

TUCARE CUSTOMER

NEWSLETTER

FEBRUARY 2023

WELCOMED FEEDBACK

We received some lovely feedback from the first newsletter and we hope this continues. Please remember we would like this to be a joint publication and would love to hear from you all with items you may wish to include or you would like us to write about.

AMBULANCE STRIKES

We are sure you are all aware of the ongoing Ambulance Strikes that have been occurring lately, so we wanted to make you aware of another service that could help relieve the pressures on the Ambulance Service. One Bromley – urgent fall pick up service operates from 8am to 8pm seven days a week. If you have fallen and require assistance back up but you are not seriously injured you can contact their team and they will aim to get to you within 2 hours you can call them directly or your carer or a member of our team can call them should you require their services their contact number is 0208 315 8722- for the Fall Pick Up Service please choose option 1.

CARER SHOUT OUTS- KCR Stars

Thank you to those that have contacted us over the past Month, We have had a few nominations for our KCR Stars so well done to

Mo S, Karen F, Gill R, Karen B, Tyla B, Karen H.

Please remember we are asking carers and customers to let us know if a carer goes above and beyond to be **Kind**, ensure our customers and other carers feel **Comfortable** and are being **Respectful** again to all customers and carers. To nominate a carer for a **KCR Star** please email your nomination and reason for your nomination to bromley@tucare.co.uk



DON'T STRUGGLE ALONE!

We want to make sure that all our customers know that there is support out there for most things; please do not struggle alone. If you are struggling and require support for a particular aspect of your everyday life the please contact us or if you feel this is something we cannot help with then please contact Bromley Well.

Bromley Well are a free service that offer support to enable you to stay emotionally and physically well and to remain independent. You can contact them directly or we can refer you to them. We have attached a copy of their Older Care Information Leaflet for your perusal.

Bromley Well



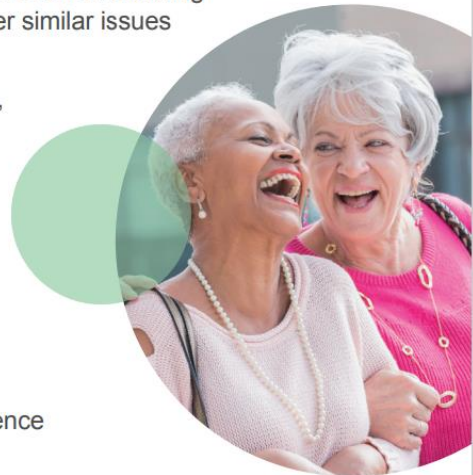
Are you aged 50+ and looking for practical or emotional support? Are you interested in opportunities to meet others?

Our Older People Support Services can help you

The **Bromley Well** Older People Service provides practical, emotional and planning support that promotes independence and helps to improve wellbeing.

How we can help

- Information, advice and guidance and support with issues such as Housing Succession, Power of Attorney, Will Making and any other similar issues
- Free form filling service
- 1-2-1 emotional support face to face, over the telephone, instant messaging & home visits, if required
- Support through trained volunteers to accompany you to hospital appointments
- Handyperson services for minor adaptations to your home to support independence
- Support to develop Emergency Plans
- Access to support groups and networks, befrienders, social activities, friendship hubs, and leisure activities
- The opportunity to engage in forums and groups to influence and shape **Bromley Well** services



Our support sessions and activities are accessible at different locations throughout Bromley. Get in touch and find out more.

To use Bromley Well services call
freephone **0808 278 7898** or email spa@bromleywell.org.uk
www.bromleywell.org.uk

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