

News Matters

Spring 2023

 Home Support Matters We're here because we care

Join us for

CLEAN UP DAY 

on Saturday 16th September

Friends and colleagues of Home Support Matters are invited to join us on Saturday 16th September for a clean up event at the beautiful beaches of Gorleston-on-Sea and Pakefield.

The event takes place on World Clean Up Day, a global event that encourages everyone to do their part in cleaning up the planet by collecting litter and removing waste from beautiful local landmarks and community environments.

HSM is delighted to partner the event with local waste disposal company Radical Waste who have kindly agreed to remove all litter and waste collected at both events.

The first event of the day is at Gorleston-on-Sea beach, parking and meeting at 8.30am at Marine Parade car park, NR31 6EZ.

The second event is at Pakefield beach, parking and meeting at 11am at All Saints Road car park, NR33 0JN.

The plan is to gather with friends and colleagues for a picnic at the end of the second event, weather permitting 😊 [Full details are available on the HSM website](#) where you can sign up to either one or both of the events.

**Baby
Congratulations!**



Congratulations to proud mum, Support Worker Anastasia Moore. Baby Aurora arrived six days late on Saturday 18th March, weighing 6lbs 9oz. What a cutie! 😊

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Dignity Action Day nominations



Home Support Matters recognised Dignity Action Day by asking customers to nominate the care/support workers who excel at offering dignity and respect on each care visit. Some lovely comments were received, and for each care/support worker nominated, we donated £2 to the Dignity Council.

♥ Adam Edwards

Adam always goes over and above in the care & support given to me

Mrs A M, Norwich

♥ Michelle Munroe

Exceptional care worker, so very good and the best I have ever had

Miss F A, Gt Yarmouth

♥ Billie Saunders, Tim Kelly, Stuart Wilkins, Mariusz Zaborowski

All very good in the support they give me

Mrs A C, Norwich

♥ Jo Duale

I couldn't want for a better carer than Jo, she meets my needs in every aspect

Mrs E G, Norwich

Ian Rigg, Angela King, Jo Parkes, Rachel Pocock, Shana Bullen, Lyndia Jones, Olivia Youngs, Jo Selwood, Tiffany Lakey, Alan Barsby

They all do a wonderful job in looking after my husband, I cannot pick out one as they are all equal

Mrs K S, Lowestoft

♥ Karen Forster and Tina Stammers

They understand my needs, they are efficient, supportive and respect my dignity, they are also always very punctual

Mrs I B, Lowestoft

♥ Adam Edwards

Adam made me feel so comfortable the first time he gave personal care, so professional

Mrs E G, Norwich

♥ Mariusz Zaborowski

Mariusz attended one day when my depression was very bad, he was more supportive than my councillor!

Mrs E G, Norwich

♥ Tracey Monger and Orin Wilson

Both are very respectful and offer good support in meeting my needs. They are both a credit to your company

Mrs V G, Norwich

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♥ **Paula Ruzic and Marie Ball**

They both meet my needs, respectful, listen and promote independence

Mrs G H, Gt Yarmouth

♥ **Ana Matos and Cheryl Blanchett**

So happy with what they do for me, Ana is just fab!

Mrs E S, Gt Yarmouth

♥ **Michelle Munro**

Lovely carer who works hard and is always very kind to me in every way

Mrs J H, Gt Yarmouth

♥ **Peter Boorman and Chris Earnshaw**

So grateful for what they do for me

Mr R S, Gt Yarmouth

♥ **Donna Brennan**

Donna is just great in every way

Mrs H E, Gt Yarmouth

♥ **Paula Ruzic**

Paula goes over and above to help and support me,

Mrs H E, Gt Yarmouth

♥ **Tulat Sabir**

Tulat arrives with a smile and cheers me up

Mrs H E, Gt Yarmouth

♥ **Carol Bassett**

Supports me in every way mentioned in your letter

Mrs B H, Lowestoft

♥ **June Cook**

A very good care worker

Mrs S W, Gt Yarmouth

♥ **Kerry Smith, Daniel Schooley, Olivia Youngs and Emma Matthews**

They all give an outstanding level of care and support in meeting needs

Mrs R L, Lowestoft

♥ **Jo Duale**

Outstanding commitment to caring, so very grateful for everything she does for me

Mrs S B, Norwich

♥ **Russ Robinson**

Excellent at what he does for me, respects my right to dignity and privacy, listens and is always cheerful and very polite

Mrs D A, Gt Yarmouth

♥ **Jason Drake, Kay Edwards**

Jason is a real gentleman and always makes time to listen and chat with me. Kay ticks all the boxes and always shows kindness and truly loves her job!

