



# NEWSLETTER

Care First 24

Care First 24 Ltd - March 2024



## Winners of the Home Care Awards 'Best Home Care Start Up' Award!

Four members of the Care First 24 team - Gerry, Megan, Sophie and Isaac - made their way up to Birmingham to attend the HCA Awards Ceremony on Friday the 1st March 2024, and were absolutely delighted to have been declared winners of the 'Best Home Care Start Up' award. This award acknowledges the huge efforts of every member of the Care First 24 Team and for their hard work and commitment throughout 2023! Read more on page 2.....

## 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/>

If you need assistance out of office hours please call 01732 790001 and you will be diverted to the OOH Team



Winner 2024



# Care First 24 Ltd - March 2024 Newsletter

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## GOOD NEWS STORY

### CARE FIRST 24 WINS 'BEST HOME CARE START-UP' AWARD

We are thrilled to announce that Care First 24 is the winner of the 'Best Home Care Start-Up' award at the Home Care Awards in Birmingham on the 1st of March 2024. This is in recognition of the hard work, dedication, and team ethos that Care First 24 is building, creating a culture for those we care for to have the best possible outcomes.



Our business revolves around creating a culture in which all staff and those cared for have the best possible outcomes. We are focused on elevating staff well-being, enhancing personal development opportunities, addressing mental health effects, honing effective personal communication, and providing clear career guidance. For the people we care for we are focused on providing the best possible care and providing positive outcomes.

The overarching goal for us is to establish core values that safeguard staff well-being, aiding the routine demands of caregiving. Specifically, our target is to achieve a measurable improvement in the team support landscape, evidenced by:

- increased employee satisfaction
- reduced stress levels
- and elevated engagement.

Through enhanced personal development opportunities, we aim to equip our team with the skills necessary for both current roles and future career progression within Care First 24.

Our nurse-led service delivers excellent care through using:

- highly skilled nurses
- complex care professionals
- support workers
- domiciliary care professionals.

Partnership and community engagement stand as cornerstones of Care First 24's approach. Our efforts extend beyond isolation prevention, facilitating connections with friends, family, and local activities. Moreover, we actively enrich our community through the provision of valuable resources, exemplifying a commitment to reciprocity and social impact. Feedback received over the short time we have been providing care include many compliments such as these:

"When my dad was discharged from hospital in February of this year, It was the care agency who put my mind at ease; the carers go above and beyond, the supervisors were amazing by checking up every week be it by phone or popping in should the carers contact this supervisor and say that things had changed. To sum up this company I would say that they are absolutely amazing."

Put simply, we put Care First, Always!

[www.carefirst24.co.uk](http://www.carefirst24.co.uk)



Care First 24

## WELCOME TO GEORGIA STREEK - COMPLIANCE MANAGER



Georgia Steek - Compliance Manager

We are delighted to welcome Georgia Steek to the [Care First 24](#) Team! Georgia has taken up the position of Compliance Manager and is very excited about joining [Care First 24](#) and her new role!

Georgia has worked within a RPO managing the onboarding and compliance. She also has a recruitment background. Georgia has a lot of valuable experience and will bring many qualities to the role, but specifically her:

- Professionalism
- Organisational skills
- People orientated
- Eye for detail
- Solution-based approach.

She thinks her extensive snack drawer will also go down a treat! 🍪

**A Warm Welcome to the Team Georgia!**

## WELCOME TO DEBBIE MCQUILLAN - CARE DELIVERY RESOURCER

We are pleased to introduce Debbie McQuillan, Care Delivery Resourcer who joined us in February 2024.

Debbie has many years of sales experience - face to face and via telephone speaking with clients and providing products for their requirements.

Debbie will bring many qualities to her role, including:

- Good attention to detail
- Good listener
- Building rapport with clients helping Care First 24 grow in the right areas.

We asked Debbie how she will be appreciated for at Care First 24

- Loyalty to her role and dedication to make things happen when needed
- Cheeky fun personality, when needed.

