



Friends of 1st Homecare

AUTUMN 2024

News and views from 1st Homecare for staff, clients and their families

A few thoughts...

From John Rennison, CEO



As a result of my recent accident (a fall down some steps) I have been hobbling around on crutches for six weeks. While the experience has been a complete nuisance it has given me a small perspective on being disabled and as a vulnerable adult. When I first left A&E in London at 11pm to hail a taxi I suddenly realised that I was no longer a (relatively) fit adult but someone who could easily be mugged and who could easily fall but not necessarily be able to get up again. An attractive marble floor of a hotel bathroom suddenly became a major slip hazard for me. Most people I have come across have been kind and helpful but when I met my wife off a plane at a busy Heathrow airport many people were trying to get somewhere in a hurry and various people carelessly bumped their suitcases on wheels into me or my crutches.

All of the above experiences just reminded me how caring all our carers need to be in terms of pointing out hazards and being patient and adaptable to new circumstances. The difference between care and good care is tangible and I very much believe that at 1st Homecare our carers provide good care to all our clients and in many cases, 1st class care, which is the level of care we aspire to.

Christmas is now around the corner and our next edition will come out in January so I would like to take this opportunity to wish you all a very happy Christmas!

Take good care, John





IN THE NEWS

We congratulate our CEO John Rennison who is the recently appointed Chair of the [Homecare Association](#).

John was re-elected as a Director by members of the Homecare Association, which is the UK's membership body for homecare providers, and was also appointed to the role of Chair, in October. Here is the link to the Homecare Association's [announcement](#).

John commented as follows on his appointment:

"I feel honoured to be elected as the new non-executive chair of the Homecare Association's board. The Association has been at the forefront of promoting the vital role of homecare in our society, and I'm delighted to be part of this important work.

The past year has seen significant achievements for the Homecare Association. Our team has engaged extensively with policymakers, including key meetings at 10 Downing Street, to ensure homecare remains high on the political agenda. Our Homecare Manifesto, outlining seven key priorities for the incoming government, has set a clear vision for the future of homecare in the UK.

We've also made substantial progress in addressing critical issues facing the sector. Our research has pointed to the



pressing need for more funding to ensure fair pay for care workers and sustain high-quality services. We've advocated tirelessly for improved regulation, better integration between health and social care, and innovative approaches to care delivery.

We're now looking forward to supporting the new Labour government with its 10-year vision for healthcare. This is driven by three key shifts: from hospital to community; from sickness to prevention; and from analogue to digital. These goals play to the strengths of homecare. We have an excellent opportunity to show how investing in homecare helps to enhance wellbeing; increase healthy life expectancy; reduce pressure on the NHS; save money for the health and care system; and support economic growth."



VALUES AWARDS!



Over the Autumn months, our branches gave several Values Awards, including:



Our Live-In care team gave a Values Award to:

Live-In carer Abby, for outstanding care and compassion. When the client who Abby cares for, Alan, was taken into hospital, Abby went with him and stayed with him throughout until he was discharged. We received a wonderful compliment from Alan’s family, which ended:

“Abby acted with complete professionalism, great care, compassion and understanding. She was simply outstanding, a real star. We could not have managed without her. We just wanted you to know that you have an exceptionally wonderful carer on your books!”



Our Oxford branch gave a Values Award to:

Carer Ana, as she is always willing to help out and is an excellent carer.

The next generation of our Oxford team!

Our Oxford Branch Manager Michelle had a baby in July and brought her in to meet us in November when she came in for a keep in touch meeting.

Baby Willow was very calm and very sweet and we are looking forward to seeing her growing up. We are also looking forward to welcoming Michelle back to work when she returns from maternity leave in due course.





New Registered Manager of our Leighton Buzzard branch

In September, the Registered Manager of our Kings Langley branch, Helen, became Registered Manager also of our Leighton Buzzard branch. As Registered Manager, Helen is the person in overall charge and is responsible for ensuring our clients' needs are met and that we meet our legal obligations and responsibilities. Congratulations to Helen!

Resilience and Commitment to Quality Care



Autumn has proved to be an accident-prone time for two of our senior team. In early October, our CEO John ruptured his quadriceps tendon and Sinead, our Live-In Manager, had a car accident – her car was struck by a lorry driving on the motorway. Fortunately she was not badly hurt though had some whip-lash. And John is making a good recovery though it's slow progress – some of you may have seen him limping around with crutches. The point to make here though is that both of them carried on working without taking time off, so as to ensure that our service was unaffected, aided by

the other team members. Resilience is something that we have in abundance at 1st Homecare – individually and as a company: we continued working throughout the COVID lockdowns, when for several months local government workers, GPs and other services were not venturing out but our teams of carers and office staff and managers kept working. All part of the 1st Homecare Value of Commitment to quality of care.

Our Office Locations – No Change!

We have renewed our office lease at our Oxford branch. The office has been given a face-lift with redecoration and a reordering of the layout.

We are also in the process of finalising the lease renewal for our Leighton Buzzard office, which should be completed shortly. We signed the Kings Langley lease in 2023 so that runs for some time to come.

