



► **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 Limited Quarterly Client Newsletter

# Sentinel Homecare Newsletter

**Welcome note from the registered manager: Rayhana Begum** A warm welcome to the Second Quarter of the year. We hope you are safe and well. Staff have been amazing and showed great commitment to their clients through the cold period and 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](mailto:info@sentinelhomecare.co.uk).



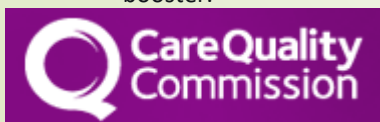
Best Wishes,  
*Rayhana*

## 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



## Employee of the month


- **APRIL:** Asma Ali, for the great work she does each day for her clients. For getting to her clients in a timely manner! Well done Asma!
- **MAY:** Debrah Greenough, helped out immensely covering her colleagues whilst they were off during staff sickness. Thank you Debrah!
- **JUNE:** Safina Khan received positive feedback on a regular basis and is fantastic at demonstrating SHC values. Excellent work Safina!

## Our Team & Contacts

**KIE YILDIZ, MANAGER** "Inform Care Staff of any changes in your needs or call me and I will discuss your care needs with you".

- **Asifa Kauser– Medication Auditor** "If you are worried about any medication you are taking let me know and I will discuss this with you."
- **Emma Clegg 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!"**



# Analysis of how things are going?

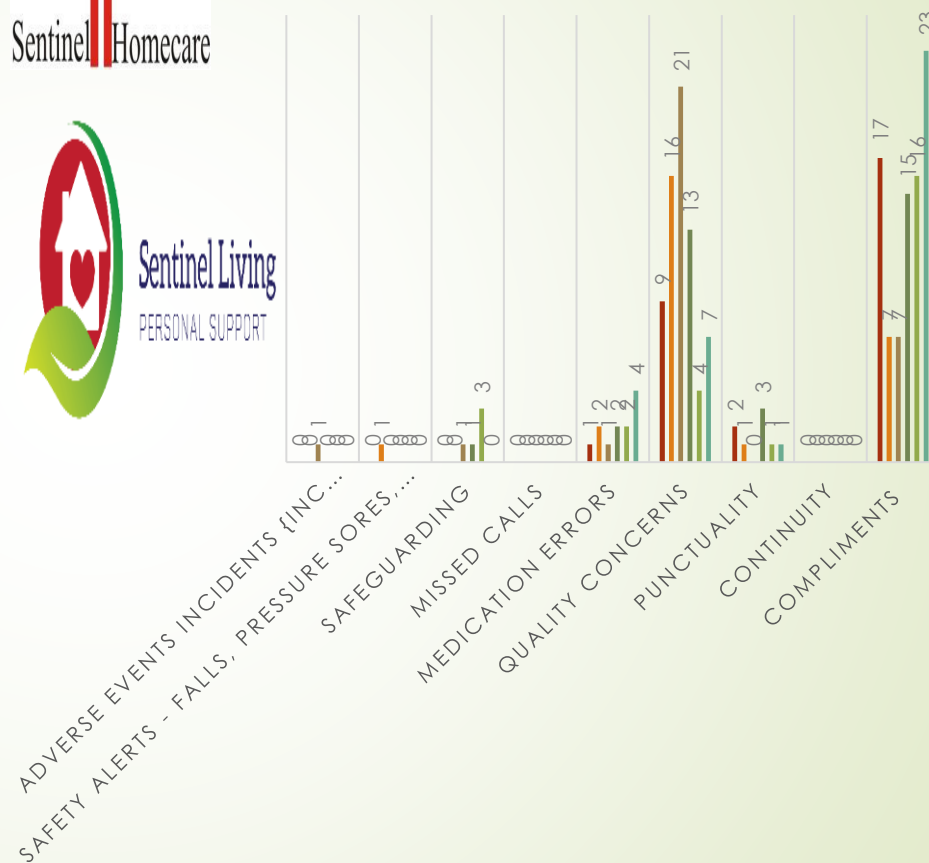
- Client Feedback collated
- This is to ensure we are always running a safe and effective service for our clients.
- We collected all feedback generated from our different platforms and analysed the data for patterns and trends to see where we could improve.
- Please see data on next page.
- Staff Feedback collated
- We always want to support and keep our carers safe and happy at work
- We check with staff if we are doing this well through quarterly surveys
- Please see this Quarters survey attached

