



Eleanor
caring since 1979....

Newsletter

Issue five | February 2016

Eleanor celebrates a successful 2015



PLUS:

- Our partnership with Friends of Ahotokurom



- Festive fundraising at Eleanor's care services
- The latest news from Eleanor Hospital Logistics
- Demystifying diet myths
- Open day at Smerdon Centre

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Welcome to Eleanor Home Care

Welcome to the latest edition of our Eleanor Home Care newsletter, bringing you most up to date news from across the company and other information of interest to our service users.

With 2016 now well underway we can reflect on the successful year that we had in 2015. Throughout the year we saw consistent growth across all of our services and we welcomed a number of new staff to our team.

We also saw the refurbishment of some of our branch offices, which has been well received by both staff and our service users.

As you will see in this newsletter we

have also recently celebrated the achievements and dedication of some of our staff members, all of whom continue to do an exceptional job at Eleanor Healthcare.

Last year also saw the successful launch of our new green initiatives in and around our main offices in Lewisham. This is something we hope to expand upon and we look forward to hearing recommendations on how we

can continue to improve services for staff, services users and the community in which we operate.

I have high hopes for 2016 and I am looking forward to seeing the wonderful things that our group can achieve over the next year.



Marc Santhi, Managing Director of Eleanor Care

Redbridge honours best carers

Eleanor Home Care's Redbridge branch has held a ceremony at its annual Christmas Party to commemorate its recent Carers of the Month.



Among the invited guests were Annie Llorane, Carer of the Month October 2015, Shalim Khan, Carer of the Month November 2015 and Harminder Bassi, the branches Carer of the Year.

The small party was a chance for the

branch to congratulate its staff on an exceptional year in 2015 and look forward to the year ahead.

Inoka Perera, Recruitment and Retention Officer at Eleanor Home Care's Redbridge branch, said:

"All of the people we have honoured with awards this year truly deserve the recognition they have received. We are immensely proud of our care staff at Eleanor Care they do a fantastic job and it shows in the care our service users receive."

Greenwich Branch's Christmas

We held a carers party in Belvedere 11 December 2015. At the event we held a Raffle Raising money for Friends of Ahotokurom...totalling £130 service users and staff from York House attended and service users from Rose House.

We had a full-house over the course of the evening which included Disco and Santa Claus. Carer workers brought their families and partners so this was a wonderful Eleanor family night.

We also held a carers pop in, eat and drink afternoon for those that couldn't make the party.



Eleanor Healthcare Group partners with Friends of Ahotokurom

Last year Eleanor Healthcare began co-operating with Friends of Ahotokurom (FoA) after the attention of the group's Chief Executive, Marc Santhi, was drawn to the work the organisation was undertaking in Ghana for people with special needs.

Eleanor's relationship with FoA became official when Marc Santhi was invited to present a cheque on behalf of Eleanor Healthcare for the purchase of medical equipment at a fundraising dinner organised by the Holy Cross Church in Catford on the 17 October 2015.

To further solidify Eleanor's relationship with FoA, Trudy Kilcullen (pictured above), the chairperson of the organisation was invited as guest speaker at the group's annual Christmas party. The idea behind the invitation was to enlighten staff and invited guest about the FoA and the evening also helped to raise £582 for the charity.

Ahotokurom, meaning "Place of Serenity", based near the Cape Coast in Ghana, was set up to provide practical support to leprosy sufferers and their families, with rehabilitation as the primary focus. This work has now expanded and the group helps hundreds of disabled and disadvantaged people and their families.

In his annual speech, Marc Santhi used the opportunity to highlight the importance of supporting organisations such as FoA. He also reminded staff about Eleanor's social responsibility as a company and the duty to support others in need and the importance of forging new relationships to provide more efficient outreach and at the same time expanding the values of Eleanor.

Speaking after the event he said: "Eleanor has an important role to play in helping others, not only in the work that we do within our own community, but also in helping the wider disability community with the issues they face. We feel very honoured to be helping the Friends of Ahotokurom.

"All of the staff listened intently to Trudy Kilcullen, the chairperson of the organisation, speak about the wonderful work that Friends of Ahotokurom does in Ghana, and we were all able to see the positive changes they have made to people's lives."