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



Debbie McQuillan,  
Care Delivery Resourcer



## UNDERSTANDING SAFEGUARDING: ENSURING THE WELL-BEING OF VULNERABLE INDIVIDUALS



**SAFEGUARDING** encompasses the crucial task of protecting the health, well-being, and fundamental human rights of children and vulnerable adults, shielding them from harm, abuse, and exploitation. A robust safeguarding policy is essential for any business working with these groups, outlining practical measures to mitigate risks and ensure their safety.

Individuals at risk due to conditions such as dementia, learning disabilities, or mental health issues require special attention within safeguarding frameworks. Moreover, adults at risk, such as those receiving care in their own homes, people with physical, sensory, and mental impairments, and those with communication difficulties, who may not be able to alert others, face heightened vulnerability, emphasising the need for vigilant monitoring and support.

**Key Components of Safeguarding in Health and Social Care Settings.**

Providers of Health and Social Care Services play a pivotal role in safeguarding vulnerable individuals. Key elements of effective safeguarding in these settings include:

- Engagement with the Safeguarding Adults Board
- Establishment of up-to-date policies and procedures

- Clients who understand safeguarding help shape responses to it
- Designation of a Safeguarding Lead
- Ensuring a well-trained workforce
- Clarity on reporting procedures and channels
- Emphasis on prevention, education, and advocacy.

**DBS Checks: A Crucial Component**

DBS (Disclosure and Barring Service) checks are standard procedures for individuals working or volunteering with children or vulnerable adults. These checks help employers verify the suitability of applicants for regulated activities, ensuring they have not been barred due to criminal offences or other disqualifying factors.

The DBS is a vetting service that searches the applicant's name and personal details against criminal records and other sources, including the Police National Computer.

At Care First 24, we are deeply committed to upholding the principles and responsibilities of safeguarding across all aspects of our home care provision, ensuring children, young people, and adults, are holistically, consistently, and conscientiously applied to the well-being of all.



Care First 24

## A NEW REPORT FROM THE BMA, ITS BROKEN...



A new report reveals a worrying picture of mental health services in England. It calls for increased investment in mental health facilities to properly support the growing number of people needing psychiatric services.

The current economic cost of mental ill health has been estimated to be over £100bn in England alone and the BMA Report, (click link at end of article) demonstrates that across the NHS, doctors are in an ongoing struggle to give patients the care they need because of inadequate funding, insufficient staff, and infrastructure and systems which are not fit for purpose.

Based on first-hand accounts of doctors working across the NHS, the report makes plain that without a concerted effort from central Government to resource mental healthcare based on demand, as well as changes in society to promote good mental health the future looks bleak.

The report concludes that mental healthcare has not been provided with the funding or staff necessary to achieve the level of improvement needed for patients and the doctors who work within it:

<https://www.bma.org.uk/what-we-do/population-health/supporting-peoples-mental-health/failing-mental-healthcare-system>

## INTRODUCTION TO THE NEW ASSESSMENT FRAMEWORK

CQC are now using the new assessment approach to assessment. They will be gathering evidence in a variety of ways at different times, not just during the inspection. Using the evidence, they gather they will be assessing to make a judgment on the quality of our service. They will be looking at evidence against the 5 key questions, which remain the same: Safe, Effective, Caring, Responsive and Well Led.

Each of the Key questions has a set of quality statements also known as 'WE statements' These are the statements, we as a provider say we deliver care to the standard of. Each of the Key questions also have a set of 'I Statements' (Well led is the exception and does not have I statements). The 'I Statements' are what the people in need of care have said is important to them.

The evidence that CQC will be looking for in our sector are:

- People's experience of Health and Social Care services
- Feedback from staff and leaders
- Feedback from partners



- Observation
- Processes
- Outcomes
- Evidence categories for sector groups.

They will use the evidence to understand the quality of care being delivered and the performance against each quality statement.

It is really important that we all understand the new framework so we will be looking at this in our upcoming training.

