



Sentinel Homecare Newsletter

- ▶ **Accessible information Standard** - if you would like this newsletter in alternative format, please let us know. Examples; easy read, bigger font, different language, brail or audio.



Sentinel Homecare Newsletter

Welcome note from the registered manager: Rayhana Begum A warm welcome to the First Quarter of the year. We hope you are safe and well. It has been a slow and cold start to the year. Staff have been amazing and showed great commitment to their clients through the cold period, we have amazing clients a like who gave them great feedback.

We have produced this newsletter to keep you up to date with all the developments at Sentinel Homecare. Throughout the year, we shall keep you updated with Care Quality Commission updates, insightful news stories, safety alerts and information on new training and seek your feedback to see how you would like to contribute a story to our quarterly newsletter.

I hope you enjoy the newsletter this quarter, we love hearing from you, so please do get in touch and tell us what you think at info@sentinelhomecare.co.uk.



Best Wishes,
Rayhana

What's new this issue?

- ▶ CQC have published guidance on how they will inspect our services. Please visit their website.
- ▶ From 17 April, over-75s and those with weakened immune systems will be offered a further dose of the Covid-19 vaccine, bridging the gap between now and the autumn booster.



Reminders

- ▶ Be safe at home: Living with Dementia or supporting someone who is, please go to the Alzheimer's website learn how to become a Dementia Friend for more information



Employee of the month

- ▶ JANUARY: **Chole Marshall** for the great work she does each day for her clients, going out of her way the extra mile. Well done !
- ▶ FEBRUARY: **Rubna Shaheen** helped the office team immensely covering her colleagues whilst they were off during staff sickness. Thank you!
- ▶ MARCH: **Waleed Butt**, received positive feedback on a regular basis and is fantastic at demonstrating SHC values to new staff members. Excellent work!

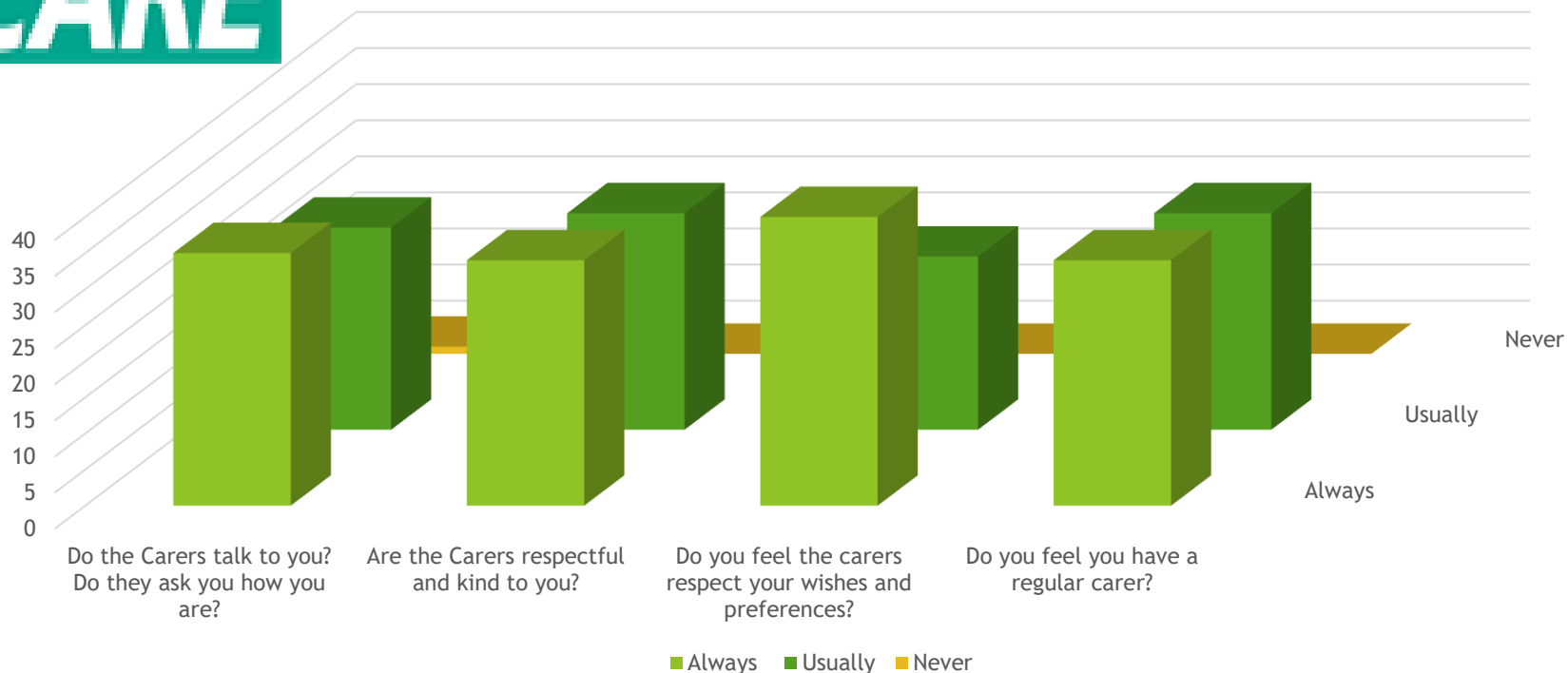
Our Team & Contacts

- ▶ **EMMA FISHER, LEAD COORDINATOR** "Inform Care Staff of any changes in your needs or call me and I will discuss your care needs with you".
- ▶ **Asifah Kausar, Medication Auditor** "If you are worried about any medication you are taking let me know and I will discuss this with you."
- ▶ **Chole Marshall, Client Liaison Officer** - "If you have any concerns regarding your care, please let me know and I will be happy to discuss this with you."

