



## Newsletter

Welcome to our first ever newsletter, which will hopefully be the first of many. We are hoping that we will collate enough news and information to enable us to print a "newsletter" every three months. This will keep everyone up to date with what is happening within Helping Hand, give you information about staff, about different topics and things of interest.

### Staff

Every month a "carer" is nominated as "Employee of the month" this may be because they have worked extra shifts, or they have gone above and beyond for a service user. As a reward they receive a £15 bonus in their wages. If you would like to nominate a carer for going above and beyond their duty, please let the office know.

September **winner**-  
"Natalie"

October **winner**- "Jeni"

November **winner**- "Mandi"

December watch this space...



#### Top Tips

**Having a challenge protecting items inside a parcel?**

Instead of using bubble wrap put a bag of 'popped' popcorn in to support and the receiver of the goods can put the popcorn out for the birds!

Tip shared by Helping Hand Client Mrs C



Mr R always makes sure he wears shoes with good traction and non-skid soles, and stays inside until the roads are clear. He replaces a worn cane tip to make walking easier. He takes off his shoes as soon as he returns indoors because often snow and ice attach to the soles and, once melted, can lead to slippery conditions inside



One of the outcomes that we are hoping for with our Newsletter is to have a Helping Hand community. To launch our first edition, we thought that we would share information about staff. **Natalie Pinfold** works in our office and ensures that calls are covered. Most of you will not have met her but we thought she would be a great staff member to introduce in our 'Getting to Know You' column.

**How long have you worked at Helping Hand?** 8 years

**What do you like about working for us?** I like making sure that all service users have calls and times agreed. At Helping Hand, I like how we all work as a team!

**What is your favourite book or film?** I like to watch Elf because I just think it's hilarious. I don't really have a favourite book.

**Do you have any hobbies?** I like shopping mostly online and I enjoy going out with family and friends.

**If you were stranded on a desert island what would be your luxury item?** Lip balm or a hair product because my hair is very curly and hard to tame.

**What is your favourite meal?** My grandma's stew and dumplings!

**Which three words best describe you?** Quiet, organised and patient.



If you feel that you would like to write a little article or pass on some useful tips to others please tell one of your carers and they can pass this on for our next edition! You may have some hobbies or memories that you would like to share or even show us. We can come and take a picture and put you in our next edition.



Would you like to join a 'Jigsaw' or 'Book' swap group?

In our office we currently have a selection of jigsaws available. You may have particular authors or books you would like to share with others and vice versa - let your carers know.



**Large print edition is available.**

FINALLY, PLEASE LET YOUR CARERS KNOW IF YOU THINK THIS NEWSLETTER IS A GOOD IDEA AND SOMETHING YOU WOULD LIKE OR NOT?

Wishing everyone a  
very  
Merry Christmas  
and a very  
Happy New Year



From all of us at  
Helping Hand

**\*\*Finally, on the back of this Newsletter please find local pharmacies that will be open over the Christmas period if you need them\*\***