



# Willowbrook

Quality Homecare



## NEWSLETTER



Page 2 |  
Oh What a night...



Page 4 | Willowbrook  
spotlight on..



Page 3 |  
Our World's biggest  
coffee morning.



# Oh what a night

Willowbrook Homecare attended the Great British Care Awards in Manchester on Saturday 12th November to celebrate alongside the best-of-the-best in front line care and support.

Willowbrook was immensely proud to have four finalists nominated for regional care awards in the following categories.

- **Anne Silcox** -The Care Assessor Award
- **Lynsey Davies-Coward** – The Registered Managers Award
- **Vicky Yates** – The Housing with Care Award
- **Elaine Brady** – The Outstanding Contribution to Care Award.

After a three-course meal and entertainment from The Dolly Show, which had everyone dancing and singing along to Dolly Parton's' greatest hits, the award ceremony began.

It was heart-warming to see photographs of the nominees on the big screen and guests applauding them, and when the award winners were revealed, they also received loud cheers of recognition and support – it was very humbling.



The team were thrilled when Vicky's name was announced as the winner of The Housing with Care Award – Vicky promptly went up on stage to accept her award from host Steve Walls.

As a regional winner, Vicky will go through as a North West finalist to the March 2023 National Care Awards at the ICC in Birmingham.



**Elaine Brady, Owner & Managing Director of Willowbrook Homecare, said**

“The Great British Care Awards are a fabulous way of celebrating excellence in social care.

I can honestly say that I am so happy and full of pride for finalists Anne and Lynsey, and Vicky on her award – you are simply the best and deserve this accolade – Congratulations.

“Vicky's award win in the category of Housing with Care, illustrates how Willowbrook is truly leading the way in terms of quality care.”

\*The Great British Care Awards are a series of regional events throughout the UK and are a celebration of excellence across the care sector. The purpose of the awards are to pay tribute to those individuals who have demonstrated outstanding excellence within their field of work.

[www.care-awards.co.uk](http://www.care-awards.co.uk)

# World's Biggest Coffee Morning

Drum roll...

The amount raised at our three Coffee Morning events came to a fantastic total of £641.18.

A massive **THANK YOU** to everyone involved in making the events an enormous success and helping Willowbrook Homecare raise awareness and vital funds for Macmillan Cancer Support. **Your hard work is appreciated.**



You can view more photos on our Facebook page - go to [facebook.com/willowbrookqualityhomecare](https://facebook.com/willowbrookqualityhomecare)

## Congratulations Beverley



During Beverley's career journey at Willowbrook, Beverley has successfully gained a Level 2 and Level 3 Diploma in Adult Care.

Now we are proud to announce that Beverley has also been successful in achieving a role as a Trainee Paramedic, her dream job - How wonderful is that!

So, here's a Willowbrook shout-out to you **BEVERLEY** - Well done & congratulations on your new job role - **We all think you are AMAZING!**





To kick start our new **Willowbrook Spotlight on...** feature, Lynsey Davies-Coward Registered Manager & Nominated Individual at Willowbrook Homecare agreed to answer a few get-to-know-me questions.



### **Tell us a bit about yourself**

I am happily married with two young children. I have two cats who are my adored fur babies, and when I retire, I would like to add a little sausage dog called Frank to our family. I have worked in the care sector for nearly 13 years.

### **How did I get into care**

I fell into it accidentally after graduating from university. I started working for Tunstall Lifeline, then I moved to Lancashire County Council, initially doing Adult and Children's Social Care referrals before moving to a role as Care Worker for a homecare provider.

### **Tell us about your career path**

Throughout my career, I have progressed through many roles; Care Worker, Senior Carer, Field Care Supervisor, Care coordinator and Manager, and now Registered Manager and Nominated Individual. I studied whilst working full-time to obtain my Level 5 in Leadership and Management.

