



**We realise that some of you already know this, but we wanted to take the opportunity to thank you all once again for the tremendous effort and commitment that you put in every day to deliver care with respect and dignity to our clients.**

**This award is a direct reflection of the Eclipse HomeCare Team effort and you should be proud to have now won it 2 years in a row. Collectively we do make a big difference to a lot of client's lives every day and we can be proud of what we have achieved.**

*You might not know this but our Top 10 Award (No1 in Worcestershire) from Homecare.co.uk*

*Top Agency Awards 2016 highlights the most recommended Agencies in each region of the UK. The Awards are based on over 4,000 Reviews submitted by Clients and their Families / Friends.*

*Homecare.co.uk used the Review Score, as of 1st of April 2016, which is calculated using a combination of the number of reviews and the average of each of the ratings, Agencies are excluded if they are not compliant with the CQC at the time of the announcement of the Awards.*

## COMPANY NEWS



### Nightingales (Denise 07710 714469):

Our first newsletter after joining Eclipse. I would like to thank the Nightingales team for their continued support and hard work as I know workloads have not been easy. I would

like to say thank you for the help and support over the last few weeks from everyone at Eclipse. Date and time of the next staff meeting is December 5<sup>th</sup> 2016 at 14.00 please ensure it's in your diary as we really want to see you there. Last week's log in performance for us was 95% which is a fantastic start for us as we haven't used the logging in system before so well done team and keep up the fab work.

### WORCESTER NEWS (CLAIRE 07890 250 816)

Hi all Last week's log in performance for us was 74%. Which is not very good sadly ladies, so please ensure you log in and out on every call, those St Johns ladies are beating us.. Welcome to Lucy Carvill a new team member for our area, and I know you will all offer her support. We still need more staff, so if you know anyone who would like to join us please send them our way, and you can get £100 for introducing them when they have finished their 3 months' probation. Any upcoming events or news you have to share please let me know and I can include it in the newsletter. Continuing thanks for your hard work. Claire x



### WORCESTER NEWS (RHODA 07890 250 841)

Next team meeting Nov. 16. The log in report for the team is improving and a few are consistently achieving 100%. Thank you to all of you who persevered with their rota in the last few weeks. I really appreciate your dedication and commitment. Yesterday, a Nurse from PACT (Practice Advance Care Team) and I visited a client in Worcester. I am so proud of those of you

who have helped transform the lounge and kitchen for this couple. The nurse even commented on the cleanliness. Whilst there, I also spoke to the daughter on the phone and she says how much better the house is. Maintaining a clean environment promotes good health. I am asking you to check the MARS for the clients you visit and complete any gaps. Please pay attention to this part of your work. It is very important.

Sue Williams belongs to a Ladies Skittle League called the "Flinstones". They have been top of the league several times. Sue had been King Pin Champion twice and once a runner up. Trophies available for viewing! So any aspiring skittle player, please contact Sue. Rhoda x



### MALVERN NEWS (SHARON 07710 714 427)

Welcome to our new caregivers Zoe and Donna, good luck with your new employment.

Things are very busy in Malvern with new caregivers and clients. Please bear with us whilst we sort out the runs. There has been a bit of disruption with local road closures because of a

burst water main - as if there hasn't been enough rain! I don't think any of you have got lost yet or had to don a frog persons outfit! By the time you read this I will just be coming back from holiday, I really needed it. Rhian and the team have been supporting you in my absence. I am very lucky I know you guys will keep everything 100% organised whilst I am away!, there is loads of support in the office if you should need it though!! Sharon x

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



Hi lovely Caregivers!

Some of you may already be aware of some changes on the Coordination side due to maternity leave commencing for Kirsty and Jenney from 19<sup>th</sup> September and 23<sup>rd</sup> respectively. Janine Breakwell will be covering for Kirsty and Nikki Ridgway (nee Barth) will be covering for Jenney. I'm sure you will join me in wishing Kirsty and

Jenney well for the future and be supportive of them in their new roles, give them a chance to get their heads around it! Also I would like to add my belated congratulations to Nikki who got married to her partner Tom on the 10<sup>th</sup> September. Not satisfied with all the changes in her life recently she is now in the process of moving house! Rob x

### KIDDERMINSTER NEWS (DANI 07890 250856)

Wow another month has rushed by. Firstly, I would like to welcome the new Nightingales staff to Kidderminster and to thanks to you all for doing extra work over the holiday period and also helping the new team out covering some of their calls and meeting new clients.



