



# HARTFIELD HEALTH

## **ANNUAL UPDATE 2020**

### **A Heartfelt Thank You**

As is the case for so many healthcare businesses, our team has made an immense effort throughout the pandemic, and we are deeply grateful to each of you for the role you've played. It's been crucial to bridge the gap between those working remotely and those who have been out there looking after people and working so hard. We've worked hard to unite these areas, and we want to express our thanks to everyone who has contributed.

A special thank you goes to our amazing residents and service users who have faced the challenges of this year with courage, sometimes enduring great loneliness.

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### **New Award Scheme**

Wellgate Care introduced a brand-new award scheme for our staff this year. Anyone can nominate a staff member, whether you're a colleague, resident, or visitor. Awards will be in the form of vouchers, given out quarterly. Nominations can be made by email or left anonymously in boxes provided at each home.

We encourage nominations for staff who have gone above and beyond, shown particular consideration for residents, or performed random acts of kindness. Good luck to everyone!



### **Pets Therapy**

This year, we partnered with *Pets as Therapy*, a national charity that provides therapeutic visits to hospitals, nursing homes, and care facilities. They visited our homes with behaviourally assessed dogs and cats, along with their owners, bringing extra happiness to our residents. Julie, one of our residents, thoroughly enjoyed the visit and had a great time feeding the animals.



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### **New Facilities Planned**

We are excited to announce several new supported living projects, most notably in Sandbach, Cheshire, along with the opening of a new office in Electra House, Crewe.

We are now operating out of three hubs in the North West of England, the Midlands, and Kent and Sussex. In July 2020, we also took on a planned Wellingborough service, which is being converted into a supported living unit for people with learning and/or physical disabilities. This service will be staffed 24 hours a day, with additional one-on-one support available if needed.



## Welcoming New Team Members

We are pleased to welcome several new colleagues to our team:

- **Harry Brothwood** and **Mark Braidwood** joined our London office, both master's graduates from Reading University.



- **Elvira Wheaton** also joined the London office to assist with HR and special projects.
- **Angela Clarkin** came on board just before lockdown as Head of Finance for Wellgate Care and MNP Complete Care, based in Folkestone.



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## Swim Business

First Swim opened its second facility at Chiswick High Road – we wish the very best of luck to Mat, Kely and the team.



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## Day Nursery

The grand opening of *Twinnie's Day Nursery* in Greenwich was in September 2020. This high-quality day nursery and preschool will cater to children aged 3 months to 5 years. Our aim is to create a leading local environment that is friendly, relaxed, safe, and secure, where babies and children can grow, learn, and thrive.

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### Final Thanks

Thank you to everyone, especially our dedicated care staff, for your unwavering commitment throughout this difficult year. While not everyone could work online during the pandemic, each of you has contributed enormously to the well-being of our wonderful residents.

Best Wishes

A handwritten signature in black ink that reads "Simon Jack". The signature is written in a cursive style.

Simon and Jack