

# TUCARE CUSTOMER



TUcare

## NEWSLETTER

JANUARY 2023

### WELCOME TO OUR FIRST EDITION OF THE TUCARE TIMES.

We have decided to introduce monthly newsletters one for our customers and one for staff. 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.



IT'S NEVER TOO LATE  
TO GET VACCINATED  
FOR COVID-19 AND  
FLU!

You can book appointments via the National Booking Service and visit the NHS website to find your nearest pharmacy offering free flu jabs.

### CARER SHOUT OUTS- KCR Stars

We would like to start a new positive feedback system. Looking at what is important to our customers we are specifically looking at **Kindness Comfort** and **Respect**. 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 contact the Tucare office.

### SUPPORT WITH THE COST OF LIVING CRISIS.

Higher care costs and rising loneliness due to the cost of living is leaving many people with dementia at risk of crisis this winter.

No one should have to choose between heating their home and getting the care they need.

As people affected by dementia face rising care costs, **more than one in ten** are choosing to reduce or even stop vital support services.

If you are affected by dementia, worried about a diagnosis or a carer, trained staff are ready to give you the support you need, please call the number below for advice or contact the Tucare office and we will assist where we can.

**Dementia support**

**Call: 0333 150 3456**