

DEESIDE HOME CARE LTD

54 Chester Road West, Shotton, Flintshire, CH5 1BY

SPRING 2023 NEWSLETTER

MANAGER'S WELCOME MESSAGE

Welcome to our Spring newsletter!

We are now settled into our new office in Shotton and it is feeling like 'home'.



We have recently treated our team to a Chinese meal to celebrate & recognise the 11th anniversary of launching our Agency and also our new EXCELLENT 'Care Inspectorate Wales' inspection report.



Thank you for your ongoing support - Natalie

HOW TO CONTACT US

OFFICE HOURS

Monday - Friday 9:00am - 5:00pm

01244 812435

07860 146265

hello@deesidehomecare.co.uk

URGENT QUERIES OR CANCELLATIONS OUTSIDE OF OFFICE HOURS

7 days a week 8:00am - 10:00pm
Natalie, Jenny or Kat are on-call for urgent queries or short notice cancellations only.

07860 146265

LATEST NEWS

CARE INSPECTORATE WALES INSPECTION

On 22nd March 2023 we had our first Care Inspectorate Wales inspection for over 5 years. This was the first time we had been inspected under the new regulations.

The inspection was conducted by the Inspector interviewing our team, some of the people / families we support and feedback from professionals e.g. Social Workers, OT's, District Nurses etc. The Inspector also spent the day at our Office reviewing our procedures and documentation and learning about our service from Natalie, Jacqui, Jenny & Kat.

The report was EXCELLENT! We are very proud of our team. You can read the report on CIW website or we can provide you with a paper copy.



'TIME FOR A CUPPA' COFFEE AFTERNOON WEDNESDAY 10TH MAY 3:00PM – 4:30PM

We are fundraising for 'Dementia UK' and hosting a coffee afternoon – everyone is welcome to attend and we look forward to showing everyone our new office. We will be selling coffee / tea & cakes and also having a raffle. Donations of raffle prizes & fundraising donations are very welcome.



REVIEWS OF CARE

Care review website www.homecare.co.uk will be running their annual awards in May and we are seeking to increase the amount of recommendations that we have on their site.

We have previously been recognised as one of the 'Top 10 Home Care Agencies in Wales' in these annual awards and we would love to be recognised again in 2023.



If you would like to write a short recommendation of our care:

- We can provide you with a freepost review card to complete & post
- Visit www.homecare.co.uk to complete a review online
- We can email you a link to submit an online review
- We can 'Whatsapp' you a link to submit an online review



HOME FIRE SAFETY

'North Wales Fire & Rescue Service' offer a FREE home safety check to keep you safe from fire. The visit takes about 20 minutes. They will:

- * Supply and install free smoke detectors or ensure your existing alarms are working.
- * Provide advice on how to make your home safe from fire.
- * Prepare an escape plan to assist you in safely making your way out in the event of fire.
- * Provide specialised equipment for deaf and hard of hearing people.
- * Assess if you are high risk and may benefit from specialist equipment to keep you safe.



**Call
01978
367 870
to book**

DIRECTOR NEWS

There have been some changes to our ownership this year. Natalie & Jacqui are now the sole Directors as Brian (Natalie's Dad) has retired.



Now that Jacqui (Natalie's Mum) has retired from running 'Hollybank Care Home' she is working in our Office part time to assist Natalie in leading the Agency.



FOLLOW US ON SOCIAL MEDIA:

Catch up with our regular updates and interact with us on social media.



Follow us on Twitter
@DeesideHomeCare



Like us on Facebook
@DeesideHomeCareLtd

Our new website is under construction:
www.deesidehomecare.co.uk