



03

03

## York branch officially opened

Lord Mayor of York officially opened new Carefound Home Care branch in York.

07

## 26-mile trek raises over £800 for Alzheimer's Society

Our West Bridgford branch put their best foot forward to complete the Alzheimer's Society's Trek26.

10

## Better client health outcomes revealed

Read the results of our 2023 annual review.

# Contents

Page

03

## Lord Mayor officially opens new branch in York

The Mayor of York and the Lady Mayoress welcomed our new home care service.

Page

04

## Our latest PLATO award winners

Recognising our team members for being exceptional.

Page

04

## Celebrating workversarys

Meet our amazing colleagues who've recently achieved their workversarys.

Page

05

## Top 20 home care group award

We have been named, once again, as a top home care company in the UK.

Page

06

## Fundraising in Wilmslow

Staff, clients and loved ones from our Wilmslow branch have been fundraising for Parkinson's UK.

Page

07

## Leaders in Care Conference

Our Managing Director, Oliver Stirk, participated in the inaugural conference about the future of care.

Page

08

## Carer surprises client

Professional carer Rachel has used her artistic talent to surprise her client with a portrait of his beloved cat.

Page

10

## 2023 annual review results

We're proud to provide the results of our annual review, used to ensure that we're continuously improving our home care service.

Page

11

## Exercise the brain

Why not enjoy a quiz or crossword?

## Introduction

# Welcome

It's been great to hear how much people have enjoyed reading our CarefoundLife magazine and I'm delighted to welcome you to our latest Autumn edition.

Autumn is a busytime for us at Carefound Home Care, so I really appreciate being able to take a moment to read about all the fantastic things happening across our home care branches. Whether it's our team members going above and beyond, our clients experiencing the benefits of receiving highly personalised care at home, their loved ones getting involved, or our branches raising awareness in their local communities, there are so many heart-warming stories and I do hope you enjoy reading them too.

Thank you, as ever, to our incredible staff, our clients, and their friends and family, and if you have any stories you'd like to share for our next edition of CarefoundLife we'd love to hear from you!

Oliver Stirk  
Managing Director





## Lord Mayor of York officially opens new Carefound Home Care branch

The Mayor of York, Councillor David Carr and the Lady Mayoress, Mrs Lynda Carr, welcomed our new home care service in York.

We officially opened a fourth branch in York to offer our highly personalised hourly home care and live-in care services to older people in the area.

All of our existing branches are rated 'Outstanding' by the Care Quality Commission (CQC) with inspectors calling it a "role model to other services."

We have a track record of reducing pressures on the NHS by improving older people's health outcomes, for example by preventing falls, managing signs of deterioration, and avoiding hospital admissions. We aim to bring similar benefits to the York area as well as creating around 50 new jobs for local people.

**Oliver Stirk, Managing Director of Carefound Home Care, said:**

"We're delighted to officially open Carefound Home Care in York enabling us to help more older people live safely at home with one-to-one support from a professional carer."

"Our local team of experts are excited to help more families in York and are

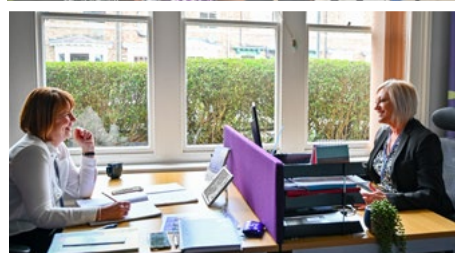
busy recruiting care professionals to join our team who benefit from extensive training, an excellent employment package, career progression and unrivalled support."

The Lord Mayor of York and the Lady Mayoress, who cut the ribbon at the opening, discussed their own experiences of finding suitable care for a loved one and were pleased to learn more about the specialist home

care services provided by Carefound Home Care.

The event was also attended by Jill Quinn MBE, who is CEO of Dementia Forward, a local charity supporting people with dementia and their carers in North Yorkshire and York.

For further information about Carefound Home Care in York or to apply for a job call **01904 215920** or visit [www.carefound.co.uk/york](http://www.carefound.co.uk/york).





# Karen and Leanne are our PLATO award winners!

Congratulations to both Karen Crampton and Leanne Bellwood who are the latest winners of our prestigious PLATO award.

Our PLATO award involves staff from the whole company voting on exceptional examples of colleagues demonstrating our company values - Personalised, Local, Accountable, Together and Outstanding. The winner not only receives public recognition but also £100 in gift vouchers.

