

WELLGATE QUARTERLY NEWSLETTER

Summer 2024



Welcome to Wellgate's Summer Newsletter!



INTRODUCTION FROM ALEX, MANAGING DIRECTOR:



Welcome to the summer edition of our quarterly newsletter. It was fantastic to see all the photographs that have been sent in from our services showcasing all the great work you do with the people we support to plan fun and creative events. Thank you for taking the time to do this, it reminds us that what we do makes such a difference in peoples lives. We continue to grow and open new services, we have very recently opened Flash Lane in Stoke, a new supported living service with 11 new one-bedroom flats and have acquired two new care homes in Nottingham. We now have 13 services and a workforce of nearly 300 staff across our 3 regions. You will meet Nick, our new Quality and Safeguarding Manager, in this newsletter and be able to find out about our professional development initiatives in Helen's updates. I want to give special mention to Kim and her brilliant team at the Grafton, who are the winners of our 'Outstanding Team' award, thoroughly deserved and recognition of the great work they have done over the last 12 months.

Finally, I am pleased to introduce Ana Beja, our new Area Manager - Midlands, who will lead our services in Nottingham and Worksop.

I wish you all the very best summer, whether you are home or away and look forward to seeing you all in the coming months.

The Grafton!



It was with genuine pride and admiration that we chose to award The Grafton with an 'Outstanding Team' award. The service opened in August 2023 and quickly filled up. Since then, Kim and her team have supported their tenant group to achieve some incredible outcomes. Not just maintaining a flat and a tenancy which for some of our tenants was a first but integrating with the community, learning new skills and trying new activities. We felt the team deserved recognition for quietly and effectively delivering an excellent service. Keep up the great work!

With the holiday home now up and running, we have had staff to stay and some have shared their wonderful pictures. If you would like to register interest in the holiday home, please email:
Holiday@wellgate.com



Horse Riding



Sandringham Estate



Boat Trip



Castle Rising



The Beach & Nature Reserve



MEET QUALITY & SAFEGUARDING MANAGER - NICK



Explain a bit about your role here at Wellgate?

I have been employed to provide and support a culture of open and transparent working. To support the business in delivering the highest quality care by evaluating the quality and compliance of all the services.

What inspired you to start working in the care sector?

I had just sold a business and I was very disillusioned with commerce and wanted to gain fulfilment within my working day. I started as a healthcare assistant at a charity working with young people who have mental health challenges in hospital. I enjoyed making a positive difference to their lives even if it was only small at times. I soon made the decision that I needed to make a greater difference by becoming a qualified mental health nurse. I have never looked back - there is nothing better than being a part of someone's journey in their life & having a positive impact that creates greater outcomes for them.

What do you enjoy doing in your spare time?

I used to play rugby for many years but the years and injuries told me I had to stop. However I now enjoy climbing mountains across Europe and further a field when I can. I have a passion for motorcycle riding and racing.

What is your favourite film and why?

KES: This is a film that could well be a documentary of my own life growing up in Yorkshire in sixties and the early seventies

Who would you like to have supper with past or present, and why?

I would like to have a meal with George Clooney as apparently he makes great coffee and this may open the door for me to spend time with his wife Amal Clooney as her life has been so interesting and inspiring to me.

Surprise us with a fun fact about yourself

I was a contestant in Northampton's version of the BBC's "Strictly" - I was lucky to get a medal for dancing the cha-cha-cha to sex-bomb by Tom Jones...

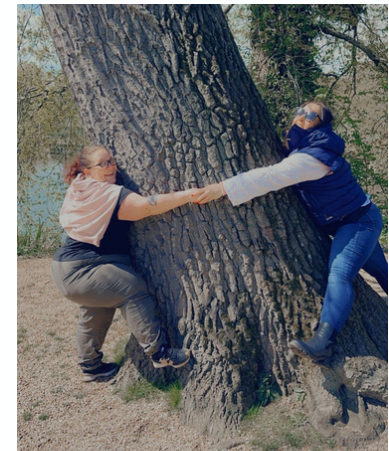
DISNEY NIGHT AT THE LODGE



TRUE CRIME MUSEUM



BODIAM CASTLE



PORT LYMPNE AND HOWLETT'S



TRIP TO TRENTHAM GARDENS



EUROS 2024



FARM VISIT FOR STEPHEN



LAUREN MAKES QUICHE



SUMMER PREP



Staff survey results



Understanding how our staff are feeling about working at Wellgate / MNP care is very important to us so recently, we sent out a staff survey to understand how happy our employees are, identify areas for improvement, and align the way we do things to meet the expectations of our staff.

