



Putting It's People At  
The Heart Of Everything  
We Do

JULY 2025 EDITION

# Newsletter

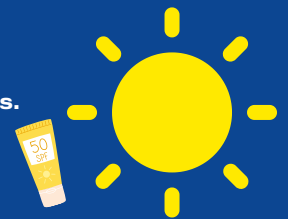
GRAB A CUP OF TEA, AND LET'S  
DIVE IN....

## AT A GLANCE IN THIS ISSUE

- **Stay Safe:** Beat The Heat - Top Tips
- **Help & Advice:** Mental Health Matters
- **Company Updates:** We are graded 'Excellent' by Wirral Council
- **Social Events:** Celebrations for VE Day Anniversary
- **Good News Stories:** Shining the Spotlight on our Award Winning Team
- **Stay Safe:** Do you use creams [Emollients] & do you know the risks?
- **Good News Stories:** Recent Promotion News - Welcome Michelle.
- **Help & Advice:** Funeral Advice and Support
- **Company Updates:** Meet our Team of Extra Care Seniors
- **Take A Break:** Puzzles and games to get the brain cells moving!
- **Help and Advice:** How to contact us.

## Beat The Heat...Follow Our Top Tips

This summer is turning out to be glorious – with lots of sunshine and high temperatures. That brings however some warning signs! Did you know that heat exhaustion and dehydration is a common cause for hospital admissions in older people, often leading to confusion and falls. Hear how you can prevent this from happening below.



### 1. Stay Out of the Heat:

**Avoid strenuous activity during peak heat:** Limit outdoor activity, especially between 11 am and 3 pm when the sun is strongest.

- **Seek shade:** When outdoors, find shade from trees, umbrellas, or buildings.
- **Close curtains and blinds:** This can help prevent direct sunlight from heating up your home.
- **Stay indoors during the hottest times:** If possible, stay in air-conditioned spaces like libraries, shopping malls, or community centers.

### 2. Cool Yourself Down:

- **Drink plenty of fluids:** Water, diluted juice, and electrolyte drinks are good choices.

- **Take cool showers or baths:** This can help lower your body temperature.
- **Apply cool water to your skin:** Dampen a cloth with cool water and apply it to your face, neck, or wrists.
- **Use electric fans:** If the air temperature is below 35°C, fans can help circulate air and cool you down.
- **Eat cool foods:** Go for salads, fruits, and other refreshing options.
- **Avoid alcohol and caffeine:** These can dehydrate you, making you feel hotter.



### 3. Prepare Your Home:

- **Open windows at night:** When the temperature cools down outside, open windows to let cool air circulate.
- **Use blinds and curtains:** Close them during the day to block out the sun.
- **Turn off heat-producing appliances:** Avoid using the oven or stovetop during the hottest parts of the day.
- **Consider a cooler part of the house:** If possible, move to a cooler room, especially when sleeping.

### 4. Stay Safe and Help Others:

- **Be aware of the signs of heat-related illness:** Symptoms can include dizziness, headache, nausea, and muscle cramps.
- **Check on vulnerable people:** Make sure friends, family, and neighbors are staying cool and hydrated, especially those who are older, very young, or have underlying health conditions.
- **If you or someone you know is feeling unwell, seek medical help:** Call 999 in an emergency or NHS 111 for non-emergency advice.

## It's Ok, To Not Be Ok

**Mental health affects us all, and it's nothing to be shy about!**



During the month of June 2025 Professional Carers supported Mental Health Awareness Week. As an organisation we are dedicated to boosting the wellbeing and mental health of those we support and employ, which is why we thought it may be helpful to share some top tips to help improve your mental well-being.

**FACT : Did you know, approximately one in four adults in England will experience a mental health problem each year! The good news is, we can all take small steps to improve our mental health, including staying positive, practicing gratitude, taking care of your physical health, connecting with others and developing a sense of purpose, so that you can carry on as normal with your life.**

## **1. Don't be afraid to open up about your feelings**

Always remember to make space to have important conversations about how you're really doing. Talking to others about your mental health can give you some relief to a problem you've kept to yourself. Someone offering a listening ear can help you feel supported and less alone. Support your colleagues and service users, friend and family, ask them how they are, and remember a simple 'How are you' really goes a long way!

## **2. Stay active and eat well**

Keeping active can boost your self-esteem and help you concentrate, sleep and feel better. A healthy balanced diet is also good for your physical health and your mental health. Trust us, this ones a no brainer and easy to improve!

## **3. Take a break**

Burnout is very real. Keep an eye out for how the mind and body is responding to situations. If you know the warning symptoms specific to you, then you have more of a chance of nipping it in the bud. Make the best use of your time away from work, and remember to take a break, avoiding distractions such as social media.

## **4. Ask for help**

If your feeling tired, overwhelmed or things are getting too much for you and you feel you can't cope, ask for help. Reach out to friends and family or local services that can help you. Professional Carers also has a number of trained 'Mental Health First Aiders' who can talk to you confidentially. Simply get in touch with us and we will be happy to help.

