CHRISTIES CHRONICLE

HAPPY EASTER

Mar 2026

Easter Edition

Christies Care

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A Happy Easter to all

Dear Christies Community,

We'd like to take a moment to wish all our wonderful clients, carers, and readers a very Happy Easter! Whether you're spending Easter with loved ones, enjoying the sunshine, or indulging in a few chocolate treats, we'd love to hear how you're celebrating. Send in your photos of your easter celebrations!

In this edition, we're delighted to share the fantastic results from our 2025 Client and Carer Survey, highlighting the incredible impact our carers make every day. We'll also be outlining the steps we're taking to continue improving and enhancing our services, ensuring we provide the very best care possible.

We're also excited to introduce our new carer Employee Assistance Programme, available from 1st April, and our exciting community groups happening in your area.

Happy Easter, happy reading, and we hope to see you at one of our new groups!

Warm Wishes,

Christies Care Team

YouTube

You Said, We Did.

2025 Survey Results and Action Plans

Dear Clients and Carers,
Thank you for taking the time to complete our 2025 Surveys. Your feedback is invaluable in helping us grow and continuously improve our services at Christies Care.

We are delighted to hear that so many clients have had positive experiences. These are a few key results we are exceptionally proud of:

- 91% scored 8 or above for carer satisfaction.
- 86% scored 8 or above, saying carers' training enabled them to meet their needs.
- 91% scored 8 or above for feeling safe living independently at home with the support of our carers.
- 91% scored 8 or above for quality of care.

You also shared where we can improve, and we want to assure you that we have taken all concerns seriously.

You Said: You would like a Birdie messaging facility so families can engage with care notes.

We are currently working with Birdie to understand what communication features are possible and how we could introduce them.

You Said: Communication needs to be more consistent.

We're reviewing our communication channels and implementing clearer standards to ensure timely and consistent communication.

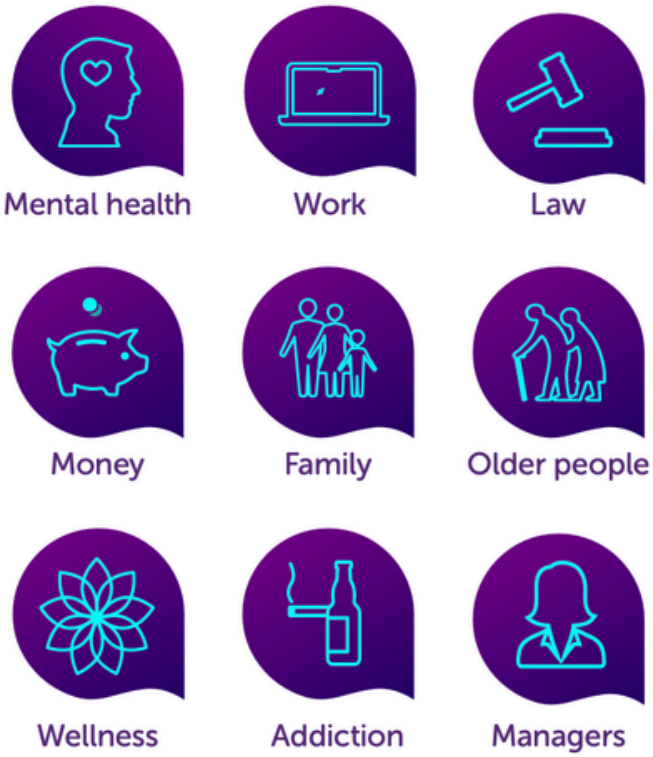
You Said: You would like more advance notice of carer changes.

We are improving our scheduling processes to reduce last-minute changes and provide earlier notifications whenever possible.

You Said: More person-centred dementia training is needed.

We are expanding our dementia training programme to ensure all carers receive comprehensive, person-centred dementia education.

Employee Assistance Programme



To our Carers,

You said that while you appreciate our well-being calls and check-ins from the office, more support was needed at times when you really needed it.

We are delighted to announce that Christies Care will be offering a new Employee Assistance Programme available to all hourly carers.

This service is:

- Free to use
- Completely confidential
- Tailored to you and your circumstances
- Accessible and easy to use

You'll have access to a dedicated online portal available in all languages, a live chat function, video support tools, wellbeing resources, and access to great discounts.

While counselling is an important part of the service, this programme is so much more than that. This EAP provided by Wellbeing Solutions, is designed to support you both professionally and personally.