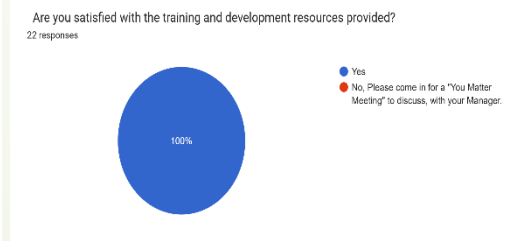
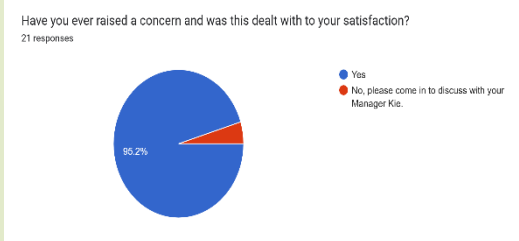
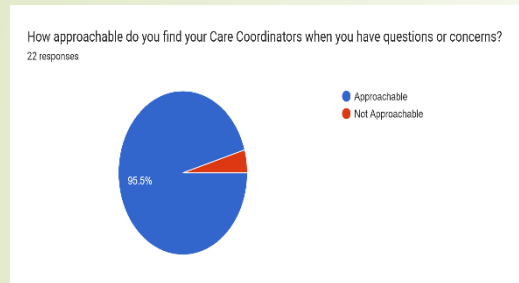
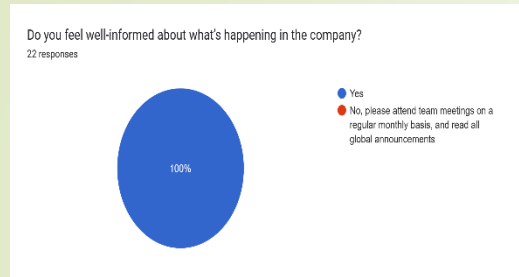
We welcome your feedback please call us to add to your feedback to our monthly reports 01274 541 402



## Q2 ANALYSIS 3 CS 2025

January February March April May June





## Sentinel Staff Feedback Form – Q2 2025

Due to our value of Continuous improvement we always wish to hear from our staff to ensure they are heard.

Every quarter we gather Staff feedback, update, change policies and practices if required, to ensure we are always improving.

You our staff are very important in ensuring we provide good quality care.

Remember we can regularly support you with training, 1:1 counselling through Mindful Employer Charter and You Matter meetings.

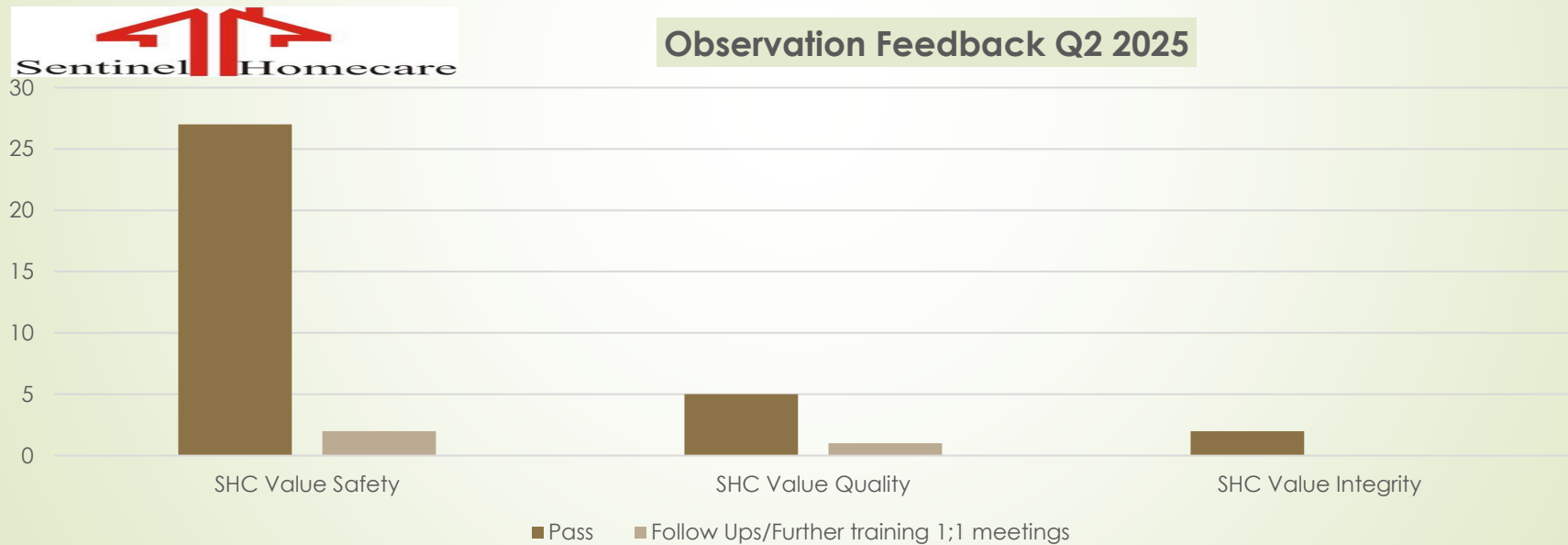
Here is a few samples of your responses. Please find the full survey in the staff office room.

