



Care First 24

NEWSLETTER

Care First 24 Ltd - March 2024



A BUSY START TO THE FIRST QUARTER 2024

2024 has started off very busy for Care First 24, and we are delighted to have been selected as finalists for the Home Care Awards, taking place on 1st March 2024, for three categories:-

- Team Support Expertise
- Nursing Care Expertise
- Best Start Up Home Care Service

Good Luck to all the finalists!

We have many more in the pipeline, which will be announced in our next Newsletter!



Finalist 2024

WHAT WE DO BEST

At Care First 24 we place our clients at the centre of everything we do, every day our team makes a really positive impact promoting the clients' independence.

Our Core Principles:

- Person Centred Care
- Professional Culture
- People & Workforce Development
- Prevention, Protection, Promotion of Safe Care
- Promoting People's Safety
- Professional Leadership and Integration
- Promote Wellbeing
- Protecting the Environment

We are not only called **Care First 24** but we live by the ethos that for us 'care first' will always be our vision.

Visit our website for further information:

<https://carefirst24.co.uk/>





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TIPS FOR SELECTING THE RIGHT LIVE-IN SERVICE

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In an age where personalised care holds unprecedented significance, live-in care is a viable solution for families seeking support and comfort. Unlike hourly or visiting care, live-in care involves a professional caregiver living in the home of the individual in need, offering continuous 24-hour support.

To ensure the best experience possible it is important to remember that live-in care is not just about the services provided. It is equally important that the care provider is someone you develop a good relationship with, but someone who also respects your privacy, routines, and personal wishes.

This bespoke service goes beyond catering for the physical needs of the individual, it also becomes an integral part of their daily life by providing companionship and emotional support.

Live-in care, as the name suggests, entails having a caregiver live in the home 24/7 to support and assist in the daily routine. This personalised and dedicated support allows individuals to safely remain in their own homes, providing peace of mind to family and friends. Live-in care promotes independence and allows you to maintain a sense of being in control, as the carer is there to support you in your own home.

Having live-in care combats loneliness, by providing continuous companionship, thus reducing the feelings of isolation. Continuous care will ensure the safety and security of the individual, safe in the knowledge that help is immediately available in case of an emergency, thus providing peace of mind for friends and families.

Read our blog for some good tips:
<https://carefirst24.co.uk/tips-for-selecting-the-right-live-in-care/>





COMMUNITY NEWS - CARE FIRST 24 SPONSOR THE FOOTBALL KITS FOR CONEY HALL EAGLES FC UNDER 8'S

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After starting the 2023/2024 Season having never won a game previously, Coney Hall FC U8's Eagles have started this season very strong, and with their new kit sponsor Care First 24 Ltd, they are looking and playing like a team who are learning and enjoying their football.

Following 10 months of training and being competitive in games, but not getting a win, the boys have persisted in developing as players and as a team to help each other grow and log some wins.

Manager Daniel Mascoll said "I'm so proud of them as each week they all tried their best to improve, but most importantly supported each other to never quit!" A huge congratulations to the players and parents for their support!"

Daniel Mascoll added "Thank you Care First 24 for sponsoring this great group of boys and making them feel special with their new kit."

SANDRA BUSARI, CLINICAL QUALITY MANAGER MEETS THE KING

Our Clinical Quality Manager, Sandra Busari, was delighted to be invited at His Majesty's Command to a reception for Nurses and Midwives working in the United Kingdom, at Buckingham Palace on Tuesday 14th November 2023.

The event spotlighted the diversity of nurses and midwives in the UK and paid a particular tribute to the contribution of the internationally educated workforce.

During the event, the King met a selection of international nurses and midwives currently working across four nations. In addition, he spoke to refugee nurses and representatives from international nursing and midwifery associations.





TOTUS

Complete Care In Mind

FREEDOM TO SPEAK UP GUARDIAN – MICHAEL BIRD FROM TOTUS

What does a freedom to speak guardian do?

Freedom to Speak Up is about encouraging a positive culture where people feel they can speak up and their voices will be heard and their suggestions acted upon.

