

Caremark Warwick NEWS

Personalised Care in your own home



The quarterly newsletter from Caremark Warwick • Winter 2022 • Issue 4

I cannot believe its that time of year again, the last 12 months since our first Newsletter have flown by! I hope you and your families are all well and looking forward to Christmas. As you will see below, there have been a few changes within the Caremark Warwick team but please rest assured that we all remain committed and passionate about delivering the best possible Care to you, our valued Clients. On behalf of the whole Caremark Warwick team, I would like to wish you a very Merry Christmas and a healthy & prosperous New Year.

Barney Davis, Owner of Caremark Warwick.



New Field Care Supervisors

We are very lucky to have two new Field Care Supervisors - Trish & Sue who started their roles last month. Trish and Sue are an integral part of the Caremark Warwick team and when they are not out delivering Care calls themselves they help support our Carers in the community and ensure our Clients are happy with the Care we are delivering.

Welcome to the team Trish & Sue and keep up the good work!

Congratulations to Clare

We are delighted to share the news that Clare Mason is now our CQC Registered Manager. CQC is the Care Quality Commission and they regulate and inspect all health & social care services in England. The CQC assess each Registered Manager applicant so that they are satisfied about their fitness and compliance with the requirements of the relevant regulations etc. The process to become a CQC Registered Manager is understandably a thorough and robust one.

Clare has been with us for 3 months now and has made a real impact since joining Caremark Warwick. We are so happy that she is now officially our CQC Registered Manager, congratulations Clare!



Telephone Monitoring Results

On a quarterly basis, we telephone all our Clients to conduct a quick survey to ensure they remain happy with the service we are providing them with. By doing this, we can monitor the quality of the Care we are delivering and most importantly learn from any feedback we receive.

Our recent telephone surveys have again produced some great feedback for our amazing team of Carers. **Here are a few examples:**

"Everything is going well, the Carers always go the extra mile."

MS, Warwick

"Everything is wonderful, the quality of Care is excellent."

ES, Leamington Spa

"I am very happy with the service, it's 1st Class."

AD, Warwick

"Caroline is wonderful and kind. I hate it when she is on holiday!"

EC, Kenilworth

"Timings have been great, all Carers have been excellent especially Sadie & Sue who are very good with our daughter."

CM, Leamington Spa



Our Latest Carer of the Quarter Winner is Jay

A massive well done and congratulations to Jay who won our most recent Carer of the Quarter Award for Caremark Warwick. Jay received several nominations from the rest of the team as well as some fantastic feedback during our latest round of telephone interviews with our valued Clients. Jay is a passionate, dedicated and really hard working Carer who sets a tremendous example to the rest of the Care team. **Well done Jay!**



Billboard campaign

You may have seen that we recently ran a billboard advertising campaign across Warwick and Leamington to help attract new Carers to join our team. If you know anyone who might be interested in working for Caremark Warwick please encourage them to get in touch. Our contact details are below

Christmas and New Year Care Calls

In order to help the office team co-ordinate rotas over the Christmas and New Year period we would be really grateful if you could let us know which, if any, calls you need to cancel over the festive period.

Please call the office on 01926 257524.

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The mark of excellent care

We're always on the look-out for the very best carers to join our growing team, please get in touch if you're interested in working with us, we'd love to hear from you.

We would also be grateful to receive your feedback or suggestions about what you would like to see included in future editions of our newsletter, please get in touch.

