

DEESIDE HOME CARE LTD

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

SPRING 2026 NEWSLETTER

DIRECTOR'S WELCOME MESSAGE

Welcome to our Spring 2026 newsletter. This newsletter marks 10 years since we first published an edition with the aim of sharing updates, important information and positive stories and successes from our Agency and team.

We would like to take this opportunity to wish those who celebrate, a very happy Easter and we thank you for reading our latest Newsletter.

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

OUR 14TH ANNIVERSARY

On 20th March, we celebrated the 14th anniversary of our Agency. Established and launched by Natalie way back in Spring 2012, a lot has changed over the past 14 years - we are so proud of what we have achieved together as a team. We are also very grateful to everyone who has been a part of our journey, used our services or has contributed to our success over the past 14 years.



Pictured: Senior Carer Rachel receiving her '10 Years Long Service Award' from Director Natalie

LONG SERVICE AWARDS

Last year we launched our 'Long Service Bonus Awards'. These are awarded to team members to celebrate 3 years, 5 years, and 10 years loyal service. A monetary bonus is paid to show our thanks for their commitment and service to our Agency. The Awards that have been presented in 2025 and 2026 so far are:

3+ years' service: Jess, Jenny, Karen, Veronica & Kat

10+ years' service: Rachel

PRESCRIPTIONS

Most local Pharmacies offer a free repeat prescription ordering & delivery service.



We encourage you to use these services to ensure you do not run out of medicines. Please note that we can only administer prescribed medications that are in their original Pharmacy packaging / boxes. We cannot administer 'over the counter' or shop bought medications.

VIRTUAL DEMENTIA BUS

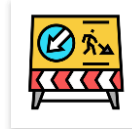


We have been able to secure places for some of our team at an exciting training opportunity in April.

The 'Virtual Dementia Bus' is coming to Flintshire and gives participants a real insight into what it is like to live with dementia. Some of our team were lucky enough to have had the opportunity in 2024 and 2025 and we have been eagerly awaiting its return to give the rest of our team this amazing learning opportunity.

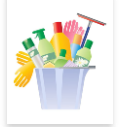
ROADWORKS & RISING PETROL PRICES

For many weeks we have, along with all other road users, been battling with delays on the roads due to roadworks along Chester Road in Shotton and also the surrounding streets. This has impacted our arrival times at some visits, particularly at peak times on weekday mornings and teatimes. Thank you for your patience whilst we continue to encounter these unavoidable traffic delays.



Due to the ongoing issues in the Middle East, we are very conscious of rising oil prices and potentially restricted petrol & diesel supplies which impact our service. We are taking measures to reduce journey times where possible and may, if absolutely necessary, be contacting you to offer an alternative visit time which helps to preserve our supplies of petrol & diesel to help protect services.

SHOPPING & CLEANING VISITS



Self-funded shopping & cleaning visits can be booked with us on a long- or short-term basis to supplement your existing care package.

Whilst Social Services will not fund these, if you wish to self-fund, please contact us & we can advise on our current availability and charges.

HEALTH & SOCIAL CARE QUALIFICATIONS

Two of our team members (Lauren & Rihanna) are currently working towards achieving QCF Level 2 in Health & Social Care at Coleg Cambria. Thank you to those who have kindly allowed their Assessor into your home as part of their assessment.



ST DAVIDS DAY COMPETITION

We were very pleased to have been selected as one of the winners of the 2026 'St David's Day Window Dressing Competition' for Shotton. Natalie and Kat were presented with our certificate by Shotton Town Council representatives.