He added that he hoped to take an active role to further intensify Eleanor's relationship with the organisation by hosting activities that would benefit the residents of Ahotokurom.

Marc Santhi further decided to continue fundraising for the Friends of Ahotokurom. Subsequently a raffle organised by Gillian Excel of our Greenwich Branch was held in Belvedere on 11 December 2015, which saw £130 raised with the help of service users and staff from York and Rose House. The night also included a disco and a visit from Santa Claus.

Eleanor celebrates staff success

Staff members from across Eleanor Home Care have been honoured at a special awards evening held during the group's annual Christmas "thank you" party.



Both employees and branches were honoured at the evening which was held after Eleanor Healthcare's festive celebrations held at the Amba Hotel, Charing Cross on 5 December 2015.

The awards were awarded to staff based upon their commitment to the role and the exceptional work they had carried out the year before. The judges had a hard time deciding on the recipient of each award, but finally settled on those staff

that often went above and beyond what was expected of them.

Awards handed out on the evening included:

- **Eleanor Home Care – Care Co-ordinator of the Year 2015** – Michelle Gray – Greenwich Branch
- **Eleanor Home Care – Field Supervisor of the Year 2015** – Preeti Maxwell – Redbridge Branch

- **Eleanor Home Care – Recruitment and Retention Officer of the Year 2015** – Inoka Perera – Redbridge Branch
- **Eleanor Home Care – Carer of the Year 2015** – Margaret Okpepe – Ealing Branch
- **Eleanor Home Care – Branch of the Year 2015** – Lewisham
- **Recognition of Outstanding Service** – Rose House, Smerdon Day Centre, York House
- **Eleanor Patient Transport - Ambulance Operator of the Year 2015** – Lal Silva
- **Eleanor Logistics Employee of the Year** – Graham Hewitt
- **Long Term Outstanding Contribution** – Praveena Senthuren
- **Eleanor Group Employee of the year 2015** – Rhodalie Nebrida

Marc Santhi, Chief Executive of Eleanor Care, said: "It is so wonderful to see so many people and teams be recognised for the hard-work they put in on a daily basis.

"It was so lovely to meet all of this year's winners and runners up. They should all feel immensely proud of what they have managed to achieve this year."

Charity bonanza for Eleanor Hospital Logistics

Two charities have benefited from a fundraising drive at Eleanor Hospital Logistics (EHL) in recent months.

EHL Bristol has been supporting their local Children's Air ambulance for three months. During this period the charity has brought in a box filled with sweets and snacks, which EHL's team have bought for a small donation of a £1 or more per bag.

So far EHL have had the box refilled twice and raised £38.00 for the local Children's air ambulance to help

support its continued good work.

The team have also recently baked and sold cakes in aid of Macmillan Cancer Support, raising £15.48 for the charity, which helps people and families affected by the disease.

Alongside this fundraising EHL has also been doing its bit for the environment by recycling used printer cartridges.

To do this we have linked up with a company called: recycle@recyclecartridge.org.

The company has sent two flat packed recycling boxes which are filled with empty cartridges. Once full they will then be collected and any money made from the refilling and reusing of the cartridges will be given to charity.

Kingston branch recognise talented care staff

Staff at Eleanor Home Care's Kingston branch have had their dedication to their job recognised at a special ceremony held at the office's Christmas Party.

In total 16 people received an award on the evening recognising their commitment to a certain area of care.

The successful award winners were selected by a judging panel made up of the branch's management and received their awards from Eleanor Care's Chief Executive Marc Santhi.

Recipients on the night included:

- **Wendy Read** – The Best Carer Trainer in the Field
- **Isabella Kim** – Outstanding Service in Chessington
- **Jeanette Cook** – Outstanding Service in Surbiton
- **Naomi Gatt** – Outstanding Service in New Malden
- **Shofi Choudhary** – Hardworking Carer (Male)
- **Charlotte Amo** – Hardworking Carer (Female)
- **Afnoq Syed** – Budding Newcomer (Male Carer)
- **Yasica** – Budding New Comer (Female Carer)
- **Grace Alonge** – Extra Mile Carer (Female)
- **Masoom** – Extra Mile Carer (Male)
- **Veronica** – Carer With Exceptional People Skills
- **Nichola Ford** – Most Improved Carer
- **Rosy Kanyiki** – Weekend Troubleshooter
- **Cynthia** – Punctual Carer
- **Debbi Hudson** – Best Person-Centred Approached Carer
- **Karen Guvera** – Long-time Service in Eleanor

The evening was also a chance for the branch's staff to celebrate their recent successes and share stories in a relaxed setting.



