

trustbridge *Newsletter*



Welcome!

As September comes to a close, we're taking a moment to look back on another month filled with connection and plenty of special moments across the TrustBridge community.

From celebrating our wonderful clients and recognising the dedication of our amazing carers, to welcoming new faces and sharing moments that have made us smile, it's been lovely to see the difference our team continues to make every day.

A heartfelt thank you to our clients, families and care team for being such an important part of our journey. Your kindness, trust, dedication and support are what make our TrustBridge community so special.

So, grab a cuppa, settle in and enjoy a little look back at September at TrustBridge.



Thank you for being part of our TrustBridge family.



TRAINING reminder

Please check that your required training is up to date.



Flexebee



CareQuality
Commission

Updates



**Do You
Know Your
State
Pension Age?**

BIG CHANGE AHEAD

66 → 67

**GET
YOUR
FLU
SHOT**



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trustbridge *New & Letter*

Directors Spotlight

CONGRATULATIONS to
Frank's care team!!

Your teamwork, patience and consistency make a real difference to Frank and his family. Thank you for working together, supporting one another and making sure Frank receives the care and attention he needs.



Nyasha
RUNIA

Abbie
Thamida

Naz

SAIRA
Sheron



STAR's of the Month



CARER OF THE MONTH



NAZREEN

A big congratulations to Nazreen!!

Nazreen is recognised for the care, kindness and commitment she brings to the people she supports. She consistently approaches her work with patience and a caring attitude, helping clients feel comfortable, respected and well supported.

Her dedication and positive approach do not go unnoticed, and we are pleased to celebrate the difference she makes as part of the TrustBridge team.

Well done, Nazreen, and thank you for all that you do!



DAWN

The exceptional care she provides to Sheila Ashley. She is always punctual and goes above and beyond to support the things Sheila loves, from painting her nails to baking.

-Thabile



TEHREEM

Tehreem is incredibly understanding, supportive and respectful, always showing kindness and going the extra mile

-Albert



KHALIDA

She has been incredibly helpful with client monitoring and reporting, helping us stay on top of changes and respond to clients' needs more effectively. Her attention to detail, reliability and willingness to support the wider team have made a real difference.

-AD



ANEELA

Her reliability, attention to detail and willingness to help have made a real difference to both our clients and the team.

-Sandra



NAZREEN

She has really stood out this month. All the clients I've interacted with have spoken very highly of her and praised the support she provides. She has also been a great help with client monitoring and reporting, making it easier for us to respond to client needs.

-Sherick

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Good care. Safe care. Every day.



**Every visit matters.
Every detail counts.
Every person deserves
the best care.**

CQC continues to focus on the quality and safety of care, people's experiences, safeguarding, and whether care is being delivered in line with people's needs and care plans. Accurate and up-to-date care records are also an important part of demonstrating safe and effective care.

Please remember to:



Follow the person's care plan and risk assessments at every visit.



Treat every client with dignity, respect and kindness.



Gain and respect consent before providing care.



Complete your care notes accurately, clearly and at the time of the visit.



Record and report any changes in the client's health, wellbeing or circumstances.



Report any safeguarding concerns, incidents, accidents or risks immediately.



Never ignore something because it seems minor: if you have a concern, report it.



Keep medication, equipment and the client's environment safe and appropriately managed.

****Raise any changes to the care plan or support needed with the office/team.**

"The person is not there for the care — the care is there for the person."

Every interaction is an opportunity to protect someone's choice, dignity, independence and wellbeing.



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Have you checked your State Pension age and what you might receive?



Pension – A Quick FYI for our Team

It's easy to put pensions to the back of our minds when we're busy with work, family and everyday life. But taking a few minutes to check your pension information now could help you plan ahead and avoid surprises later.



Something worth checking

The State Pension age is gradually increasing from 66 to 67 between April 2026 and March 2028, depending on your date of birth.

You can use the free GOV.UK services to check:

Your State Pension age
Your State Pension forecast
Whether you are on track to receive the State Pension you may be expecting
Your National Insurance record and whether there are any gaps



What can you do?

If you haven't checked recently, why not take a few minutes to look at your information?



Check your State Pension age and forecast on GOV.UK and make sure your details are up to date.



A little check today could help you feel more prepared for the future.



This is a general reminder for information only.
Your State Pension entitlement depends on your individual circumstances.
For the most accurate information, please use the official GOV.UK services.



