

Dec 2025

Christmas Edition

Christies
Care

CHRISTIES CHRONICLE

MERRY CHRISTMAS TO ALL



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Oh, what a year it's been

Welcome to our latest and last newsletter of 2025!

In the midst of the mad Christmas dash, it has been lovely to take a minute to pause and look back on the year, how much we have achieved, the people we have met, the amazing carers and staff who have joined us, and the clients who have trusted us to support them.

In this edition, we share highlights from our Client and Carer Christmas Parties across Suffolk, Essex and Jersey, recognise our Carers of the Month for the final quarter of 2025, and shine a spotlight on our Local Area Manager Team and the vital work they do behind the scenes for our clients and carers. We're also pleased to share our plans to renew our Princess Royal Training Award for 2026 and all the training improvements we have made.

Christmas can be a busy and emotional time of year for many. We've included mental health resources and wellbeing tips for supporting others as well as yourself during the holidays.

Finally, you'll find a round-up of our community work from the past year, including recommendations and exciting upcoming events in 2026!

To our carers, thank you for every day you spend with us, supporting your clients. Your compassion, dedication and professionalism make an extraordinary difference. Whether you've supported someone to remain independent at home, offered reassurance during difficult moments, or simply been a friendly, familiar face, your impact throughout the year cannot be overstated. We are incredibly proud of you.

To our clients and families, thank you for welcoming us into your homes and your lives. It is a privilege to support you, to listen to your life stories, and to work alongside you to make each day as fulfilling as possible.

As we look ahead to the year to come, our commitment remains the same: to provide care that is personal, reliable and continues to make life better for everyone we support.

From all of us, thank you for being part of our year. We wish you a very Merry Christmas and Happy New Year!

Warm Wishes,

Christies Care Team



Client & Carer Christmas Parties



Merry Christmas



Christmas Session, 2025



Cheers!

Having Ourselves Many Merry Little Christmases

From our Head Office Christmas Charity bake sale, to our Suffolk & Essex Client and Carer Christmas Parties and Jersey Carers Christmas Tea, we certainly have gotten into the spirit of Christmas!

At the start of the month, our head office held a Christmas-themed charity bake sale, raising over £140 and collecting four bags of food donations for the Halesworth Community Larder, who help feed families in need within the area.

Over the last two weeks, we have been proud to hold our Christmas Series of Carer, Client and Family Sessions across Suffolk and Essex. These have been such fun and a wonderful opportunity to come together, enjoy festive games, and celebrate the relationships we've built. In Jersey, our carers and office team gathered at the Hotel de France for their Christmas tea, sneaking a little time away from their busy schedules to enjoy the afternoon with some delicious cakes and sweet treats.





CHRISTMAS

Movie

EMOJI QUIZ

GUESS THE MOVIE NAME FROM THE ENOJIS PROVIDED

1. 🎄🏠🔄🏠🎄
2. ❤️😈🐶👉🎁🎊
3. 😊🚂❄️🔔🎄
4. 🏠😊😱🧤🧙‍♂️🧙‍♂️
5. 🎀🗽🍬🎄🎅🏼
6. ❤️💌🥁🏃‍♂️✈️
7. 😊🏢🎄🔫💥
8. 🎵🐸🎩❄️🎄🎵
9. 🏫👨‍👩‍👧‍👦🎬🎥👩‍👧‍👦🎵🎶🐴
10. ⏪🎄🤶‍♀️❤️🎅‍♀️

ANSWERS:

1. The Holiday	6. Love Actually
2. How the Grinch Stole Christmas	7. Die Hard
3. Polar Express	8. The Muppets Christmas Carol
4. Home Alone	9. Nativity!
5. Elf	10. Last Christmas

CHRISTMAS

Word Scramble

UNSCRAMBLE THE FOLLOWING CHRISTMAS WORDS

1. erbemdec.....
2. sehlgj.....
3. jneilg lbsel.....
4. igegeffdnaeb.....
5. telnis.....
6. sptresne.....
7. rnnoemta.....
8. ongegg.....
9. nycda naec.....
10. hwaret.....
11. shstricam etre.....
12. nreedrei.....

ANSWERS:

1. december	7. ornament
2. sleigh	8. eggnog
3. jingle bells	9. candy cane
4. gingerbread	10. wreath
5. tinsel	11. christmas tree
6. presents	12. reindeer



Congratulations to our Carers

Carer of The Month Sept: Tracy Hill



Tracy shows excellent confidence in her abilities as a carer, and was also very supportive of her fellow carers who were not as confident in these subjects. It is very apparent that Tracy completes full Moving and Handling techniques to an excellent standard whilst caring for her clients. This was done in a safe manner, while remembering to communicate each step in detail to her client.

Carer of The Month Nov: Dawn Emenyi



This was Dawn's first update training and throughout her training, Dawn showed excellent knowledge and a lovely caring nature.

Christies Team Spotlight

Our Local Area Managers

We're proud of many things at Christies Care, but our Local Area Manager Team is truly one of our greatest standout strengths.

Based across the country, our LAMs are often the first friendly face prospective clients meet, carrying out care assessments and taking the time to understand individual needs, preferences, and circumstances.