There are only a few months left and Christmas will be here so if you would like extra days please contact Nikki Ridgway (Barth) who is now Kidderminster coordinator while Jenney spends time with her Baby and getting to grips with being a new Mum OMG! Just to remind you all you are required to log in and out at each call. The next staff meeting will take place at the Kidderminster office on December 5<sup>th</sup> 2016 at 14.00 hrs. Dani x

### MARTLEY AND RURALS (RHODA AND CLAIRE)

Your hard work and good team working help ensure that we provide the help and care to all our clients., so thank you. Barbara Ledbury is still in hospital and we hope that she will make speedy recovery. She did enjoy having the fish and chips from the Martley chip van!

Sadly, Mary Sinnett passed away. May God bless her soul.

At Eclipse, we have a multi-cultural workforce. Recently, I had an opportunity to speak to Marzena Bossardt and she told me about her last visit this summer to Poland. She mentioned Krakow being a beautiful place to visit. I looked it up and here are some facts about it "Krakow is known for its well-preserved medieval core and Jewish quarter. Its old town - ringed by Planty Park and remnants of the city's medieval walls - is centred on the stately expansive Rynek Glowny (market square)." Marzena also says it is cheaper to eat and drink in Poland.

The nights are drawing in, please make sure you have your torches ready and your water proof Eclipse jackets.

### LIVE IN CARE NEWS (HAZEL 01905 641070)

Hello everyone, how quickly the summer has gone. LIC is still very busy recruiting. We have just taken on a new package at Worcester Uni, so plenty of night life for the caregiver! My sincere thanks go to Rhian for agreeing to be the Coordinator for LIC. I certainly couldn't do the computer thing without her! HD



### **National flu immunisation programme 2016/17**

Public Health England are recommending health and social care staff are vaccinated against flu, for their own protection and to protect service users from illness. They are seeking to boost the proportion of staff who are vaccinated this year.

The campaign and the benefits of immunisation are described in a letter from the Chief medical officer to the NHS Chief Executive.

We queried who has to pay the cost and, as previously, PHE confirmed the employer has to bear the cost if their risk assessment deems that vaccination is necessary, unless the care worker concerned falls into one of the 'at risk groups' in their own right and qualifies for a free NHS jab.

PHE said: "Under the seasonal flu vaccination programme the vaccine is available for free on the NHS to the following at risk groups.

- those aged 65 years and over;
- those aged 6 months and under 65 years of age who are in clinical risk groups e.g. people with chronic respiratory disease and people with chronic heart disease;
- pregnant women;
- those living in long-stay residential care homes;
- carers (ie family carers)

"Where vaccination of healthcare workers is deemed necessary due to the nature of their work, this would be provided as an occupational health service and therefore it is the obligation of the employer to arrange and pay for this service. The employee would not be required to pay for this service.

There are flu voucher schemes which can be redeemed at participating retailers. Search online for 'employee flu vaccination' or 'employee flu voucher' but in the event that you are unable to get one of these Eclipse HomeCare has agreed to continue to pay the charge (up to a maximum of £10). It is worth approaching your doctor for these immunisations – if you let them know you care for vulnerable people in the community they may provide the jab free. Failing that most chemists offer immunisations for a small fee – keep your receipt and we will refund you up to £10 for Flu, or Hep B immunisations.

### **Pool Cars:**

Pool cars are in limited supply and occasionally have to go for MOTs etc., if you have one please note that you must not keep it longer than a week or the Inland Revenue will see it as a perk of your Job and you will be taxed more. They must be kept clean, not smoked in and they are not for personal use. We supply them to help you maintain your income when problems occur with your Jalopy or Porsche (ha ha)

If you are not working on a particular day we reserve the right to recall a car for another caregiver to be able to work.

### **Wages and Advances – Important – please read.**

**Wages** are paid on the last working day of each month, and this has always been the case. The sheer volume of payments going out means we have had to change our system. The new system pays throughout the day, and not at any specific time. In my own case for Aug pay arrived about lunchtime, and the month just gone it was in by 10am. I therefore suggest if you have regular payments due on the last working day that you move them until the 1<sup>st</sup>, this makes good sense in any case, as there can be the odd issue.

