



HEADLINES FROM RESPECTFUL CARE, THE DOMICILIARY CARE PROVIDER



Team celebrates Outstanding inspection

Outstanding - that's the rating that was given to the Caring aspect of the service delivered by Respectful Care's Nottingham North branch following its Care Quality Commission (CQC) inspection.

The CQC inspector visited the branch in August, looking at what the branch does, talking to staff and getting information and views from clients.

And in the report that followed the inspection, Caring was rated as Outstanding, and the remaining categories of Safe,

Effective, Responsive and Well-led all gained a Good mark.

Karl Overton, who is managing director of the branch, said: "For a branch that is just two years old, this is a proud moment. We're already hitting the high standards that we set out to achieve."

Respectful Care CEO and Co-Founder Scott Marsh said: "This is fantastic news for the branch and the Respectful Care family.

"Karl and his professional team have raised the bar and we are incredibly proud of what they have achieved." Scott adds that in discussions with the inspector,

the inspector was overwhelmed with how good the service was, given that the branch is relatively new.

The inspector told him that inspecting the branch was "like a breath of fresh air" and that it has done "phenomenally well".

There were many highlights in the report, including this comment: "People found the care staff to be kind, and caring; they understood their needs and listened to and acted upon their views.

There was a strong emphasis on ensuring that people were always treated with dignity and respect."

RESPECTFUL CARE STANDS AGAINST SCAMMERS

Respectful Care is urging people to play their part in stopping elderly relatives and vulnerable people from falling victim to scams.

Staff at the company have themselves received training from Nottinghamshire County Council's Trading Standards teams as part of a Stand Against Scams initiative.

The training helped staff to better recognise when someone they care for might be falling victim to fraudsters.

It then gave them advice on what to do should they suspect something is happening.

As a direct result of the training, staff did report suspicions on a number of occasions to trading standards, and action was taken.

Karl Overton, from Respectful Care Nottingham North, said: "We can all play our part in stopping this from happening, but it's about spotting the signs and then doing something about it."

MARTIN SIEDER AND SAMANTHA WOODWARD HOPING TO RECRUIT 50 NEW STAFF

Special visitor as new Rotherham branch raises the care standards

Respectful Care Rotherham welcomed a special guest to its new premises just a couple of weeks after launching.

Councillor David Roche, Rotherham Metropolitan Borough Council's Cabinet Member for Adult Social Care and Health, visited the company's offices in the Bradmarsh Business Centre, in Bow Bridge Close, to find out more about the business.

The branch, the fifth in the Respectful Care family, opened with the aim of raising the standards of homecare in the area.

Councillor Roche said: "In relation to homecare, the council is committed to independence and choice. We are committed to expanding choice when it comes to direct care payments, so it was useful to see what Respectful Care are trying to do for Rotherham people."

Martin Sieder, managing director of Respectful Care Rotherham, said: "We are bringing something new to the Rotherham area that we know works well in our other branches, located in Nottinghamshire and Derbyshire.

"We're set up to make a really positive difference to the lives of people we care for. When it comes to home-



care, it's personal. We're new to the area, but our business plan shows that we can be employing up to around 50 hand-picked carers within a year."

He added: "We're grateful to Councillor Roche for taking the time to come and see for himself what we are trying to do for homecare in Rotherham."

MENTORS HELPING TO PROMOTE BEST PRACTICES

Respectful Care takes the development of its staff very seriously.

After all, it's staff who make the business what it is.

That's why the company has a Mentor system.

Experienced members of the team undergo training to become mentors.

Mentors shadow staff, and advise on how to handle different situations, and they can show people the Respectful Care way.



The mentors are Trisha Thompson, Sam Maxwell Dale Pashley, Deborah Nicholas, Helen Walker and Tracy Munks (all pictured above).

Other mentors are Nancy Cantrell, Tracey Shields, Andrea Howling, Glenis Bonsall, Susan Wilson.

The mentors were chosen because of their high standards, flexibility, care delivery and promoting the reputation of Respectful Care.

They are advocates for our clients and ensure a level of service that surpasses expectations.

WAYNE CARTWRIGHT AND LYNDSEY STEVENSON BRING WEALTH OF EXPERIENCE

50 new jobs set to be created with the launch of Chesterfield office

Up to 50 new jobs could be created by the launch of Respectful Care, Chesterfield, which has offices at Unit 2, Old Brickworks Lane.

It has been set up to raise the standards of care and improve the working conditions for care professionals in the area.

Wayne Cartwright is the managing director, while Lyndsey Stevenson is the registered care manager.

Wayne brings to the role his 27 years of experience in a customer-focused retail industry, while Lyndsey has held a number of people-management roles in the care industry since leaving school at 16, and joins from one of the largest care providers in the UK.

Wayne said: "With grandparents who have required care, I understand the need to get it right. It's a very personal thing so carers have to have the



required skills and training but something else too.

"I want Respectful Care, Chesterfield to be one of the best around, where clients are happy, and where people are proud to say they work."

Respectful Care, Chesterfield is part of the family of branches launched by Respectful Care. Its headquarters are in Mansfield and, while it was only registered with the Care Quality Commission (CQC) in 2013, it is already making a name for itself.

Last year it had its first, unannounced, inspection, with a

rating of Good across all of the criteria, including safety, effectiveness, caring, responsiveness and leadership.

Lyndsey said: "I've worked in the care sector for a long time now and I was so impressed when I saw for myself the work that Respectful Care is doing.