Karen is a live-in carer at our Harrogate branch and was voted in February as the winner by her colleagues for helping clients living with dementia continue to live safely at home, including using innovative approaches to keeping people contented using the "SPECAL Method", identifying and acting on signs of infection early, and even arranging trips to Redcar for fish and chips.

### Karen was delighted with her award, saying:

"I have worked for Carefound Home Care as a live-in carer for over 5 years and the support and training I've received has always encouraged me to want to do my best for my clients and to support them in living the lives that they want to. To be part of such a fantastic team is so worthwhile and rewarding."

Leanne is also a live-in carer at our Harrogate branch and was voted, more recently, in August as the winner by her colleagues for learning her client's own personal words and phrases to aid communication, and recognising signs of a stroke, arranging emergency medical attention, and avoiding a hospital admission.



### Leanne proudly commented on her PLATO award:

"I was overwhelmed and at a loss for words when I heard I had won the PLATO award. I have never had this recognition from any care company I have worked for."

"I really do love working for Carefound Home Care – they put the needs of the client over the organisation's needs and it's so rewarding being able to help people live at home and remain as independent as they can be."

Congratulations to you both – very well deserved!



Shelley, our Recruitment & Community Manager in West Bridgford, attended the Beeston and Nottingham job fairs in October. They were both exceptionally positive and welcoming events, including friendly staff, and a great opportunity for local businesses to make connections and engage with prospective candidates looking to embark on a career in care!

## Workversarys

As ever, we're so proud to congratulate colleagues who have recently achieved their Carefound Home Care 'workversarys':



**Hayley Gill**  
Wilmslow branch  
5 years



**Lorna Miles**  
York branch  
10 years



**Karen Crampton**  
Live-in care team  
5 years



**Raye Davies**  
Hourly care team  
10 years



## Big Tea Party in Wilmslow raises funds for local NHS hospitals

Carefound Home Care hosted an NHS Big Tea Party to celebrate the 75th birthday of the NHS, raising over £225 for East Cheshire NHS Trust Charity.

The successful event saw local older people, family members, carers and members from the local community enjoy an afternoon of raffles, quizzes, and games in Wilmslow Parish Hall. There were plenty of winners and prizes, with lots of tea, cake and sandwiches enjoyed by all.

All the money raised goes to East Cheshire NHS Trust Charitable Fund (ECHO) which helps local NHS services go the extra mile in supporting patients across hospitals in Macclesfield, Knutsford and Congleton and those cared for in the community.

Thank you to everybody who contributed!



**Amanda Burke**  
Senior care team  
5 years



**Sarah Vickers**  
Wilmslow branch  
5 years



**Debra Morton**  
Senior care team  
5 years



**Helen Appleton**  
Hourly care team  
5 years

## We are, once again, a Top 20 home care group in the UK!

With branches in Harrogate, West Bridgford, Wilmslow and York, our service has been ranked as one of the 20 best providers in the UK based on reviews from families and clients on the leading home care reviews site, [www.homecare.co.uk](http://www.homecare.co.uk).

**Amanda Hopkins, reviews manager of [homecare.co.uk](http://www.homecare.co.uk), said:**

“Carefound Home Care has proved that it provides a high standard of care and we’d like to congratulate it on being a top home care group! It is a huge achievement to be named as one of the Top 20 home care groups in the UK.”

**Oliver Stirk, Managing Director of Carefound Home Care, said:**

“We are enormously proud to have won this award for the second year running. It’s a testament to the dedication, care and compassion of our amazing care professionals who consistently go above and beyond to maximise the well-being of our clients and their families, enabling them to enjoy a better quality of life at home.”



## We're recruiting!

We are looking for fantastic people to join us as a care assistant or live-in carer. If you know someone who wants to change lives and grow their career, we'd love to hear from them.

Scan the QR code to see our current vacancies



# Walk for Parkinson's

Staff, clients and loved ones from our Wilmslow branch have been fundraising for Parkinson's UK.

We are saying a huge well done to Gemma Thomson from our Wilmslow branch who has completed the 5.6 mile Walk for Parkinson's at Marbury Country Park in Northwich, Cheshire. Gemma did amazingly well to complete the challenge and raised £200 for Parkinson's UK which will go towards research into new treatments and a cure for Parkinson's.

## Gemma, who is a care manager in our Wilmslow branch, said:

"Throughout my time in the care sector I have seen the impact Parkinson's can have on both the individual and the family and friends within their support network. For this reason, I wanted to do my part for raising awareness of Parkinson's UK".

