

OCTOBER 2024

NEWSLETTER

Official Newsletter of Drovers Call Care Home



NEWS
ALERT



Drovers Call Care Home has been rated
GOOD by The Care Quality Commission
(CQC)!

Inspected and rated

Good



From the 25th June to 29th July, inspectors from the CQC completed their assessments and we are proud to say that we received green across all of the areas looked at. The inspectors found that:

- ✓ There were safe levels of staffing observed during the visits
- ✓ Safeguarding processes were being followed
- ✓ People's needs had been assessed and incorporated into the care plans
- ✓ People were supported with kindness and dignity

Since Sheila's takeover as Home Manager back in April, the positive changes and improvements within the home are evident within the CQC inspection report. It states that;

"people, their relatives and staff now felt involved and included in changes and understood why they were needed. They spoke very highly of the new registered manager and the new approaches in place"

From everyone at Knights Care and Drovers Call, we thank you Sheila for believing in the home and staying committed to your original vision, "For Drovers Call to be an outstanding home, where everyone is cared for how they want to be cared for by staff who are recognised for their true value."

We also cannot give enough praise to each and every staff member within the home. Residents of Drovers would not be enjoying the caring and fulfilling lives they have without you. In the inspection, residents told inspectors that their needs were met by a caring and competent staff team and they felt safe and able to speak up.

Congratulations Drovers Call – now a CQC Good Rated Home!

ASSESSMENT RATINGS:	
Ratings	
Overall	Good ●
Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

EMPLOYEE OF THE MONTH



CONGRATULATIONS

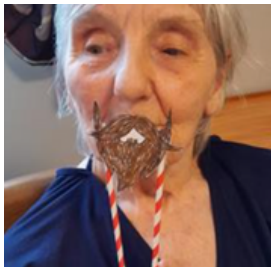
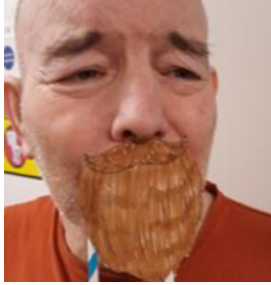
KIM SCOTT - DOMESTIC

Kim has been selected as Employee of The Month following numerous nominations from colleagues across all departments within the home. She has been recognised for her outstanding dedication to her work, always picking up extra shifts and being willing to help others with no questions asked. Kim brings laughter to the home each day she's on shift, always willing to share a joke with colleagues and residents. She has been recognised for her positive outlook, bringing a smile to everyone she works alongside in the home.

Thank you for your dedication and positivity Kim and for all that you do!

What Happened in September

World Beard Day



National Doodle Day



What Happened in September

Day trip -
Williamsons Farm



What Happened in September

Alpacas Visit
National Alpaca Day

