

Client Newsletter 2022



We hope you all enjoyed the Queens Jubilee. Our carers got into the spirit to!



Surveys

We are continuing to do surveys as we value your feedback. Please complete it and return it if it comes in the post or you may be contacted by phone.

The recent results from our surveys to our clients have shown that 70% of clients are happy with their call times, 66% said they have been involved in their support plan 60% said they had read their support plan 82% of clients know how to make a complaint 97% said they can contact the office and the office is helpful and 100% of clients said that their carers treat them with dignity and respect.

We have a new Heathfield co-ordinator. Sue Spencer who has returned to Wealden Community Care after some time away will be dealing with all of Heathfields needs.

Summer is coming

As the weather will be getting warmer, make sure you are getting your carers to leave you drinks out so you have enough to drink for the day. If you can have a window open to let some fresh air in then also ask your carer to do this.

Our care team is growing. We take our staff mental health seriously and want to be there for them should they need support.

We now have a trained mental health first aider called Sarah and she will be supporting the carers with any issues they may have.

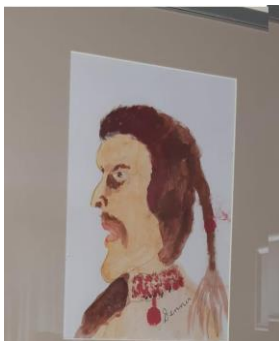
This month we have been learning about our clients hobbies.

A client in Heathfield has been doing his vegetable allotment with the help of his carer, its looking very good and there will be plenty of fresh veg from it.

A client in Hailsham has a lovely hobby. She feeds the birds and she has a Badger that comes and taps on her patio door for food.



We love seeing what all our clients have been getting up to. One of our heathfield clients has painted these beautiful pictures.



Some of the Seaford clients have been getting involved with some colouring and games bought in by one of our carers.