**Advances** are discretionary and are given in times of hardship – but their original purpose was to help with paying for petrol, as we understand that particularly for new caregivers they may have to work a month and spend money on petrol before they are actually paid. The company has noted in some instances reasons for advances are now becoming very diverse. We cannot operate as a bank, and these requests are sometimes coming earlier and earlier each month. As a good employer we want to be supportive of all of our caregivers but we have decided that we will not normally allow cash advances over £100. All requests must be on the signed form and there is a charge of £10.

Stop Press: Teme Valley date for next staff meeting is the 5<sup>th</sup> of October 2016 at 13:30.





## BROMSGROVE -GILBERT COURT (TONY HUNT 07890 251 803 ):



Date and time of the next staff meeting is on Wednesday 12<sup>th</sup> October at 13.30 please ensure it's in your diary as we really want to see you there. Hello to all my fellow readers from the far reach of the empire. Things here are starting to settle down. The staff now have their company phones so we

should be seeing an improvement in login/out.

Some gutsy staff here entered and completed "The Colour Obstacle Rush" in Birmingham this month and have raised about £300 for a local music charity "Make

Some Noise". By all accounts they had a great day and raised a lot of money for charity, so well done to them.



**New Activities with "Dennis the Menace":** We are looking to open up the facilities here to the wider community with lots of planned activities. We can offer a hot meal daily that is cooked fresh (it would need to be booked in advance please call 01524 831890 to order). You will need to be able to make your own way to Gilbert Court, you can also come along for some entertainment as well.

## ST JOHNS NEWS (KIM 07890 250 881)



Phone log in report is good for St Johns, we are all making an effort to achieve 100 percent or close. Sadly, we are losing 2 of our valued caregivers this month, so it will be a sad time. Jody Parker and Sue Ledbury are going to pastures new and we wish them luck and now welcome Rachel Thomson.

Sadly, we lost Ernest (Bud) Abbott whilst I was on holiday, the family will inform us when the funeral will be.

Please remember as your ATL I do need to have a rest at times and when you have a problem out of hours you need to inform on call of the issue, and be guided by their advice on what to do. Also reminding you of the fact that some clients family need to be informed of the issue as stated in their care plan. Many thanks for all your hard work and support over the last month. Kim x



**Teme Valley Office news (Elizabeth 07710 714 468 / Ashleigh 07807 386 272):** Date and time of the next staff meeting is TBC. We will let you know when it will be. Please ensure it's in your diary as we really want to see you

there. Last week's log in performance for us overall was not great. **Please please ..we need everyone to be logging in and out of every call.** We did have two staff who achieved 100 % and four staff who achieved over 80%. We are aiming for at 95% average. Please contact Ashleigh if you are having problems.



Sadly Mary Sinnett passed away.

We welcome Tracy to the team. Kirsty has now started her maternity leave. I know she enjoyed her last day and was touched by all of your kind wishes and gifts. I am sure you will all be supporting Janine in her new role. If you have any holiday to use up, this needs to be taken by 30<sup>th</sup> November, it cannot be carried forward. Thanks again for you continued hard work and support.

## A Day with Eclipse

A Day with Eclipse could be happy, or could be sad  
But to go to work we are glad  
Driving from home to home  
No distance to far , because we care  
Early mornings, but we don't mind  
Walking into a home, what will we find  
A happy face to see us there  
Someone to talk to, a story to share  
To make a difference to someone's life  
Somebody's loved one, husband or wife  
To give it our all, put a smile on a face  
Taking our time, move at their pace  
To assist with meds, or help to dress  
Or have a chat and relieve some stress  
Respect and Dignity is given to all  
Families and clients on whom we call  
Breakfast is over, lunch is done  
Time for a break, off home we run  
Back to work, next shift to start  
Main qualification, to have a big heart  
A hoist, a wheelchair, and electric bed  
The clients remember encouraging words said  
So, all are safe tucked up in bed  
Now time for home to rest our heads  
Reflect on a client an inspiration  
Important for us to feel the elation.

*The excellent and heartfelt poem above was written by one of our caregivers who would prefer to remain anonymous. Well done Mrs X*

We are Accredited as an "Investor in People" and the independent audit is under way. Thanks to everyone who has been involved in this. We value your input – without it we cannot make the necessary improvements to ensure that we are the best employer in the homecare sector in Worcestershire.



