



# MONTHLY NEWSLETTER

## 🎉 OFFICE LOCATION CHANGE ANNOUNCEMENT 🎉

**We are pleased to share some exciting news with you!**

**PSA Home Care** has moved to a new location at:

📍 **19 Strathdene Road, Birmingham, B29 6QL**

This new location will allow us to better support our staff, service users, and the local community as we continue to grow. We look forward to welcoming you to our new office!

Thank you for being part of our journey and continued success.



## ► EMPLOYEE SPOTLIGHT

We are pleased to present the monthly newsletter for May 2025, dedicated to keeping you informed and updated on important news and developments within our organization. We appreciate your hard work, dedication, and commitment to providing exceptional care to our citizens. Here are the highlights for this month:

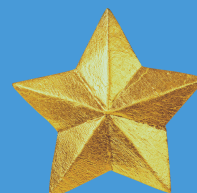
## ► EMPLOYEE OF THE MONTH (MAY 2025)

We're proud to recognise two of our outstanding team members for their positive feedback, dedication to the work, accurate reporting & recording, and professionalism. Your commitment to delivering high-quality care makes a real difference, and we truly appreciate your efforts.

**Thank you and well done!**

Please collect your **certificate and gift voucher** from the office.

**AREA 1 (NORTH):  
AMANDEEP KAUR  
AREA 2: (SOUTH):  
RAJ KAMAL**





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## TRAINING & DEVELOPMENT:

### Grow with Learning: Self-Development Training via Care Tutor

As part of our commitment to your continuous growth and professional development, we've assigned the following self-development training modules through the **Care Tutor Portal**:

1. **Dementia Care 1: Understanding Dementia**
2. **Medication Awareness**

These courses are designed to enhance your knowledge and confidence in delivering high-quality care.

To get started, please log in to your **Care Tutor account**.

If you're unsure how to access the portal, please check your email inbox for a message titled "**Care Tutor – Training Assigned**", which contains your personal login link.

✓ Please complete these modules at your earliest convenience to support your continued development.

If you need help, feel free to contact the office.

## SKILL OF THE MONTH: SAFE MEDICATION PRACTICES

This month, we're focusing on raising awareness around Safe Medication Administration. To remind how important accuracy, attention to detail, and following proper protocols are when supporting service users with their medication.

This month's focus is on **Safe Medication Administration**.

Please remember:

- Always double-check the **blister pack and MAR chart** before administering medication.
- **Never guess or assume** if you're unsure — always contact the office or on-call supervisor for guidance.
- Report any medication discrepancies or concerns **immediately**.

Let's all work together to prevent errors and keep our service users safe.

If you're unsure about any part of the medication process, please ask — **support and retraining are always available**.



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## STAFFING UPDATES

- We're pleased to announce that **18 new staff members** have recently joined the PSA Home Care team!
- They will be supporting various areas across Birmingham, helping us continue to deliver safe, compassionate, and high-quality care to our service users.
- We warmly welcome each of them and look forward to their valuable contributions. Thank you to everyone who has helped with their inductions and shadowing!

## ROTAS & SCHEDULING NOTES

- This month, we've made a few improvements to the weekly rota process to better support staff work-life balance and ensure smoother coverage across all visits.

### Key reminders:

- Weekly rotas are now published every **Wednesday by 5 PM.**
- Please ensure your availability is updated in advance.
- If you have any changes, inform the office **as early as possible.**

Thank you for your cooperation in helping us maintain reliable, person-centred care.

## BIRDIE & CAREPLANNER TIPS

This month, we're focusing on **maximising the efficiency of call logging and communication through the Birdie and CarePlanner systems.**

### Always log in and out of visits in real time

This ensures accurate records and helps management monitor service delivery and punctuality.

### Use Birdie notes to record key observations

Briefly note any changes in a service user's behaviour, mood, or condition — this supports seamless communication between carers and supervisors.

### Check your rota daily via the CarePlanner app

Stay informed of your rota.

### Keep location services enabled on your phone

Enabling location helps Birdie accurately register your check-in and check-out times. This is important for visit validation, safety monitoring, and compliance with care regulations.

If you need help navigating any of these features, don't hesitate to contact the office — we're here to support you!



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## STAFF WELLBEING & SUPPORT

### Open Door Reminder

Our management team is always here to support you. Whether you need to talk about work challenges or personal matters, you're not alone — feel free to reach out anytime.

### A Message from Management

Your well-being is crucial to us. Please remember to prioritise self-care and make use of the resources available to support your mental and physical health.

We deeply appreciate your dedication and commitment to providing exceptional care. As always, if you have any questions, suggestions, or concerns, please don't hesitate to reach out to the management team.

**Together, we can continue to make a positive difference in the lives of our clients.**

### Emotional Support – You're Not Alone

If you work in social care, talk with someone who truly understands. Free and confidential support is available:

- Just B Trauma & Bereavement Support:  
Call **0300 303 4434** (8 am–8 pm, 7 days a week)
- Samaritans / Mental Health Support:  
Text **FRONTLINE** to 85258  
Call **0800 069 6222** (7 am–11 pm in England)  
Or **116 123** (24/7 across the UK)

All calls and texts are handled in confidence by trained professionals.

 For more information and support, visit: [www.mentalhealthatwork.org.uk](http://www.mentalhealthatwork.org.uk)



## EMPLOYEE SUPPORT: ZERO-INTEREST VEHICLE & BIKE LOANS

We are excited to announce that the company will offer a zero-interest car loan to all staff members who hold a valid driving license and wish to purchase a car for the first time purchase only. We also provide interest-free loan to buy an electric bike or bicycle, and recommend buying an electric vehicle to protect the environment. The loan can be repaid in small monthly instalments, directly from your earnings.

This initiative is our way of recognizing your dedication and hard work in delivering high-quality care to our citizens.

For more details, contact the office staff. T&C apply.



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## UPCOMING EVENTS & ENGAGEMENT

### Upcoming Event: Staff Bowling Night

We're excited to announce that next month we are planning to organise a bowling event for all staff members!

This event is designed to promote team building, strengthen relationships among colleagues, and support our collective mental wellbeing. While the date, venue, and time are still being finalised, we want you to know that planning is actively underway. We truly believe in creating space for leisure and social connection to help maintain a healthy work-life balance. Stay tuned for more updates — we hope to see you there!

## CRICKET EVENT SUCCESS!

Last month, our staff participated in an exciting **office cricket event** organised by **NDH Group**, bringing together teams from across the organisation for a day of friendly competition and fun.

We're thrilled to announce that **PSA Home Care Ltd proudly took home the trophy!** 🏆

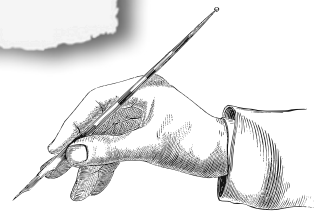
A huge well done to everyone who took part — your team spirit, enthusiasm, and sportsmanship made the day a great success. Thank you for representing PSA with pride!

Keep an eye out for more team events coming soon!





# Thank You



**Thank you for your hard work and dedication.**

**Best regards,**  
Anilkumar Gajera  
Manager

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