

# NEWSLETTER      April 2025

News containing activities of our organisation.



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We would like to share a special Poem that a Client's husband very kindly wrote to us:

## **The White Witches \*of New Forest Home care (with Apologies to the Bard)**

When shall you come again  
 In thunder, lightning or in rain?  
 When the hurly-burly's done  
 When the battle's lost or won  
 You'll be here in morn' or set of sun  
 We await the throbbing sound of motor  
 And hope that we're on your rota

### ***White witches of New Forest Carers***

Double, double, toil and trouble  
 Saucepan boil and kettle bubble  
 We ask for tea and plenty of it  
 An empty cup, we'll always fill it

You can but predict the consequence  
 And toil to clean up our incontinence  
 Clean biscuit crumbs from our surrounds  
 Then carry on you usual rounds

### ***White witches of New Forest Carers***

You help to pacify our fidgets  
 And get to grips with all our gadgets  
 Sweepers, irons, fridges, micros  
 And even tune our ancient radios

To find a popular refrain

Or perhaps a flamenco from Spain

You tackle stairlifts in like manner

Whether it's an Acorn or a Stanna

### ***White witches of New Forest Carers***

We listen eagerly for local news  
 Perhaps exchange some different views  
 We're pleased to hear your days of leisure  
 And the pursuits we know you treasure  
 Your care for rescued dogs and cats  
 And caravans and growing plants,  
 Learning to swim and love of dance

### ***White witches of New Forest Carers***

You help wash our bodies, soothe our minds  
 Help us dress in outfits of all kinds  
 Make the beds, sort laundry, clean the floors  
 Fetch the post and answer doors  
 Each day is different from the past

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Your hurly-burly's done and you relax at last

With feet up and perhaps a Baileys or a Sherry

Time for yourself, no need to hurry

**White witches of New Forest Carers**

### **\*What is a White Witch?**

Basically, white witches are those who practice goodness and benevolence in all they do. They do not cast spells to harm others or do selfish things for themselves that would involve intentional harm to others

**Lots more via Google**

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Thank you so much for this extraordinary poem we felt so touched and humbled.  
NFHC

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### **Birthdays:**

- Our team Members had Birthdays, in this past 3 months (PM, GS, TL and MC) and they received a nice voucher from the company:



### **Easter**

Staff received a token for Easter:



We like to thank our staff as without them this team would not be the same.

### **Yearly Staff Quality Assurance Questionnaire:**

As we do on a yearly basis we have asked the staff to give us their general view and we want to share our findings with you:

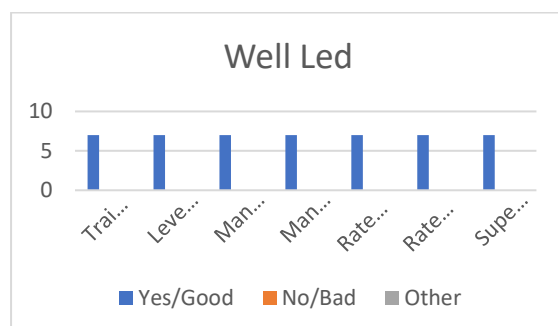
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**Well Led:** Staff said that they felt we had good communication within the company, and organisational issues, they said the support given regarding personal issues was good, and they were happy with the supervision amount that they receive, they were happy that there is always a manager on duty.

Our staff understands that CQC (inspectors' body) expects from us. And that they feel confident to whistle blow or report practice.

They also mention that they Get PPE and sometimes at short notice.



Under the **“Safe”** area:

All our staff feel confident in safeguarding our clients, understand their responsibilities in protecting people within the organisation and can help to pinpoint services (advocacy).

They felt confident with medication.

They have re-read our Code of Practice, and they would seek help if in doubt.

All of our staff said they felt confident with Infection Control Procedures and Food Hygiene (encourage clients to

rotate food and help to buy long lifetime span food when applicable.

Under the **“Effective”** area:

All our staff said that they are being introduced to new clients, have good induction/shadowing, have a contract and are fully aware of the role.

Our staff read the information about you and are interested in any changes. They also understand the importance of data protection and confidentiality, and that they always seek consent to care.

Our staff said that they self-reflect on their practice and know the importance of working as a team.

Under the **“Caring”** area:

All staff felt that them and their colleagues treat Service Users with kindness, respect, compassion and with caring nature. And they all felt their practice is professional.

Staff felt that they have time to care for and treat Clients in a person centre way, prioritizing clients needs, dignity and wellbeing. Staff likes listening to Service Users concerns and preferences daily (and when they have any concerns automatically office members get an alert).

Our staff said that they ensure a safe and comfortable environment.

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And lastly under **“Responsive”**

Staff informs immediately any changes and we address them promptly.

Staff said that they listen for Clients history, likes and dislikes, preferences, needs and act on them.

Staff said they take seriously any concerns or complaints and follow procedures.

Staff take on board comments that help them to do their job better and that they put the Service User at the centre of the care delivery.

They keep updated with any documentation and they read policies and procedure on our W and P Portal.

Overall we are very pleased with the outcome of the Yearly Questionnaire and that all the hard work pays off and our staff feels well prepared for their care duties.

We will be issuing a Yearly Questionnaire for Clients in Due Course.

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Twynham – Christchurch in February and felt the course was very good.



### Training:

Debbie Fairhurst (Registered Manager) and Maria (Care Manager) attended an update Training of: Safeguarding for Managers at