very much appreciated. Chris





**BABIES GALORE...**We would like to send huge congratulations to **Jen Fawkes** (Office) and **Joy Sherriff** (Worcs) who have both given birth to two lovely babies this month. First Jen had Zara on the 31.10.16 and Joy had Delilah shortly afterwards. Plus **Francesca Onions** (TVC) has safely delivered her new baby girl, Jasmine weighing 8lbs 5lbs. Wishing you all the very best of luck and happiness for the future. **Welcome to the Eclipse family!**



**1.2.3. Guess who????**

1. On the left guess who **Laura Munslow** (Worcester) had under her arm when she came in to pick up some gloves the other day – the lovely Fudge – a 5 year old chiawawa.

2. On the right can



3. Plus very odd person found sitting at new desk in the FAB new office in Bromsgrove.



**Congratulations** again to **Michelle Misangyi** (Teme Valley) seen here picking up her very nice bottle of bubbly from Chris in the TVC office (with a bit of mucking about from both of them!) The winner of this month's Halloween word search was **Claire Wright** (Teme Valley - again). Congratulations to you too. Please give me a call to come in and pick up your bottle. Great timing for Christmas – if it lasts that long!!

you guess who this teenage mutant ninja turtle is????????? Answers texted to Chris on 07817 666 684 please



**More compliments about you that we love to share with the team.....**

Thank you to Mrs Welch who was kind enough to let us know that we are "providing a great help to her and her father with our 'excellent' caregivers".

We have also received a lovely compliment from Mrs Sarah Miller who expressed she felt that Eclipse "remain loyal and supportive to their clients" and told us she felt Eclipse were "absolutely fantastic in providing a service that helps vulnerable people remain in their own homes".

**WELL DONE TEAM ECLIPSE :0)**