

WELLGATE QUARTERLY NEWSLETTER



Spring 2024



WELLGATE HOLIDAY HOME

Our new Wellgate holiday home is open for bookings! Please email holiday@wellgate.com to find out more and to get availability!

Located on the beautiful coast of Norfolk, it is the perfect place to enjoy a well earned relaxing break.



INTRODUCTION FROM ALEX, MANAGING DIRECTOR:



Welcome to the latest edition of our quarterly newsletter, with Spring just around the corner we can now hopefully look forward to longer, sunnier days! There are so many positive news stories to reflect on over the last 3 months, some of them are included in this newsletter. Integral to all of them is the role you all play in helping us to deliver such great outcomes in supporting our people to achieve their goals.

We are delighted to confirm we have secured our new holiday home for 2024, please have a closer look and get your bookings in! Also don't forget we cover your travel costs as well!

In the last newsletter I mentioned two new services had opened and I am delighted to say that in recent weeks two more services, Rose Cottage in New Romney and the Old Police Station in Worksop are now in operation and are already achieving great outcomes, look out for an update on Rose Cottage in this newsletter.

We have recently launched our 2024 surveys, please do take the time to complete one, we rely on you for open and honest feedback so we can improve our organisation and make it a better place to work. Also, please promote our annual surveys with the people we support and their families.

Finally, congratulations to Megan Oliver, our 'outstanding team player' award winner who is the latest in a long line of deserving recipients. She works tirelessly to deliver a fantastic menu and service to the people we support at Sandgate Manor, and we really value her contribution.

Wishing you all a very Happy Easter,

Alex.

Wellgate outstanding team player of the quarter



Our very worthy winner of this quarters 'outstanding team player' award is Megan Oliver, our Cook at Sandgate Manor. What Megan achieves every day for the residents is amazing! Not only providing home cooked food to the 21 people we support at the service (plus hungry staff too), with menu choices to suit different tastes, she places such care and attention on managing every aspect of a very busy kitchen. We recently had an unannounced food hygiene inspection at the service and were awarded 5 stars, this is testament to the professionalism and dedication she has for her work. We really appreciate everything you do for us Megan

We have got our new Wellgate Staff Holiday Home! Located in Norfolk, with 3 bedrooms and a lovely open plan kitchen/living area.
To book, please email holiday@wellgate.com



The holiday home will be available from Easter weekend onwards. When emailing, please state how long you have been at Wellgate, which service you work at and what dates you would like to go.



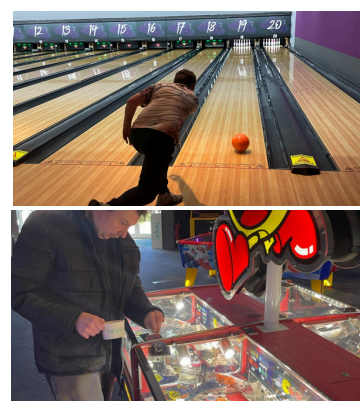
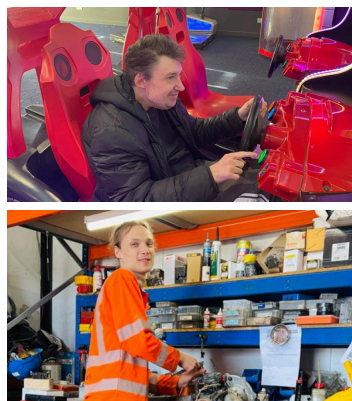
EVERY YEAR MILLFIELD CELEBRATES WORLD BOOK DAY, AND THIS YEARS THEME WAS DISNEY!



