

JANUARY 2020

CARE & WELLBEING



We trust you all had a happy and peaceful break. I would like to take this opportunity on behalf of all the staff to thank you for all the wonderful cards and gifts we received during the festive period. We were all very touched. A new quarter and a new year! A time that holds so much promise.

If you are in Hereford, please feel free to pop in for a chat and drink at any time.
Best wishes, KH Team

CHRISTMAS STAFF PARTIES

We were very lucky to enjoy two Christmas Parties this year. This year we were at the 'Secret Garden' to celebrate the wonderful work our staff do and look back on the year. We were also able to celebrate the Awards this year 'KH has GOT TALENT' and what a talented bunch we have!

Thank you also to those Clients families that contributed to the drinks for both evenings, it was very much appreciated.



KH HAS GOT TALENT AWARDS 2019

The Katherine Harriet Got Talent Awards were a great opportunity for us to recognise and celebrate the many efforts our wonderful staff make. Both our clients and staff members voted for their winners who were announced at the Christmas Parties we held for employees.

Thank you to those who voted towards the awards.

The **Winners** and **Finalists** for each award were:

The Team Player Award

Winner: Helen Horsley-Tate
Finalist: Emma Preece

The Future's Bright Award

Winner: Anya Mittelholzer
Finalist: Hollie Bereza
Finalist: Leeann Probert

The Social Star Award

Winner: Layla Chamberlain
Finalist: Lynda Gummer
Finalist: Anita Hallett

The Super Star Award

Winner: Elizabeth Jones
Finalist: Amanda Barnes

The Client Service Award

Winner: Shelly Bedford
Finalist: Gareth Hughes

The ABCD Award

Winner: Claire Jones
Winner: Claire Smith

The Office Star Award

Winner: Jessica Dunn
Finalist: Elaine Booton

CHRISTMAS LUNCH

On Thursday 5th December 2019, Becky Tilby (Registered Manager), Sharon Box and Claire Smith (WBA's) enjoyed an outing with some of our wonderful Clients and friends.

They enjoyed the full Christmas turkey dinner completed with crackers and hats! A lovely way to start the festivities.



ELF DAY

We were really pleased to support ELF day on Friday 6th December 2019. A fun filled day of cake, raffles and elfie selfies!



We were delighted to raise £301. Thank you to all those that donated and popped into the office to see us.

CQC INSPECTION

We were really thrilled to be rated 'GOOD' in all areas. These were Safe, Effective, Caring, Responsive and Well-led.



Again, a big thank you to all those that participate in this and spoke with our Inspector. We very much appreciate all your support as always.

TESTIMONIALS

*'I would really appreciate it if you could pass on sincere thanks for the special angels that care for *. They are truly exceptional people, as a family I don't know what we would do with out them. They do so much for *, show great care, kindness, patience and compassion. They bring lots of laughter into * life and she loves them all. They are all very professional and no matter what might be going on in their own lives they always come in happy and smiling.'*

WELCOME!

We would like to welcome Hayley Heavens, Client Care Advisor to our team in the office at Katherine Harriet. I am sure you will meet Hayley over the coming months.



CLIENT SURVEY RESULT

30% rated us as outstanding/excellent

70% rated us as good

CHRISTMAS CARD

Our hugely talented Client, Clare designed a wonderful 'Christmas Card' for us this year.

We were thrilled to share this with you all.