Mrs B P, Beccles

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Developing and promoting talent

We have some hugely talented people working for us at Home Support Matters and we love it when we're able to support colleagues to progress by developing their careers with us. We are keen to retain and develop talent, and to support individuals to achieve their dreams and ambitions.

We asked four colleagues to share the stories of their HSM journeys with us. Olivia, Chloe, Ian and Rosa all moved to their new roles in the past three months and join the HSM Quality Team working with Quality Manager, Sally Palin, and fellow Field Care Supervisors (FCS) Michelle Walsh, Angela Latham, Lorraine Pierpoint, Katherine Thornton (TNA) Sharon Yale, Chloe Cuthbert Cousins along with Clinical Lead, Kerry Rey.

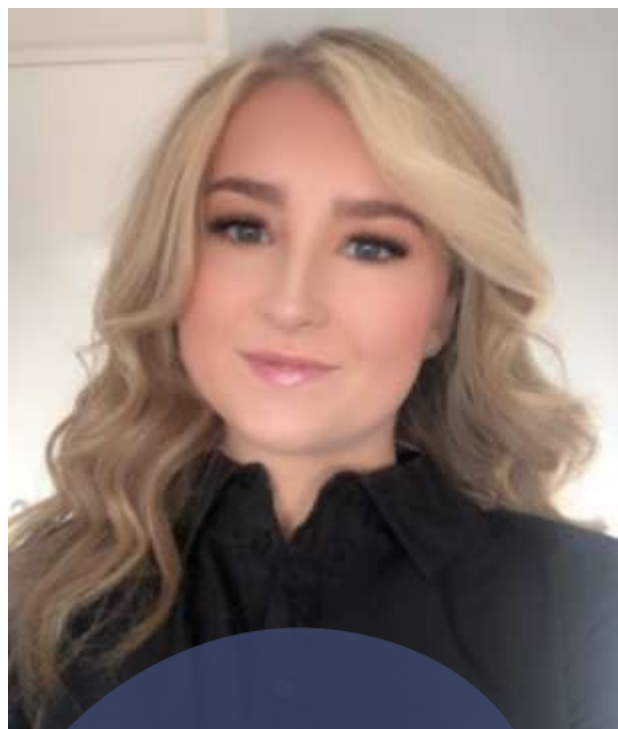
Olivia's story

Hello, my name is Olivia! I started working at Home Support Matters as a care worker in June 2020, supporting customers in their own homes in the Lowestoft area.

During my time as a care worker, I've made great friendships with my colleagues and have a great professional working relationship with my clients.

With the support of Home Support Matters I completed my NVQ level 2 in adult care in September 2022 and I'm hoping to start my NVQ level 3 soon. I'm now progressing in my career to become a Field Care Supervisor within the branch team at Home Support Matters. I'm excited to take on this new opportunity so I'm able to progress within the care community and hopefully become a great asset to the quality team.

When I'm not working, I enjoy spending time with my fiancé and family. I have a 10-month-old Labrador puppy called Alfie who keeps me on my toes, and we like to go on long walks together. ❤️



“ I'm excited to take on this new opportunity”

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Chloe's story

Hi, I'm Chloe and I recently returned to Home Support Matters following maternity leave.

Prior to maternity leave I worked as a Field Care Supervisor in the Lowestoft area, and prior to this I worked for the company as a Care Worker, supporting customers in the domiciliary care and continuing healthcare sector.

Whilst on maternity leave, I saw that Home Support Matters was advertising for a Quality Assurance Officer. I'd previously applied for this job but had been unsuccessful. My line managers helped me to recognise as it wasn't right for me at that time and that I needed more experience and knowledge to fulfil the role to the best of my abilities.

I've always set myself a goal to strive within my career as much as possible and I took the opportunity to work alongside my line managers to get a better understanding of what the Quality Assurance Officer role involved and the knowledge I needed to develop. I am forever grateful for their support which gave me the preparation I needed to re-apply for the job at a later date.

