

July 2026

Newsletter



Bromley & Lewisham



Staying Safe During the UK Summer Heat

As the weather warms up, take extra care. Hot weather can bring dehydration, dizziness, tiredness, headaches, heat exhaustion and falls — our carers are here to help.

Simple Ways to Keep Cool

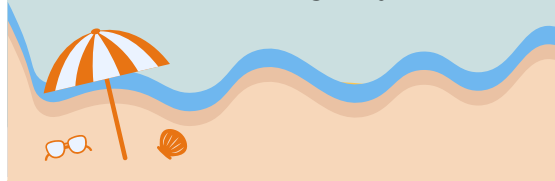
- Drink plenty of fluids
- Wear light clothing
- Close blinds in peak heat
- Avoid direct sun
- Keep water nearby

How Our Carers Help

- Encourage regular drinks
- Check room temperature
- Adjust curtains/blinds
- Report any concerns

When to Get Help

Feeling unwell, faint or confused?
Call 111. In an emergency, call 999.



A WARM WELCOME TO ALL

Dear Service Users, Families and Representatives,

Welcome to our quarterly newsletter from Caremark Bromley and Lewisham.

We'd like to begin with a sincere thank you to every service user, family member, representative and professional who continues to work with and support us. Your trust means a great deal, and we're grateful for the chance to support you or your loved ones at home.

Our aim remains the same: safe, kind, respectful and person-centred care that promotes dignity, independence, choice and wellbeing. We value your feedback and your continued partnership with us.



How to Raise a Concern, Complaint or Compliment

Your feedback helps us improve our service. You can speak to your regular care worker, contact the office, or ask to speak with the Care Manager - Rosemarie Duncan. We will listen respectfully, record your concern, investigate it fairly and keep you updated. Raising a concern will never affect the care you receive.

Telephone - 01689 825 305

Registered Care Manager - 07720591030 or Rosemarie.Duncan@caremark.co.uk

Email - Bromley@caremark.co.uk

Office Address - 57 Liddon Road, Bromley, BR1 2SR

A Warm Welcome to Our New Team Members



SASHIQUE FOSTER

“Hello everyone! I'm pleased to introduce myself as your new Field Care Supervisor. I bring experience in community care, medication auditing and supporting children and adults with a wide range of needs. I am passionate about delivering safe, compassionate and person-centred care while supporting our care teams to maintain the highest standards. I will be working across the Bromley and Chislehurst areas and will be arranging visits over the coming weeks. I look forward to meeting each of you, building positive relationships and listening to your views so we can continue to provide the best possible care and support.”



GOLDA MAKOGÉ

“Hello everyone! I'm delighted to join the team as a Field Care Supervisor. With experience across health, social care and education, I am passionate about supporting staff and ensuring every client receives safe, dignified and high-quality care. I am excited to build positive relationships and support you in maintaining your independence, comfort and wellbeing. I will be arranging visits over the coming weeks and look forward to meeting each of you in person. Please feel free to speak with me during my visits, as your views, preferences and feedback are very important in helping us maintain the best possible service.”

We are delighted to introduce our new Field Care Supervisors: **Sashique Foster**, who will be supporting clients across **Bromley and Chislehurst**, and **Golda Makoge**, who will be supporting clients across **Orpington and Chislehurst**. Please take a moment to familiarise yourself with their faces, as they will be visiting regularly to help maintain the high standards of your ongoing care and support.

