



CHESHIRE SENIORS MONTHLY

Homecare in Mid and South Cheshire

At Right at Home, we aim to make a genuine difference to the quality of life of those we serve in the local community. We focus on improving the lives of those we care for, not just maintaining quality of life.

Making a Difference Every Day

From every CareGiver to our local Management Team, we are completely focused on making a difference every day. Keeping our Clients where they want to be for longer – Right at Home.

Our local office teams based in Nantwich, Sandbach and Northwich work tirelessly to deliver on our promises. For us it is not just about providing a service, it is about building valuable relationships with everyone we work with.

Our Trusted Services

Through trust and commitment to being the best, the quality of the care we provide has been industry-recognised, leading us to be rated as Outstanding by the Care Quality Commission and become the most highly rated national homecare agency on the UK's leading review site, www.homecare.co.uk.

“The Queen gave her whole life to the service of others”

Whilst we knew Queen Elizabeth II couldn't live forever, her passing has left the nation with a deep sense of loss.

Perhaps it's because she was an ever steady presence in our lives we felt we knew her, perhaps it's because she was a figure of reassurance, or perhaps too, after several years of upheaval she was the one constant in our lives and that too has now been taken from us.

Support has been offered to our Clients and CareGivers.

She gave her whole life to the service of others and we can all learn from the qualities she showed.

She was dutiful, patient and kind and she reigned with grace and dignity.

Her memory will live on for decades to come and I will cherish my special moments with her.

God bless the Queen; may she rest in peace. God save the King.



Right at Home Mid-Cheshire

Registered Manager, Jo, joins the team!

Right at Home Mid Cheshire welcomed Johanna Dunning as the new Registered Manager. Jo joins us with a wealth of experience and knowledge, here is more about Jo.

'I have worked in care for over 25 years. I have three children, a cat, a rabbit, and a dog. I love spending time with my children and recently went on a brief adventure to Los Angeles with my daughter, Freya and we had such a fun time. I love creating art and learning about different cultures and languages.

When it comes to care, although I enjoy every aspect, dementia is something very close to my heart. My wonderful dad lived with dementia for the last few years of his life, during which, we had some tough times and sadness but also lots of joy and love. Even though he isn't with us anymore, his love keeps me going every day.

I think people appreciate that I am enthusiastic about everything I do and always look on the bright side.

My Current Qualifications include - A train the trainer qualification in Moving and Handling, Basic Life Support and Medication. I have also completed a level 5 qualification in Leadership and Management. I hold level 2 qualification in British Sign Language.'

Jo said, "I am really looking forward to meeting our existing clients & staff members and working as part of an award-winning team".



Johanna Dunning, Registered Manager, Mid-Cheshire

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NHS Big Tea Event

This month the Mid Cheshire team organised a "NHS BIG TEA" event at Winnington Hall, to help raise funds for "The Mid Cheshire Hospitals Charity" <http://www.mchcharity.org/>

It was amazing to see so many local people and our care team get involved. We had a great day with lots of tea, coffee and lovely cake being enjoyed. A big thanks to everybody for their kind donations, we raised over £60.00.



NHS Big Tea Event



NHS Big Tea Event

CQC Inspection

Right at Home Mid Cheshire has been rated as 'GOOD' by the Care Quality Commission (CQC) at its very first inspection, an accolade that we are all hugely proud of.

Speaking about Right at Home Mid Cheshire the report said: "People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests".

Owner and Managing Director, Ben Selby said: I am incredibly proud of our Caregiver and Office Team for this achievement. They have been resilient, consistent and highly organised throughout the pandemic plus with fuel shortages at times.

I am pleased to hear how complimentary the staff have been about Right at Home Mid Cheshire, staff members told us, "Training is superb", "There is all the support you need" and "It's excellent, their support has been brilliant."

Inspected and rated

Good



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Abbi Jones – Registered Manager

We are happy to announce that our former Deputy Manager, Abbi Jones, has now received her CQC Registration, and has now become the Registered Manager for Crewe & Nantwich.

