



# Spring Newsletter



SPRING 2024



## Congratulations & Thank you

**Barbara Stevens**

5 wonderful years of service  
at Forever Loving care Limited

**DON'T FORGET**



**Clocks go forward 1 hour on March  
31st at 01.00hrs.**

## ROTAS

Although we do try and get rotas out to all clients, we often struggle to get some out due to staff not visiting the office, if you have an email address please let us know.



## Congratulations

Kacey Davies on the birth of  
Lola-Mae, born on 18th January 2024, at  
15.26, weighing 7lb 9oz.  
A little sister for Isla-Grace, granddaughter for  
Debby and great niece to Sam and Emily.

## WELCOME

We would like to wel-  
come  
Kacey Robinson to our  
team of Angels.  
We wish Kacey a long and  
happy career at FLC.

## Angel of the month

**November 2023**— Sian Bailey, voted by clients and staff for remaining professional in challenging situations and lighting up the room when she walks in.

**December/January**—Olivia Bowen, voted by clients and staff for being good at her job, a delight, always a pleasure to work with, very thoughtful and a hard worker.

Well done and Thank You both.

Don't forget you can vote for staff, please call 01588 673 733.

## KEEP SAFE

**What is a cold call?** A cold call is a phone call out of the blue from a company or person you've never dealt with before, usually trying to sell you something. They aren't always scams, but they can be irritating.

How can I protect myself from scam calls?

There are things you can do to protect yourself from scams:

- **Say no:** Ignore a caller that asks you for personal information, such as your PIN, or tells you that your computer has a virus. A genuine organisation will never ask you for these details over the phone, in an email or in writing.
  - **Report any scams:** Forward unwanted texts to **7726** for free so your mobile phone provider can flag potential scams.
  - **Check the line:** Be aware that scammers can keep your phone line open even after you've hung up. Use a different phone, call someone you know first to check the line is free, or wait at least 10 to 15 minutes between calls to make sure that any scammers have hung up.
  - **Use an answerphone:** You can use an answerphone on your landline or voicemail on your mobile to screen your calls.
  - **Check your calls:** Get a caller ID device to see who's calling. But be aware that some scammers appear as a legitimate number, for example, your bank or utility company.
  - **Try call blocking:** Some phones have call-blocking features to stop unwanted calls. If yours doesn't, you can use a separate call blocker. Some blockers come pre-programmed with known nuisance numbers and some allow you to add numbers to that list when you get a nuisance or scam call. You can buy call blockers from various retailers and some local authorities provide them.
  - **Cut the cold calls:** Join the free Telephone Preference Service (TPS). This should cut the number of cold calls you receive, though it won't necessarily block all scammers. TPS has a service to stop cold calls to mobile phones too. Go to their website or text 'TPS' and your email address to **85095** to register.
  - **Call the company:** If you get a phone call from an organisation asking you for personal information, contact the company directly using a known email or phone number to check the call is legitimate.
- Avoid links:** If you've received a text asking you to follow a link, don't click on it. If you'd like to check if the text is genuine, contact the company directly either using their official website or phone number and enquire about your account that way.

Who should I contact if I've received a scam call or text?

If you've received a scam call, there's support available:

**Action Fraud:** Contact Action Fraud to report a scam or get more advice on scams and fraud.

- **Your bank:** If you receive a call about your bank account or credit card that concerns you, you can speak to your bank by calling the centralised number **159** or by calling the number on the back of your bank card.

**Telephone Preference Service (TPS):** Contact TPS to register with its service. There's a free call blocker to stop scam and nuisance calls available to those who are identified as most vulnerable by a doctor, Trading Standards officials or local councils.

There are also ways to report scam texts and WhatsApp users:

- **Texts:** Forward any unwanted texts to **7726** for free so your mobile phone provider can flag potential scams.

**WhatsApp:** Report a scam WhatsApp user by opening the chat with the user you want to report, tapping on their name and then tapping 'report contact'.