Our Wilmslow branch are also enormously proud of their client, Ms Holden, who lives with Parkinson's. Ms Holden took part in the event with her daughter, Sally Kendall, and her live-in carer, Marie.

**Sally has raised over £600 for Parkinson's UK to date and commented on the Walk for Parkinson's at Marbury Country Park:**



"It was such a huge challenge for Mum to overcome to be there, mindful that she has been housebound since 2016 and even the thought of going out brings on panic attacks for days beforehand. Her poor health on the day meant she did not manage to do the whole walk, so I did it all for her, but I was so delighted at such an amazing achievement for her to overcome health restraints and anxiety and do what she did".

Parkinson's UK are the largest European charitable funder of Parkinson's research. The money people raise goes towards funding the right research into the most promising treatments. There is no cure for Parkinson's yet.



## We've reached 100 reviews on homecare.co.uk!

We have reached 100 reviews on the leading home care reviews site, homecare.co.uk, with an overall score of 9.7 out of 10!

Our clients' feedback speaks volumes about the care we offer, and it comes directly from those we've had the privilege to care for, as well as their loved ones. These reviews not only highlight our commitment to living up to our PLATO values and making a positive impact on the lives of older individuals, but they also serve as a valuable resource for families who are exploring home care options for their family members.

This achievement is a significant milestone for us as a company, demonstrating our continuous growth and development, all while enhancing the quality of our services.

We extend our heartfelt thanks and congratulations to every member of our dedicated team for making this possible! Your dedication is truly appreciated.

## Get vaccinated this Autumn & Winter

You will likely be aware that all adults over the age of 65 and other eligible groups can now book their COVID-19 booster vaccine and flu vaccine with the NHS.

If you haven't been invited for your vaccines by the NHS, you can access these using the National Booking Service or by visiting a walk-in clinic advertised online.

Should any of our clients require any support with booking or attending their vaccinations, we are encouraging them to speak with their carer or contact their local care management team who will be very happy to help.

More information can be found on the NHS website.

Together, we'll ensure a healthier and happier winter for all!



# Ripley Show 2023

Our Harrogate branch attended the Ripley Show with our resident bear helping raise money for Dementia Forward.

Danni and Carla from our Harrogate branch had a great time at the Ripley Show in August.

Our team held an information stand at the show for local families and visitors to learn about our home care services in Harrogate and discuss the various care options available to them or their loved ones. The day was also a great opportunity to chat with people about the career opportunities we offer and what it's like to work as a care assistant.

The stand also enabled our team to raise awareness of local charity, Dementia Forward, who support people living with dementia and their families. Our resident bear, Trevor, helped us deliver a 'Bear Bingo' with people paying a pound to pick a number and guess his name. Over £100 was raised for Dementia Forward and we'd like to say a massive thank you to everybody who donated!



## Our MD, Oliver Stirk, spoke at the inaugural Leaders in Care Conference

Our Managing Director, Oliver Stirk, had the privilege of participating in the inaugural Leaders in Care Conference in London.

Oliver shared valuable insights as part of the legal panel discussion, focusing on the changes happening with how the Care Quality Commission (CQC) operate. He was in excellent company, joined by Jane Townson OBE, CEO of the Home Care Association, and Anuerin Brown, Managing Director of Hallmark Care Homes.

The event was a resounding success, fostering engaging discussions and providing invaluable insights into the future of care.



## 26-mile trek raises over £800 for Alzheimer's Society

Our West Bridgford branch put their best foot forward to complete the Alzheimer's Society's Trek26.

One in three of us born in the UK today will develop dementia in our lifetimes and there are already over 900,000 people living with the condition.

Shelley Taylor, Lucia Chovancova and Jade Farnsworth from Carefound Home Care in West Bridgford decided to show their support for people living with dementia by taking part in the Alzheimer's Society's Trek26 Peak District.

The trek is one of the charity's popular Trek26 events which involve a 13 or 26-mile trek in one of 8 breath-taking locations across the UK. The Peak District trek starts and finishes in Bakewell, and along the way takes in the river Derwent, the glorious Chatsworth House, the amazing views from Curbar Edge and the famous historical village of Eyan.

**Shelley Taylor, Recruitment & Community Manager commented on why she took on the challenge:**

"We will all have some personal experience of dementia.

I lost my father-in-law, Derek, to dementia this year and was keen to walk in memory of him and all the other families that have been devastated by the condition."