Brain Teaser



**I HAVE A FACE AND TWO HANDS, BUT NO ARMS OR LEGS.
WHO AM I?**

The answer can be found in the bottom-left corner

Summer Word Search



SUNSHINE

BEACH

GARDEN

HOLIDAY

LEMONADE

S	B	Q	G	B	C	N	N	C	H	C	R	N	B
S	D	H	U	U	S	B	S	S	M	B	H	B	R
E	J	N	E	R	G	D	S	J	R	V	F	D	S
S	U	G	L	D	R	A	W	C	S	B	T	G	P
V	R	N	Y	K	O	S	R	O	L	J	H	Z	F
W	Y	H	C	S	S	A	N	D	A	L	S	J	Q
P	K	X	O	J	T	C	D	Q	E	N	F	Y	K
E	P	N	B	P	I	C	N	I	C	N	V	C	Y
R	S	Z	I	C	E	C	R	E	A	M	K	K	W
L	B	T	P	S	L	E	M	O	N	A	D	E	Z
O	E	C	B	U	T	T	E	R	F	L	Y	C	I
P	A	W	V	H	O	L	I	D	A	Y	C	B	X
W	C	J	U	S	V	S	U	N	S	H	I	N	E
O	H	J	W	M	V	F	L	O	W	E	R	S	L

PICNIC

FLOWERS

ICE CREAM

SANDALS

BUTTERFLY

Answer: **A Clock**

Making a Difference Together



COMMUNITY FUNDRAISING

Our team has been proud to take part in charity walks supporting St Christopher's, prostate cancer awareness and, soon, Cancer Research UK. Through these meaningful events, we have raised vital funds, encouraged important conversations and shown our support for people and families affected by serious illness.

£600+

ST CHRISTOPHER'S WALK

Our team completed a 13-mile charity walk in support of St Christopher's and raised more than £600. Thank you to everyone who donated, encouraged us and helped us reach this fantastic total.



£500+

PROSTATE CANCER WALK

We also walked to raise awareness of prostate cancer. Together, we raised more than £500 while helping to start important conversations about men's health and early awareness.



26.09.26

COMING UP: SHINE NIGHT WALK

In September, our team plans to take on a 26-mile night walk through London for Cancer Research UK. We will be walking to raise money, honour people affected by cancer and increase awareness. More details about how to support us will be shared soon.



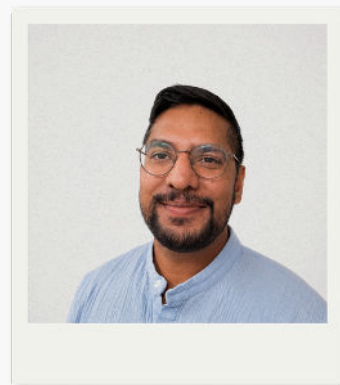
A ROYAL RECOGNITION

We are delighted to share that our Care Manager, Rosemarie Duncan, and our Managing Director Sharon Dhillon were honoured to be nominated to attend His Majesty The King's Royal Garden Party at Buckingham Palace on Wednesday 6 May 2026. Representing Caremark Bromley and Lewisham, this special recognition celebrates their dedication to the social care sector, their positive impact within the community and their continued commitment to supporting our service users, families and staff. We are incredibly proud of this wonderful achievement and pleased to see their hard work and passion recognised in such a memorable way.



CARE QUALITY VISITS

our Care Quality Manager - **Ajay Reetun**, will be visiting your homes to review how the service is going and to carry out a quality check of the care folder kept in your home. Ajay will contact you in advance to introduce himself and arrange his visit. Please feel free to speak openly with him and share any concerns, feedback, complaints or compliments. Your views are important and help us to maintain and improve the quality of the care and support you receive.



Additional News

- **Client voice:** We welcome short stories, poems, recipes, gardening tips or photographs for a future edition.
- **Celebrations:** Please tell us about birthdays, anniversaries or achievements you would be happy for us to celebrate.
- **Service reminder:** Let the office know as early as possible about appointments, holidays or changes to your usual care visits.
- **Hydration challenge:** Try keeping a simple daily drink chart during hot weather and celebrate each completed day.
- **Thank you to our care team:** We recognise the kindness, reliability and hard work shown by our staff every day.

“Alone we can do so little; together we can do so much.”

– *Helen Keller*

THANK YOU

Thank you for being part of our Caremark community. Your trust, feedback and support mean a great deal to us. We hope you have a safe, healthy and enjoyable summer.

Warm wishes from everyone at Caremark



Caremark Bromley & Lewisham

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