

GAIN CARE DERBY LTD



✦ AUGUST SUMMER 2026 NEWSLETTER ✦

Caring for you at home — with compassion, dignity and a smile.

♥ OUR PURPOSE

At GAIN Care Ltd, everything we do is guided by one aim: to provide high-quality, person-centred care that enables vulnerable adults to live independent, fulfilling lives in the comfort of their own homes. We deliver our services with compassion, respect and dignity, treating every client the way we would want our own loved ones to be treated.

Regulated by the CQC · Transparent · Community-rooted · Continuously improving

✉ A Word from Our Manager

Welcome to the second edition of the GAIN Care Derby newsletter and before anything else, “thank you”. The response to our first issue was far warmer than we expected. A few of you took the time to tell us what you thought and one of the kindest notes even made its way into our formal compliments log below, you can read it for yourself a little further down. You told us the most useful part was simply knowing who the new starters are, you will find that featured again.

Inside this edition there is an introduction to the person keeping our admin running smoothly, a welcome to two new members of the care team, feedback straight from our clients and a well-earned round of applause for colleagues who set the standard last month. And yes, the humour corner is back. Please take a moment to give feedback by scanning the QR code or visiting our website details below. It genuinely shapes what we do and how we operate as a business.



Person-Centred Care



Home Is Where Care Starts



Monthly Quality Reviews

👋 Meet the Admin Team — Maria N

Every well-run care service has someone behind the scenes keeping the wheels turning. At GAIN Care Derby, that someone is Maria N, who looks after our administration.

Maria has experience from both the travel industry and the education sector. Two sectors where being organised is not optional and where looking after people properly is the whole job. That background shows. Invoicing, purchasing, arranging training, staff leave records and documentation are handled with a calm, methodical touch, which means our care team can concentrate on what matters most, our clients.

Away from her desk, Maria loves to travel, keeps a keen eye on fashion, is rarely without music playing and can usually be found catching up with family or as she would happily admit, catching up on reality TV.

If you rely on PPE during your day, there's a good chance Maria has been involved in procuring it. Thank you for letting us introduce a member of our team who works tirelessly behind the scenes! 🙌🙌🙌

🌟 Team Updates — Welcome Tinotenda & Praise!

We are pleased to share that Mr Tinotenda and Ms Praise joined GAIN Care team over the past month.

Both are busy working through their onboarding activities meeting the team, getting to know how we do things and shadowing experienced colleagues in preparation for supporting clients independently. It is a careful process, and deliberately so, nobody works on their own until both they and we are confident they are ready.

You may well have met one or both already. Please join us in welcoming them to the team.

♥ Client Success Stories — Summer 2026

Every month, our clients and their families remind us why we do this work. Here are some of the moments that made us proud this summer.

Care

In July, a relative of one of our clients got in touch about something that mattered a great deal to her. She had asked whether her grandad could be given a shave as the hot weather was making him uncomfortable. One of the care team Aanu arrived early for the call and made sure it was done. In her own words: "Bless him, because he arrived early, he has given him a shave. So, I appreciate him helping grandad." Good care very often looks exactly like this noticing and quietly getting on with it.

Communication

Our first newsletter prompted some lovely feedback of its own. RA wrote to us to say: "Thank you for the newsletter, the first one ever — well done everyone involved in the production. I found it very informative, particularly the names of the new starters. The content is excellent and shows that everyone in the company cares for all their patients and employees." Knowing who is who and hearing it from us directly rather than through the grapevine, clearly matters so new starters have their place in this edition too.

Competence

WM has been supported by Aanu, one of our newer team members and put it plainly "Aanu is doing well, he knows what he is doing and I like the way he supports me." That is real credit to our shadowing approach, because Aanu had not long joined GAIN Care. Behind it sits our Team Lead Mpiwa, who has been coaching her team members directly and Aanu's own feedback was simply, "Thank you for your training and support." When colleagues share what they know, the client is the first to feel the benefit.

Compassion

During a hospital consultation at the Royal Derby, LW told the specialist entirely unprompted that she is very happy with all her carers and that they take very good care of her. Being spoken about that way in front of another professional is about as honest a verdict as we could hope for. Additionally, a service user EB thanked Mpiwa in a few simple words: "Thanks. You're very kind."

Commitment

When RR's wife went away on holiday, the team quietly closed ranks around him. Asked how he had found it, he said he was very grateful and that everyone in the team had been doing very well in assisting him. In the same month, a family member of one of our clients told us that our support has made life at home much easier: the housework completed during her calls is genuinely appreciated, and they cannot fault any of the carers who visit. Commitment, in practice, looks like turning up and holding the standard steady, especially when circumstances change.