Once care is in place, they continue to ensure support plans remain up to date,

respond quickly to any changes, and offer much-needed reassurance to both clients and carers across the country when it's needed most.

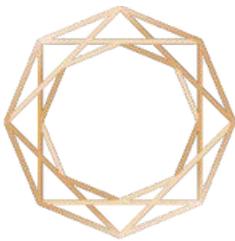
While our head office is based in Saxmundham, our LAM Team enables us to provide a local, personalised service to all our clients.

No matter where they're based, our LAMs are always available to meet, answer questions, discuss evolving care needs, and support carers or families in need.



From Left: Hannah Kent, David Segal, Gemma Dallan, Christine Charlton-Young, Bryan Ellison, Ruth Barnard, Katie Clements, Isabella Kwiatkowska

Investing in 2026 Care Excellence



PRINCESS ROYAL
TRAINING AWARD

Christies Care is preparing to renew our Princess Royal Training Award for 2026, and we are so excited to share the significant improvements we'll be including in our upcoming application!

The Princess Royal Training Awards, delivered by the City & Guilds Foundation, celebrate organisations that demonstrate outstanding training and skills development. Award recipients are rigorously assessed on the quality and innovation of learning delivery, and most importantly, the measurable impact training has on people, performance, and outcomes.

Receiving this award in 2022 for our Live-in Carer Training was a huge achievement for Christies Care and a testament to our people-first approach and our quick response and commitment to maintaining our high standards of training and care despite the challenges brought on by the pandemic.

One of our most exciting developments is our new onsite Dementia Studio, which will give carers an immersive, hands-on learning experience to deepen their understanding of dementia and enhance empathy in care delivery.

Alongside this, we've refreshed our learning content based on clients' needs and feedback, upgraded our e-learning platform, and encouraged all carers to complete further Oliver McGowan autism training. We have also invested our time and capital in attracting more carers to the sector through accessible training and outstanding carer support services, and we already have further enhancements planned for the beginning of next year.

What truly encourages us, is the feedback we receive from our carers and clients. Time and again, we hear how valuable the training content is in the field and how supportive, knowledgeable and inspiring our training team is.

Your experiences and voices matter a great deal as they play a vital role in helping us continue to improve.



As part of our Princess Royal Training Award application, we would love to hear your feedback!

If there's anything you'd like to share about your carer training experience, or how our training has impacted your care, please email your thoughts to:

training@christiescare.com

Thank you in advance!



IT'S OK IF...



 **YOU AREN'T FULL OF CHRISTMAS SPARKLE**

 **YOU FEEL FULL OF UNCERTAINTY**

 **YOU FEEL OVERWHELMED WITH EVERYTHING THAT IS HAPPENING RIGHT NOW**

 **YOU FEEL FRUSTRATED BECAUSE YOU CAN'T MAKE ANY PLANS**

 **YOU DON'T KNOW HOW TO FEEL**

For many, the Christmas holidays bring joy, family, and connection, but they can also bring feelings of stress, grief, and isolation. If you or someone you know is struggling this festive season, there are excellent support services dedicated to helping you and others through this period:

**Samaritans are available 24/7 on 116 123
(free from any phone).**

Supporting Others During the Holidays:

There are meaningful ways to help those around us feel seen, understood, and included:

- Recognise that Christmas means something different to everyone: What feels like a celebration to you may feel difficult to someone else.
- Let them know you understand it can be a hard time, and reassure them that they're not alone.
- Listen without judgment, accept their feelings, and ask how you can help: This could involve planning for difficult conversations or supporting them if they wish to avoid certain situations.
- Make celebrations inclusive: Consider responsibilities or limitations that might prevent someone from joining in, and adapt accordingly.

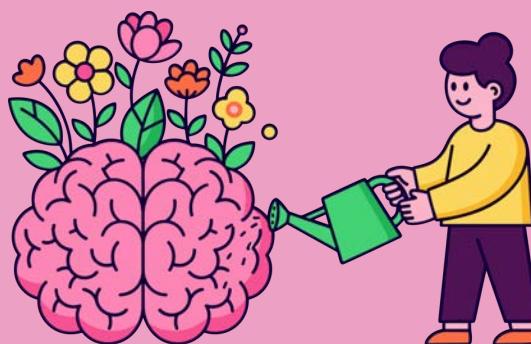
Be thoughtful with gifts: avoid food, alcohol, or items that may cause stress, and consider experiences or shared activities instead.

Show you're thinking of them: A call, a card, or a visit can make a big difference to someone feeling lonely.

Look after yourself, too: Supporting others can be challenging; talking to someone you trust about your own feelings is important.

The expectation to be happy over the holidays can feel like a very heavy burden.

It's okay to not feel the "Christmas sparkle." Instead, focus on empathy and reaching out to connect with others - creating a season of care that lasts long after the decorations are packed away.





Christies Community Roundup

2025 has certainly been a busy one!

2025 has been a fantastic year for Christies Care out in the community! We've loved every opportunity to connect, support, and make a positive difference across Suffolk and Essex, and we're already looking forward to even more exciting initiatives in 2026.