Meanwhile do go to CQC's website to check out the new framework <https://www.cqc.org.uk/guidance-regulation/providers/assessment/homecare-and-shared-lives-services-evidence-categories>



## OUR CHAMPIONS

### JAYNE EASTERBROOK - INFECTION CONTROL CHAMPION

I am the Champion for Infection Prevention and Control, but when I was asked to write an article for the newsletter I had to really stop and think of where to begin.

Infection Control was very high on the agenda in the past few years, Covid 19 made everyone including those who have never worked in health and social care hyper vigilant on preventing cross infection. We all saw people in Sainsburys wearing marigold gloves, goggles variety of scarves and masks. Anyone who was doing DIY at that time couldn't buy masks and goggles in B and Q as they were permanently sold out!

Everything seems to have reverted back to pre-pandemic times, and the public have more or less forgotten about the fear they had of catching germs.

In our sector we know that we still need to be making sure we continue with best practices around infection control, following the latest government advice.

An email dropped in my inbox today about vaccinations 2024/2025. I know it's only March, and we are just seeing the first crocus and daffodils, and looking forward to the summer months, but I just wanted to remind everyone of the importance of planning.

It is vital we have our flu vaccinations to protect ourselves and others, but I know there is often reluctance to have this. I have only had flu once in my life (fortunately) and although it was many years ago I can remember how ill I was, so I make sure I get my vaccination as soon as it is available.

From 1 September 2024:

- pregnant women
- all children aged 2 or 3 years on 31 August 2024



- primary school aged children (from Reception to Year 6)
- secondary school aged children (from Year 7 to Year 11)
- all children in clinical risk groups aged from 6 months to less than 18 years.

From October 2024, exact start date to be confirmed by NHS England in due course:

- those aged 65 years and over
- those aged 18 years to under 65 years in clinical risk groups (as defined by the Green Book, Influenza Chapter 19)
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, registered domiciliary care providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants.

Stay safe and well everyone!



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## AUTISM CHAMPION - MARCUS



Hi my name is Marcus and I will be the Autism Champion at Care First 24.

I'd like to tell you a little bit about myself. I'm 18 years old and currently live at home with my Mum, Stepdad and dog (Fizz).

My current interests are Aviation, 3D art, and VFX and Aerospace Engineering.

My hobbies mainly consist of playing video games and flight simulators.

I'm not very good at describing myself, but I will try my best:-

I was first diagnosed with Asperger's syndrome when I was six years old

Asperger syndrome is a type of high-functioning Autism I can get overstimulated by too much noise and too many people I also have a hard time picking up social cues (but I still enjoy socialising occasionally).

Last year in college I was doing Game art VFX and Animation which I enjoyed and will be returning to later this year.

I do have trouble related to leaving my house due to a combination of past experiences because I am prone to overstimulation and my OCD when outside of my comfort zone (being my house).

It is quite common to have other conditions such as OCD or ADHD alongside Autism which usually makes things more complicated and more challenging.

I hope that within the coming months, I will be able to spread more awareness about Autism with a monthly blog about my experiences as a neurodivergent individual and how I have overcome the challenges I've faced so far.

I will try to help educate everyone on many of the misconceptions, myths and incorrect beliefs that surround Autism (especially Asperger), OCD, and a variety of other conditions.

Ultimately, in a world where I, and so many others like me, are misunderstood and face 'invisible' daily challenges, it is my hope that I will be able to give you an insight into my life and the lives of those who try to overcome a range of obstacles.

If you have any questions or information that you would like to share with me then you will be able to contact me at the following email address – [carolyne@carefirst24.co.uk](mailto:carolyne@carefirst24.co.uk)





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## STAFF NEWS



### Survey Time

It is really important to us at Care First 24 to get feedback from our staff and the people using our service. We use the feedback from the surveys to improve the support we provide and ensure that we can identify issues or problems and make sure we address them properly.