**INVESTORS  
IN PEOPLE**

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6	8	9	2	3	7		4	
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	4		6	1	8	3	9	7
7	6	1		4		5	2	8
9	3	8	7	2	5		6	

**The Eclipse HomeCare Sudoku Challenge.** I would like everyone in Eclipse HomeCare to be able to do a Sudoku puzzle. They are easy (once you get your brain around it) and great fun. Let's start off with the Basic Rules:

- o There is only one valid solution to each Sudoku puzzle. The only way the puzzle can be considered solved correctly is when all boxes contain numbers.



- o When you start a game of Sudoku, some blocks will be pre-filled for you. You cannot change these numbers.
- o Each column must contain all of the numbers 1 through 9 and no two numbers in the same column of a Sudoku puzzle can be the same.
- o Each row must contain all of the numbers 1 through 9 and no two numbers in the same row of a Sudoku puzzle can be the same.

Each block must contain all of the numbers 1 through 9 and no two numbers in the same block of a Sudoku puzzle can be the same.

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



Mr Potato head and Linda Maloney (St Johns) pictured saying **goodbye to Jody Parker (St Johns)** Jody was one of the very first Caregivers in the St Johns team (with Becky Duthie, Kdr) and that was an amazing 6 years ago. Well done Jody from all of us – we wish you the best in the future. Please drop in for coffee if you are in the area ..... and come and see us at the Christmas celebration.

### WELCOME NEW AND RETURNING CAREGIVERS

A very warm welcome to our wonderful new Caregivers this month, Lucy Carvill (Claire), Donna Jackson (Sharon), Veronica Davies (Sharon), Zoe Richings (Sharon), Karen Drover (Rhoda), Danielle Thompson (Tony Hunt), Tracy Bull (Asleigh), Mavis Ndhlovu (Hazel), Dominika Radack (Hazel), it was a really good group and very enthusiastic, we are pushing for your references and DBS if you havent started yet. 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.

A warm welcome back to Jainia Perkins who is working in Warndon etc after taking a sabbatical, we missed you!

### Mary Sinnett and Rene Vernon sadly no longer with us.

They had both received care from us for many years and I know they both loved the caregivers that looked after them but they also - along with their families - appreciated all the support that was given. In Rene's case I know the caregivers had felt for sometime that her quality of life was becoming poorer and both themselves and Rene had felt it was time for her. Indeed The caregivers and Rene had said goodbye to each other the night before.

Rene was 104 years old, and I do tell a story about her in training, when she hit the milestone of 100 years old the Queen sent her a card, but Rene received the same card the following year and was very unhappy about this!

Mary had a very difficult last few months and her mobility was so poor her bed needed to come downstairs and she accepted that with the help of family, she was on regular antibiotics and was fiercely independent and was really not wishing to use pads or a commode, to remain as independent as possible. She had been getting weaker - she was 97. A Lovely Lady, who told us great stories about her youth and later, we will miss her. We respected and cared for them both, we made a difference. Thanx Ladies.

We also lost Betty Abbot this month :- (St Johns)

Tony Joyce



**10 really valuable qualities – that are so very valued by us**  
Shelley and I really liked what this little poster is saying – because these are such important qualities, and what we hope and pray for in all our caregivers..

### AND ARE SO VERY VALUED BY US

But we thought we should let you know that we didn't like the statement that these things "require zero talent" as they are some of the most valuable qualities you could ever own as a professional caregiver.

So we are creating a new version where the "Zero" word is going to be replaced with the "Hero" word – and we are going to frame the new version and get it up on the wall in the office.



**Hi, Mr Potato Head here.** Last month was a very bad month for me. Chris was away on holiday and there were all sorts of problems, all caused by that nasty woman in the HR office (with long black hair).

She forced me to help with all the paper work and stuff, and then made me do the Hoovering (see photo as evidence). I told her that it was outrageous and that it wasn't in my job

description, so then she put me in prison behind the Venetian blind. I texted Chris and he's going to have a serious chat with her when she's back.



*Mr Potato Head does some time at her majesty's pleasure →*



**Case of Wine!  
Survey Monkey  
WINNER  
WINNER  
WINNER.....**

**JOY SHERRIFF** → picking up her case of wine at the Worcester Office. Thanks for the feedback Joy.

Next month we will publish your comments so you can see what everyone had to say, and the front cover will be holiday selfies, keep em coming!

