



Newsletter

Forever Loving Care Ltd.

The Wishing Well

Market St.

Craven Arms

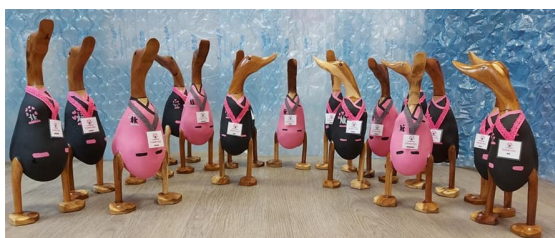
Shropshire, SY7 9NN

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SUMMER 2021

Thank you to our Angels

We (Sam, Debby & Emily) have been busy creating our Forever Loving Care duck. Our Angels have all received one as a Thank You for all their hard work and commitment. We truly are grateful for all they do, I'm sure you will all agree?



Welcome

We would like to welcome Mabali Madando and Chloe Dubicki to our team. We wish you both, a long and happy career at Forever Loving Care.

Quality Assurance

By now you should of all received a call or visit off our Quality Assurance Lead—Kerry.

Calls will be done on a regular basis to ensure all our Clients are happy with the service we are providing. This is the chance for our clients to express any concerns, requests, compliments, questions, suggestions or anything else they wish to discuss in order for us to act in a timely manner.

Our yearly Quality Assurance surveys will still be sent out, where you are able to remain anonymous if you wish.

Key Worker

As you are aware, we now have five Guardian Angels. All our Clients now have a regular Guardian Angel as their key worker.

Some of the tasks hey are responsible for is to ensure:

- care plans are up to date and reviewed when required.
- Infection control audits are carried out within the property.
- Weights of clients are done when required.
- PPE guidance is updated when required.
- Folders within house audited and up to date and tidy.

NEWS

Congratulations!

Amy Selley, Karen Harris and Megan Sparrow on achieving your Care Certificate.

Debby Davies on completing Level 5 in Management and Leadership in Health and Social Care.

Kerry Edwards on becoming our Quality Assurance Lead and Guardian Angel.

Sarah Cotton and Megan Sparrow on becoming Guardian Angels.



Congratulations Ness on your wonderful news.

We look forward to welcoming our Forever Loving baby boy, due November 2021.

And they call it puppy love.....

Congratulations Bonnie our little office dog on the birth of her 6 beautiful bundles of fur.



DON'T FORGET TO DRINK PLENTY AND KEEP HYDRATED IN THE WARMER WEATHER.



Checking in and out

All carers are required to check in and out of your property using a device on their mobile phones via GPS. However, from time to time we do experience issues. We are therefore trialling a new QR code check in and check out system, this is done by each client having their individual QR code in their file.

Staff are required to scan on arrival and departure.

These are in place to ensure the safety of our staff and clients by enabling us to ensure our staff have arrived and that the visit is/has taken place.

Meet Dennis, Willow and Stanley.

Three of Bonnies babies will remain in the Forever Loving family.

Dennis is off to his forever home at Becky's, Willow will be joining Sam and Stanley will remain with Emily.



Elder Abuse Awareness Day—June 15th 2021

The best way to protect yourself or a loved one and stop abuse from happening is to tell someone about it. This may feel difficult, especially if the person abusing you is a close friend or relative, but abuse and neglect is never acceptable. You don't have to put up with it, and there is help available for you to put a stop to it.

If a paid or family carer is involved, you may also be worried that telling someone will mean that you lose the care and support that you need. Please be assured that your care and support needs will continue to be met as part of any safeguarding response.

You can get support and advice from:

- Adult Social Services at your local council—First point of contact 0345 678 9044
- Your GP or other NHS health providers
- The Care Quality Commission
- Domestic Abuse helpline 0808 2000 247
- Please speak to a member of our team
- Hourglass helpline: **0808 808 8141**
- The Police - You can call the local police on the 101 non-emergency number or call 999 immediately in an emergency
- Pharmacies – ask staff for 'ANI' and they can provide immediate help.

Call the Age UK Advice Line 0800 678 1174 if you are concerned about abuse

Source: Ageuk

FIND A FLOWER...



H	F	O	X	G	L	O	V	E	F
E	Y	W	E	D	A	H	L	I	A
L	P	D	N	S	L	M	L	R	I
O	D	X	R	X	O	A	I	E	R
B	V	G	Y	A	T	R	L	D	E
E	P	E	T	U	N	I	A	N	T
L	O	V	L	I	A	G	C	E	S
I	P	I	W	O	L	O	E	V	I
A	P	A	N	S	Y	L	U	A	W
U	Y	H	Y	P	U	D	Y	L	P

Lily

Dahlia

Rose

Foxglove

Hydrangea

Lilac

Lavender

Lobelia

Marigold

Petunia

Poppy

Tulip

Wisteria

Pansy