



NEWSLETTER

Care First 24

Care First 24 Ltd - November 2023



A SUCCESSFUL YEAR OF BUSINESS IN 2023

As we come to the end of a successful year at Care First 24, we have had plenty to celebrate! We are proud to announce that we are Finalists for the **Surrey Care Awards** for two categories:

Carer of the Year - Finalist - Becky Burke
The Care Culture Award - Finalist - Lynn James-Wellings.

We are also Finalist for the **Herts Care Awards** - The Rising Star Award Category - Becky Burke.

Good Luck Everybody!



Becky Burke - The Rising Star



Lynn James-Wellings - Care Culture Award

WHAT WE DO

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 our clients' independence

Let us plan and prepare your perfect care support. By understanding your care requirements we will be able to create your bespoke plan and deliver the exact support and care you need.

Go to our website page to see what we do:

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





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SPECIALIST CARE SERVICE - LIVE-IN CARE



Our live-in service is there to provide our clients with the reassurance they need, it covers 24 hours support in the comfort of their own home.

We understand the thought of having an, as yet, unknown carer in your home may be unsettling, but our team of experts go to great lengths to match the fully-trained carer to your personality and care needs.

It makes an enormous difference to our clients' well-being to have that special person by their side offering support in the home setting, encouraging a level of independence, facilitating a better quality of life.

Our Live-In Service Includes:

- Personal care and assistance, including washing and dressing
- Companionship with social care support and encouragement
- Shopping, laundry, and housework
- Preparing meals and support with eating
- Assisting with outings, appointments, and community-based activities
- Provide prompts, reminders, and administration of medication
- Peace of mind for family and friends
- Supporting and promoting continence care





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Q&A GREG PALMER - BUSINESS DELIVERY MANAGER



We asked Greg how it all started:-

Q. What was your background and career path prior to starting at CF24. What was your first position at CF24?

A. I have been very fortunate in my background and career path as I have been able to gain the education working with and alongside some of the highest quality industry leaders within Healthcare Recruitment and bespoke care providers over a long period of time. This has been instrumental in leading me to my role today with CF24. Working with and alongside such pivotal and inspiring leaders and colleagues, I have been able to absorb the benefits of understanding people as individuals and market patterns, developing a strong resilient attitude and honing innovative strategies in how I can deliver my role across a business to support in aspects my skills will allow. I am continuously learning and developing further with my understanding of the vast pockets of industry.

Q. What are your main roles as BDM at Care First 24, how did it all begin for you, and what do you enjoy most about this role?

The prominent duties of my role as a BDM with Care First 24 are varied as a start-up business, many hats must be worn in order to progress and share knowledge. Whilst the company is a relatively new venture, we are made up of extremely experienced individuals, which assists in benefiting our clients as their needs can be met with a knowledgeable team with fresh enthusiasm. We have seen great growth since its creation and have been able to expand to a vast number of clients providing a wide range of services across many disciplines. The majority of where my role sits is engagement with clients to discover the needs within their locations and proactively problem solve, where possible, in offering an honest and transparent solution-based plan/outcome whilst networking and promoting Care First 24 within the location and beyond. Once there is an opportunity to support, I then assist with the experienced team to deliver the support through to start.

Read more of Greg's Interview: <https://carefirst24.co.uk/news>



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A MESSAGE FROM THE TOTUS TEAM ON MENTAL HEALTH

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We wanted to reflect on some of the challenges that the population of the UK (and beyond) face and more importantly some ideas to combat the rise in the mental health challenges that we now face daily.

Only a small minority of people (13%) were found to be living with high levels of positive mental health and people over the age of 55 reported experiencing better mental health than average.

It has been found that people aged 55 and above are the most likely to take positive steps to help themselves deal better with everyday life - including spending time with friends and family, going for a walk, spending more time on interests, getting enough sleep, eating healthily, and learning new things. We live in a world where more than 4 in 10 people say they have experienced depression, over a quarter of people say they have experienced panic attacks and where the great majority (85%) of people out of work have experienced a mental health problem compared to two thirds of people in work and just over half of people who have retired. And finally, nearly two-thirds of people (65%) say that they have experienced a mental health problem. This rises to 7 in every 10 women, young adults aged 18-34 and people living alone.

All the above underlines the challenges that face us as well as all of our family, friends and work colleagues too.

So, what can we do?

Even though the current levels of good mental health are relatively low, the barometer of success of any nation, work group or family is the health and wellbeing of us as individuals. In recent years there has been trends in focusing on our physical health but so we now need to achieve the same 'good health' for our minds.

