

One million Client visits - what an achievement!

We were thrilled to celebrate the milestone of delivering our one millionth client visit last month. With an average of two miles per visit, our Professional Carers have circled the equator over eight times in terms of travel!

Since our first client visit in 2010, we've come a long way. Priding ourselves as trailblazers, we were one of the first Care agencies to move away from zero hour contracts to guaranteed hours contracts.

From just two members of staff in 2010, we now employ over 140 Professional Carers and Care Management staff across four Branches. Earlier this year we welcomed both Acorn Homecare and Angel Touch into the Melody Care fold.

Celebrations included a balloon display, a Macmillan coffee morning as well as presenting Barbara, their one millionth client visit, with flowers and a treat tower. Here's to the next million client visits!



Care Friends win King's Award for Enterprise

Recognising the importance of word of mouth and recommendations, Melody Care were the first agency to work with Care Friends who have themselves just won the first ever King's Award for Enterprise & Innovation.

Neil Eastwood, founder of Care Friends and author of *Saving Social Care*, said "Since they launched, Melody Care have been pioneers of implementing best practice and technological innovation to support their teams and provide consistently high quality care. It has been a pleasure to have worked closely with Simon and his growing team over the years. I look forward to continuing that association."



You can view more information here:

www.youtube.com/watch?v=SokDb_6tsOU&t=12s



Melody Care's longest serving Carer retires

Our longest-standing employee, Gloria, has retired. Gloria carried out our first-ever care call over 13 years ago. On her last day Simon Carter, owner of Melody Care, presented her with champagne and a bouquet of flowers. We couldn't be more proud and wish her the best of luck with her retirement.

A personal note from Leo Docherty MP for Aldershot

Congratulations to Amanda Marsh and the Aldershot Branch for recently being awarded 'good' at their latest CQC inspection.

They received a personal thank you from the local MP, Leo Docherty, who sent them a letter letting them know how delighted he was with the positive CQC report.



Another year and more finalists at the 2023 Surrey Care Awards

Well done to Surrey Care Award nominees **Sonia Hooper** (*Unsung Hero Support Staff*), **Lynn Smith** and **Kristin Hollingsbee** (*Care Worker of the Year*).

And big congratulations to our two finalists: **Vikki Millar** (*Care Manager of the Year*) and **Farnborough Branch** (*Team of the Year*).



Keeping our clients mobile

Over the 13 years that we have been delivering care, we recognise the importance of keeping our clients socially active and mobile. This prevents falls, keeps them mentally stimulated and overall keeps them staying younger for longer.

Our team of Professional Carers have a genuine desire to bring out the best in their clients with regular trips outside of their homes.

Here are a few examples including a trip to the local swimming pool, a sunset outing to The Quays and a birthday outing to the beach. The happy smiles say it all! Thank you.



Branches host their annual Macmillan coffee mornings

Last month our branches took part in the annual Macmillan Coffee Morning. Once again, the staff baked some delicious cakes and biscuits for their clients and the staff.

This year was particularly special as it also marked Melody Care's one millionth client visit.



An afternoon concert with Cove Brass Band

Vikki Millar, our Farnborough Care Manager, is a talented musician and a member of The Cove Brass Band. Wanting to bring her team, clients and their families and friends, and local residents together, she organised a community concert at the local church. It was a great success with over 60 guests attending including the Mayor of Rushmoor.

There was some lovely feedback too: *“Just getting in touch to say how much we enjoyed the Cove Brass Band at the Church which we found most rewarding and a chance to get out.”*

The concert, which included refreshments and a raffle, raised over £200 which was donated to The Care Workers’ Charity (CWC).



Thank you to everyone who attended and in particular to Vikki for arranging the event.

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