Close Knit team help Colchester Hospital

Staff members from Eleanor Care's Essex branch have got together to help Colchester Hospital over the Christmas period.



Their first act of kindness during the winter months was to work with several service users to knit clothing and hats for the hospital's premature babies. The first batch was delivered to the special care babies unit on 2 December 2015.

Whilst there they met with Julie Author, Head of Colchester Hospitals Charity (CoHoC), to see if there was anything else they could do to help and it was agreed that some of Eleanor's care team could help the hospital's elderly ward by providing company to patients.

News quickly spread about the branches work and people from the community and York House Care Home donated gifts, which were wrapped up and taken to the hospital's elderly ward on Monday 14 December 2015, along with mince pies and whipped cream.

Jennifer Quenaud, a manager at our Essex office, said: "It was a remarkable morning we spend much of the day chatting and handing out Christmas presents and mince pies to the patients who really appreciated our visit."



"Often, a smile was all that was needed to cheer them up. We also dropped off on the same day another batch of knitted items for the premature unit with several special red and white bonnets for them at Christmas time."

The team also collected several charity boxes for CoHoC. Dressed up as Star Wars characters, they visited Clacton Town Centre on Tuesday 22 December 2015 and raised £100 for the hospital's charity.

Demystifying diet myths

Eating a healthy diet is an important part of keeping fit both physically and mentally. Studies have shown that healthy balanced diets can help reduce the risk of diabetes and dementia later in life.

However, advice on what is and what is not healthy seem to change all the time. In order to help you manage your diet Eleanor Care has put together a helpful guide which is aimed at dispelling some of the myths about food:

Low-fat foods are best

Although a diet that is low in fat can help you to control your weight and lower your cholesterol, there's no need to avoid fat altogether.

Instead try... Oily fish that contain good sources of omega fats, such as pilchards or salmon. Use olive or sunflower oil for cooking as an alternative to other fattier cooking oils.

Snacking is bad for you

Snacking in itself isn't bad for you provided that you don't just eat chocolate, crisps, cakes and biscuits in between meals.

Instead try... Starchy foods such as cereals in moderation, they make good, healthy snacks and are high in fibre and vitamins.

Fresh fruit and vegetables are always best

Eating a variety of fresh fruit and vegetables on your own before it goes off can be difficult. Buying tinned or frozen is a good alternative as they can be stored easily without spoiling and are still packed with nutrients.

Instead try... Frozen vegetables with your meal, add them to soups, stir tinned sweetcorn into a salad, or enjoy frozen berries with yoghurt.

A cooked breakfast is bad for you

Whilst regularly eating a greasy cooked breakfast may not be good for you, breakfast remains an important meal and a healthy cooked breakfast can be a healthy way to set yourself up for the day.

Instead try... Giving the frying pan a rest and opt for poached eggs or baked beans on wholemeal toast, try reducing the number of sausages or rashers of bacon you have.

You should eat more 'Superfoods'

Blueberries, broccoli or spinach which are packed with nutrients and beneficial to health, are often labelled as 'superfoods', but there's no strong evidence to show that they are any better than other fruit and veg.

Instead try... To eat a variety of fruit and vegetables that will provide you with the nutrients you need.

Red meat is unhealthy

Recent studies have linked red meat to an increased risk of death from heart disease and cancer. However, red meat is an excellent source of protein, vitamin B12, zinc and iron.

In fact, the Department of Health advice says it's safe to consume up to 500 grams per week as part of a healthy diet.

Instead try... Varying the protein part of your meal. Try replacing beef, lamb or pork, with chicken, beans or lentils.



Bromley raises money for Macmillan

Staff and service users from Eleanor Care's Bromley branch have held a Christmas raffle to raise money for Macmillan Cancer Support.

A selection of sweets and biscuits were donated to the branch so that they could be raffled off.

Carers were also able to come in and have something to eat and drink and collect a gift from the office staff.