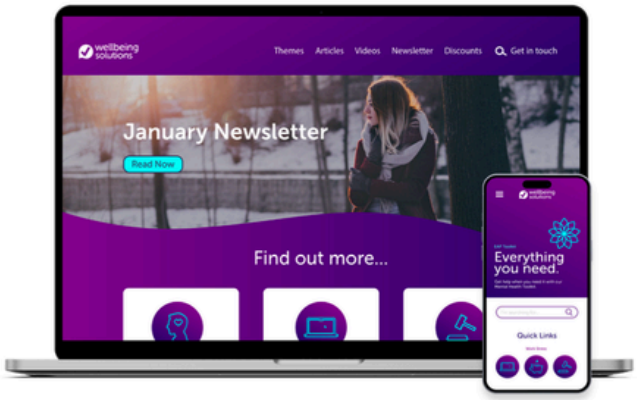
We know that providing exceptional care starts with supporting our carers. As a company, we are incredibly proud to be investing further in your wellbeing and ensuring you have the tools, guidance and reassurance you deserve.

For more, contact: CMT@christiescare.com

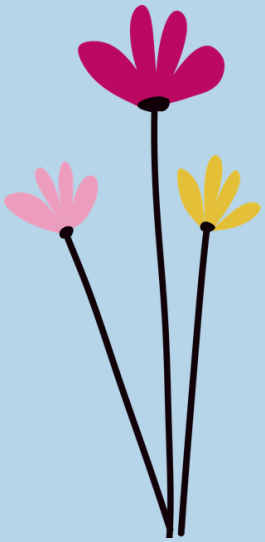
Or go online:
employeeassistance.org.uk

You will need your organisation's access code: CCEAP

scan me



Thank you, for growing with us



Our success is built on the compassion, dedication, and professionalism you bring into people's homes every single day. Your time, effort, and commitment make a genuine difference to the lives of those you support, and we are so proud to have you as part of our team.

Thank you for growing with us! Many of our best carers come from personal recommendations, and there's no better way to find like-minded, compassionate individuals than through you. For every successful carer you refer, you'll receive £250 as a thank you from us. So if you know someone who shares your passion for care, why not invite them to join the Christies Care family?

Celebrating Our Incredible Carers

Care Assistant of The Quarter: Suffolk & Essex

Carol Roach

Care Assistant of The Quarter: Saxmundham

Anne Harland

Spring Word Scramble

UBSDGYAL _____

BIBART _____

SASGR _____

GIPCRHNI _____

DESES _____

ZEREBE _____

NISUHESN _____

TELFRISEBTU _____

WONABIR _____

ADGERN _____

YINRA _____

FOLIDAFD _____

CICPNI _____

MRAW _____

LESPTA _____

OELSRWF _____

KHISCC _____

LOSBMSOS _____

PITLUS _____

ENEGR _____

WORD BANK:

BLOSSOMS
BREEZE
BUTTERFLIES
CHICKS
CHIRPING
DAFFODIL
FLOWERS
GARDEN
GRASS
GREEN
LADYBUGS
PASTEL
PICNIC
RABBIT
RAINBOW
RAINY
SEEDS
SUNSHINE
TULIPS
WARM

POLSTEAD

COMMUNITY NATTER

CONNECTING COMMUNITIES

Christies Care & Polstead Parish welcome all to join our monthly community group, connecting local communities with activities, entertainment & exciting guest speakers.

JOIN US

10.30AM - 12.30PM

WEDS. 1st APRIL 2026

Ongoing: First Weds Each Month

Polstead Village Hall, Heath Rd,
Polstead, CO6 5WY

Contact Us: 01728 605 107

Juliette.Pawsey@christiescare.com

- Free, No Booking Needed
- Tea, Coffee & Sweet Treats
- Guest Speakers, Activities & Entertainment

Christies Care

Est. 1987

Living independently at home

Christies Care

Status Creative CIC

LETS GET CREATIVE

Free, fun, and friendly sessions full of creativity!
Enjoy karaoke, music making, drumming, poetry, creative writing, singing and more.

UPCOMING DATES:

19th Dec
9th & 23rd Jan
6th & 27th Feb
13th & 27th Mar
10th & 24th Apr
8th & 22nd May
5th & 19th Jun
3rd & 17th Jul

TEA, COFFEE AND BISCUITS WILL BE PROVIDED!