The survey included questions on various aspects of working at Wellgate, including job satisfaction, work-life balance, management support, training and career development opportunities, the quality of care and support provided, communication, rewards and recognition and asked for suggestions about what we could do better.

55.5% of our staff members completed the survey.

The services with the highest responses were Wade Court and Worksop Services both with 71%. Congratulations to them – a hamper reward will be sent to the services.

The key findings from the survey show that staff are happy about the flexibility our shifts offer, the person-centered care / support delivered, they love the people we support and their teams! The holiday home and days off for your birthday and at Christmas are very popular benefits.

The three key areas for improvement are staff would like to have more practical training, there is concern that we are sometimes short-staffed which affects the care / support delivered and that communication from management is not where it should be. We will be circulating more detailed results along with how we intend to take the findings forward to improve how we do things.

We will also be reviewing results from the surveys sent to the people we support and their relatives and will publish these results shortly.

Learning and Development

Face to Face Learning

We have launched the face to face classroom learning for Safeguarding and Fire Safety. These sessions are taking place at our office in Folkestone and have been very informative and popular with the staff who have attended. The practical manual handling courses are also continuing at our office and in our services.

We will shortly be launching a similar programme in the North.

Level 5 and Level 3 Qualification.

We currently have one Service Manager who is mid-way through the level 5 Leadership for Adult Care and is enjoying the course.

We invited staff to apply for funded places to study the Level 3 Qualification in Health and Social Care. We have 3 places for our first cohort and will confirm shortly who our successful applicants are and arrange for them start the course in the autumn.

We are constantly looking for opportunities for staff to get qualified and have been approached by several training providers who are offering some very interesting courses. We are reviewing what is on offer and will be looking to make some of these courses available to staff.

WELCOME TO WADE COURT!



CERI'S BIRTHDAY SURPRISE



COUNTRYSIDE WALKS



WADE COURT BAKE OFF!



SUMMER BBQ



HOLIDAY TIME!



A big welcome from Wellgate to everyone at Lime Lodge



In March 2024 we acquired a small care home business in Nottingham, Lime Lodge Care Limited. The company has joined our expanding group, retaining its name and identity and runs two care homes, Lime Lodge and The Limes. Both services are registered with CQC, Lime Lodge has 9 ensuite bedrooms and the Limes has 6 ensuite bedrooms. Both services are managed by Sasika Mariappan. We extend a very warm welcome to the team.

AN UPDATE FROM TRISTFORD:

Here at Tristford we have been enjoying the warm weather, Ricky and Julie both enjoyed a day out into Folkestone, visiting the harbour arm and having pictures taken in the big deckchair whilst enjoying a laugh and a chat over a coffee whilst taking in the beautiful scenery.

When asked if they had enjoyed themselves, Ricky said that he has had a fantastic day and looks forward to being able to do it again.

We have also started to get creative, here's Julie making some pizzas for tea, she has also recently visited the town to watch a musical on the big screen cinema at the dockyard and is looking forward to seeing Barbie at the end of August.



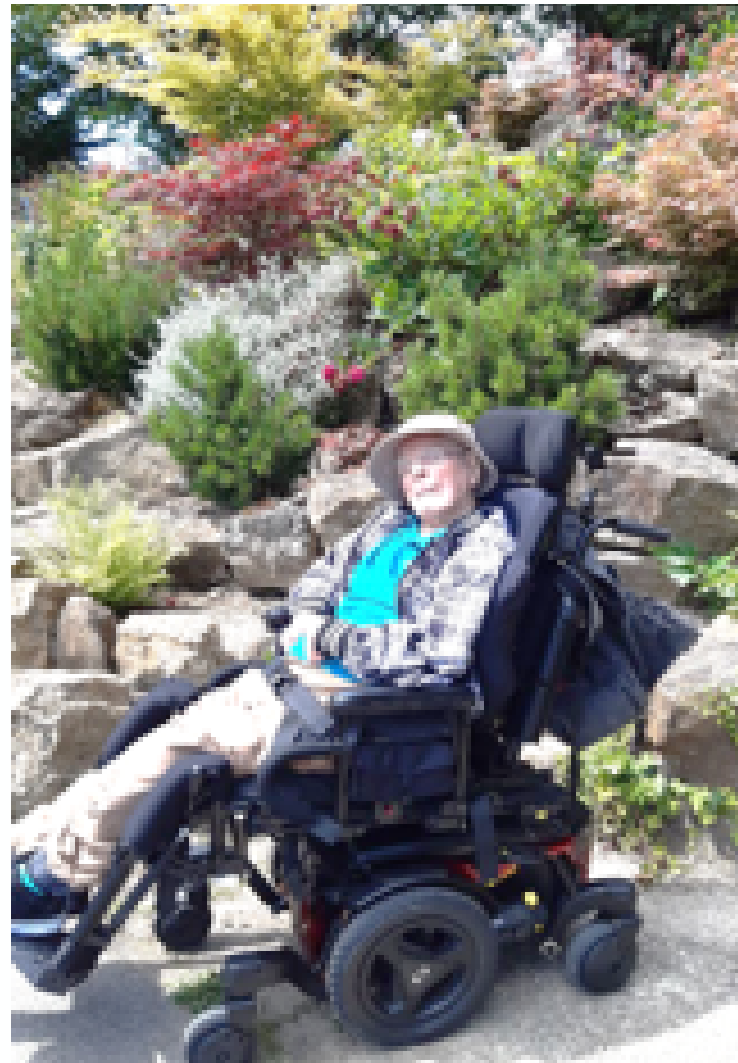
SUNSHINE IN NEW ROMNEY!