Well done to everyone else who also received a recognition and thank you message this quarter – keep up the great work !



Q1 26 - Quality of our Work - What our Clients say about us?



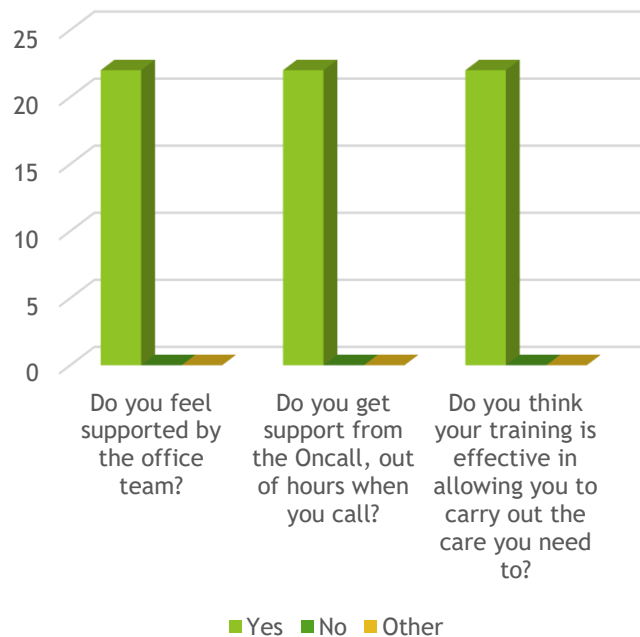
How are we doing? - we measure this by speaking with clients and their loved ones. Please see our most recent feedback poll taken from the people that matter - you!

We welcome your feedback please call us to add to our daily feedback reports 01274 541 402

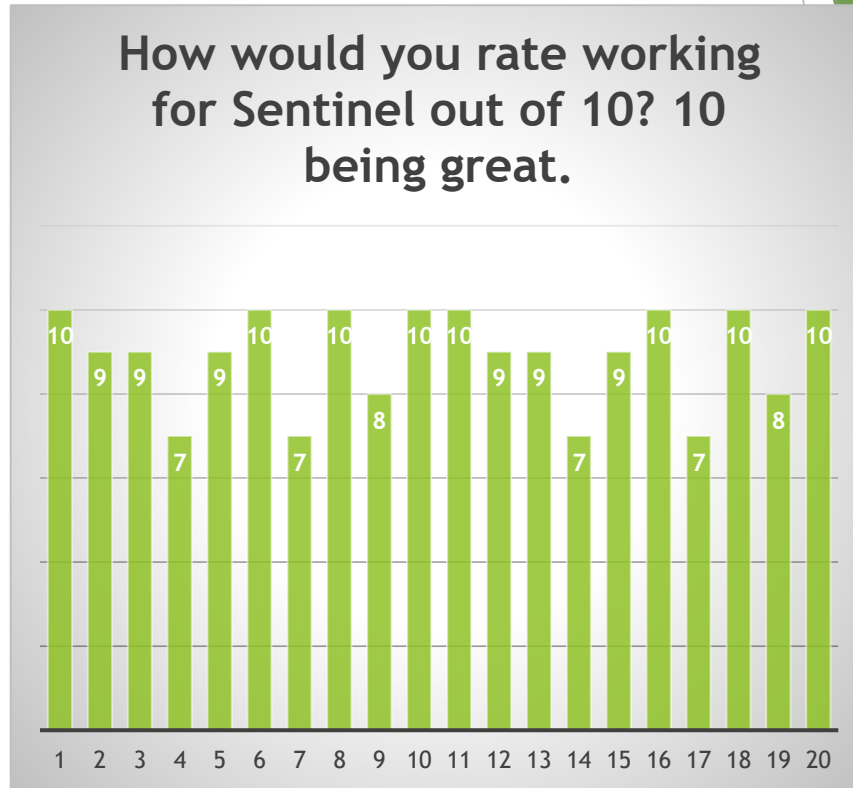


What our staff say about working for Sentinel; latest Carer survey in

Sentinel Homecare Carer Survey Feedback Results Q1 2026



How would you rate working for Sentinel out of 10? 10 being great.



We always look at different ways to support staff each day, whether that is through “You Matter 1:1” meetings and wellbeing supervisions. We are signatory to the Mindful Employer service and can offer staff professional support when needed.