The Carefound Home Care team raised over £800 for Alzheimer's Society which will help pay for vital services and research into treatments to improve the lives of people living with dementia.

**Shelley added:**

"The day took us on a rollercoaster of challenges both physically and emotionally. The weather was changeable to say the least, the hills and inclines brutal and at times the 26 miles seemed impossible, but we did it and it was amazing!"

To support Alzheimer's Society, take part in one of the charity's Trek26 events or one of the charity's Memory Walks visit [www.alzheimers.org.uk/charity-walks](http://www.alzheimers.org.uk/charity-walks).



# Harrogate carer surprises client with purr-fect drawing

Professional carer Rachel has used her artistic talent to surprise her client with a portrait of his beloved cat.

Harry lives in Ripon and is supported to live independently at home by Rachel, his professional carer from Carefound Home Care.

For a large part of his life Harry and his family lived on a farm and so he's always had a love for animals. Today, Harry lives with his beautiful cat called Gus.

Rachel has gone above and beyond to surprise Harry by using her artistic skills to draw a portrait of Gus, which has an astounding likeness.

## Commenting on Rachel's work, Harry said:

"It came as a total surprise. Unbeknown to me, Rachel had taken some photographs of Gus and created this masterpiece! I was flabbergasted."

"The picture is superb, and she has captured him beautifully, especially his blue eyes. It takes pride of place in my bedroom."

## Carla Hainsworth, Registered Branch Manager of Carefound Home Care in Harrogate, said:

"Rachel has demonstrated a fantastic example of going above and beyond for her client Harry."

"She's always had an interest and passion for art, spending



her free time drawing and being creative. Harry had made a passing comment that he had no photos of his beloved cat Gus, so she took it upon herself to draw him. Not only did Rachel draw the most beautiful picture, but she also had it framed to present to Harry as a surprise."

"We really do employ some amazing people at Carefound Home Care and we're so proud of what they do to improve their clients' well-being every day."

## Our new mental health champions

At Carefound Home Care we are proud to have introduced our new Mental Health at Work Policy as we recognise the importance of ensuring a happy, mentally healthy workforce.

Ensuring our staff receive the best support possible, including for their mental health, is of great importance to us. Our new Mental Health at Work Policy reinforces the ability for our staff to discuss any concerns or worries they have regarding mental health with their manager. Our managers have also been trained to spot the signs of mental health difficulties and to make simple and clear interventions, wherever appropriate.

In addition, we have appointed a mental health champion in each of our branches who have received specialist training in providing 'mental health first aid' and how to help build a mentally healthy workplace. Our champions are Carla Hainsworth (Harrogate), Shelley Taylor (West Bridgford), Gemma Thomson (Wilmslow) and Lorna Miles (York).

Our champions will also support our teams in developing wellness action plans for anybody experiencing mental health, psychological or emotional difficulties. Action plans

are personalised to the individual, and ensure that they get the support they need to keep well at work, as well as opening up a dialogue to better understand their needs and experiences.





# Sarah's inspiring charity night bike ride: pedalling 50km for cancer charities!

Wilmslow branch's Sarah Vickers completes 50km night bike ride for cancer charities.

Sarah Vickers, our Recruitment & Community Manager in Wilmslow, embarked on a remarkable journey through the streets of Manchester. She undertook a challenging 50km charity bike ride throughout the night, starting at 10pm, all in support of the vital cause of combating breast, cervical, and ovarian cancers. The event managed to raise an impressive £130 for these charities, thanks to Sarah's dedication!

**Sarah's incredible determination allowed her to complete the night time charity bike ride in just 3 hours and 20 minutes. She enthusiastically shared her experience, saying:**

"I thoroughly enjoyed this challenge! The event was called 'Ride the Night,' making its debut in Manchester. Witnessing the city's iconic landmarks illuminated at night was truly captivating. However, the last 6 miles proved to be the toughest stretch. Battling the darkness, rain, and cold, I was determined to keep pedalling. The camaraderie among participants was heart-warming, and I'm already committed to signing up for next year!"

The funds raised during this event will contribute to the invaluable work of Ride the Night's three 'Women V Cancer' charities: Breast Cancer Now, Jo's Cervical Cancer Trust and Ovarian Cancer Action.

Sarah's dedication and the generous contributions made by other supporters exemplify the power of unity in the fight against cancer.



## Special staff mention

As ever, we want to say a massive thank you to all of our carers for their hard work and going the extra mile for our clients.