### **What's the best advice you have ever received**

Do not expect people to do what you aren't willing to do yourself! I believe this has put me in good stead, and ultimately if I am needed to sit in reception, look at rotas or deliver care then that's what I will do.

### **What do you love most about what you do**

I love the variety of my job role, as I get bored quickly and easily. I also love hearing about all the war stories. I will be sad when that generation has gone because I feel that history books do not do that period of history any justice. I love finding out what makes people tick. I am a passionate advocate for the care sector to be recognised as equal to the NHS. We are professionals and masters at what we do.

### **Tell us a surprising fact about you**

I have dyslexia and dyspraxia. People can find this surprising, especially in the role I have. It affects mainly my memory/concentration span, coordination and how long it takes me to read and understand written words. I often say to new staff and service users, please do not be offended if I cannot remember your name, but it takes me a while. I usually have to word-associate, so for example, if your name is Wendy, I might remember that as Wendy Windmill!!!! It might sound silly to some, but that is how I get on in life.

**Whilst having a learning disability can cause difficulties in some areas, it gives me strengths in other areas, like thinking outside the box and planning in advance.**



# Willowbrook Spotlight on...

Jessica Chadwick, recruitment officer at Willowbrook Homecare.



## Tell us about your career path.

I currently work part-time at Willowbrook whilst studying. I previously worked in dentistry for nine years, where I was very much involved with the recruitment process. I also gained two years of experience as a mental health and learning disability support worker. I undertook this role alongside my full-time job before I left on maternity leave to have my daughter.

## How do you achieve work satisfaction

I feel fulfilled knowing that I can help find flexible working hours for applicants who may be in the same position as myself. Part-time and/or single mothers currently studying and wanting to reduce their hours or maybe wanting to work around their day-to-day lives. Also, those who would like to return to full-time hours or are possibly looking to change career directions altogether.

## How do you achieve success in your role

My career goal at Willowbrook is to find outstanding new carers to join our established and extraordinary team. My long-term personal goal is to return to dentistry after I complete my university studies.

## What do you love most about what you do

I am passionate about the care industry! Honestly, I have the utmost respect for carers, the exceptional level of care they deliver daily, and the difference they make to a client's life. All this whilst dealing with perpetual stress and the limitations the care industry faces in our current care crisis - It's inspiring!

I'm grateful to Willowbrook Homecare for bringing me on board and supporting me in achieving my future career goals.





# Willowbrook Spotlight on...

Shannon, who is currently undertaking her work placement with Willowbrook Homecare.



## Tell us about your career path.

I am 19 years old and currently studying Level 2 Health and Social Care at Blackburn College whilst undertaking my placement at Riverside Heights in Darwen for one day a week - I'm enjoying myself as I like learning new things.

## What are your Career Goals

My short-term career goal is to complete my enrollment course at Blackburn College. My overall career goal is to become a Nurse.

## How do you achieve satisfaction in your placement

I achieve satisfaction by completing all my college assignments and assessments successfully.

## How will you achieve success in your role

Whilst doing my placement at Riverside Heights, I have learnt a lot from observing the other carers, which I believe will steer me in the right direction for my career path in the future

## What do you love most about what you do

I love that I am constantly learning new things, and I feel that I have a much better perspective of what being a support worker entails and the overall difference it makes to a client's quality of life.

**I am thankful to Willowbrook Homecare for allowing me to do my placement at Riverside Heights.**



# This is YOUR newsletter

## We hope you are enjoying the first edition of our new look newsletter.

We'd love to hear your feedback and include any future events, trips, fundraisers and special events you may have in our forthcoming editions and on our new website and social media channels.

If you'd like to say a special 'Thank You or Congratulations', suggest a member of our team for The Willowbrook Spotlight On... feature or have any exciting news you'd like to share - Contact your line manager or email [lynseydavies@willowbrookhomecare.co.uk](mailto:lynseydavies@willowbrookhomecare.co.uk) - **THANK YOU.**



# Foodbank Fundraiser



Thank you to everyone who supported our fundraiser on Friday 25th November in aid of Union Road Community Church Foodbank

Your continued support is appreciated. In total, we raised over £300.