"There is a genuine sense that people really do care, and the protocols and ethos are all about family. The senior teams at Respectful Care are approachable and have a desire to be the best.

"They really are setting their sights high in terms of care."

Scott Marsh and Mark Docherty, co-CEOs and co-founders of Respectful Care, are growing the company through a series of franchises and through their own branches.

Scott said: "It is fantastic to see that Wayne and Lyndsey are launching the Chesterfield branch."

JANE TAKES ON TOUGH MUDDER

Respectful Care carer Jane Ashall recently challenged herself to take part in a Tough Mudder event to raise money for Help the Heroes. This was a first for Jane, who says: "I really enjoyed it. I go to the gym regularly and it is good to set yourself challenges."

Jane was part of a team who had to run a set distance, overcoming a number of challenges along the way.

SCOTT SLEEPS ROUGH FOR CHARITY

Co-founder Scott Marsh showed his truly caring side when he spent a night sleeping rough to raise money for charity.

He took part in the CEO Sleepout held at Notts County's football ground. The event raised money for the Framework charity, which works with homeless people across Nottinghamshire.



RESPECTFUL CARE SIGNS UP TO SOCIAL CARE COMMITMENT

Respectful Care is committed to continually improving the quality of its services - and that's a promise.

The company has signed up to the Social Care Commitment, which is the adult social care sector's promise to provide people who need care and support with high quality services.



DIRECT PAYMENTS

Did you know you can change your Care Provider to Respectful Care? Direct payments are a way of letting you have more choice and control over your day-to-day life through flexible care arrangements.

Instead of the council providing or arranging your care, the money is given to you so you can buy the care you need and choose the kind of support that is right for you.

Direct payments are not compulsory. It's your choice if you want to receive them or continue getting your care services from the council.

CLIENT TEAM LEADER

Alix Brooks, a carer with Respectful Care Nottingham South, has been promoted to Client Team Leader. She has consistently shown herself to be flexible, delivers high standards of care and always promotes the reputation of Respectful Care - and that's important to the organisation and people we care for.

LEVEL 2 FOR SHARON



Congratulations to Sharon Norman for passing her Level 2 in Health & Social Care. She has worked hard to achieve this. Sharon came to work for Respectful Care as a Support & Care Worker in February 2015 and is a valued member of the team.

CARERS NEEDED

Respectful Care Nottingham South is recruiting again! Due to a

growing reputation and excellent levels of care, the team is looking for more carers. There are excellent rates of pay along with mileage payments. The office can be called on 0115 778 8566.

Hours milestone for branch

Despite being just one year old, the Respectful Care Nottingham South office has now gained a total of 450



hours a week of care. That's a fantastic amount given the office started from scratch.

What's more, the branch now employs 20 carers.

Sarah Pitchford said: "We have a great office team and our care manage is fantastic. She knows how to get things done and goes above and beyond to make sure things are right."

IS YOUR AREA COVERED BY THE RESPECTFUL CARE FAMILY OF BRANCHES?

MANSFIELD & ASHFIELD

RCM Lisa Nussey

Contact Number — 01623 665011

Areas Covered — Annesley, Annesley Woodhouse, Blidworth, Clipstone, Forest Town, Harlow Wood, Huthwaite, Kings Clipstone, Kirkby-In-Ashfield, Mansfield, Mansfield Woodhouse, Newstead, Pleasley, Rainworth, Ravenshead, Sutton-In-Ashfield, Teversal, Warsop.

NOTTINGHAM NORTH

RCM— Sally Wells

Contact Number — 0115 9204317

Areas Covered — Arnold, Aspley, Basford, Bestwood, Bestwood Village, Bulwell, Calverton, Carlton, Carrington, Eastwood, Forest Fields, Gedling, Giltbrook, Hucknall, Kimberley, Linby, Mapperley, Papplewick, Redhill, Rise Park, Sherwood,

St Anne's, Top Valley, Woodborough, Woodthorpe.

NOTTINGHAM SOUTH

RCM Emma Peach

Contact Number — 0115 7788566

Areas Covered — Beeston, Bingham, Bramcote, Chilwell, Clifton, Colwick, Cotgrave, Edwalton, Gamston, Gotham, Kingstone-on-Soar, Lenton, Ratcliffe-on-Trent, Ruddington, Stapleford, The Meadows, Tollerton, Trowell, West Bridgford and Wilford.

CHESTERFIELD

RCM Lyndsey Stevenson

Contact Number — 01246 888525

Areas Covered — Barlborough, Clowne, Staveley, Brimington, Old Whittington, Cutthorpe, Old Brampton, Holymoorside, Hasland,

Wingerworth, Holmewood, Bolsover, Scarcliffe, Glapwell, Duckmanton, New Whittington, Poolsbrook, Inkersall, Arkwright Town, Sutton Scarsdale, Mastin Moor, Barrow Hill, Overgreen, Wadshelf, Walton, New Tupton, Old Tupton, Wingfield, Heath, Stainsby, Grassmoor, Shutterwood, Glapwell, Doe Lea, Ault Hucknall, Renshaw, Spinkhill, Alton, Calow.

ROTHERHAM

RCM Samantha Woodward

Contact Number — 01709 242626

Areas Covered — Rotherham, Parkgate, Treeton, Thurcroft, Wickersley, Maltby, Braithwell, Conisborough, Mexborough, Rawmarsh, Thurnscoe, Goldthorpe, Bolton upon Dearne, Wath upon Dearne, Brampton Bierlow, Thorpe Hesley.