TRISTFORD TOP OF THE POPS!



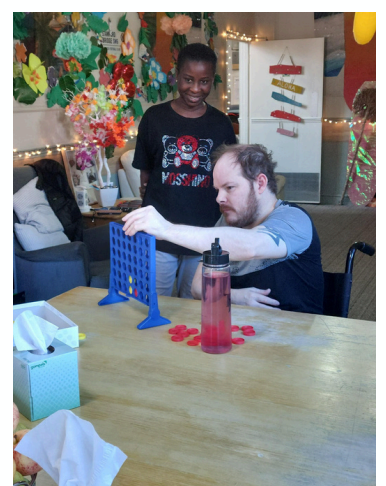
UPDATES FROM BURNHAM



SANDGATE MANOR



PAUL FROM MILFIELD WINNING CONNECT 4





BBQ CHICKEN

INGREDIENTS :

2 tablespoons of brown sugar, 2 garlic cloves, 2 teaspoons of salt, 1 teaspoon of black pepper, 10 chicken drumsticks, 2 tablespoons of vegetable oil, 1/2 cup finely chopped onion, 3/4 cup ketchup, 2 tablespoons of white wine vinegar, 2 tablespoons of Worcestershire sauce,

METHOD

Mash brown sugar, garlic, salt, and pepper together in a mortar and pestle to form a paste. Spoon paste into a resealable plastic bag. Add chicken, coat with paste, squeeze out excess air, and seal the bag. For best results, marinate in the refrigerator at least 1 hour to overnight.

When ready to cook, heat oil in a small saucepan over medium heat. Add onion and sauté until softened, about 5 minutes. Stir in ketchup, vinegar, and Worcestershire sauce. Bring to a simmer and cook until flavors blend, about 10 minutes.

Meanwhile, preheat an outdoor grill for medium heat and lightly oil the grate. Remove chicken from the bag.

Cook chicken on the preheated grill until brown, 3 to 5 minutes, turning once halfway through. Turn off one of the burners and move chicken over indirect heat. Maintain the temperature at 300 to 350 degrees F (150 to 175 degrees C).

Cook chicken for 20 minutes, turning halfway through. Baste with sauce, then continue to cook, basting every 10 minutes, until chicken is no longer pink at the bone and the juices run clear, 20 to 25 more minutes.

An instant-read thermometer inserted near the bone should read at least 165 degrees F (74 degrees C).

WELCOME TO ALL OF OUR NEW STAFF:

Chelsea Simcock, Nikola Swiatoniewska, Abbie Beale, Lynsey Shaw, Danielle Ward, Nagma Gurung, Tafara Chinoputsa, Rosana Magar, Surakashya Tajhya, Grant Tulley, Jamuna Thapa, Michelle Wragg, Philip Igbeka, Nompi Ndlovu, Abigail Tettegah, Justina Onwubiko, Olajide Folayan, Imogen Lemon, Pawel Kepa, Christine Bagguley, Danielle Jamieson, Shila Rana Magar, Blessing Ogundare, Lisa Hogan, Sonia Minton-Hughes, Vicki Beaumont Jacqui Smith, Jason Mellinship, McKenzie Thatcher, Jessica Marley, Anu Rai, Nicholas Moore, Rita Edobor, Carol Marginson, Adam Lancaster, Michael Clottey Sharan Kaur Devgon Ana Beja, Maria Papanikolaou, Shreesti Shahi, Jordan Birchnall, Vimbai Mhute, Matt Calvert, Meurig Jones, Zoe Oliver, Michaela Rigby, Amelia Taylor, Katie Anne Tait
Mamata Rai

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.