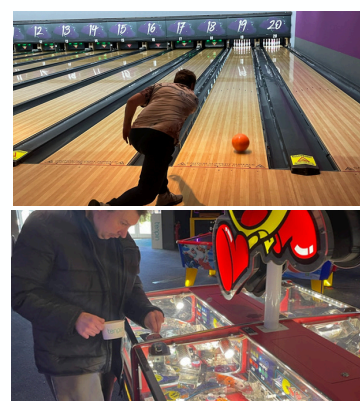
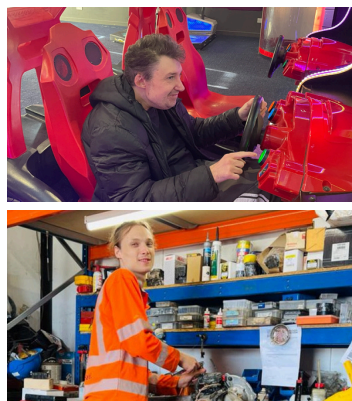
CHRISTMAS AT THE LODGE



JJ APPRENTICESHIP



DAVIDS BIRTHDAY



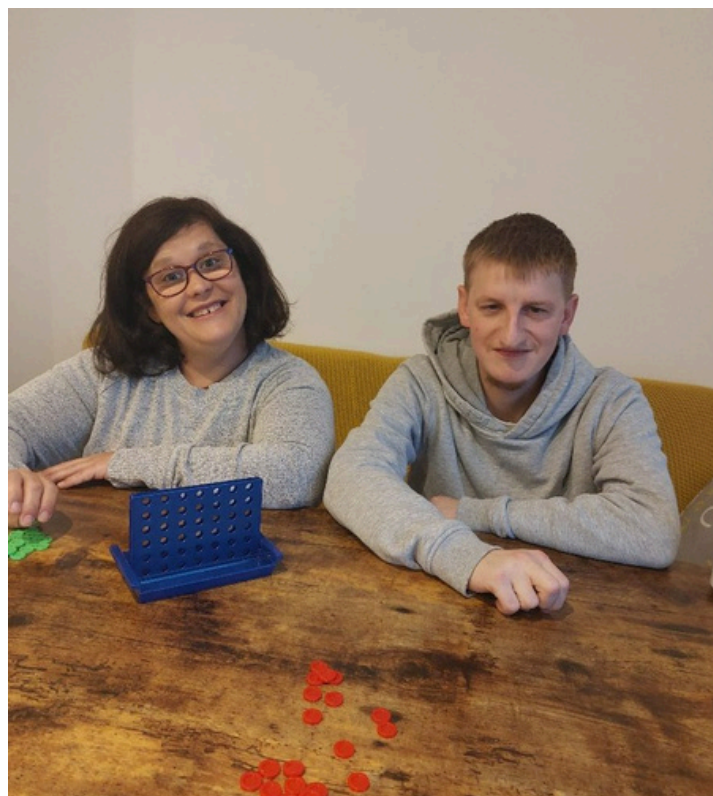
CHRISTMAS LUNCH



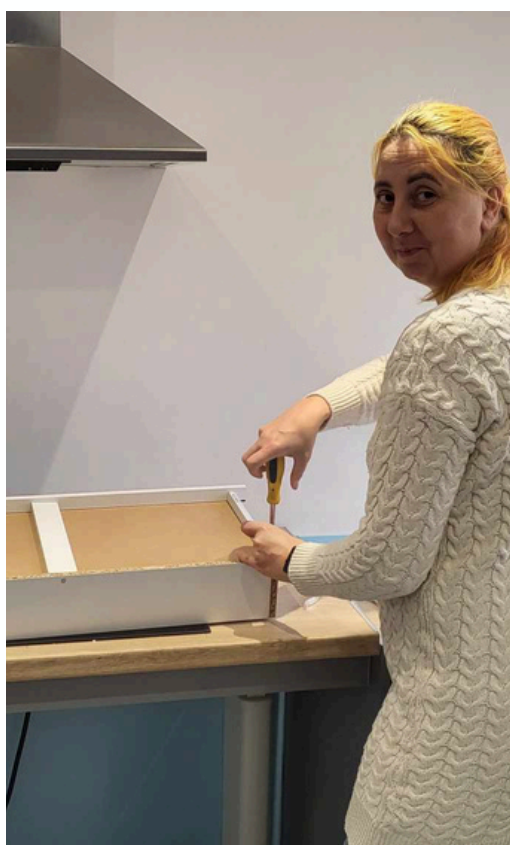
LOVE IS IN THE AIR AT THE OLD PRINTERS



CHRISTMAS AT THE GRAFTON



GETTING THE OLD POLICE STATION SET UP



Rose Cottage is a delightful bungalow set in the heart of New Romney close to the Kent coast. The service opened in December 2023 and is designed to support 5 people moving from larger residential care homes to develop independence in a smaller residential care setting, operating a supported living ethos. The home is spacious and tastefully decorated with all rooms individually personalised, there are assisted living systems in place throughout the home and a beautiful garden ! The service is registered with the Care Quality Commission and becomes the fifth MNP service. We wish every success and our best wishes to the team and the people we support as they start a new chapter in their life.