What is speaking up?

It is about speaking up about anything that gets in the way of doing a great job. Freedom to Speak Up Guardians support workers to speak up when they feel that they are unable to themselves and they need support to do so.

There are over 1,000 Freedom to Speak Up Guardians in the NHS and independent sector organisations, national bodies and elsewhere.

The principles below are the fundamental requirements for an environment where people feel safe to speak up with confidence.

- 1 Value speaking up
- 2 Role-model speaking up and set a healthy Freedom to Speak Up culture
- 3 Make sure workers know how to speak up and feel safe and encouraged to do so.

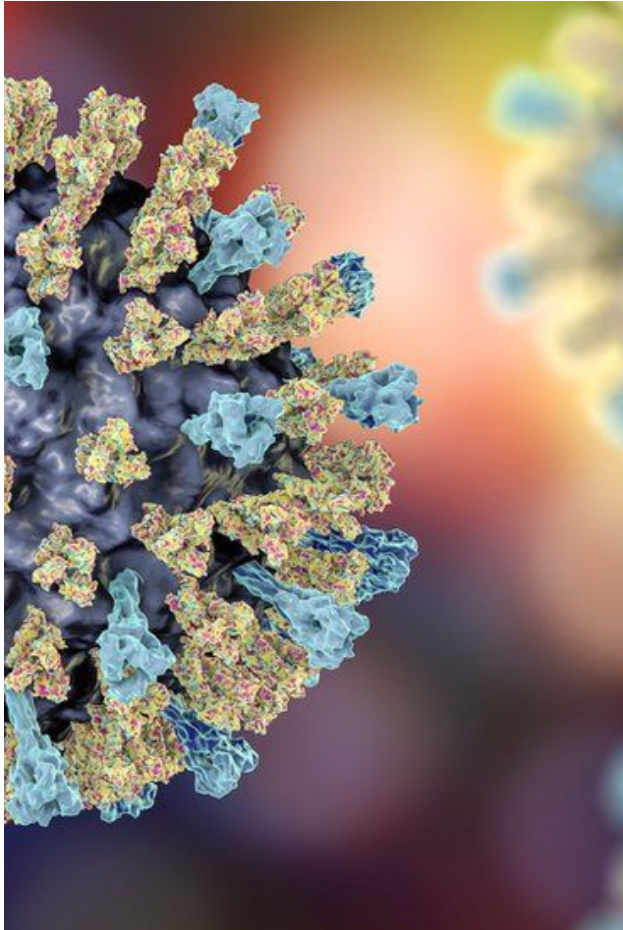
FTSU Guardians are responsible for:

- Supporting staff to raise their concerns
- Acting as an independent and impartial source of advice to staff through listening to issues raised and agreeing with the colleague speaking up, what might be the appropriate action to take.

Michael Bird is both a Consultant Psychotherapist that works for TOTUS and is your Freedom to Speak Up Guardian. Although TOTUS works in partnership with Care First 24, they are an independent organisation that takes the wellbeing of CF24 staff very seriously. All conversations with them are confidential and any staff that feel a need to speak up will be supported every step of the way. If there is anything you are concerned about and you would like support then please contact TOTUS by emailing info@totushealth.co.uk or calling 01992 248100



MEASLES CASES ARE RISING IN THE UK UPDATE FROM HCC



Measles cases in the UK have been rising since November 2023, with the West Midlands seeing multiple outbreaks. The UK Health Security Agency has declared the increase in cases of measles a national incident (Jan 19th 2024).

There is the potential for cases and outbreaks in Hertfordshire as uptake of the Measles Vaccination (MMR) in the county is lower than recommended.

The social care sector could be impacted if unvaccinated staff or their children contract measles. Measles poses a risk to vulnerable individuals and can have a significant impact on the workforce. Unvaccinated staff are at risk of contracting measles and, if identified as a close contact of someone with measles, staff may be asked to self-isolate for up to 21 days.

Measles usually starts with cold like symptoms, followed by a rash a few days later.

