

Welcome to our first newsletter of 2024! We thought we would start by looking back to 2023— so much happened it was hard to include everything we did!

We hope you enjoy reading it as much as we did producing it together.

As we look forward to the next few months we have so many exciting events coming up, so watch out for further news coming your way! Thank you to everyone that participates in the production of our events, we really cannot do any of this without you!! We wish you a fabulous 2024.



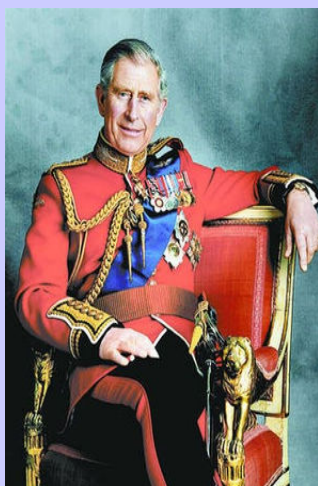
Queen Elizabeth II

21 April 1926 – 08 September 2022

Can you believe it has already been over a year since our longest serving Monarch Queen Elizabeth II passing away... she passed away on September 8th, 2022. Although there were no public events to mark the first anniversary, members of her family made their own various tributes.

Long Live the King !

King Charles III Coronation was held on the 6th May 2023. He and his wife Camilla ,were crowned King and Queen. Thousands of people lined up the streets to wave at them as they came out on the balcony at Buckingham Palace. We wish the King and Queen a very long reign.



 homecare.co.uk

Winner

Top 20 Home Care
Provider Award



We have won an Award!!

We are so very proud to announce that we are a Top 20 Award 2023 winner - for the Southeast of England!! Homecare.co.uk is a nationwide website where clients and families post independent reviews of care services they have received. Out of 1,800 registered Domiciliary Care Providers in the Southeast of England – we were one of the Top 20!!!



It is an amazing achievement, and it is all down to our fantastic team of carers and support staff who, day after day, provide such invaluable support to our local community.

Goodbye & Hello

We also said goodbye to our very own Care Co-ordinator – Rosie Braggins who left us in September to start her Maternity Leave – we were sad to see her leave – but also excited at the pitter patter of tiny feet! We are pleased to announce that Rosie gave birth to a beautiful little boy, and they have named him Joshua. Congratulations Rosie and Jack and we wish you both the very best for the future.



We are delighted to announce that we started our International Carer programme in 2023 with our first 2 carers—Hiranya and Khideja from Sri Lanka and Pakistan respectively. They have made a wonderful addition to our team of Care Assistants and have worked extremely hard to get to know you all!

We also welcomed Amanpreet who joined us through a swapped Sponsorship programme. Amanpreet is from India.

We are delighted to have them all on board! When you see them, please welcome them, and offer them your support whilst they settle in. They have been very complimentary about all the guidance they have received so far.

Caremark Christmas Stocking Appeal

This year we joined up with the Family Hub and many others to collect donations for young children and families in need. We would like to thank all of you that donated. All of the gifts, stockings and wrapping paper were accepted with gratitude.



All our Care Assistants received a lovely Christmas hamper filled with lots of lovely Christmas treats, and some pampering items that they absolutely deserved.

Interview with a Client



Hello, my name is *Pat*,

I was born in Slough, Manor Park on 14 February 1940. I've always lived in Slough, then moved to Langley in later years. My husband and I bought the house I am living in at present with my son, Andrew. My husband unfortunately passed away 18 March 1993. I've worked in a number of different factories on the Trading Estate in Slough, one of them being the Mars factory for a short time over Christmas.

I met my husband at the Good Companions in Slough at a dance. I was 21 years old at the time. It was a social gathering with lots of people. I knew my husband George's sister, we went to school together. We courted for a short time and then were married in 1960. George worked as an engineer on the Slough Trading Estate amongst a number of other jobs including building the 007 stage.



I used to be in a choir. The choir was under the cinema so we could all get in for free at the pictures. I used to sing Opera at school. We had Gilbert & Sullivan opera pieces that we would sing. Singing was one of my favourite hobbies. I've also enjoyed sewing, I have embroidery hanging in my front room. My sister Mariam lives in Barbados and has a company making clothes, bags etc.

I am one of 8 children. My mother and father had 4 girls and 4 boys. Mariam, Doris, Evelyn, Myself, Tony, Victor, John & Malcolm. I have 2 children, my son Andrew who lives and care for me and my daughter Diane, who also looks after me. My family are a wonderful support to me.

The end



Testimonials

Caremark provided Dad with care during his last five months. He wanted to be at home and his immediate family lived 120 miles away. Caremark enabled him to remain independent and treated Dad with dignity and respect. Dad was his own person right up to the end, which meant that he could be difficult, but this did not phase Caremark. Their service was reliable, friendly and professional and they always kept his family informed. The carers called to see Dad in addition to their allocated care slots if they had any concerns about him and were accessible to his family via text and phone at all times. We really appreciated their support and highly recommend.

~S.A.—Daughter of client~

“We would both like to repeat our thanks to you and also to your team; you’ve been exceptional and your care and sympathy has been beyond our expectations and a tremendous relief for us.”

~R.E.—Son of client~

“The service received has been excellent.”

~D.M—Old Windsor client~

HAPPY BIRTHDAY



January

Michelle (carer)

Manju

(Care Supervisor)

Rosie (Care Co ordinator/MAT leave)

February

Sidra (client)

Margery (client)

Pat (client)

March

Amanpreet (carer)

Jean B (client)

Deana (carer)

Ruby (carer)



RIP

Mr A.V (Windsor)

Mrs K.L (Windsor)



Caremark Annual Survey 2024

Thank you to all who took part in our Annual Survey at the beginning of the year.

Your feedback always helps us to understand issues you may have and we will do the best we can for a better outcome.



Here are some of your views we would like to share with you.



Client Survey:

90% of our [customers](#) agreed & strongly agreed that Caremark considers their needs and preferences within their Care and support Plan.

92% of our customers agreed & strongly agreed that they have a choice and control over the services they receive.

Carer Survey:

100% of our Carers Agree and Strongly Agree that the team meetings with Field Care Supervisor are informative & inclusive



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