

Positively in the pink for a good cause



TerraBlu went pink on Friday 31 October, as part of Breast Cancer Awareness month. Head office staff (pictured above), carers and some clients got involved with raising funds and awareness of Breast Cancer. Office staff and support workers traded in their uniforms to wear pink.

Office Administrator, Elaine suggested the idea and was overwhelmed by the response from the company's predominantly female staff. "When I suggested that we take part in Breast Cancer Awareness month, the girls were more than happy to get involved," she explains. "As women, many with daughters, we all appreciate the importance of raising awareness of Breast Cancer. Several of us have close friends who have been directly affected by this disease."

The company sold pink hygiene gloves, as an alternative to the standard gloves. Staff donated pink raffle prizes, from Pink Champagne to lace knickers. Tickets were sold to all head office visitors and one client, who heard how TerraBlu staff were getting involved, sent Elaine a donation.

A total of £484 was raised for the charity.

Many of you have returned your forms regarding Christmas cover, if you haven't yet, please send it back to Elaine in the office so we can organize appropriate cover.

TerraBlu – taking care... to keep you informed

in touch

AUTUMN '08

Welcome to the Autumn issue of In Touch. We have had a busy few months with exciting things going on. We ran our first Care Academy, which was a fantastic success. We have held three client social events, been inspected by the Investors in People organization, raised nearly £500 for Breast Cancer and had our annual Quality Assurance review for the Commission for Social Care Inspection to complete.



We are continuing to invest in our support workers and have seen a real improvement in staff retention rates over the year. We have big plans for 2009, including developing services in the villages we serve. We also hope that you will see the benefits from our Care Ambassador projects in your area. Thank you for your continued support.

Richard Gould, MD



Our older clients enjoyed High Tea at Peshurst Place on 1st October (pictured), while our youngest clients attended The Fat Controller's Tea Party on The Spa Valley Railway on 11th October. A great time was had by all.

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Our carers with rewarding careers

As ever, client feedback results in nominations for Carers of The Month. The latest winners are shown below. By letting TerraBlu know that you are happy with a particular carer, you'll be conveying your thanks to that support worker. As CoTM, she (or he) will receive a gift voucher and get their photograph taken to appear on 'the wall of fame' at TerraBlu's office.

July - Grzegorz 'Greg' Skowron has been a great addition to our team in Tunbridge Wells. He has had praise from a number of clients, one of whom said, "We couldn't have anyone nicer." Always reliable with excellent time-keeping, he is always cheerful and willing to help out. He stays calm in any situation and feeds back well to his Care Coordinator.



August - Lydia Reed has been awarded carer of the month for her dedication to the job, her excellent feedback to the office regarding client issues and her support at late notice to cover calls. She is a valued member of the team who uses her experience to help maintain and improve the service we offer to our clients.

September - Jane Childs has been awarded Carer of the Month for her caring and professional attitude towards clients' needs and her ability to take on extra calls when required. She has been highly praised by a client for her help and sympathetic approach to a difficult situation.

* Unfortunately Jane missed her photoshoot, so we don't have a picture of her to run in this issue.

At Christmas-time some of our clients kindly give small gifts to their regular support workers, as a sign of appreciation. TerraBlu requests that you please refrain from giving money to your carer.

Be part of the TerraBlu community

We try to be 'inclusive' at TerraBlu and always welcome feedback from staff and clients. We appreciate that we get more out of our staff if they feel valued and involved. The recent Care Academy was a prime example of this. You can read more about it and our Care Ambassadors on the new TerraBlu website at www.terrablu.co.uk

Similarly our clients benefit more if they choose to get involved. We welcome anyone who may want to join our client forum. It provides a chance to express your views and help us to improve our service. We meet every three or four months for an hour or so.

Two of our support staff, Nimet Yerlikaya and Katie Romik (pictured), now Care Ambassadors, recently organised a coffee morning for their Pembury clients. A total of 18 people attended their first event on Thursday 6 November held at Sunhill Court. Several of their clients baked cakes for the event. Further events are planned.

"It was so nice to be able to organise something on our own that was so enjoyed by the people we look after every day," said Nimet.

Richard said; "It was great to see the enthusiasm that Nimet and Katie showed and the support that our clients in Pembury gave to the event."

If you would like to help organise a social event in your area, whether hosting at your home or baking a cake, please let us know.



We run training courses for our staff on manual handling, dementia, strokes, MS etc. We are happy to open these courses to members of client's families or partners for a nominal charge. Please let us know if you know anyone who may like to attend.

Please contact Julia, Emma or Richard at the office on: 01892 529429 if you want to get involved with any of the above.