In total £100 was raised from the sales of raffle tickets which will go to the national charity, which helps cancer patients and their families.

Jaqueline Harris, Care Co-ordinator at Eleanor's Bromley branch, said: "We were blown away by the response that we had from our raffle. Lots of people were interested in taking part and we were delighted with the amount we raised.

"We would like to thank everyone who



donated gifts to the raffle and extend our gratitude to those who took part. It was a good day; the carers said it was nice to visit the office for a relaxing chat."

The branch also received an official acknowledgement from the charity which thanked them for fundraising on behalf of Macmillan.

Lewisham lend helping hand to colleague

A carer at the Lewisham branch of Eleanor Home Care has received a significant donation to help her home town following fundraising from her fellow colleagues.



Eleanor's Lewisham team organised a fundraising event for carer Yvette Robert-Booth who had a crisis in her native home.

The event, held in the first week of January, included cakes and refreshments and colleagues were asked to dig deep to help Yvette's causes.

In total the team raised £250 during the day-long event, which has been donated to help Yvette's home town.

In a letter to her colleagues, she said: "I just wanted to say a thank you from my children and me for being so caring to all those who support us during this stressful time. We appreciate it so much."

Christmas fundraising boom for Smerdon Centre

Staff at Eleanor's Smerdon Day Centre are celebrating having raised hundreds of pounds for activities over Christmas.

The Centre in Kent, which helps train people with a wide range of conditions to live independently, started the festive season with a Christmas Bazaar in mid-December which was a great success and raised £1,622.10 to fund future activities.

This was followed by a packed week of Christmas activities between 16 and 23 December 2015, which included entertainers performing on most days ranging from Abba to Buddy Holly, culminating in a pantomime from an outside theatre company.

The Smerdon's own drama group also took to the stage to perform 'Scrooge' on 16 December. Gina Sloan, Manager at the Smerdon Day Centre, said: "We had a wonderful Christmas and the performance by our drama group went down extremely well.



"We were also delighted with the money we raised at our market and we hope to use it to fund future activities."

The Centre's Christmas was topped off with a glorious dinner and ball, which involved eating, drinking, dancing and merriment.

Poole care staff commended for their service in 2015 and over Christmas

Eleanor Home Care's branch in Poole has started the year by recognising the commitment of its care staff during the Christmas holiday period.

Graham Walsh, Eleanor's Business Director, worked with the Poole branch's office team to select a large number of care workers from the Poole team that have simply been a delight to work with over the past months.

Graham personally wanted to thank them for their commitment during 2015 and over the holiday period when times were difficult.

Each care worker received a Thornton's chocolate gift box with the words "To a Special Carer, Thank you Eleanor" and a

thank you card signed by the office and Eleanor management team.

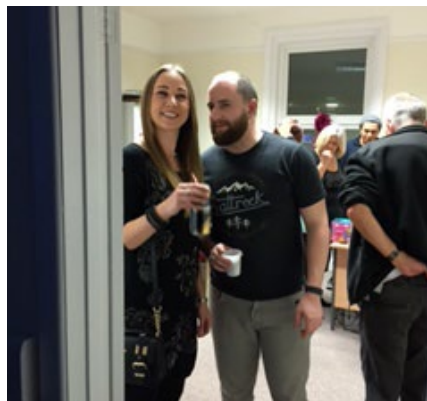
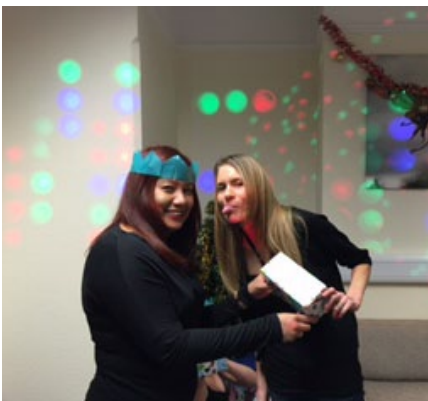
Graham said: "The carers at all of our branches do a wonderful job, particularly during the festive season, often putting aside plans with family and friends to come in and support our service users.

"I felt that it was important that this was recognised and was delighted to be given such a warm welcome, although I suspect the gift of chocolate helped."