If someone thinks they have measles they should not come to work or visit in the care home for at least 4 days from when the rash appears.

Further advice and guidance can be found here:
<https://www.nhs.uk/conditions/measles/>





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GORANA BRALO - CARE FIRST 24 CARER

“I’M CLIMBING THE WALKIE TALKIE TOWER TO RAISE MONEY FOR GREAT ORMOND STREET HOSPITAL!”



Gorana Bralo one of our fantastic carers is climbing the Walkie Talkie Tower to raise money for Great Ormond Street Hospital Charity.

Taking on the High Sky Challenge to raise vital funds for seriously ill children being treated at Great Ormond Street Hospital.

Gorana will be climbing 36 floors and 896 steps to raise money for this worthwhile cause.

On Gorana’s Fundraising page she says:

Am I MAD or WHAT

2024 - My dream for this year is to help raise funds for different Healthcare Charities through great and amazing challenges!

So this is my FIRST one.

January 22-15 March.

Join me in my journey to fitness in an intense 6 weeks of training. I simply have to make it to the top!

Please sponsor me and help fund groundbreaking research, advanced equipment, children and family support services and the rebuilding and refurbishment of wards and medical facilities within the hospital.

CARE FIRST 24 ARE DELIGHTED TO SUPPORT AND SPONSOR GORANA FOR THIS AMAZING CHALLENGE AND WORTHWHILE CAUSE!

If you would like to sponsor Gorana for this challenge, visit her fundraising page at: <https://fundraise.gosh.org/fundraisers/goranabralo/towerclimb?>



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WELCOME TO SANDRA BUSARI - CLINICAL QUALITY MANAGER



Sandra Busari - Clinical Quality Manager

We are delighted to welcome Sandra Busari to the [Care First 24](#) Team! Sandra has taken up the position of Clinical Quality Assurance Manager and is very excited about joining [Care First 24](#) and her new role!

Sandra has been a qualified nurse since 1997, and has worked in a variety of settings, including Business Associate, Disability Analyst, Clinical Nurse, and Orthopaedic Clinical Nurse. Sandra has a lot of valuable experience and will bring many qualities to the role, but specifically her:

- Professionalism
- Organisational Skills
- Communication
- Understanding of Processes
- Positivity

[A Warm Welcome to the Team Sandra!](#)

WELCOME TO ANDY VASEY - CLINICAL LEAD IN PAEDIATRICS

We are pleased to introduce Andy Vasey, Clinical Lead in Paediatrics who joined us in November 2023.

Andy has previously worked as an Area Clinical Lead in a previous complex care company and prior to this worked in Paediatric Palliative Care at Hospices in Oxford and the Southwest. Earlier in his career, he worked in HDY and acute wards in an Emergency Department.

We asked Andy what people appreciate about him and how they would describe him:

- Open and honest, approachable and compassionate
- A passion for complex care and palliative care
- Always ready to listen and support people

Andy has many hobbies and interests, including travelling and experiencing new culture, walking on the beach in North Devon, and spending time with family and friends.

We are very excited to welcome Andy into the Care First Community!



Andy Vasey, Clinical Lead in Paediatrics



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Mission Statement

ENVIRONMENTAL



Care First 24 Ltd recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods, with regular review points.

We will encourage customers, suppliers and other stakeholders to do the same. We are aiming to achieve carbon net zero no later than 2035 so to ensure we are well in advance of the government carbon net zero 2050 programme.

Net zero means any emissions would be balanced by schemes to offset an equivalent amount of greenhouse gases from the atmosphere, such as planting trees or using technology like carbon capture and storage.

Care First 24 Ltd Endeavour to:

- Comply with and exceed all relevant regulatory requirements
- Continually improve and monitor environmental performance
- Continually improve and reduce environmental impacts
- Incorporate environmental factors into business decisions
- Increase employee awareness and training.

Alongside our Environmental Charter and maintaining our ISO 14001 accreditation, we are always looking to become more sustainable by using recycled paper products, single-use plastic policy, and replacing office machinery with newer models that are more energy efficient.

