



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

JANUARY 2026 EDITION

Newsletter

**NEW YEAR BRINGS A FRESH START – GRAB
A CUP OF TEA, AND LET'S DIVE IN....**

Wirral AT A GLANCE IN THIS ISSUE

- **Stay Safe:** Cold Weather Advice
- **Events and Social:** Christmas Festivities A Big Hit
- **Company Updates:** Our year 'Wrapped'
- **Good News Stories:** Investing in Knowledge, Investing in Care
- **Awards:** Meet Our Latest Award Winners
- **Stay Safe:** Fire Safety Advice Whilst In Your Home
- **Shining The Spotlight:** Carer John F. Celebrates 10 Years in Care
- **Company Updates:** Life Saving Defibrillator fitted in Spinnaker House
- **Good News Stories:** A Heart-Warming Adventure to Share!
- **Take A Break:** Puzzles and games to get the brain cells moving!
- **Help and Advice:** How to contact us.

Happy New Year

As we enter 2026, we would like to wish all our service users a very Happy New Year. Thank you for the trust you place in us and for allowing us to support you and your loved ones. We are committed to continuing to provide compassionate, reliable, and high-quality care throughout the year ahead.

2026

How Are You Coping During This Cold Snap



As temperatures drop, it's important to take extra care of ourselves and those around us. Cold weather can have a real impact on our health and wellbeing, particularly for older people, those with long-term health conditions, and anyone who may struggle to keep warm. With a few simple steps, you can stay safe, warm, and well throughout the colder months.

Why Cold Weather Can Be Risky

Cold temperatures can increase the risk of illnesses such as colds, flu, chest infections, and can worsen existing conditions like heart disease, respiratory problems, and arthritis. Slips and falls are also more common in icy conditions. Being prepared and taking preventative measures can make a big difference.

Tips to Stay Warm at Home

- **Heat your home safely:** Aim to keep living areas warm, ideally around 18–21°C if possible. If you're concerned about heating costs, try to heat the rooms you use most.
- **Layer up:** Wearing several thin layers traps heat better than one thick layer. Don't forget warm socks, slippers, and a jumper.
- **Close curtains and doors:** This helps keep the heat in, especially at night.
- **Use blankets:** These can be a cost-effective way to keep warm, particularly in bed or when sitting for long periods.
- **Check heating appliances:** Make sure boilers, heaters, and fireplaces are working safely and serviced regularly.

Keeping Well and Healthy

- **Eat regularly and well:** Hot meals and drinks help keep your body temperature up. Try to include plenty of fruit and vegetables to support your immune system.
- **Stay hydrated:** Even in cold weather, it's important to drink enough fluids.
- **Get your flu jab:** Vaccinations help protect against flu and reduce the risk of serious illness. Often flu jabs are free to those at risk, and you can check your eligibility by speaking with your GP.
- **Keep active:** Gentle movement around the house helps maintain circulation and keeps joints flexible.

Staying Safe Outdoors

- **Dress for the weather:** Wear a warm coat, hat, scarf, and gloves when going outside. A lot of heat is lost through the head.
- **Wear suitable footwear:** Shoes with good grip can help prevent slips on icy or wet surfaces.
- **Take your time:** Walk carefully, avoid rushing, and use handrails where available.
- **Check the weather forecast:** Plan journeys in advance and avoid going out in extreme conditions if possible.

Looking Out for Others

Cold weather can be particularly tough for vulnerable people. If you have neighbours, friends, or family members who may need extra support:

- Check in with them regularly
- Make sure they have enough food, medication, and heating
- Encourage them to seek help if they feel unwell

When to Get Help

If you or someone you care for feels unwell, unusually cold, confused, or shows signs of illness, don't ignore it. Seek medical advice promptly, especially during prolonged cold spells.

How Did You Spend Your Christmas



We hope everyone enjoyed a lovely Christmas and had the opportunity to relax and spend time with family, friends, and loved ones.

The festive season brought everyone together across Professional Carers, as service users and staff enjoyed a wonderful run-up to the big day in December. Celebrations took place across all our services, with parties and get-togethers featuring delicious buffets, live entertainment, plenty of socialising, and even some dancing — all helping to create a truly festive atmosphere.

Events like these are a great reminder of the importance of community. Filled with smiles, laughter, and Christmas cheer, the celebrations highlighted the positive impact of coming together and sharing special moments across our services.

As the festive period comes to an end, we recognise that some people may begin to feel more isolated or find the quieter weeks more challenging. If you are feeling lonely or would like extra support, please remember that you are not alone. Our teams are always here to listen, offer reassurance, and provide support — and we encourage service users and families to reach out if they have any concerns or would like to talk.

If you would prefer to speak to someone anonymously, you can always reach out to one of the following support services:

- **Samaritans** – available 24/7 for anyone who needs to talk. Call **116 123** or visit their website for online support.
- **Age UK Advice Line** – offering support, information, and guidance for older people and their families. Call **0800 678 1602**.
- **NHS 111** – for urgent mental health advice and support, available 24/7.
- **Local community and wellbeing services** may also be available in your area and can offer friendly support and social connection.

(Pictured below - Staff and residents from St Oswald's Extra Care, along with members of our Head Office Branch)



Finally, thank you for the incredible generosity and all the lovely gifts and cards deposited across our branches and sites during the run up to Christmas for our staff. After to much chocolate and endless biscuits, trust us when we say we happy to see in 2026 and start the much needed health kicks!

Our Year 'Wrapped'

And what a year 2025 was....



As we leap into 2026, we're jumping on the 'Wrapped' trend. Because apparently everything gets 'Wrapped' now ... and honestly? We're here for it. So let's share some of our key facts and figures for 2025.