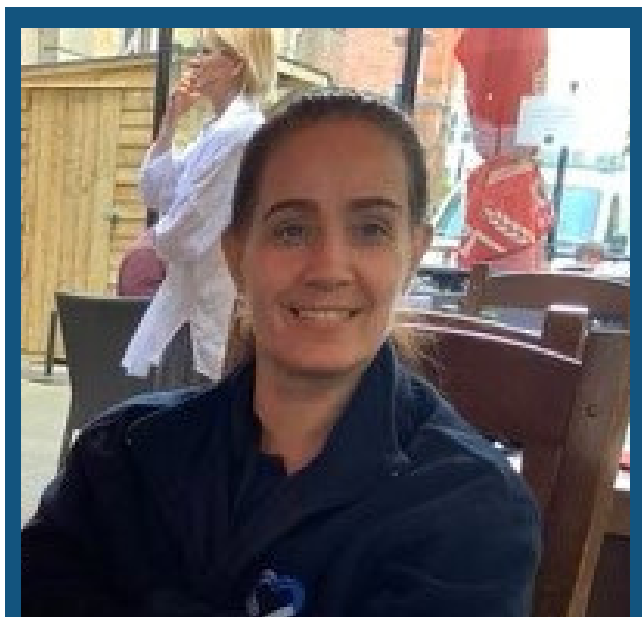
Nine steps we can all take to make a difference to our mental health.

- Talk about your feelings.
- Keep Active
- Eat Well
- Drink sensibly
- Stay Connected
- Ask for help
- Take a break
- Do something you are good at
- Accept who you are

Read more : <https://carefirst24.co.uk/news/>



OUR CHAMPIONS - BECKY BURKE AND SOPHIE HAIGH



Becky Burke, Senior Field Supervisor

Becky Burke, Senior Field Supervisor is Champion at **Care First 24** for Dementia and Dignity. Becky has shared a couple of important facts here:

Dementia: The FDA has granted full approval to Leqembi (lecanemab) for patients with the early stages of Alzheimers disease. This drug has been shown to slow the progression of Alzheimer disease in people with early-stage disease.

Dignity: New idea being completed in care homes; carers get their patients to write a few words that they relate to dignity and hang it from the branches of a self-made tree that is attached to a wall. (this gives carers an iinsight into what people are thinking)

WELCOME SOPHIE HAIGH, PAEDIATRIC MANAGER

We are delighted to welcome Sophie to the Care First 24 Team! Sophie has taken up the position of Paediatric Manager and is very excited about joining Care First 24 Ltd and her new role! 😊

Sophie is trained as a Paediatric Nurse – specialising in complex care and long term ventilation. She has 12 years experience at a Children’s Hospital High Dependency Unit specialising I Long term ventilation and respiratory.

Sophie brings many qualities to the role, but especially her:

- ◆ Positive Approach
- ◆ Commitment
- ◆ Understanding
- ◆ Compassion

Sophie has many hobbies and interests which include: Horse riding, hiking, comedy, reading, theatre and the love of her children! A warm welcome to the team Sophie!



Sophie Haigh, Paediatric Manager

SOPHIE IS ALSO OUR MEDICATION CHAMPION

Her role is to: Look at what we already have in place Review NICE Guidelines and local policies and ensure we are still current and in date. Do an Audit of 10 MAR charts within Rotas and packages and report findings. Research and share any free training or learning sessions.



NEWS UPDATE

Great News!

Care First 24 has become ISO 9001 and ISO 14001 accredited! 🎉

✅ ISO 9001 - Quality Management Compliant

✅ ISO 14001 - Environment Management Compliant



www.carefirst24.co.uk

ENVIRONMENTAL



Care First 24 is proud to be offsetting our carbon footprint with **'Make It Wild!'** - Whose aim is to encourage a greater knowledge, understanding and enjoyment of the natural world.

Make It Wild want people to share in the beauty of the wild spaces they're creating. They offer carbon offsetting through tree planting, tree and other nature dedications, activities and a holiday cottage. Proceeds are re-invested in our nature reserve projects.



Homecare Association

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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FINAL WORDS FROM LYNN JAMES-WELLINGS, MANAGING DIRECTOR

Hi everyone, I thank you for your hard work and commitment to Care First 24 in the first year. I will be writing to you all in every newsletter. Please remember as the RM I'm always available to speak to you as well.

In this newsletter, I want to talk to you about the CQC's new regulatory approach which for us should be in place from the 4th of December in our region.

New inspection standards plan.

I plan to introduce these to you all in themed updates over the next six weeks hoping to inform you of the key areas and also the We and I statements and how they will influence the delivery of care, I will do this by covering a different theme each week

- Week 1 (6th Nov) - SAFE focusing on those quality statements and evidence
- Week 2 (13th Nov) - WELL LED focusing on those quality statements and evidence
- Week 3 (20th Nov) - CARING focusing on those quality statements and evidence
- Week 4 (27th Nov) - EFFECTIVE focusing on those quality statements and evidence
- Week 5 (3rd Dec): - RESPONSIVE focusing on those quality statements and evidence
- Week 6 - What this means for us in Care First

There have been some changes hence the late sharing of this information but I will attempt to map out the quality statements and evidence categories and align them to your roles.

I will also share these via a PowerPoint presentation to all staff giving you a link to the CQC guidance.

In January we will have a series of webinars to discuss each area, presented by Jayne Easterbrook, who will be the new standards mentor within the company and will be able to inform and share the good practices, we deliver daily. I look forward to seeing you all on these webinars. See below a diagram of how I think care will look going forward.