All the fabulous prizes were kindly donated by local Oswaldtwistle businesses, colleagues and friends of Willowbrook Homecare – Your kindness, generosity and continued support is heart-warming.

A massive thank you and well done to all our fundraising organisers (*led by Lynn Walsh and Alison Flegg*) for all their hard work and determination in supporting this local charity.



**Willowbrook**  
Quality Homecare



**UNION ROAD  
COMMUNITY  
CHURCH**

**Food Bank**



**DROP OFF POINT**

Willowbrook Homecare  
188-190 Union Road, Oswaldtwistle,  
Lancashire, BB5 3EG



**THEY  
NEED**



Tea - Coffee - Basic Canned Foods - Biscuits - Toiletries  
- Pasta - Rice - Cereal - Pet Food - Non Perishable Goods

**ALL FOOD DONATIONS WELCOME**



Union Road Community Church 309-317 Union Road, Oswaldtwistle, Lancashire, BB5 3JD  
e: unionroadcc@gmail.com t: 07833 670208



## HOME FIRE SAFETY CHECK SERVICE

**Did you know that you can receive your own personalised Home Fire Safety Advice by filling in a questionnaire on the Lancashire Fire and Rescue Service website?**

Based on your answers they will either email you fire safety advice specific to your needs or they will contact you to arrange a home safety check visit.

**If you have problems accessing the website, you can call 0800 169 1125.**

**If you have a hearing impairment you can text 07766831145.**

If you have already received a Home Fire safety check from them and your smoke alarm has stopped working, contact Fire Angel on 08001412561 from Monday to Friday between 9 am-5pm, and they will arrange for a replacement smoke alarm to be delivered.

<https://www.lancsfirerescue.org.uk/contact-us/home-fire-safety/>

## SCOPE

**Equality for disabled people**

## PRIORITY SERVICE REGISTER

**Priority Services Register for extra help from energy and water companies**

You can sign up to a Priority Services Register (PSR) to receive extra help from your energy or water company. It's free to sign up.

**You do not need to show proof of your condition, age or situation.**

You're eligible if you:

- have reached your State Pension age
- are disabled or have a long-term medical condition
- are recovering from an injury
- have a hearing or sight condition
- have a mental health condition
- are pregnant or have children under 5
- have extra communication needs, such as if you do not speak or read English well

<https://www.scope.org.uk/advice-and-support/priority-services-register-extra-services-from-energy-suppliers/>



## AGE UK - HELPING OLDER PEOPLE STAY WELL AND SAFE AT HOME

**During the winter months, many older people face tough decisions about whether to keep their home warm or pay for other essentials, such as food and rent.**

Age UK are helping older people who are in or at risk of fuel poverty through their Warm Homes Programme.



**The Warm Homes programme helps in 3 key ways:**

1. Benefit Entitlement Checks
2. Home Energy Checks
3. Providing advice

**To find out more about the services they offer go to -**

<https://www.ageuk.org.uk/our-impact/programmes/safe-and-warm/>



**Willowbrook**  
Quality Homecare





## Winter Word Search



S K I I N G S N O W B O O H T  
 S F I R E P L A C E I N G E O  
 L I E A R M U F F S C N Y T S  
 E W S B C O L T R A E S T A C  
 D I M L R O W S N O U G H E A  
 D N U I A U L O W P S H T O R  
 I T F Z E S A D E H A T A O F  
 N R B Z B A E R O W P L Y I I  
 G C O A T O T L Y D M W L C R  
 I T O R H A F R O T A S U I E  
 P O T D E C E M B E R I L C L  
 L A S N C R O V I N C L O L R  
 O A D H J K T C E S H O V E L  
 W J A N U A R Y O E S A H S T  
 M I T T E N S W E A T E R E L