# STAFF SURVEY IS IN;





Supervising Staff Work- This Quarters observation feedback was very positive with staff demonstrating Sentinel's values in their work



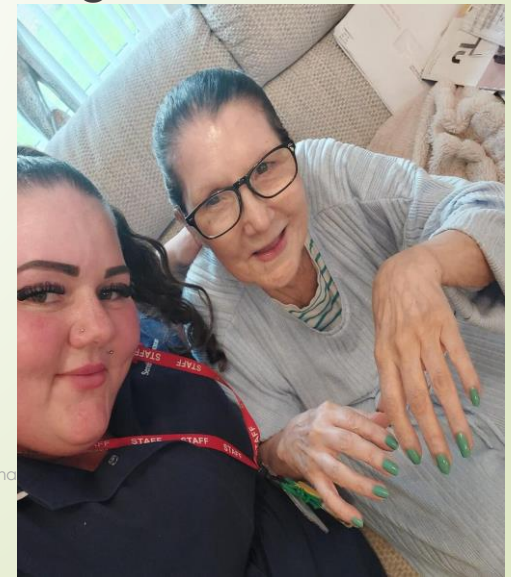


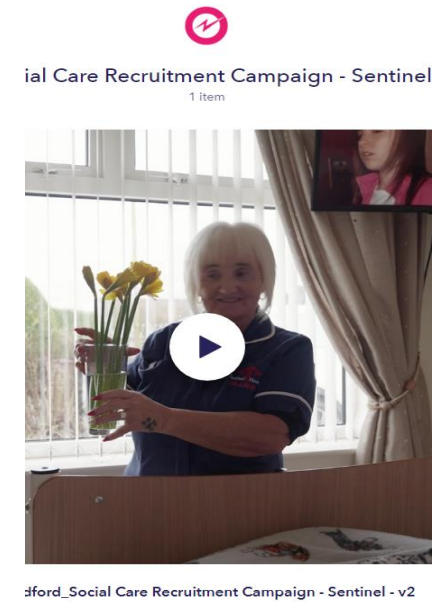
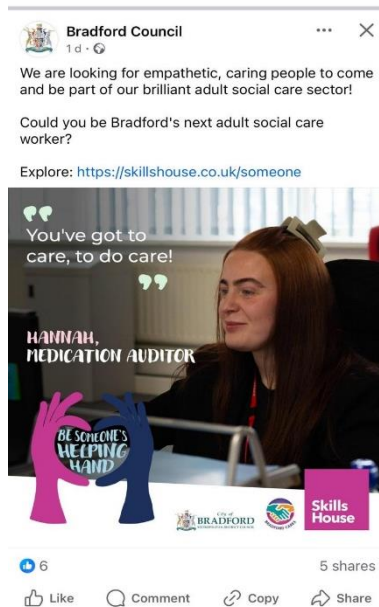
# Smile Moments



➤ From bunny ears in Easter, pampering nails to singing together to the Sound of Music our staff have been sending some beautiful fond smile moment memories with their clients.

➤ Thank you for participating!





**OUR AMAZING STAFF CONTRIBUTED TO THE DEPARTMENT OF HEALTH AND SOCIAL CARE'S RECRUITMENT CAMPAIGN 2024**