A great example is Szilvia Pap, from our hourly care team in West Bridgford. She visited her client where they would normally go out and about, but due to bad weather they could not go. Her client expressed that they would like to do some painting, so Szilvia sourced paint and brushes. They had a wonderful time painting and enjoyed some quality time indoors.

Well done Szilvia!



## Great British Care Awards

We have finalists in the Great British Care Awards 2023!



We're thrilled to share that a number of team members from across our branches have been selected as finalists for the Great British Care Awards in the East Midlands, North West and Yorkshire & Humberside regions for 2023.

A big congratulations to all our staff, and we extend our best wishes for success on judging day!

# 2023 annual review reveals better health outcomes for our clients

We're proud to provide the results of our annual review, used to ensure that we're continuously improving our home care service.



At Carefound Home Care we support older people to live safely at home with our hourly home care and live-in care services, managed from our local branches in Harrogate, West Bridgford, Wilmslow and York.

Every year we conduct a review of our home care service to measure how it is performing and where it can improve. This includes reviewing health outcomes experienced by our clients and undertaking anonymous feedback surveys with clients, their families and staff.

## Maximising our clients' well-being

We have a clear mission to maximise the well-being of our clients and their families. An important part of this is taking a proactive approach to monitoring and managing their health outcomes and reducing reliance on hospitals and other NHS services.

Our unique approach uses a fully digital platform and includes highly personalised care planning, proactive strategies for falls prevention, a soft signs approach to managing deterioration and supporting specialist conditions, all delivered by a professional, well-trained team in partnership with local health teams.

As a result, our clients experienced **24%** fewer falls following implementation of our falls prevention strategy designed with the NHS; **99%** of our clients were prescribed antibiotics within 48 hours of an infection being identified using our soft signs checks; and our clients were **14%** less likely to be admitted to

hospital than care home residents and only **7%** experienced a readmission.

## Feedback from our client surveys

The feedback from our clients and their families was exceptional. **100%** said they were satisfied with their care service, **100%** said they would recommend Carefound Home Care and **96%** said the service had improved their quality of life.

**98%** said their privacy and dignity were respected which is particularly important given the personal nature of receiving care at home.

It was also great to see that **98%** felt comfortable and safe with their carer and **98%** said their local care management team was helpful. This is particularly pleasing given our aim to provide a highly personalised home care service, managed and supported locally by our expert care management teams.

## Feedback from our staff surveys

We're committed to being an employer of choice in the health and social care sector and the response from our staff was also excellent this year.

**98%** of staff said they were proud to work for Carefound Home Care and **98%** said they were satisfied with their job. **95%** also said they understand why Carefound Home Care is different from other care companies.

We aim to provide our staff with the best training and support. **94%** said they were well supported in their job, **99%** felt well trained and **94%** said they were well matched to their clients.

## Commenting on the annual review results Oliver Stirk, Managing Director, said:

"Our annual review not only helps us understand how our clients, their families and our staff are feeling, but also how our home care service is impacting on the health and well-being outcomes our clients experience."

"We are delighted to see such positive feedback from our clients and our carers. It's a testament to the amazing work our carers and local management teams do in going above and beyond to change lives on a daily basis."

"I am also very proud to see how Carefound Home Care's proactive, locally managed approach is enabling people to live safely at home, with better outcomes and reduced risk of being admitted to hospital."

"Moving care services from hospitals and care homes into the community is crucial to reducing pressures on the NHS and it's fantastic to see how our hourly home care and live-in care services can increasingly contribute to this."

To learn more about how Carefound Home Care could help you or a loved one call **0330 223 6240**.

# Remembrance Day quiz

**1. Remembrance Sunday is observed on the second Sunday of what month?**

- November
- February
- December
- July

**2. Representatives of the Crown, the armed forces, and local civic leaders among other organizations lay wreaths of what flower on Remembrance day?**

- Daffodil
- Myrtle
- Poppy
- Carnation

**3. Who is the first person to lay a wreath during the National Commencement service?**

- Prime minister
- Archbishop of Canterbury
- Prince of Wales
- Kings Charles III

**4. The start and end of the traditional silence is often marked by the firing of what?**

- Fireworks
- Cannon
- Rifle
- Pistol

**5. At what time of day is the moment of silence observed?**

- 11:00
- 17:00
- 9:00
- 16:00

**6. At what building in central London, which was once the main palace of the British Monarch, is the National commemoration held?**