This year, we were proud to take part in the East and Mid Suffolk Dementia Roadshows, raising awareness and providing free dementia support and signposting to help families and carers, particularly in rural areas, access the resources they need.



Our Community Engagement Officer, Juliette, has become a rising superstar, bringing joy to countless groups across Suffolk and Essex with her singing performances while sharing what Christies Care can offer.

We've grown and strengthened our local partnerships with so many incredible organisations and businesses, including Newton Court, where we provide live-in and hourly care for their residents, ensuring they receive the high-quality, compassionate support they deserve.



LETS GET CREATIVE

UPCOMING DATES:

9th Jan & 23rd Jan

6th Feb & 27th Feb

13th Mar & 27th Mar

10th Apr & 24th Apr

**ALL SESSIONS 1.30PM - 3.30PM
AT THE FROMUS CENTRE,
SAXMUNDHAM, IP17 1AL**

A highlight of our year has been the launch of Let's Get Creative, a community group we've started at the Fromus Centre in Saxmundham in partnership with Status Creative. This fun, fortnightly Friday afternoon brings together clients, their families, and carers to enjoy tea and cakes, creative writing, music, singing, art, and more. We've run two sessions so far, and both clients and their families have loved getting involved. Our staff who have popped in to join the group have also found it incredibly rewarding to see everyone happy, interacting, and enjoying themselves. These sessions will continue regularly in Saxmundham, and all our clients in the area are welcome to join!

For more information on the group and transport or to book your place:

**Call 01728 605 050 or email
Juliette.Pawsey@christiescare.com.**

Events & Recommendations

Every conversation, visit, and local connection brings benefits not only to the people we meet but also to our own carers and clients. By being more involved, we continue to discover new ways to support independence, well-being, and a fuller life at home.

A wonderful example is The Green Light Trust and their Step by Step Program, whose nature-inspired activities inspire emotional wellbeing, skills building, and personal growth. You can read more about whom they support and the services they provide further in our newsletter, or visit their website here:

greenlighttrust.org

Looking ahead, we're also pleased to be hosting an Introduction to Lip Reading taster session at our office in January. This session is £10 and open to anyone who would like to join. Lip reading is a fantastic way to take control of your hearing loss and build confidence communicating with others. For more info or to book your space, please email:

daleystephuk@yahoo.co.uk

Christies Care has also expanded our Suffolk Community Services Directory, adding a wealth of organisations and local groups that complement care at home. These services are designed to support wellbeing, encourage independence, and help people stay connected within their communities.

Christies Care Online Directory

In addition to our online directory, our office teams have been working together behind the scenes on a side project. They've compiled a list of local Suffolk recommendations they use themselves, including hairdressers who do home visits, mechanics, gardeners, electricians, plumbers, opticians, and even their favourite cafés. So, carer or client, if you ever need a reliable suggestion, give us a call. We're always here to help in any way we can!

01728 605 107
Care@christiescare.com

TASTER SESSIONS



Lipreading Awareness & Introduction to Lipreading

Thurs. 15th Jan or Thurs. 19th Feb

4-6PM £10

Christies Care, Street Farm Road, IP17 1AL

**Learn how to fill in the gaps of
speech that you can't hear**

Build confidence in communicating with others, take control of your hearing loss by developing new skills, and become more independent, relying less on others to follow conversations.

Contact Steph for more info & to book your space.
Lipreading lessons also starting Feb 2026!

daleystephuk@yahoo.co.uk



Step by step additional needs provision

who do we support?

Our Step by Step day provision
supports people from the age of 16+
with learning difficulties, additional
support needs and neurodiversity of
various moderations.



80%
improved mental
health and wellbeing



What are the benefits?



Increased positive feelings
around well-being and self
esteem.



An opportunity to make friends.



A chance to develop useful life
skills.



Personal targets that involve
community engagement.



Learn about the environment we
live in.



“

My favourite thing to do at Green Light Trust is riding bikes and using the draw knife!

”

STEP BY STEP PARTICIPANT

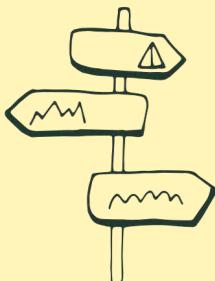
what do we do?

Our Step by Step programme offers an alternative to traditional day centres, enabling individuals to set personal goals and progress at their own pace, supported by facilitators/key workers.

Our programme is suitable for those with mild to moderate needs as well as those who may need more of a 1:1 support deeply rooted in Green Light Trust's philosophy, using nature and the outdoors as a catalyst for personal growth and emotional well-being.

Key nature-based activities include:

- **Woodland camps, fostering independence through fire-making, shelter-building, outdoor cooking, and team challenges.**
- **Gardening, focusing on activities such as planting, potting, watering, herb preparation, and plant journaling.**
- **As well as community-based initiatives, involving social enterprise projects, work experience opportunities and outdoor excursions.**



here for every person to thrive through nature.

For more information:



greenlighttrust.org
pecsupport@greenlighttrust.org
01284 830829

Registered Charity Number 1000977

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