★ Client Spotlight: A Journey to Better Health

CD has been supported by GAIN Care since October 2023. When we first met him, he was living with complex physical and mental health needs. His blood pressure was a genuine worry with diastolic readings regularly above 100, high enough to concern his Social Worker.

We were asked to visit daily to monitor his blood pressure and prompt his medication, but our carers went a step further building trust and connection. They assisted by washing his plates and pots on every visit. That small, respectful gesture became a valued part of CD's routine and built the trust that made everything else possible.

The change has been remarkable. CD now looks forward to his visits and has told his Social Worker that carers are welcome “anytime” and his diastolic readings lowered significantly to below 90. He is engaging well, keeping up with his medication and confident in the support around him. It is a fine example of what consistent monitoring, person-centred care and genuine human connection can achieve together. We are very proud of CD and of the carers who make progress like this possible.

Staff Recognition & Appreciation — Summer 2026

In this edition, we're shining a spotlight on a few team members who went above and beyond:

- ✓ **Nomazulu** — for the highest number of exemplary handovers in the service last month, meeting all six required standards 17 times and not one handover missed.
- ✓ **Juanita Mwaita** — for keeping up the punctuality she was recognised for last month while also lifting her handover quality with 13 recorded exemplary handovers.
- ✓ **Mpiwa** — for outstanding clock-in integrity, arriving on time on all but two days of the month, with every single handover submitted.
- ✓ **Walter** — for accurate, careful medication recording. This is a key area of our service under constant monitoring and Walter went through his duties without a single medication concern raised.

A big thank you to the rest of the team for your continued dedication and hard work.

Training & Development

Frontline training has continued at pace this summer. Five members of staff completed the balloon water change for PEG feeding, with further sessions delivered on bladder washouts, administration of medication and manual handling. New staff have been trained at RR on stoma care and bladder washouts and eight staff completed training on the infusion pump as well as giving rescue medication by injection. Our Registered Manager also attended a two-day PEG Train the Trainer course delivered by the Caring for Care Training Institute, which means we are well-led and can continue building this expertise in-house. Every one of these skills translates directly into safer, more confident care for our clients and we will keep investing in training throughout the year.

Finally, we would like everyone to know that Kathy Todd has left the business. We thank her for the time she spent with GAIN Care and wish her every success for the future.

Staff Anniversaries

In this summer edition we are celebrating the work anniversaries of three valued members of our team: Liji, Mercy and Tanaka. Thank you all for your continued hard work, dedication and commitment to our clients, we are very fortunate to have you at GAIN Care.

Our Commitment to CQC Standards

At GAIN Care Derby, we take the five CQC quality standards seriously — they are the foundation of everything we do. We warmly invite your feedback on all five areas, whether you feel we are excelling or whether there are areas where you think we can do better. Your perspective matters enormously.

Are we Safe?

Adults are protected from abuse and avoidable harm. Robust safeguarding is at the core of every interaction.

✓ Are we Effective?

Our care, treatment and support achieve good outcomes, helps adults maintain quality of life, and is grounded in the best available evidence.

💛 Are we Caring?

Our staff involve and treat every adult with compassion, kindness, dignity and respect — always.

🔄 Are we Responsive?

Our services are organised to meet each adult's individual needs promptly and flexibly, adapting as those needs change.

🏛️ Are we Well-Led?

Our leadership and governance ensure high-quality, person-centred care, encouraging learning, innovation and an open, fair culture throughout the organisation.

📝 Focus on Quality — Your Feedback Matters



Our management team now meets every month to formally review incidents, celebrate excellent practice, and identify opportunities to raise the bar on care quality.

At the heart of these reviews is your feedback. Scan the QR code to leave us a Google review — it takes just a moment and genuinely shapes what we do. Whether you want to tell us we're doing something brilliantly, or suggest where we could improve, we want to hear from you.

Every review helps us and helps others in Derby find trusted, quality care. Thank you.

😄 GAIN Care Humour Corner

At GAIN Care, we believe a good laugh is as important as a good cuppa. Here are a few gems to brighten your day:

🦊 My wife called to tell me she saw a fox on the way to work. I asked her how she knew it was on its way to work. She hung up on me.

🐾 A hundred years ago, everyone owned a horse and only the rich had cars. Today everyone has a car and only the rich have horses. Oh, how the stables have turned.

📁 I finally organised all my paperwork alphabetically. My daughter asked where the bills were. Under "L", I said, for later.

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