AN UPDATE ON GDPR AT MNP/WELLGATE



Our use of social media and presence online produces information about which is made available in the public domain. Sometimes companies have details about us that we didn't authorise them to have, and we don't want them to know. This is a win for them as they can use this information to bombard us with frequent adverts and also makes us vulnerable to scams. Clearly there is a need to control this. This is where the General Data Protection Regulations come in.

GDPR is all about protecting your information and giving you control of who collects it, what is collected, how it is stored and how it is used.

Here at Wellgate / MNP Care, we have to collect and store sensitive data about the people we support such as their medical details, as well as personal information about our employees. We have to protect this information by storing it securely, only using it when necessary and remembering that everyone's personal data belongs to them.

So, with this in mind, we are currently undergoing a full review of our GDPR compliance. This means that we have been looking at our processes covering what data we need, how it is collected, how we store it, and how we use it.

One of the conditions for being compliant is to ensure that all our staff complete GDPR training and are aware of their responsibilities when it comes to keeping and sharing information about the people we support. It is therefore really important that your training always up to date, and we thank you for your understanding and continued assistance with this.

We also have a duty to protect the information we have for all our staff and make sure all your personal information is securely recorded and not shared unless we have your consent to do so when, for example, we pay your income tax and national insurance on your behalf and your pension contributions.

If you have any questions about GDPR, how Wellgate / MNP Care processes information please feel free to contact me.

Helen Dyball
Head of HR



2024 Pay Increase

We were happy to see that the Government has announced a significant uplift to the National Living Wage. The hourly pay rate will rise by 9.8% to £11.44 from 1st April 2024.

We believe that this is a fair rate, and are therefore pleased to announce that our 2024 pay increase will be at the new National Living Wage for our core front line care and support staff throughout the company. This means that everyone will get an increase in line with or above inflation.

All colleagues will receive a personal letter with specific details about their increase.

Level 3 Qualification

We are delighted to announce that we will be funding several places to study the Level 3 Qualification in Health and Social Care in 2024. This new initiative is in response to direct requests from our staff teams and marks the start of a new approach to professional development at Wellgate that will create more opportunities for career development. We will shortly be inviting applications from any of our frontline staff that are interested and are looking to support 3 applications in our first cohort. There will be opportunities to access this qualification in future too.

WATCH THIS SPACE!



HOT CROSS BUNS

INGREDIENTS :

500g/1lb 2oz strong white flour, plus extra for dusting, 75g/2¾oz caster sugar, 2 tsp mixed spice, 1 tsp ground cinnamon, 1 lemon finely grated zest only, 10g/¼oz salt, 10g/¼oz fast-action dried yeast, 40g/1½oz butter, 300ml/10fl oz milk, 1 free-range egg, beaten, 200g/7oz sultanas, 50g/1¾oz finely chopped mixed candied peel oil, for greasing. Topping - 75g plain flour and 2 tbsp golden syrup.

