

Week 97

25TH NOVEMBER- 1ST
DECEMBER

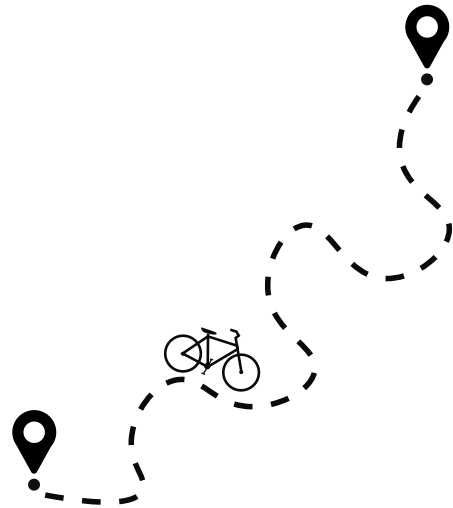
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WELCOME TO THE BULLETIN

Welcome to this week of the Bulletin! This edition is full of important news and updates from all across the business...

- New Insurance Certificate
- Newsletter Updates
- Another chance to win a Carehome.co.uk Award!
- **Kath's Cycle Challenge** - Women V Cancer
- Reminder - Photo consent



THIS WEEK'S WELLBEING QUOTE

You can't pour
from an empty
cup, take care of
yourself



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NEW INSURANCE CERTIFICATE

Please find attached to this email our new **insurance policy certificate**, which needs to be displayed in all our services and offices.

This takes effect from next **Monday 25th November**, when the old policy and certificate expires.

There is a reasonably significant change this year, as we have saved significant costs moving to a new insurance broker and core insurer.

With thanks for everyone for their hard work and efforts, helping us maintain a generally low claims (to insurance cost) ratio, which has definitely helped this.

NEWSLETTER UPDATES

In an effort to be more inclusive to those we support, we have created video recordings of colleagues reading our newsletters, so customers have the option to read or listen to them. We started this earlier in the year, with the help of Gillian Dossan, within our Somerset Home Care Team, and we're just about to launch our first Realise newsletter, kindly presented by Steve Kennedy. This has been a real learning curve for us, so we would love to hear your feedback on how we can improve our communications, aiming to make it better and more accessible to all our customers. To view the existing newsletters, please visit the News section on our website. Here is the most recent Home Care Newsletter and video:



<https://www.somersetcare.co.uk/news/home-care-autumn-newsletter-2024/>

Please send your feedback to marketing@somersetcare.co.uk. Thank you in advance.

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ANOTHER CHANCE TO WIN A CAREHOME.CO.UK AWARD!

It feels like only yesterday that we were celebrating successes at the **2024 Carehome.co.uk Awards** for Burnworthy House (Top 20 Care Home in the South West) and the Somerset Care Group (Top 20 Large Care Provider). Remarkably, it is nearly time to defend these titles at the 2025 awards.



The awards will be allocated based on Carehome.co.uk scores on 31st January 2025, with the top 20 highest scorers in each category being crowned the winners. These accreditations are such powerful trust signals for potential customers, so let's do everything we can to retain our awards!

Carehome.co.uk scores are based on two elements, which together add up to a score out of ten. 5 points are awarded to homes who have achieved a target number of reviews set by Carehome.co.uk over a 24-month period, according to the capacity of the home. The remaining 5/10 is made up of average customer ratings from published reviews within this same time period.

Don't forget that individual settings can receive a Carehome.co.uk award for achieving high scores, so even if your setting has already met your review quantity target, why not see if you can push your score a little higher!

If you have been meaning to invite a resident or their relative to write a Carehome.co.uk for your care setting, now is the time to do it! Each care home has a supply of review postcards which can be handed out, or alternatively you can invite people to submit an online review using the links in the attached 'Somerset Care - Review Links' PDF.

To view current Carehome.co.uk scores and reviews for all of our Somerset Care Group settings, please visit https://www.carehome.co.uk/care_search_results.cfm/searchgroup/36152030SOMA.

For further information about the Carehome.co.uk Awards, please visit <https://www.carehome.co.uk/awards/index.cfm/year/2025>.

Good luck, everyone!

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KATH'S CYCLE CHALLENGE - WOMEN V CANCER

Wishing all the luck in the world to Kath from our Payroll Team, who flies out today in preparation for an epic Vietnam to Cambodia cycle challenge for Women V Cancer

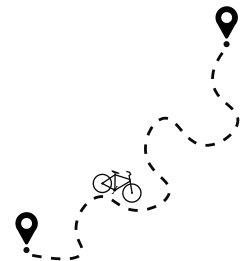
Alongside her friend. Jo, Kath will cycle the gruelling 400km from Ho Chi Minh City to Angkor Wat to raise vital funds for Breast Cancer Now and Ovarian Cancer Action.



We couldn't be prouder, and we will be cheering loudly from Somerset!

Please show your support if you can, by donating to Kath's fundraising page for these two incredible charities.

Link: https://www.justgiving.com/page/jo-kathy-1726593240291?utm_medium=fundraising&utm_content=page%2Fjo-kathy-1726593240291&utm_source=copyLink&utm_campaign=pfp-share



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REMINDER - PHOTO CONSENT

We'd love to hear what your highlights of the year have been within your setting, to add to our social posts recapping special moments of 2024. Please email your ideas to marketingphotos@somersetcare.co.uk, along with any pictures, consent and an outline of the highlight. If we already have the photos, please specify where they're from, or re-share the original email. The deadline for this is **Monday 9th December**.

The build up to Christmas and New Year provides us with lots of exciting content to share online. As always, we must have consent to share the photos, so please confirm this when emailing them to marketingphotos@somersetcare.co.uk. Without consent, pictures and videos will not be shared.



We look forward to seeing and sharing all your festivities and beyond.