Can you please ensure that any surveys are completed and returned to us when you receive them, so that we can continue to develop and provide the best provision.

Thank you.



**TOTUS**

Complete Care In Mind

TOTUS are officially launching their business on Tuesday 30th April 2024, taking place at the Brasted office. We will be sending out invitations with times, etc. nearer the time.



We are supporting Dignity In Care. Ordering badges, postcards and jars of hearts to show our support. If you are interested please contact [carolyne@carefirst24.co.uk](mailto:carolyne@carefirst24.co.uk)

## Care First 24 Training - Upcoming Workshops

### Reflective Practice and Daily Notes Record Keeping

Writing informative daily notes is vital to continuity of personalised care. This workshop will help you to understand reflective practice and how to write accurate daily notes and explain the importance of this for all those involved.

April 4th - 10am-12 noon  
 April 9th - 2pm-4pm  
 May 2nd - 2pm-4pm  
 May 9th - 10am-12 noon

To book email [jayne@carefirst24.co.uk](mailto:jayne@carefirst24.co.uk) stating the name of the workshop, date, and your full name.



### Preparing for CQC Inspection – Mandatory

Being a part of the CQC inspection can feel daunting. This short workshop will help you to prepare to be involved in the process. CQC will be seeking the views of staff and people using the service and may ask you questions about care delivery.

- Do you know the I and WE Statements (quality statements)?
- Are you up to date on the Mental Capacity Act and Safeguarding Responsibilities?

Dates and times

March 6th - 10am-12pm  
 March 20th - 10am-12 noon  
 March 26th - 2pm-4pm  
 April 11th - 11am-1pm





## STAFF NEWS



### News Update on Gorana 's Walkie Talkie Challenge

Last month we announced that Gorana Bralo was going to climb the Walkie Talkie Tower in London to raise money for Great Ormond Street Hospital Charity. Climbing 36 floors and 896 steps to raise money for this worthwhile cause.

Gorana managed to get to the top of the Walkie Talkie Tower in just eleven minutes and she raised a fantastic £476.00 for Great Ormond Street. Brilliant achievement Gorano!

## Nursing Associate September 2024 intake - Application Form



To apply please complete the attached application form recently sent by email to [jayne@carefirst24.co.uk](mailto:jayne@carefirst24.co.uk)

Please see below for details of requirements for delegates.

- You must be employed by us and work solely for Care First 24 and have a PAYE contract, have completed all training, and have an excellent record in terms of attendance and performance.
- You will if selected be issued a contract on a salary will be £24,000.00 per year and we will expect you to work for us 2 years post qualification.
- Post is 40 hours a week included in the hours you work we will pay when you attend university which will be one day a week 7 hours and 5 hours study a week which we will expect you to match with 5 study hours in your own time.
- You will have 28 days holiday (including bank holidays) a year not to be taken in term time.
- You will also be released for placements and paid when attending.
- When you are not at university in holidays, we will expect you too work those hours in those weeks.

Applications Close 31st March.

If you successfully complete this course, there is an option to do a further two years to become a nurse.



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**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](mailto:info@totushealth.co.uk) or calling 01992 248100