BLIZZARD  
 BOOTS  
 COAT  
 COCOA  
 COLD  
 DECEMBER  
 EARMUFFS  
 FEBRUARY

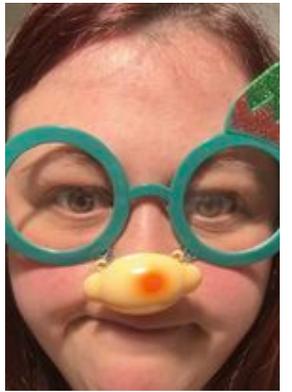
FIREPLACE  
 FROSTY  
 HAT  
 ICE  
 ICICLES  
 JANUARY  
 MARCH  
 MITTENS

PLOW  
 SCARF  
 SHOVEL  
 SKIING  
 SLEDDING  
 SNOW  
 SWEATER  
 WINTER



CRAYONSANDDRAWINGS.COM





# Your feedback matters

To assist Willowbrook Homecare to continue to improve our services, it would be helpful if our clients could kindly complete our December 2022 survey.

If you would like, a family member or friend can complete this survey on your behalf. Go to [www.surveymonkey.co.uk/r/NHNTQRY](http://www.surveymonkey.co.uk/r/NHNTQRY) or scan the QR code below to complete online. If you would like a paper copy, please contact the office on:

Hyndburn: 01254 390347

Lytham: 01253 733427

e: [info@willowbrookhomecare.co.uk](mailto:info@willowbrookhomecare.co.uk)



Scan the QR code on your smart phone to complete the survey online.

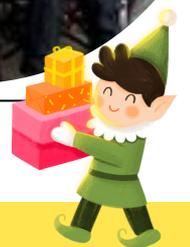


## Elf Day 2022

Albion Mill and Riverside Heights raised the AMAZING total amount of **£525.95** for the Alzheimer's Society on Elf Day (02/12/22).

How wonderful is that!

**Thank you to everyone who supported us on the elf-tastic day.**



## Thank you Sophie

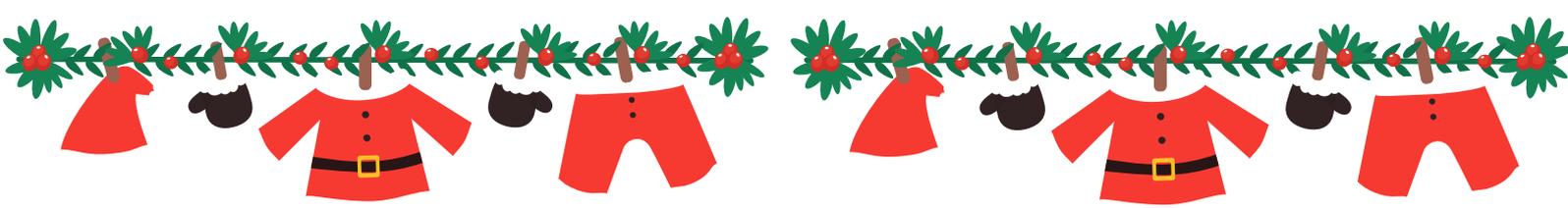


Recently Lynsey Davies-Coward, Registered Manager at Willowbrook Homecare (Hyndburn), received a telephone call from the relative of a gentleman client who had sadly passed. He wanted to personally thank one of the team for the care and dedication they had shown to his father.

So, here's a Willowbrook appreciation shout-out to you, **SOPHIE NICHOLSON**

**We think you are an INCREDIBLE and caring person.**





# What would you like to see in **YOUR** next newsletter?

email your thoughts and suggestions to  
**e: [lynseydavies@willowbrookhomecare.co.uk](mailto:lynseydavies@willowbrookhomecare.co.uk)**



Check out our  
new website



Follow us on social media

[willowbrook-homecare.co.uk](http://willowbrook-homecare.co.uk)