We are fully committed to a carbon reduction scheme in line with our carbon footprint, with our pledge to 'Make it Wild.'

Care First 24 Ltd Environmental Champion - Gerry Shaw.



Care First 24 has become
ISO 14001 accredited!

ISO 14001 -
Environment
Management Compliant



CARE FIRST 24 SIGNS THE ARMED FORCES COVENANT



On 14th November 2023 Care First 24 Ltd signed "The Armed Forces Covenant" which is a promise from the Nation that those who serve or have served in the Armed Forces of the Crown and their families are treated fairly.

This obligation involves the whole of society. It includes voluntary and charitable bodies, private organisations, and the actions of individuals in supporting the Armed Forces. Recognising those who have performed military duty unites the country and demonstrates the value of their contribution. This has no greater expression than in upholding this Covenant.

We are very proud of our commitment to the Armed Forces Covenant and have partnered up with UK Homes 4 Heroes – Pride and Passion to do all we can to meet our commitment by working with them to assist our veterans. Christmas 2023 we supported meals for 21 days during the festive season, with one of our MD's putting in a couple of shifts to help!

We have become members of Kent Integrated Care Alliance - KiCA

Kent Integrated Care Alliance will offer our business vital support during our membership, as they not only act as a lead advocate for socially responsible care businesses, but are a collaborative social enterprise shaping the future of social care and health in Kent and Medway!



Care First 24 are members of the Homecare Association. The only membership body in the UK dedicated to supporting home care providers, by providing training and events and online workshops.

Together we ensure that homecare is valued so that everyone can live well at home and flourish within their communities.



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OUR CHAMPIONS

SANDRA BUSARI - DIVERSITY CHAMPION



Sandra is also our Diversity Champion.

Inclusion and Diversity Champions are important for businesses because they role model inclusion. They take action to ensure I&D objectives are achieved; they are making inclusion an everyday reality; supporting, developing and driving inclusion forward.

Sandra's role at Care First 24 is to:

- Actively promote awareness of EDI issues and to enhance EDI across Care First 24.
- To disseminate good practice and resources to encourage and promote equality within Care First 24 and support our Service Users.

JAYNE EASTERBROOK - DOMESTIC VIOLENCE CHAMPION

Jayne Easterbrook is also our Domestic Violence Champion and comments:-

“Domestic violence can affect anyone, male or female from any background. Having had both professional and personal experience of the issue, I am passionate about supporting others who need support. It is a subject people often find very difficult for people to speak about or seek help for.

Although in the past few years there has been a lot more awareness, and the police are taking it more seriously we still have a long way to go. I am able to signpost to a variety of support and information, if any one has any concerns they can contact me in confidence.”



To contact Jayne - email
jayne@carefirst24.co.uk



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FINAL WORDS FROM LYNN JAMES-WELLINGS, MANAGING DIRECTOR

“We are nothing without our team, they work so hard all year, and I would like to thank them for their dedication in providing excellent care to the people we look after. Without their excellent skills and drive to offer the best for our people with care needs, Care First 24 would simply not exist.

Thanking you is not enough, so Care First 24 is fully committed to improving and supporting all aspects of well-being for our Healthcare Professionals and OfficeTeam.

We have worked hard in our first year to ensure we have offered comprehensive well-being support to all people with care needs including staff. Care First 24 would like to take this one step further this year and introduce our “Well-Being Pledge.” This will proactively ensure work design and organisational culture drive positive working conditions and mental health outcomes, by promoting an open culture around mental health and well-being and providing mental health tools and support.

With the level of support our team provides, supporting the mental health of the staff is so important. We can prioritise mental health in the workplace by developing and delivering a systematic programme of activity.

We have our TOTUS Well-Being Programme which offers psychological support to the people we care for, their families, and our care professionals, all year round. We have a Candidate Liaison Officer who looks after all staff, creating a positive team environment, and good career opportunities, including nursing apprenticeships, well-being support, good rates of pay, and a real recognition of the amazing work they do.”

Lynn James-Wellings - Managing Director





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ACCREDITATIONS

