



GAIN CARE DERBY LTD

♦ JUNE 2026 NEWSLETTER ♦

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

♥ OUR VALUES and PURPOSE

At GAIN Care Ltd our purpose is simple. To deliver high-quality, person-centred care that empowers vulnerable adults to live independent, fulfilling lives in the comfort of their own homes. Every interaction, every visit and every decision is shaped by the 6 Cs of healthcare (care, commitment, communication, courage, compassion and competence).

These values guide how we support our clients and how we work together as a team. We provide care with dignity and respect, always striving to treat every individual the way we would want our own loved ones to be treated.

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

✉ A Word from Itai – Registered Manager

Welcome to the very first edition of the GAIN Care Derby newsletter! We are delighted to bring you this new way of sharing information celebrating our staff and clients' successes and keeping everyone connected from our wonderful care team, to the families we support, stakeholders, you'll find updates from across the organisation, some heartwarming stories from the people at the heart of what we do and perhaps, a joke or two as well. We hope you enjoy reading it as much as we enjoyed putting it together.



Person-Centred Care



Home Is Where Care Starts



Monthly Quality Reviews



A Warm Welcome to Our New Chief Operating Officer

We are absolutely thrilled to announce that Tafadzwa Nic Nyamatore has joined GAIN Care Derby as our new Chief Operating Officer.

Tafadzwa has a strong background in business management and compliance from the aviation sector and before you ask, yes, that's a more relevant background than it might first seem! Aviation and healthcare share the same fundamental commitment. Both are tightly regulated industries where compliance with legislation is a necessity, not an option. Getting it right matters enormously in both fields. The NHS has adopted a number of patient safety practices inspired by the aviation industry particularly after a series of high-profile investigations. GAIN Care also adopted the principle behind the famous announcement "cabin crew doors to cross check" when we prepare the overnight time care equipment for clients, we ask colleagues to cross check the settings and practice this statement.

Already making his mark, Tafadzwa has been working with our Registered Manager and her team to strengthen operational performance and ensure our staff feel empowered with up-to-date information.

Please join us in giving Tafadzwa a warm GAIN Care welcome! 🌸

🌱 Growing Our Team — Welcome Aanu, Jerinah & Priscila!

In the first half of 2026, we welcomed three fantastic new care workers to the GAIN Care family: Aanu, Jerinah and Priscila.

All of them have hit the ground running, integrating seamlessly into the team and most importantly building genuine, caring relationships with our clients. This is exactly what GAIN Care is all about and we couldn't be prouder. A very warm welcome, to all of you!

💚 Client Success Stories — April & May 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 spring.

Care

PP's son-in-law had nothing but praise for Joel's care, saying he couldn't have asked for better support. In a small gesture that made a big difference, Joel brought in a more comfortable chair for PP and took the time to move the old one outside. PP and his children also took a moment to thank Hope and Kathy for their continued dedication, with PP sharing that he's never received such good care before.

Communication

When our team visited to drop off files, EB took the opportunity to share some kind words about the service. The feedback was simple but meaningful: "Loice is thorough, and it shows."

Competence

RA shared how much he appreciates the team's approach to his care, noting how well they consider his preferences and give him the freedom to make his own choices. He also praised the seamless coordination between staff during his morning visits, remarking, "I like how you two knew exactly what to do when the other was doing something — you were well coordinated with one another."

Compassion

JH recognised the team's dedication and warmth, noting the genuine compassion shown in his day-to-day care.

Commitment

AB had high praise for Joel's attention to detail around the house. After Joel organised his belongings, everything had its place — making it so much easier to find what he needed.

★ Client Spotlight: WM

When WM first came to GAIN Care, he was in a different place — his health and confidence were both at a low point. With committed, compassionate support from his care team, WM has made a remarkable turnaround. Today, he is able to drive independently and regularly attends the gym, a milestones that once felt out of reach. His progress is a powerful reminder of what person-centred care, patience and a dedicated team can achieve together.

🎉 Staff Recognition & Appreciation

This month, we're shining a spotlight on some of the team who have gone above and beyond:

✓ **Loice** — for writing excellent shift handovers, a form of effective communication that keeps records sharp and sets up the next visit to an informed start.

✓ **Abigail** — for consistently maintaining "Live360 On" during shifts, your commitment to following this important safety procedure helps maintain high standards of staff safety.

✓ **Tariro** — for consistently demonstrating reading care plans before client visits, part of being prepared and ready to deliver effective care.

✓ **Juanita Mwaita** — for exemplary punctuality and on-time clock-in integrity.

Keep it up! And a big thank you to the rest of the team for your continued dedication and hard work.

Training & Development

GAIN Care has recently sent members of our staff team for Oliver McGowan mandatory training on learning disability and autism, including manual handling training. This investment in our team's skills and knowledge directly translates into safer, more confident and higher quality care for our clients. We are proud to keep building on our staff's expertise and we will continue to explore and invest in training opportunities throughout the year.

Staff Anniversaries

This June, we're celebrating the work anniversaries of three valued members of our team: Leonard, Kathy and Nonceba. Thank you all for your continued hard work, dedication and commitment to our clients, we are proud to have you.

We also want to take a moment to say goodbye to two team members who moved on this year: Crispen and Mercy. We wish them both every success and happiness in their next chapter.

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 achieves 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:

 I asked my professor if he'd heard of Pavlov's dogs. He said, "the name rang a bell."

 The ski trip started out quite well, but from then on, it was all downhill.

 Plastic straws used to come wrapped in paper. Now paper straws come wrapped in plastic — progress is a complicated thing.

 The beauty of doing nothing is that you can do it perfectly. The moment you do something, mistakes become almost inevitable — which is why tea breaks are non-negotiable.

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