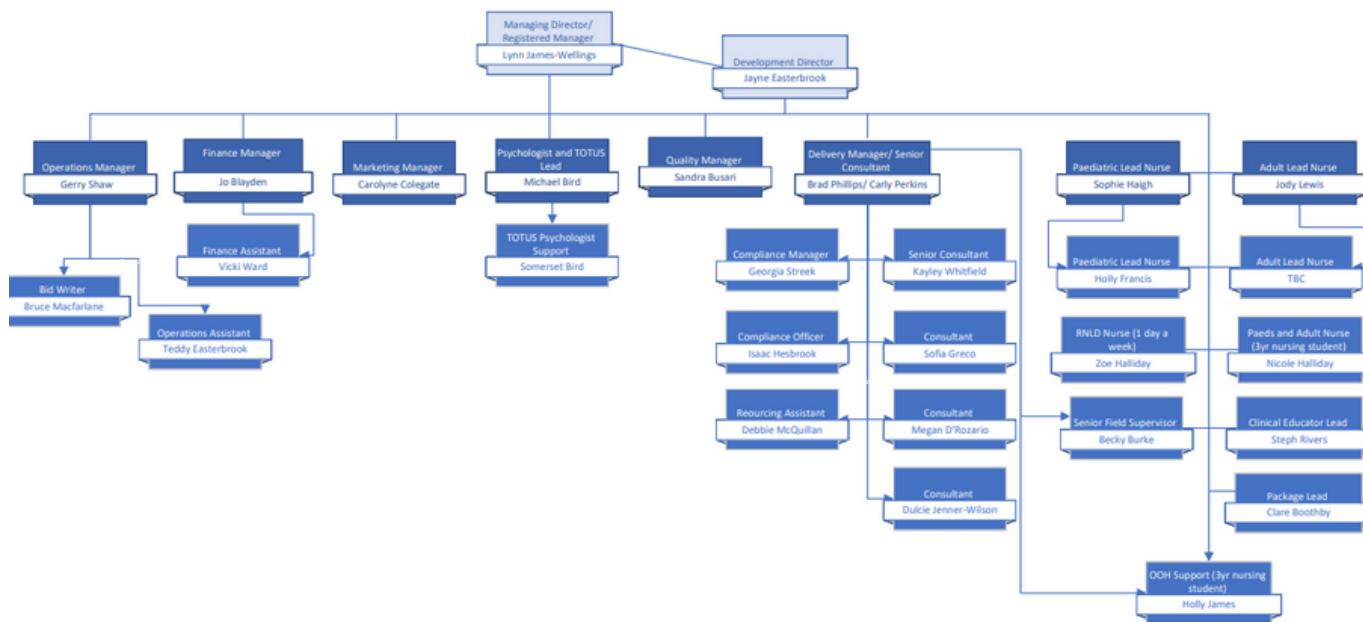


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## Hierarchy Table

### WHO'S WHO AT CARE FIRST 24



**Lynn James-Wellings** - As Registered Manager, Lynn is passionate about providing outstanding care for people with care needs, and supporting her staff. She has an open-door policy, so can be contacted at any time by staff or people using the service. If you would like Lynn to come and visit you at home please drop her an email.

**Jayne Easterbrook** - Development Director. Her role is to ensure that learning and development is planned for all staff, and to help grow the skills and competency of the staff team. She has worked hands on in Health and Social Care and learning and development in the sector for more than 40 years.

**Sandra Busari** - As Clinical Quality Manager Sandra ensures quality assurance and governance.

**Gerry Shaw** - Operations Manager. Buildings, office safety, IT kit, bid writing, documentation, licence and membership renewals.

**Teddy Easterbrook** - Operations Assistant and he is qualified First Aider and Fire Marshall. Teddy has worked at Care First 24 for 7 months.

**Bruce McFarlane** - Bid Writer - third party (part-time) bid writer.

**Bradley Phillips/Carly Perkins** - Delivery Manager - Positively support the RM in providing leadership to the care and support teams.

**Jo Bladen** - Finance Manager - Payroll, Timesheets, Invoices, Monthly Reconciliation.

**Vicki Ward** - Finance Assistant - Assistant to the Finance Manager.

**Carolyne Colegate** - Marketing Manager - Social media, website content, blogs, brochures, newsletters, client literature, business cards, promotional campaigns, social events.

**Michael Bird** - Psychologist Lead - Working with clients and staff, understand what motivates them, focusing on enhancing their well-being.

**Somerset Bird** - Psychologist Admin - Assistant to the Psychologist Lead.



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## Hierarchy Table

### WHO'S WHO AT CARE FIRST 24 CONTD.....

**Georgia Streek** - Compliance Manager - Develop and oversee the compliance controls in place, supporting the RM, Compliance and Consultancy teams.