METHOD

1. PUT THE FLOUR, SUGAR, SPICES AND LEMON ZEST INTO A LARGE BOWL AND MIX TOGETHER. THEN ADD THE SALT AND YEAST, PLACING THEM ON OPPOSITE SIDES OF THE BOWL.
2. MELT THE BUTTER IN A PAN AND WARM THE MILK IN A SEPARATE PAN. ADD THE BUTTER AND HALF THE TEPID MILK TO THE DRY INGREDIENTS. ADD THE EGG AND USE YOUR HANDS TO BRING THE MIXTURE TOGETHER, INCORPORATING THE FLOUR FROM THE EDGES OF THE BOWL AS YOU GO. GRADUALLY ADD THE REMAINING MILK, TO FORM A SOFT PLIABLE DOUGH (YOU MAY NOT NEED ALL OF THE MILK).
3. TIP THE DOUGH OUT ON TO A LIGHTLY FLOURED WORK SURFACE. KNEAD BY HAND INCORPORATING THE SULTANAS AND MIXED PEEL INTO THE DOUGH. LIGHTLY KNEAD FOR 10 MINUTES UNTIL SILKY AND ELASTIC AND FORMING A SMOOTH BALL. (THE KNEADING CAN ALSO BE DONE IN A FOOD MIXER WITH A DOUGH HOOK.) OIL A BOWL AND PLACE THE DOUGH IN A BOWL, COVER WITH CLING FILM AND LEAVE TO REST IN A WARM PLACE FOR ABOUT 1½ HOURS OR UNTIL DOUBLED IN SIZE.
4. TURN THE RISEN DOUGH OUT ON TO A LIGHTLY FLOURED SURFACE. KNOCK BACK AND KNEAD FOR A FURTHER 5 MINUTES. RETURN TO THE BOWL, COVER WITH CLING FILM AND LEAVE IN A WARM PLACE TO RISE FOR A FURTHER HOUR, OR UNTIL DOUBLED IN SIZE.
5. TURN THE DOUGH OUT AGAIN ON TO A FLOURED SURFACE AND DIVIDE INTO 12 EQUAL PIECES, SHAPING EACH OF THESE INTO A BALL. LINE 1-2 BAKING TRAYS WITH PAPER AND PLACE THE BALLS ON THE TRAY, PLACING THEM FAIRLY CLOSE TOGETHER AND FLATTENING THEM SLIGHTLY.
6. SLIP EACH BAKING TRAY INTO A LARGE CLEAN POLYTHENE BAG, MAKING SURE THE BAG DOESN'T TOUCH THE BUNS. LEAVE FOR 40-60 MINUTES UNTIL THE BUNS HAVE DOUBLED IN SIZE.
7. PREHEAT THE OVEN TO 220C/200C FAN/GAS 7.
8. FOR THE TOPPING, ADD THE FLOUR TO A BOWL WITH 100ML/3½FL OZ WATER. MIX TOGETHER TO MAKE A PASTE AND SPOON INTO THE ICING BAG.
9. WHEN THE BUNS HAVE RISEN REMOVE THE POLYTHENE BAGS AND PIPE A CROSS ON EACH BUN.
10. BAKE FOR 15-20 MINUTES UNTIL PALE GOLDEN-BROWN, TURNING THE BAKING TRAYS ROUND HALFWAY THROUGH IF NECESSARY.
11. MELT THE GOLDEN SYRUP IN A PAN AND WHILE THE BUNS ARE STILL WARM, BRUSH THE BUNS WITH A LITTLE SYRUP TO GIVE A NICE SHINE, BEFORE SETTING ASIDE TO COOL ON A WIRE RACK.

**IF YOU WANT TO SUGGEST A RECIPE FOR NEXT MONTHS RECIPE OF THE QUARTER, PLEASE EMAIL
NEWS@WELLGATE.COM**

WELCOME TO ALL OF OUR NEW STAFF:

Kayleigh Allcock, Eleanor Thompson, Keira Burgess, Bola Davies-Olaniyi, Claire Harman-Stanford, Alicia Bebbington, Katie Davis, Kristyna Cervenakova, Sian Oliver, Nkiru Akpandara, Sirjana Pun, Sajana Rai, Nilam Rai, Jessica Elsley, Kieran Lee, Tanisha Mattock-Kempton, Hayley Loosley, Thomas Eardley, Godwin Osei, Yvonne Butler, Lucinda Langridge, Vwede Adeyeye, Joan Marchese, Nick Carr, Ruth Rushton, Dierdrie Mukutirwa, Elisha Porter, Carla Tyrer.

REFER A FRIEND

If you know any friends or family who would be well-suited to work as a carer in any of our services, please contact your line manager.

When your referral passes probation and becomes a member of Club Wellgate you will receive £150.