- Parliament
- Buckingham Palace
- Westminster Abbey
- Whitehall

**7. The National Commencement service, with a choir from the Chapel Royal, is conducted by what person in the Church of England?**

- King Charles III
- Bishop of London
- Archbishop of York
- Archbishop of Canterbury

**8. Conflict veterans from several wars march in the parade of veterans. Which of the following wars is not represented in the parade?**

- The American Revolution
- WWI
- Kosovo
- WWII

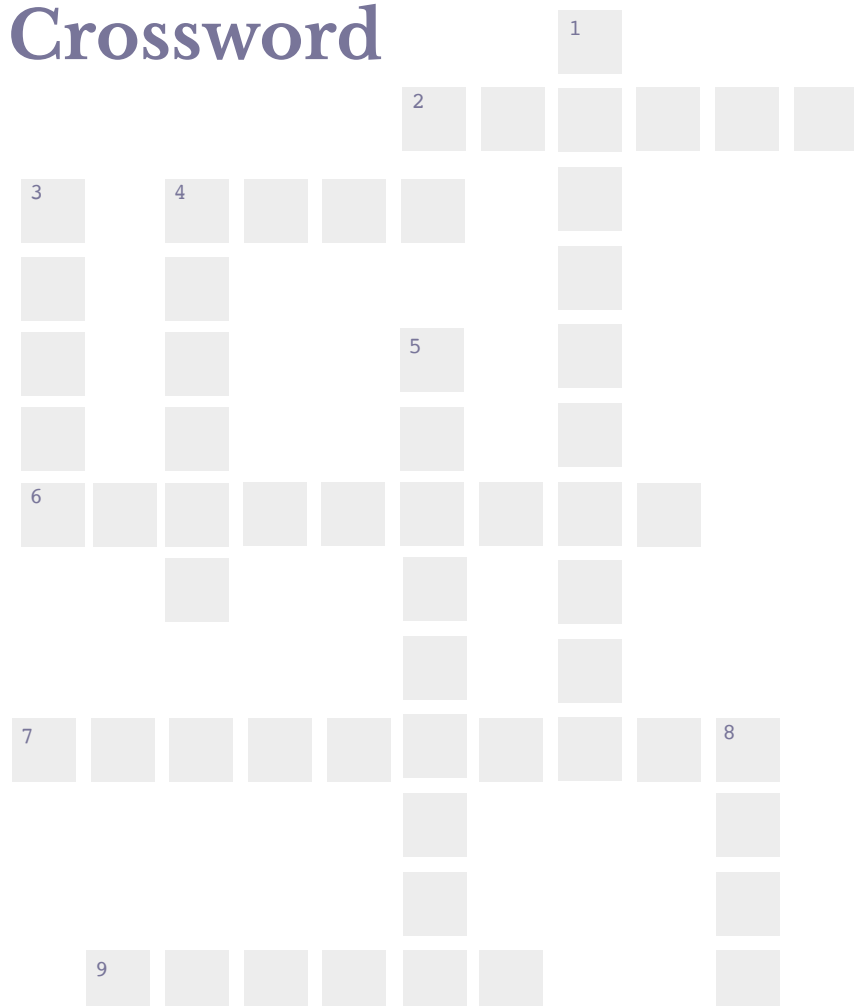
**9. Members of the Royal family and the public sing what song after the main service?**

- Jerusalem
- The Old Rugged Cross
- Death March
- National Anthem

**10. The Royal family assemble to the right of the Cenotaph monument and wait for what famous clock to strike 11:00?**

- Old Faithful
- St Pauls
- Big Ben
- Westminster Abbey

## Crossword



- QUIZ ANSWERS:
- 1. November
  - 2. Poppy
  - 3. Kings Charles III
  - 4. Cannon
  - 5. 11:00
  - 6. Whitehall
  - 7. Bishop of London
  - 8. The American Revolution
  - 9. The National Anthem
  - 10. Big Ben

### Across:

- 2. Activity that involves sliding down a snow-covered hill on a circular object
- 4. Something you light to keep warm
- 6. Movement or motion people sometimes do to try to keep warm
- 7. Clusters of ice crystals that fall from the sky
- 9. Hand tool used to remove snow from sidewalks or driveways

### Down:

- 1. Clothing item that people often wear under a sweater or shirt during winter
- 3. Footwear designed to keep feet and lower legs warm
- 4. Descriptive term for extremely cold weather
- 5. Location in a home that wood or gas logs are used in to create warmth
- 8. Food that is believed to be warming; comes in various flavours



## Get in touch

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