ALL SESSIONS WILL BE FROM 1.30PM - 3.30PM

AT THE FROMUS CENTRE, SAXMUNDHAM, IP17 1AL

Contact us to book your space.
Need help with transport? Please let us know.
01728 605 005 Juliette.Pawsey@christiescare.com

Are you interested in a Christies Care online Choir?

We're always looking for new ways to bring joy, connection, and meaningful engagement to all our clients. This can be a bit tricky when spread across the country! That's why we're exploring an exciting new idea. an online choir group, and we'd love to hear what you think!

Whether you're in a different part of the country, or simply prefer to stay cosy indoors, an online choir, run monthly by our office team, would offer the chance to connect, have fun, and enjoy the uplifting power of music.

Before we get started, we want to gauge interest from both our carers and clients. Would you enjoy being part of something like this? Is it something you or someone you support would love to take part in?

Your feedback will help shape whether we bring this idea to life — and how we make it as inclusive and enjoyable as possible for everyone.

Please email marketing@christiescare.com if interested.

Important Reminder: Do Not Lift Clients After a Fall

We have recently seen a rise in incidents where clients have been lifted after a fall. We want to remind all Carers that it is vital never to lift a client who has fallen. Following this guidance is essential for safe practice and safeguarding, protecting both you and the client

Why you must not lift a fallen client?

Serious Risk of Injury to Carers

Manual handling guidance clearly states that catching or lifting a client especially unexpectedly places you at high risk of musculoskeletal injury.
Even well-intentioned lifting can result in significant harm.

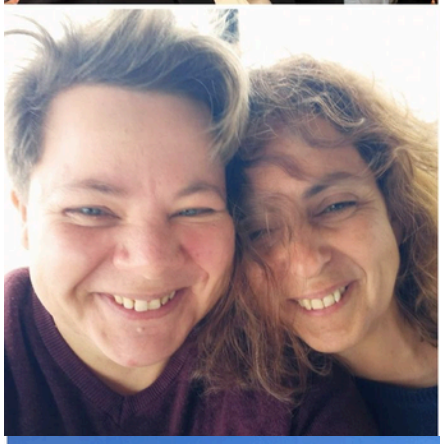
Potential to Cause Further Harm to the ClientCarers

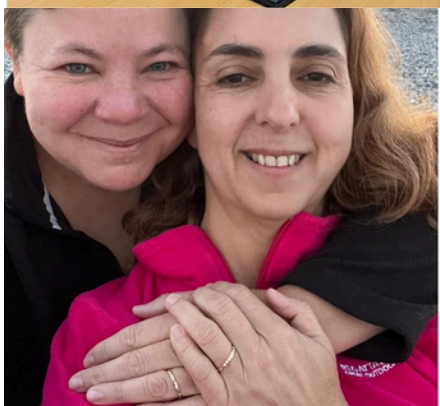
Falls may involve fractures, spinal injury, or head trauma to the client, which are not always obvious at first. Lifting a client up could worsen hidden injuries or cause additional harm.

What to do instead?

1. **Keep the Client Calm, Comfortable and Reassured**
   Check the area for hazards, reassure and assess the client, and make them comfortable.
2. **If the client is unable to get up independently**
   Attempt the two chair method and if the client is unable to do this, call 999 or press the pendant alarm.
3. **Report the Incident**
   Document the fall on Birdie and update the office with any developments.

From Training to True Love





Talk about the perfet Christies Care meet cute.

In 2024, Chloe and Karen met during their update training. Just 2 days, and that was all it took. They knew they had met someone truly special.

And so started a whirlwind romance. Between clients, Chloe and Karen travelled South Africa and celebrated a beautiful engagement in Italy in November 2024.

Just one year later, on the 11th of November 2025, they married in an intimate ceremony, shared with close friends and family.

“We are very grateful to Christies. It certainly has been an amazing journey.”

Being the reason Chloe and Karen met and found the person they wanted to spend the rest of thier lives with, all of us at Christies care, wish them both a lifetime of happiness together.

Travelling Bags World Tour

Our Christies Care Bags have been racking up their air miles. Where will they go next?
Send us your pictures

JERSEY, CHANNEL ISLANDS

CAPE AGULHAS SOUTH AFRICA

THE MALDIVES

SUFFOLK, UNITED KINGDOM

SUFFOLK, UNITED KINGDOM

PISA, ITALY