Frontline Care Teams Refresh Vital First Aid Skills



As we entered the last part of 2025 we spent some time providing life saving First Aid training for our frontline carers. As always, ensuring our carers have the confidence, skills, and knowledge to respond in an emergency is a top priority. We've also rolled out life-saving CPR face shields to all teams, designed to be carried easily on our carers lanyards, providing not only a protective barrier during emergency CPR, but helping our carers to act quickly and safely when every second counts! These small devices can make a huge difference in critical moments. *(Pictured - Spinnaker House Extra Care Team : Rock Ferry)*



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



(Pictured left to right: Carers Gail B, Erik S, Christine P and Mark B with his shift colleagues)



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 reward and relaxation goes a long way!

Fire Safety Advice In The Home....



In our last edition we talked about some of the risks using creams and emollients can bring into the home. This edition, we wanted to share some practical advice to follow and help keep you safe in your own home;

Smoke Alarms

- Fit smoke alarms on every level of your home and near bedrooms
- Test alarms weekly and replace batteries at least once a year
- If you struggle with your hearing or vision, consider alarms with flashing lights or vibrating pads, we can help you with this, simply get in touch.

Kitchen Safety (Most home fires start here)

- Never leave cooking unattended
- Keep flammable items (tea towels, paper, packaging) away from the hob
- Turn pan handles inwards
- Use a timer as a reminder when cooking
- Avoid loose clothing near open flames

Electrical Safety

- Don't overload plug sockets
- Switch off appliances when not in use
- Check cables for damage or fraying
- Use electric blankets safely and have them checked regularly

Smoking Safety

- Avoid smoking in bed or when tired
- Use deep, stable ashtrays - if you need help purchasing these, we can help.

- Make sure cigarettes are fully extinguished
- Consider switching to safer alternatives if possible such as vaping (but be careful not to leave them on charge).

Candles & Open Flames

- Avoid candles where possible
- Never leave them unattended
- Keep well away from curtains and furniture
- Battery-powered candles are a safer option

Escape Planning

- Plan at least one clear escape route
- Keep your exits free from clutter, such as your hallway
- Practice what to do if the smoke alarm sounds
- Keep keys for doors easy to find

If you are concerned about any fire risks within your property, 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.

10 Years of Outstanding Care...



In November, our Founder and Managing Director, Julie, proudly presented a special award to Carer John F, who celebrates his 10-year work anniversary with us. For over a decade, John has consistently gone above and beyond – supporting individuals to remain in their own homes and delivering compassionate care that truly makes a difference to the lives of those we support. Congratulations, John, on this incredible milestone. We hope you enjoyed your well-deserved gifts, and thank you for everything you do! *(Pictured - Managing Director of Professional Carers Julie and Care Assistant John F).*



Life Saving Defibrillator fitted in Spinnaker House...



DID YOU KNOW - In August last year a brand-new defibrillator was been installed at Spinnaker House Extra Care in Rockferry, funded with the support of Torus Housing. These life-saving devices are designed for anyone to use in an emergency with no training required, and can often be found installed at key locations across Wirral.

The device;

- Empower bystanders to act fast in a cardiac emergency
- Gives clear step-by-step voice & visual prompts
- Are completely safe – they won't deliver a shock unless it's needed

A huge thank you to Senior Carer Lily and the on site team for recommending this, and to Andy from Torus Housing who between them all, have helped to make Wirral's community a safer place. *(Pictured from left to right - Care Assistant Meg E. and Senior Carer Lily M).*



Community Kindness At It's Best...



At Professional Carers, it's the meaningful moments that truly brighten our days. Meet one of our lovely service users Jennifer, who lives with dementia, and her beautiful collection of teddy bears brings her comfort, joy and a wonderful sense of connection. Recently, one of our amazing Care Assistants Jayne B. went on holiday to Morocco — and she took a few of Jennifer's cherished teddies along for the adventure!



Throughout her trip, Jayne snapped photos of the teddies enjoying Morocco's sights and sunshine. When she returned, she printed the photos and created a special little album just for Jennifer. The look on Jennifer's face was priceless, she was delighted to see her treasured teddies travelling the world. A big well done to Jayne for going above and beyond !

Take A Break...



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

There are five differences between these pictures. How many can you see?



There are five delicious differences between the doughnuts in these spot-the-difference pictures.



Time for a word search...

Types of Vegetables

Z	A	P	U	M	P	K	I	N	R	D	B	LEEK
B	A	E	P	C	R	S	C	H	A	P	E	CABBAGE
U	E	E	R	A	L	W	L	C	D	R	S	CAULIFLOWER
C	I	E	O	B	C	E	R	A	I	C	N	TURNIP
A	I	O	T	B	E	D	U	N	S	A	A	POTATO
U	N	G	C	A	L	E	T	I	H	S	R	CARROT
L	I	U	A	G	E	O	A	P	P	S	U	PARSNIP
I	H	P	R	E	R	T	B	S	I	A	G	PEA
F	C	A	R	P	Y	A	A	A	N	V	U	SPINACH
L	C	R	O	W	G	T	G	S	R	A	L	RUTABAGA
O	U	S	T	P	R	O	A	U	U	P	A	BROCCOLI
W	Z	N	E	P	C	P	I	U	T	E	R	PUMPKIN
E	G	I	N	G	E	R	U	L	E	E	K	ZUCCHINI
R	H	P	I	I	L	O	C	C	O	R	B	CELERY

ARUGULA
BEET
CASSAVA
GINGER
RADISH
SWEDE

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

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*