



NEWSLETTER



Feel Happy, safe and secure with Lifeline



Welcome to my first issue! I am very excited to launch this newsletter which will inform and inspire you on a monthly basis with all feedbacks, updates about Lifeline Carers. I have taken the liberty of signing you up for this newsletter as you are a part of Lifeline Carers. If you ever want to unsubscribe, it is very easy to do at any time as you can let the staff know and we can remove you from the list. Whether you have anything to suggest any changes in the company to sharing feedbacks about clients, any new hires in the organisation, there will be something in here for you every month. This month's newsletter is all about what's new.

TESTIMONIALS FROM CLIENTS



Kylie Radcliffe
Care Home Manager
Manchester House
★★★★★

For the past 6 months Lifeline has been very accommodating. From fully supporting us throughout infection breakouts, and was needing high number of agency requirements. The carers have been polite, punctual and hard working. We have never been let down when requesting staff from weeks notice to minutes notice. I have no doubt to recommend life line carers.



Grace Emily Alcock
Care Home Manager
The Willows Nursing Home
★★★★★

We have always found Lifeline to be a very effective agency. We utilise them for care assistant cover and find their staff to be highly trained, professional and punctual. Lifeline agency are always extremely helpful in last minute / emergency cover. The communication we have had with lifeline over the many months of using them has been without issue or complication. The team are always happy to help and support with any issues raised.

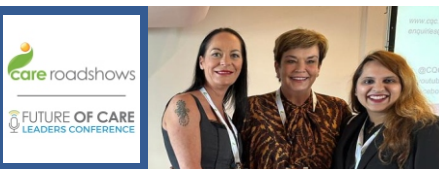
Residents Daughter
Domiciliary Care



Your staff are continuing to care for mum in a dignified and respectful way day after day. Some of the night staff mum really warms to and as such they need praise - Julie (Juveria), Sandi (Sundari) and also Suma and Ash make my mum very happy indeed. Today I wanted to write in as it has been an absolute joy, as we were introduced to Neeha. Ramakrishna has always been a favourite of mum, but seeing them together has been a joy. They really seem to care about mum and I feel like they are part of the family. They care for us as well as mum, and as such they really need a "pat on the back" and a big thank you for us. During this difficult time we know that they hold mum in their hearts.

Please welcome our new Heads of Operation, Akansha Verma. She is a dedicated professional with over 8+ years of experience in managerial roles. Throughout her career, she has consistently demonstrated strong work ethics, unwavering commitment, and a keen eye for detail. Her extensive experience has equipped her with a comprehensive understanding of the intricacies of managing teams and driving operational excellence. Her focus on lifeline carers is to transform the work culture, streamlines the process and to maximise the potential capabilities of the employees. Basha will no longer be involved in any operations while Akansha takes the responsibility.

ONBOARDING



It was a great pleasure meeting the CQC Director of Operations for North at the Care Roadshow in Liverpool. Our team had a good interaction and received much needed information. The show was really informative, the recent technology in care were demonstrated which were very useful for the agency to grow along in the current market.

NEW IMPROVEMENTS AND ACHIEVEMENTS

- Updating the company uniforms to a bright ones while highlighting us amongst others.
- The logo of Lifeline Carers is now a registered trademark.
- Improving the onboard process to make the recruitment more effective.
- Implementing the performance plans to recognise the employee of the month.
- Updated policies and procedures incase of last minute shift cancellations and no-shows.
- On our second anniversary, we have taken an extra step towards social contribution by donating UNICEF.
- Proud title sponsor for Preston royals cricket team.



For her excellent work with the residents !!