

Quarterly Newsletter

September 2025

BBQ Fun with Caremark Cambridge



In August, the Caremark Cambridge & South Cambridgeshire team came together for a cheerful staff BBQ, celebrating the dedication and kindness our care assistants bring to every visit.

Families joined the

festivities, with a bouncy castle for the children and plenty of laughter around the grill. It was a chance to reconnect, reflect, and say thank you to the people who make a real difference every day.

These moments remind us that care is not just a

profession—it's a community built on trust, empathy, and shared values.

We're proud to support a team that brings heart, dignity, and joy into homes across Cambridge and South Cambridgeshire.

In this issue

Summer smiles at our Caremark BBQ: Sunshine, laughter, and sizzling sausages. Meet our stars: Bridget, Precious & Gladys: Shining examples of care and commitment. A warm welcome to Rebecca & Mary: New faces bringing fresh energy and kindness. Elf Day returns: Festive fun for a great cause, with costumes, cake, and community spirit. Discover our compassionate, tailored care services: Designed to support dignity, independence, and everyday joy.



The Mark of EXCELLENT Care.

Spotlight On: Bridget

A care assistant whose quiet dedication makes a lasting impact. Known for her attention to detail and compassion, Bridget ensures every customer receives care that's both professional and deeply personal. When a regular customer urgently needed live-in support, Bridget cancelled her holiday without hesitation. No one asked, she simply believed they deserved the very best.

She brings calm and dignity to even the most difficult moments, offering comfort right to the final breath. Families often say Bridget brings peace when it's needed most. She doesn't just deliver care. She delivers humanity, empathy, and respect. Bridget sees the person, not the illness.



Spotlight On: Precious

Precious' name truly reflects her value to our team and customers. She brings a calm, reassuring presence to every visit, with a natural gift for making people feel safe, seen, and respected. Her gentle humour and quiet confidence help build trust quickly, especially with those who feel anxious or vulnerable.

Deeply intuitive, Precious often notices small changes others might miss and responds with kindness and professionalism. Families regularly praise her for going above and beyond—not just in tasks, but in genuine care. She doesn't just support independence; she nurtures it, with dignity at the heart of everything she does.



Spotlight On: Gladys

Gladys is a care assistant whose warmth and reliability shine through in every visit. She brings a steady, reassuring presence that customers and families quickly trust. Her calm approach and gentle humour help ease anxiety. She's known for going the extra mile to ensure each person feels truly cared for. Whether supporting someone through a difficult day or sharing a quiet moment, Gladys brings dignity and kindness to all she does. She's especially skilled at noticing the little things, subtle changes that matter most, and responding with empathy and professionalism. Gladys doesn't just provide care; she builds connection, confidence, and comfort with every interaction.



Welcome Rebecca & Mary!

We're delighted to welcome Rebecca and Mary to the Caremark team! Both have recently completed their Care Certificate training with our brilliant trainer, Heidi, and are already showing great promise as compassionate, capable care assistants. Their enthusiasm for person-centred care and commitment to learning have shone through from day one. We're excited to see them grow in confidence and make a real difference in the lives of our customers. Please join us in giving them a warm welcome—whether it's a friendly hello, a helpful tip, or a shared story, every gesture helps build the supportive team spirit we're proud of.



Elf Day Returns This December!

Elf Day is back this December, and we can't wait to spread some festive cheer while raising money for the Alzheimer's Society. Our office team will once again be donning their best elf outfits and transforming the space into a merry hub of tea, cakes, and Christmas activities. It's a wonderful opportunity for staff and customers to come together, share a laugh, and support a cause close to our hearts. Whether you pop in for a mince pie or join in the fun, your presence helps make the day magical. Keep an eye out for dates and details—festivities await!



One of many photos from previous Elf days!

Compassionate Care, Tailored to You

At Caremark Cambridge & South Cambridgeshire, we're proud to offer high-quality, person-centred care that supports independence, dignity, and daily wellbeing. Whether you need a one-hour check-in or 24-hour live-in care, our dedicated team is here to help—always with compassion, consistency, and respect. We provide personal care (washing, dressing, oral care, toileting), medication and mobility support, and uplifting companionship—perfect for days out, shopping trips, or a visit to the garden centre. Our domestic services include laundry, meal preparation, and

general housework, and we also offer overnight care for added peace of mind and reassurance.

Every visit is shaped around your needs, routines, and preferences. We take time to understand what matters most to you—whether it's a favourite breakfast, a quiet moment in the garden, or simply knowing someone will listen. We're here to make life easier, safer, and more joyful—one caring moment at a time.

Our goal is to build lasting relationships, earn your trust, and help you feel truly supported—every single day.