



essential health newsletter

ISSUE 4. September 2019

Welcome to the Essential Health Summer newsletter, keeping our clients, families and Care Givers informed and in touch.



NEW BRANCH OPENING IN CANNOCK, STAFFORDSHIRE

Essential Health recently opened a new personal and inviting homecare branch in Cannock, Staffordshire. Read on to learn more about our Cannock branch team members.

Cannock branch telephone number:
01543 547190



WELCOMING LOUISE CARE MANAGER CANNOCK

I have over 10 years experience working in the care sector, from care assistant to Deputy care Manager.

Managing a New Home care service is going to be challenging but I am excited to get started. I have lived in Cannock most of my life and know the area very well.

I love the little office in Cannock, it's very personal and inviting, I have told all my friends and family the great news. I just cannot wait to start my new career as a Care Manager, I know I have a great team behind me to support me all the way.



SUMMER

This seasons summer has seen some extremely hot days, but for most of the summer we have seen heavy rain and some unforgettable thunder / lightning storms.



WIN A DUVET DAY

Care Givers were given the opportunity to win a Paid duvet day (a lazy day in bed with Pay) for £1.00 raffle.

The winner is: **Julie Clewes**

Julie is delighted with the win: "I am looking forward to an extra day in bed, I'm going to plan the day around the weather ideally when it's very cold, I'm going to set my alarm for the fun of it just to have the satisfaction of switching it off and rolling over feeling cosy in my duvet."

NOMINATE A CO-WORKER

Essential health has provided a sealed box for all nomination slips, the four care giver's below received the most nominations and each won a bottle of Prosecco.

Kelly Hampton

Kimberley James

Shannon Attwood

Sharon Leigh



WELCOMING GEMMA CARE COORDINATOR CANNOCK

I have 8 years experience in the care sector and I have been waiting for the opportunity to progress in this sector for some time. I joined Essential health as a care Coordinator for a new registered branch in Cannock.

Since starting I have learnt so much already, I have recently enrolled to complete my NVQ level 3 in health and social care as I have never been given this opportunity before, I know my role is going to be challenging but I feel ready to take the next step in my career.

I have spent a lot of time in the Stoke branch, everyone is so welcoming and the care team are all so lovely and always look really smart in their uniforms, they are all so professional and they are all very caring in their own unique ways.



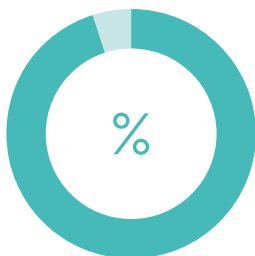
QUALITY PERFORMANCE REVIEW - YOUR FEEDBACK RESULTS FOR JANUARY 2019 TO APRIL 2019

We would like to thank all our clients for completing and returning the performance review forms. To ensure we continue to keep our promises with the provision of a good quality service we evaluate our questionnaires on a quarterly basis to capture our overall performance.



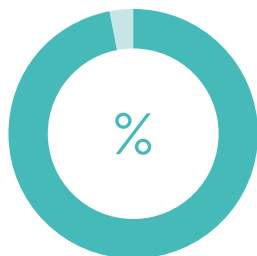
98%

of our clients scored Essential Health Excellent with meeting their Nutritional Needs, including offering choice and suitable meal times.



95%

of our clients feel that our service provides Excellent Person-Centred Care.



97%

of our clients scored Essential health Excellent and feel they are treated with Dignity and Respect.



98%

of our clients scored Essential Health Excellent and say they are always included in their care and consent is always obtained.



96%

of our clients scored Essential Health Excellent with safety and feel their caregivers are well trained.

HAVE YOUR SAY

Every quarter Essential health Ltd deliver your feedback questionnaires, this is your chance to let us know how we are doing. We value your feedback and will publish the results in our Winter newsletter. We look forward to hearing from you.

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