Visit **GOV.UK**
for more information

Flu vaccination guidance



As we head into the autumn and winter months, a gentle reminder for all our carers to think about your annual flu vaccination.

As frontline social care workers, you are eligible for a flu vaccination and are encouraged to get protected. It helps reduce the risk of passing flu to yourself, your family and the people you care for particularly those who may be more vulnerable to serious illness.

The best time to have your flu vaccine is during autumn, ideally from October to the end of November.

Ask your GP or local community pharmacy about the free NHS flu vaccination and identify yourself as a frontline social care worker.

If you are asked to provide proof, some of the things you could use are:

1. Your work ID
2. A letter from your employer
3. A payslip

**Protect yourself.
Protect others.
Get your flu vaccine.**



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Client's reviews

From Eric's Wife, Vicky:

'Vicky wanted to share how much Anita, Mary, Harpreet, Feli, Ramos and Shaun mean to Eric and to their family.

She said they have made such a positive difference in Eric's life, bringing him happiness and creating moments that mean so much. She especially loves seeing Mary dancing with Eric, bringing smiles and joy to his days.

Vicky shared that the family has become so attached to the team because of the special bond they have built with Eric. She truly feels that she couldn't do without them.'

I'm writing on behalf of the family of Mark B. after his passing. I'd like to extend my deepest thanks and gratitude to you all.

The care you provided to my Dad blew us all away, and we were in admiration of how caring, compassionate and professional all the staff that we spoke to on the phone, to the support workers that came every day, you all made an extremely difficult situation a bit easier for us all.

Mary, Anita, Remy, Mandy, Barney, Bola, Eugenia and all the other staff at Trustbridge are brilliant, thank you to you all.

From: Matt

A Special Thank you to Farzana and Naveeda who took her to the hospital appointment yesterday. Beryl called to let us know how pleased she was with the support she received, saying the team was very good.

From Melanie B.

Would like to thank your team for the amazing work looking after my mum Judith during her last few months. She had a lot of love for her carers or as we called them her dream team, Tim, Runia, Barnabas, Rafia, Bolonle and during her final week her night carer Eugenia. Thank you for the dream team.

Mary G. and her husband would like to share their heartfelt appreciation for Fhamida.

They praised her for the wonderful care and attention she gives to Mary, saying that she truly spoils her by always going above and beyond and doing everything she can to support her.

They are incredibly grateful for Fhamida's kindness and dedication she provides.

Brenda and Brian have said they cannot fault the care they are receiving and are very happy with the support from the carers.

Fantastic Feedback from Mr Iqbal's Family

I have just put the phone down with Mr Iqbal's family after arranging the long-sitting calls. They were extremely positive about the whole team and commented on how good everyone has been. However, they specifically highlighted two carers who really stand out.

They described Barnabas & Fareed as "very competent and very good."

This is fantastic feedback and a real credit to both of you.

Your professionalism, competence and the way you support Mr Iqbal and his family is clearly making a difference.

And Fareed.. all the grandmas love you! Apparently, you have definitely made an impression!

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Using the Rotunda

Safe practice. Happy clients. Every time.

FOLLOW THE CARE PLAN

Please ensure the client is supported using the Rotunda, as outlined in their care plan and moving & handling guidance.



USE SAFELY AND CORRECTLY

Please make sure the Rotunda is used safely and correctly at all times. Before each use, check that the equipment is secure, in good condition and suitable for the transfer, and follow the agreed moving & handling procedure.



CLIENT COMFORT COMES FIRST

Please ensure the client is comfortable, reassured and supported throughout the transfer. Take your time and never rush or take shortcuts.



REPORT ANY CONCERNS

If you have any concerns about the equipment, the client's mobility, or the transfer process, please report this to the office promptly so that it can be followed up appropriately.



MEDICATION SAFETY IS EVERYONE'S RESPONSIBILITY

Let's work together for safe medication care.

We've noticed that, at times, different medication boxes or strips are being opened unnecessarily, and medication areas are being left untidy. Although this may seem like a small issue, good medication organisation helps reduce the risk of errors and keeps our clients and carers safe.

PLEASE REMEMBER

Use one medication box at a time

Where the same medication is supplied in more than one box, use the box currently in use before opening another, where appropriate.

Finish one strip before starting another

Please continue with the current strip rather than opening a new one unnecessarily.

Keep medication areas tidy

After administering medication, return it to its designated storage area.
Keep boxes and strips together and clearly identifiable.

