



# Community Spirited



## Newsletter – Nov 2015

*It has been a long while since we have done a Newsletter for you all. Lots of things have been happening at Community and we cannot wait to share them with you!!!*

### WELCOME

A big, massive Community Spirited Welcome to all our new clients who have joined us over the last year. Also our new employees and volunteers. We welcome you all to our Community family.



### CELEBRATION TIME



Since being registered with the CQC last year, we have been carrying out personal care for some of our clients and handling their medication. We have had to revamp and introduce new policies and procedures. We have had to create more in-depth care plans and new ways of working. Everyone has worked so hard. We had our first inspection in September and ..... We passed with flying colours!!! Thank you to everyone who supported, helped and prayed for our business. A massive thank you to all the staff and clients who were interviewed too!!!

In case of **Emergency** card number.....

Please check your card that you have been given by us as numbers **139, 241** and **179** have won a small prize.



### Overall rating for this service **Good**

- Is the service safe **Good**
- Is the service effective **Good**
- Is the service caring **Good**
- Is the service responsive **Good**
- Is the service well-led **Good**



The full report can be found on the CQC website [www.cqc.org.uk](http://www.cqc.org.uk)

We have printed out the main pages for you to read.

## TRAINING

All our long standing team have now completed all the training they need to within our company so congratulations to you all. Some of our staff have now moved on to specialised training in Dementia, Mental Health and End of Life to name but a few. These are all through the IOW College.

Jo is studying for her Diploma Level 2 and has nearly completed this.

Emma has now completed and achieved her Level 5 Diploma – Well done X

## THE COMMUNITY FUTURE

The move to our new home is getting nearer and nearer and hopefully by the end of January '16 we should of taken up residence in East Cowes. The property is currently called the Pavilion but we are looking for a new name for it!! It will be a central hub for all things "Community" and it will be for all ages. We will bring you more details as it unfolds. If you think of a name for our home then please let us know.



## SURVEYS



It is that time of year again, where we ask for your support in filling out our surveys. As always it plays a big part in our on-going quality assurance monitoring. It is important that we get your views on how we are doing regarding meeting your needs. We would appreciate it so much if you can fill this out for us. We will publish a report with the results in the next newsletter. We have enclosed an SAE for you. Thank you so much in advance.

## OFFICE HOURS

Monday – Friday 9am-5pm  
Saturday and Sunday – Closed

Office Number : 01983 280621  
Emergency/Out of Hours  
Mob: 07747 046202

**If you ever need us out of office hours please call directly on the mobile as it is in operation when the office is closed for emergency situations.**

## KEEP WARM AND SAFE

As the cold nights approach, please keep warm and don't be afraid to turn the heating on. Also please ask your carer to check your smoke detector and make sure it is working.