



essential health  
the care specialists

# essential health newsletter

ISSUE 5. December 2019

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



## HOW THE MANAGEMENT TEAM SPEND CHRISTMAS

Christmas for some can be a sad and lonely time and it is often care providers that see the reality and sadness this can bring.

Every year the Director prepares and cooks Christmas dinners for our clients that have no family or friends, this has been something Wendy has done every year since Essential Health began. Some years there have been as many as 9 clients spending Christmas alone.

There will always be one of the management team working the on-call service through the whole of the Christmas and New year period. Some of the team will be out in the community visiting clients and this year some of the management team will be supporting our Newly opened Branch in Cannock.

## CHRISTMAS CROCHET

This year we have supported Gabriella to crochet our Christmas baubles, Gabriella has spent a long time Crocheting each Bauble by hand. Gabriella lived in Poland and arrived in England 9 years ago, Gabriella uses her spare time to create beautiful arts and crafts.



## A BIG THANK YOU

We would like to give our sincere gratitude to our Care Givers who have worked tirelessly to support Essential health's commitment and ambition to provide the very best care and support.

**Essential Health wishes everyone a Very Merry Christmas and a Happy New Year.**



1	9	3	2	15
3	5	2	1	11
2	7	1	4	14
5	8	9	7	29
11	29	15	14	

## EVENS ANSWERS

Answers to "EVENS" quiz published in our Summer 2019 newsletter.

## 5 YEAR ANNIVERSARY

Essential Health Ltd began in November 2014 and has successfully achieved 5 years of care services in Stoke on Trent.

## CHRISTMAS TRIVIA (Answers can be found at the back)

**Q.1** Which author wrote the book A Christmas Carol?

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**Q.2** According to the song, what did my true love give to me on the seventh day of Christmas?

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**Q.3** Which colorful and much sung-about Christmas character was invented by American ad writer Robert L. May in 1939?

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**Q.4** What is the date of St. Stephen's Day?

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**Q.5** Which country is Eggnog said to have originated from?

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**Q.6** Which popular Christmas song was composed by James Pierpont in 1857?

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**Q.7** What are the names of the Three Wise Men (also known as the Three Kings)?

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**Q.8** What is the name of the Dr Seuss character who steals Christmas?

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**Q.9** What is the name of George Bailey's guardian angel in the film It's A Wonderful Life?

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**Q.10** Who composed the songs for the film White Christmas?

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**Q.11** What is the date of "Twelfth Night"?

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**Q.12** Which English leader banned the singing of Christmas songs?

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## CHRISTMAS FUN FOR THE CARE TEAM - WHO WILL BE A WINNER THIS CHRISTMAS?



### To win the Christmas Festive Hamper....

Choose the name of the Harrods Teddy Bear; there are 50 names to choose from, who will be the lucky winner?!!



### To win the mystery presents in Santa's sack....

Look inside Santa's sack for 10 seconds and name all items within.



### To win an Extra Paid Days Holiday....

Guess the number of Baubles on the Christmas tree.



## EVERYONE GETS SOMETHING!!



## THINGS TO SHARE

- Joanne is now studying for a level 5 qualification in Management and Leadership
- Kim is studying for level 3 Health and Social Care
- Jean Completed level 2 Health and Social Care
- Laura Completed level 2 Health and Social Care
- Georgina is due to finish Level 3 health and Social Care December 2019
- We would like to give a special mention to Lisa, Rebecca and Laura, congratulations on Your 4 Year Anniversary with Essential Health. Thank you for being such Valuable members of our team.

## CONGRATULATIONS

To Lauren and Kyle on the birth of their beautiful baby boy 4th November Ezekiel 7lb 2oz



## BEST OF LUCK SARAH!

Wishing Sarah lots of luck as she leaves us to go on maternity January 2020, we look forward to seeing the new arrival.

## QUALITY PERFORMANCE REVIEW - YOUR FEEDBACK RESULTS FOR MAY 2019 TO AUGUST 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.



# 94.5%

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

## 94.75%

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

## 94.5%

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

## 94%

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

## 92%

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

## TRIVIA ANSWERS

1. Charles Dickens.
2. Seven Swans A-Swimming.
3. Rudolph the Red Nosed Reindeer.
4. The 26th December.
5. England.
6. Jingle Bells.
7. Caspar, Melchior and Balthazar.
8. The Grinch.
9. Clarence.
10. Irving Berlin.
11. The evening of the 5th of January.
12. Oliver Cromwell.



## 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 summer newsletter.

**We look forward to hearing from you.**

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