Before you leave, take a quick check:

- ☒ Correct medication, name and strength.
- ☒ Correct instructions followed.
- ☒ Current box and strip being used.
- ☒ Administration recorded correctly.
- ☒ Medication returned to the correct storage area.
- ☒ Medication area left clean and organised.



Taking an extra minute to keep medication organised can help prevent confusion, reduce the risk of errors and make things safer for everyone.

One small habit *makes a big difference.*



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IMPORTANCE OF MAKING VISIT NOTES

Please remember that every visit note must be completed accurately and in sufficient detail after every visit.



Visit notes are an important part of our care records. They help us to:

1. Keep the next carer informed about the client's condition.
2. Show what care and support has been provided.
3. Identify and communicate any changes or concerns.
4. Protect our clients, staff and the company.
5. Demonstrate that we are providing safe, person-centred care.

PLEASE REMEMBER

If you see something, record it.

If you do something, record it.

If there is a concern, report it.

Do not leave important information out of your visit notes.



Every member of staff has a responsibility to complete their records honestly, accurately and promptly.



Incomplete notes can affect the continuity and safety of care and may result in further action. Management will be monitoring visit notes and staff may be contacted where notes are incomplete.

Safety starts with you



Helping create a safe and comfortable home.



Check the client's home for any trip or fall hazards.



Keep floors and walkways clear and safe.



Ensure the zimmer frame/ walking aid is within easy reach.



Make sure essential items are accessible to the client.



Keep the client's immediate area clean and tidy.



Report any hazards, damage, or safety concerns to the office/senior staff.



Leave the environment safe and comfortable before leaving.

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Happy Birthday! Happy Birthday! Happy Birthday!

To our amazing team

02	Roselyn	16	Naveeda	21	Brenda
07	Mac	16	Farzana	23	Timothy
07	Adeel	17	Naydeep	23	Albert

To our dearest clients

04	Jennifer B.	17	Hardish A.
07	Robert T.	17	Margaret S.
08	Elizabeth S.	18	Brenda H.
11	Irene D.	20	Gillian M.
14	Elizabeth B.	20	Glenis W.
15	Lynn W.	21	Ruth W.
16	John B.	24	Joan L.
16	Joseph P.	25	John C.

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Monthly Payroll Update

A few important payroll reminders for everyone:



Payroll is paid at the end of each month.

Please make sure you check your payslip when it becomes available.



Check Your Tax Code

Please check that your tax code is correct on your payslip. If you notice any changes or anything that doesn't look right, please email: derbyaccounts@trustbridgecare.co.uk



Access App Payroll Report

Just a reminder that the payroll report shown in the Access app is your **gross pay**.

This amount does not include deductions such as tax, National Insurance, or other deductions, so it may be different from the amount you actually receive in your bank account.



BrightPay Payslips

Please make sure you sign up to the BrightPay portal so you can access and view your payslips.



If you have any payroll questions or notice anything unusual, please contact the Accounts/Payroll team.



REMINDER



STAY CONNECTED WITH COLLEAGUES

A supportive team can make a significant difference. Staff can:

1. Check in with colleagues after difficult visits.
2. Ask for help when they need it.
3. Share concerns constructively.
4. Avoid workplace gossip and unnecessary conflict.
5. Recognise and appreciate colleagues' contributions.
6. Participate in team meetings and supervision.



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Meet the new member
of the team! //

Hi, I'm Paige, ♥
my nick name is "woowah".



I like to be creative,
listen to music and
paddle board in summer.



I'm a friendly and
approachable person
who is more than
happy to help.



I make sure to always
have a holiday booked.



I'm not a fan of
disorganisation
or clutter.

“

My motivational quote is

"Just Keep Swimming"



Supporting the
MND ASSOCIATION

TOGETHER,
WE MAKE A
DIFFERENCE.

Please enjoy some photos
from when our team joined
a fundraising charity event
organised by the MND
Association in support of one
of our clients, Ken.

It was a lovely opportunity
to come together, show our
support and help raise
awareness and funds for
people and families affected
by Motor Neurone Disease.

A big thank you to our dear
Sherick & Thabile who took
part and helped make the
event special!



trustbridge *Newsletter*

A BIG SHOUT OUT

TO OUR TRANSPORT TEAM

**for their continued
hard work and commitment!**

Well Done!



A special shout-out to Immy for doing a great job during the first monthly inspection on 8 September.

Your attention to detail and commitment are appreciated.

And to the whole team, THANK YOU for helping our clients travel safely and comfortably. Keep up the great work!