Poole party recognises staff achievements

The office team at Eleanor Home Care's Poole branch have organised a wonderful Christmas to thank all the care workers who work for the group in the area.



The party which was enjoyed by all included an awards ceremony where a number of care workers were rewarded for their particular efforts over the year.

Some of the notable awards presented at the party included:

- **Long Standing award** – Andree Hopkins – She has been at Poole since 2011, a hard working conscientious, reliable care worker who adores her clients.
- **Good Attendance** – Jacqueline Malton – 99% attendance and even on the one-day when she was not well she still wanted to work, fantastic commitment.
- **Tagging In/Out award** – Karen Phayer – She has had a 97% accuracy on tagging in and out

of service users home and clearly showed professionalism and commitment to using the monitoring system, a credit to the team.

- **Carer of the Year** – Sandra Buck – This care worker has shown nothing but commitment, full flexibility and good relations with her service users, including compliments from service users, their friends/family and social services.
- **Carer of the Month (October 2015)** – Jade Whalen & **Carer of the Month (November 2015)** – Natasha Stickley – Both of these carers have shown good reporting, taking on additional tasks for service users and continuous commitment to both company and service user.
- **New Comer award** – Sophie Goulding – Great attitude and

commitment in her early start with Eleanor, always picking up the phone and generally a great start to care.

Kathrina Pareja Vasquez, Manager at Eleanor's Poole branch, said: "The night was a true success, with a disco, food and drink and a wonderful group of hard working people, the night went extremely well and everybody thoroughly enjoyed themselves."

Carers were also presented with handpicked and wrapped presents in the run up to Christmas, which were chosen by the team's office staff to reflect each carer's personality and interests. Items included gifts ranging from Pens, Cups, Disney toys and money boxes, to name a few. The carers were delighted with their Christmas thank you gifts in December.

Smerdon to start new year with open coffee morning

The Smerdon Day Centre is to host open coffee mornings to help people learn more about the services it provides.



The event will provide information on the Centre's supported holidays for 2016, weekend activities and a new evening club starting in the spring; in a relaxed welcoming environment.

Guest will also be able to enjoy coffee, tea, cakes and scones, while hearing from those who provide the independent living training and services at the centre.

The events will take place throughout 2016 at the Smerdon Day Centre in 19 Lumley Close, Belvedere, Kent, DA17 6NR.

Eleanor Hospital Logistics celebrate Christmas in Bristol

Staff at Eleanor Hospital Logistics (EHL) distribution centre in Bristol have enjoyed two celebrations in the run up to Christmas.

The first, a formal dinner, was held for the staff at a restaurant in Bristol and was a chance for all of team's staff to catch up with each other and share memories of 2015.

Michelle Kelly, Business Operations Manager at Eleanor Hospital Logistics, said: "Thank you to the Bristol warehouse team for all their hard work throughout 2015. It was a lovely chance for me to spend very a relaxed evening spoiling and enjoying the company of the staff that work at Eleanor Bristol."

A second less formal meal was also held on Christmas Eve at EHL's warehouse. This provided the few festive workers a chance to relax and enjoy chocolates, cakes and snacks.



Poole office team bag donations for local charity

Eleanor Care's Poole office team have generously donated 20 handmade gift bags full of a selection of fantastic items for the "hope for food" charity in Bournemouth.

Hope for Food is a local charity based in Bournemouth, set up and run entirely by volunteers.

The organisation was founded by Claire Matthews in 2012 with the aim of providing lifes basic essentials on a day to day basis to people in need of help due to the current economic climate.

They run three soup kitchens a week on Tuesday, Thursday and Saturday evenings and supply a large stock of food items, clothes, shoes and bedding donated to them by their supporters.

To help the charity the team went to Asda and purchased an array of goods such as gloves, hats, scarves, snacks, lip balms and toiletries out of their own pocket.

Marc Santhi, Chief Executive of Eleanor Care, said: "What an extremely unselfish and wonderful show of care for homeless people. I am very proud to have such a caring team working at Poole and I commend them for their generosity."



If you have any feedback on our newsletter, or would like to suggest a topic for an article in a future edition or would like to learn more about Eleanor Healthcare Group, please contact us at info@eleanorcare.co.uk or on 020 8690 2406

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