## **5. Connect with nature**

Did you know spending time in nature can have a calming effect and has been found to help with mental health problems. Bask outside in natural light and take time to appreciate your natural surroundings and top up that vitamin D. As we enter summer, this is the perfect time to get out and about!

## **HOW WE CAN HELP YOU**

We offer a whole host of support and guidance via our dedicated 'Well Being Hub' available to our staff and service users [including access to our employee assistance program] accessible on our website.

This includes free access to therapy, counseling and signposting to other important help and support, such as debt management and bereavement support.

You can access our well being hub here at no cost:

<https://professional-carers.co.uk/employee-well-being-hub>

# We Are Graded “Excellent”

Hear from our Directors about our recent Council inspection results....



Professional Carers is pleased to share the outcome of their most recent Local Authority Quality Assessment conducted under the national Provider Assessment and Market Management Solution [called PAMMS]. Graded as ‘Excellent’, PAMMS is used by Wirral Council to assess the quality of care and contractual compliance of Adult Social Care Providers, resulting in a grading of either excellent, good, requires improvement or poor.

During the month of April, in an announced visit, outcomes were assessed at Professional Carers including safeguarding and safety, suitability of staffing, quality of management and the organisations ability to offer personalised care and support. As well as reviewing physical records, Inspectors also obtained comprehensive feedback about services from a selection of staff and service users.

Receiving the highest award available, your company Directors Carly Peckham and Gary Nagle stated;



Carly Peckham - Director of Care  
& Registered Manager



Gary Nagle - Director of  
Operations

“Not only was Professional Carers the first Home Care Provider to pilot the PAMMS assessment back in November 2022, we have managed as a team to maintain this grading for a second time around. To our knowledge, we are the first Home Care Provider to achieve this twice, something I am very proud of. This outcome would not have been possible without the hard work and dedication of the staff we employ. I therefore want to say Thank You to them all”

“Day in day out, around the clock, our teams live and breath our values to ensure we are delivering the very best care to Wirral residents, and it is fantastic that this has been recognised by Wirral Council, resulting in an excellent rating”.

Gary Nagle, Director of Operations added “Delivering Quality Care is always the driving force behind everything we do, and as an organisation we will always focus on a continuous improvement ethos. Despite times of austerity and often bad press that social care often experiences, it is brilliant to be able to share such positive news amongst the local community that we care for”.

As a family owned business with the founder Julie and all company directors being born and living in the local area, Professional Carers is a real family affair. Employing a team of nearly 250 staff now and



operating multiple home care and extra care services across England - we couldn't have done this without you !

# VE Day Celebrations at Sycamore Place Extra Care



During the month of May residents from Sycamore Place celebrated VE day, a symbolic occasion where we continue to remember those who fought and were affected by the Second World War!

Celebrations included residents joining together for an afternoon of fun filled laughter, a live band, sing a long songs, a quiz and a cold buffet. What a great time everyone had reminiscing and socialising amongst friends. A huge thank you to our partners at Magenta Living for helping to arrange this wonderful event.



## Meet Our Award Winners

Congratulations to the following staff who have all been recognised over recent months for ongoing competence, a passion for delivering high quality care and being all round superstars!!! Who do you recognise on the wall of fame ....



If you'd like to highlight a team member for going above and beyond, or for providing exceptional care, why not nominate them today by contacting the team. Each winner will be presented with a certificate and awarded an extra days holiday to take at their leisure - let's face it, a little R&R goes a long way!

Pictured above left to right: Lisa Mountford Jones [Community Carer], Chris Carlile [Mobile Nights], Craig Pindard [Sycamore Place], Karra Betteridge [Community Carer], Brogan Griffiths [St Oswalds Court], Susan Tibyik [Sycamore Place].

## Do You Use Creams & Know The Risks....



Emollients, while not flammable on their own, can significantly increase fire risk when they come into contact with fabric and skin, and are exposed to heat or flames. This is because emollients, when absorbed into clothing, bedding, or other materials, can act as an accelerant, causing a fire to ignite more easily and burn more intensely. This increased flammability can lead to severe burns and even death. You might not even realise your clothing has a build up of creams, but it's something to be mindful of.

Some practical advice to follow and help reduce the risk includes;

- **Avoid smoking and naked flames:** Keep fabrics away from cigarettes, lighters, open fires, and other heat sources or naked flames, such as candles.
- **Be mindful of cooking:** Avoid cooking with gas or electric hobs if fabrics are contaminated with emollients. You may lean over and accidentally set yourself or your clothing on fire.
- **Wash fabrics regularly:** While washing can help reduce some emollient residue, it doesn't eliminate the fire risk completely. To help, wash clothing at a higher temperature for longer, doing so regularly.
- **Store emollients safely:** Keep emollients away from heat sources and ensure they are stored in a way that minimizes contact with fabrics. This could be in a medication cupboard, or somewhere cool and sterile \*always follow storage instructions on the medication box or bottle.