So, when the job came up on the Home Support Matters website, I decided this was the time to try and pursue my career in a more managerial position, but equally to provide a better future for me and my family.

Following a successful interview, I returned to work in February in my new role of Quality Assurance Officer. It's great to be back with my fellow colleagues, but also to welcome new employees into the Field Care Supervisor team, whom I can share my knowledge and skill base with.



“ Dream it,
wish it, do it!”

I've always relished sharing my knowledge and expertise with others and will endeavour to do this as part of my new role. Securing this role made me realise that all our dreams can come true if we have the courage to pursue them.

In my spare time I'm a mum to two lovely little girls, I love spending time with my family. As you can imagine when I'm not busy making bottles or cooking tea I love to just be me and unwind with a soak in the bath.

I can't wait to continue my career with Home Support Matters, supporting and developing a great team of Field Care Supervisors along with supporting the Quality Assurance Manager. ♥

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Ian's story

Hello, I'm Ian. I started working for Home Support Matters in June 2020, as a care worker in Lowestoft. It was a strange time of telephone interviews followed by induction via Microsoft Teams. Finally, I was out in the field, mixing with real, live human beings, customers and fellow care workers.

My Care Coaches were all fantastic and from them I developed the knowledge and skills learnt in induction and put them into practice. My goal was to be a care worker who represented the person-centred values of Home Support Matters.

Earlier this year I noticed a vacancy for Field Care Supervisor on Home Support Matters' website. I was interested but felt I lacked the appropriate skills and qualifications. Besides, I was happy as a care worker!

I'm not overly confident in my own abilities however, Angella Latham my area Field Care Supervisor encouraged me to apply. With further invaluable support and advice from Training and Development Coach Hannah Twaite I applied, I'm so glad I did, I was delighted to be offered a role as a full time Field Care Supervisor. Of course, I accepted the offer immediately!

I have been in the role for a few days, but everyone in the office has been welcoming and supportive. I am looking forward to developing new skills and to meeting customers and ensuring they receive the very best service that they deserve and can expect from Home Support Matters along with supporting our field team in their roles and providing an additional face of support out in the field.



“ I can't wait to support the quality team, our customers and my colleagues ”

When I'm not working, I enjoy spending time with my family at our static caravan. I am also raising money for the charity 'Shelter' in order to take part in the Great North Run in September which is a half marathon in Newcastle and beyond. If anybody would like to sponsor me you can do so via [my Just Giving page](#). ❤️

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Rosa's story

My name is Rosa Paulino and I joined Home Support Matters in July 2020 as a care worker on the EHSS service. I thoroughly enjoyed doing this job but unfortunately the service finished and I moved to the CCSS service supporting customers in their own homes and providing all levels of care.

I love being hands on and supporting customers but in May 2022, a health condition meant I was no longer able to work in the field. After four months off sick, I discussed with HR the wish to work in the branch team utilising my skills. A temporary position was available auditing, which I undertook on a part time basis and loved it. I knew the branch team was where I wanted to be. After working in the branch for five months I took on additional duties as my skills developed and then applied for a position of full time Field Care Supervisor.

Whilst initially I didn't get the full time position, the company agreed I would be brilliant for the role and wanted to support me to achieve this, taking my health and skills into consideration. My hours were increased in the current role and a career development plan was discussed to get my training and skills to the level required for a Field Care Supervisor.

Personally, I had always felt it was going to be hard for me to gain an office-based role, because of my English and lack of computer experience, but I've never in all my career had so much support from a company than I have from Home Support Matters and all my colleagues in the office. Fast forward a couple of months and I'm now a full time Field Care Supervisor covering the Great Yarmouth area with my colleague Chloe.



“ I want to thank all my colleagues for the faith they have in me ”

I have a wealth of knowledge and support around me in the whole team and I'm loving getting to know everyone and looking forward to my future.

In my spare time I love renovating our home and spending time with friends and family. I love cooking and gardening, most of all arts and crafts, I make resin-based art. I originate from Setubal, Portugal but have lived in the UK for 19 years now. I have a fur grandbaby 'Vincent' the sausage dog who I love and spend a lot of time with. My partner Jon also works for Home Support Matters in the CCSS team, hands on supporting customers. ❤️

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