Abbi said, 'I have worked for RaH for just over 2.5 years, starting as a Care Coordinator just before the pandemic hit. RaH have supported and encouraged me to achieve my goals. I never dreamed I would achieve my registration so early on in my career and I am extremely proud of the hard work and dedication I have put into achieving this.'

I am excited to see where this new chapter will take not only myself but Right at Home too.'

Well done Abbi, we are extremely proud of you.



Looking after our Clients

Learning is really important – This month has been all about Prevention of Pressure Sores.

The React to Red Skin – a pressure ulcer prevention campaign that is committed to educating as many people as possible about the dangers of pressure ulcers and the simple steps that can be taken to avoid them.

We hosted an excellent training session for our Senior Care staff and Managers across Cheshire to become qualified trainers on the subject, enabling us to roll this training out to our Care Teams enabling them to have the knowledge they need to provide Outstanding care to all our Clients.

Throughout the year, our CareGivers complete refresher training in a number of areas which include medication, moving and handling, and basic life support. This is to comply with CQC Regulations, and to keep their knowledge fresh to provide Outstanding care.



making a difference every day

At Right at Home, our values are at the heart of everything we do. It is our commitment to these four core values that enables us to deliver on our promise of improving quality of life for our Clients and their families.

TRUST – trust is fundamental to building strong, collaborative relationships with our Clients and their families.

QUALITY – we are committed to providing the highest quality care and support; the same kind of care we would like for our own family.

COMPASSION – we pride ourselves on person-centred, outcome-focused care, delivered with compassion, sensitivity and without judgement.

RESPECT – we promote an all-inclusive culture, where colleagues and Clients can be themselves. We respect people's wishes, seek to understand their aspirations, and support them to achieve their personal goals.

Kirsty takes up new role!



Our former Registered Manager, Kirsty, has now taken up her new role of Head of Care Operations.

When asked about her promotion, Managing Director Ben Selby said, ***"I would like to wish Kirsty all the very best in her new role and congratulate her on what she has achieved with the company so far. She was our first employee and has been with the company over 5 years, during which time she has continued to improve as a Manager and Care Professional"***.

Kirsty has worked in the care industry for over 25 years, starting her career as a CareGiver and progressing to become a Registered Manager. Her hard work has continued and has been rewarded with her new role as Head of Care Operations.

"My passion is to deliver the highest standard of care and support to Clients who wish to remain in their own homes."

I believe it's important to work closely with my team of dedicated CareGivers to ensure they have the skills, knowledge and support they need to provide outstanding care".

CAT FM Interview

Our Managing Director, Ben was interviewed on Cat FM 107.9FM this month about our recent National Award for brightening the lives of people with Dementia, and our exciting plans for 2022/2023, creating many job opportunities across Cheshire and offering Outstanding care to people in our local communities.

"My main inspiration comes from my personal experience of poor care with my Grandad, and it's so important that we measure every action we take by the question 'Would I be happy with this for my loved one?'"

We understand the difficulties associated with living with dementia. More importantly, we can support your loved one to remain living independently in the comfort of their own home. Our trusted team of CareGivers help to maintain a safe home environment for all Clients. We'll also advise on any adaptations that will make life easier.



Join our Team – RECRUITING NOW

Here at Right at Home, we offer top rates of pay and flexible work patterns because we know how important it is for our valued CareGivers to have a positive work-life balance. Take a look at the videos below to find out why people are proud to be part of our team.

We believe in supporting all of our employees to be the best that they can be! The sky's the limit at Right at Home, whether you need practical experience to help you with your studies or you want to progress into management, we are happy to help!

If you would like to enquire about any of our job vacancies, please contact us on:

South Cheshire (Nantwich) 01270 257 347 or Mid Cheshire (Northwich) 01606 537400
cheshirejobs@rightathome.co.uk