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**SKIN CREAMS**  
Risk of severe or fatal burns

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**Clothing, bedding, dressings and bandages  
with skin cream dried on them**  
can catch fire easily causing severe or fatal burns

**#KnowTheFireRisk**

**If you are concerned about the presence of emollients, please speak to your care team who can ask an assessor to visit you. We may be able to refer you to**

**Merseyside Fire and Rescue for some additional equipment to keep you safe, such as a fire blanket if this is required.**

# Welcome to Michelle....

Michelle recently joined our Wirral office team on promotion to the role of 'Care Supervisor'.



Stepping up into the position, Michelle has proven herself as a competent Community Carer with the company and will soon be working alongside our other Community Care Supervisors Helen, Charlie, Kris and Julian after a period of shadowing. Michelle's role will be to help lead and support our frontline community teams, driving forward quality of standards and care. I am sure you will all join us in wishing her the very best of luck in her new role and congratulate her on her promotion.

## Support Following A Death...



As an organisation we pride ourselves on putting the people we care for and those we employ first. Which is why we are sharing with our followers a great tool for support when it comes to dealing with loss and bereavement in your family.

This is a particularly sensitive subject to talk about, and for some of you, this may not be the right time to read this – however we hope this can offer some future support if and when it is ever required.

### **FUNERAL EXPERTS – HELPING YOU UNDERSTAND WHAT COMES NEXT**

## Support After a Death

When you lose a loved one, there are many practical matters that you need to attend to that can feel quite overwhelming and challenging.

- How can I find a funeral director to meet my needs?
- Who do I need to inform?
- What will happen to my benefits?
- Will I be able to claim any help to pay for the funeral?
- Do I have to make multiple phone calls?
- How do I report changes in circumstances?
- Do I need probate?
- What will happen to council tax?



Call us for free personalised funeral and bereavement support, we are here every step of the way

**0800 086 8887**



Funeral Experts is an independent, FREE impartial service dedicated to helping bereaved families to make informed decisions about funeral arrangements. They also offer compassionate support and ensure you can have access to holistic bereavement care before, during, and after the funeral. This service is available to anyone living in the Liverpool City region, including our staff and service users / families.

Funeral experts work in partnership with NHS Trusts, Local Authorities, and charitable organisations to provide accessible support to families during their most difficult times.

## Meet Our Senior Carer Team....



We recently had the pleasure of inviting our six 'Senior Carers' to Head Office for some essential training led by our management team and Trainer Helen. Covering everything from Standards and Values, Safeguarding, Health and Safety and Leadership, this was a jam packed day! Oh and of course we had to throw in a few team building activities to get those brain cells going.

Covering three Extra Care schemes across Wirral, Lily, Lyndsey, Tanya, Emma, Carol and Angie (from left to right) help supervise and team lead our Carers, driving forward standards and making sure our residents receive the very best care and support.

**FACT - Did you know all of our Senior Carers worked as Care Assistants with us prior to stepping up into leadership roles.**

## Take A Break...



**Let's get those brain cells warmed up !!! Grab a pen and and have a go at our games and puzzles.**

Below, find 6 differences in these pictures of London's Big Ben...



Find 6 differences in these pictures of the Leaning Tower of Pisa...



Time for a word search...

Popular Pizza Toppings												
P	E	P	P	E	R	O	N	I	A	O	C	BACON
A	B	E	R	I	C	O	T	T	A	I	G	PEANUTS
I	S	A	L	A	M	I	E	D	L	M	O	BEEF
H	O	L	C	I	K	N	T	A	P	U	E	AVOCADO
A	S	O	T	O	A	S	N	E	P	S	T	LOBSTER
V	P	B	T	G	N	T	A	E	R	H	C	CHORIZO
O	I	S	M	I	R	N	L	G	O	R	H	PEPPERONI
C	N	T	N	O	U	B	P	A	S	O	O	PROSCUITTO
A	A	E	I	T	L	T	G	S	C	O	R	CILANTRO
D	C	R	S	U	B	U	G	U	U	M	I	MUSHROOMS
O	H	C	P	C	N	E	E	A	I	S	Z	ONIONS
P	O	N	I	O	N	S	E	S	T	M	O	CHICKEN
O	N	E	K	C	I	H	C	F	T	O	T	SPINACH
A	Z	U	C	C	H	I	N	I	O	E	C	ZUCCHINI
												RICOTTA
												SALAMI
												SAUSAGE
												EGGPLANT

## Have a suggestion, idea or complaint?



We understand that you may have a suggestion or an idea to help improve our services. Perhaps you are unhappy with something and wish to speak to someone more senior. Our team can be contacted in a variety of ways, including via email, telephone or even in person at our head office.

You can speak to us using the following methods confidentially [if you wish] by:

Visiting our Head Office : 221 Seaview Road, Wallasey, CH45 4PD

Telephone us on: 0151 638 4500

Email: [info@professional-carers.co.uk](mailto:info@professional-carers.co.uk)

## Are you following us on Social Media?



Did you know Professional Carers uses social media to communicate lots of it's updates, advice and guidance. We have over 2.9k followers so if you're not signed up, visit us using using the links below or search 'Professional Carers Wirral' online;

[Professional Carers Wirral | Wallasey](#)

[Instagram \(@professionalcarers\\_wirral\)](#)

*That's it for now, see you in the next issue! Goodbye*