**Isaac Hesbrook** - Compliance Officer - Provide assistance to the Compliance Manager and team.

**Debbie McQuillan** - Care Delivery Resourcer - Good attention to detail, building good rapport with clients and suppliers, helping Care First 24 grow.

**Sophie Haigh** - Clinical Manager - Provide leadership to the lead nurses, managing and developing packages of care, whilst supporting the RM

**Jody Lewis** - Clinical Lead Nurse (LD) - To lead, manage, and develop LD care packages, whilst supporting the RM.

**Stephanie Rivers** - Clinical Educator Lead - Lead providing training specific for carers on packages.

**Becky Burke** - Senior Field Supervisor - Assess service users needs on a regular basis, develop working relationships with the multi-disciplinary teams involved.

**Kayley Whitfield** - Senior Consultant - Provide leadership, ensuring service users are at the heart of our care delivery, acknowledge their wishes and preferences to enhance their well-being, supporting the consultancy team and the RM.

**Sofia Greco** - Consultant - Ensure Service Users are at the heart of our care delivery, acknowledge their wishes and preferences and enhance their well-being.

**Megan D'Rozario** - Consultant - Ensure service users are at the heart of our care delivery, acknowledge their wishes and preferences and enhance their well-being.

**Holly James** - OOH Support - Provision of overnight and weekend support for the service users, families and care staff.





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## LYNN JAMES-WELLINGS - WHAT IS IS LIKE BEING A REGISTERED MANAGER



This month, @SkillsForCare is focusing on the Registered Manager role, therefore I thought I would write about what being a Registered Manager at [Care First 24](#) means to me.

I love my role as a Registered Manager at [Care First 24](#) and feel incredibly lucky to have the amazing team working alongside me, but I do think it is one of the most complex and challenging jobs in the care sector. It is also incredibly rewarding, as you can see the impact the services make on people's lives.

I feel there is little support for the role as it has become more challenging. Personally, I think there has been little thought from The Government or The Care Quality Commission as to how Registered Managers are supported and I am concerned about retention and how many highly skilled Registered Managers are leaving their role. I believe this is because Registered Managers are definitely undervalued generally in the Care Sector.

As a Registered Manager, I feel it is the most responsible role in care, but it is also one of the most isolated. Particularly, if you are a Registered Manager in a smaller provider and not surrounded by a range of organisations and resources to support you.

The emotional challenges of being in care are rarely recognised, and, in an era when we are trying to deliver person-centred care and relationship-based care, there is a lack of acknowledgment for the emotional toll on staff when losing a person with care needs that they have built a relationship with over many months and years. I have, therefore, brought in the TOTUS Support Team, who ensure emotional and well-being support for people with care needs, families, and team members. In my view, this is key to achieving good care.

As Registered Manager at [Care First 24](#) I focus on well-being as a core duty, this is because every day our care staff are confronted with emotional distress and yet are expected to absorb it with little or no support. If we are going to care for people, I am committed to investing in care for our team and ensuring they have the right support that enables them to manage stress and live well. I would encourage all Registered Managers to join the Skills for Care Network and also join the many Registered Managers groups. It is good to find support in a job that can be so isolating and detrimental to your well-being.

As a Registered Manager, I can see the impact the [Care First 24](#) team has on the lives of everyone within our service, whether they are people with care needs, relatives, or staff and I am extremely proud of everyone who works with us at [Care First 24](#).

Thank you very much for reading this article. If you would like further information please get in touch by email: [info@carefirst24.co.uk](mailto:info@carefirst24.co.uk), or telephone: 01732 790001 and we will be happy to answer any questions.

If you need assistance out of office hours please call 01732 790001 and you will be diverted to the OOH Team



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Happy Easter Everyone!



The Easter Bunny has been delivering Easter Chocolates for all the amazing Care Team. If somebody hasn't received theirs please contact [carolyn@carefirst24.co.uk](mailto:carolyn@carefirst24.co.uk)

## ACCREDITATIONS

