

# 2024

# NEWSLETTER


TERM: SPRING | ISSUE 2/4 | DATE: MAY 24, 2024



## Divine HomeCare Solutions

*Your Care, Your Trust, Our Passion.*



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# INTRODUCTION

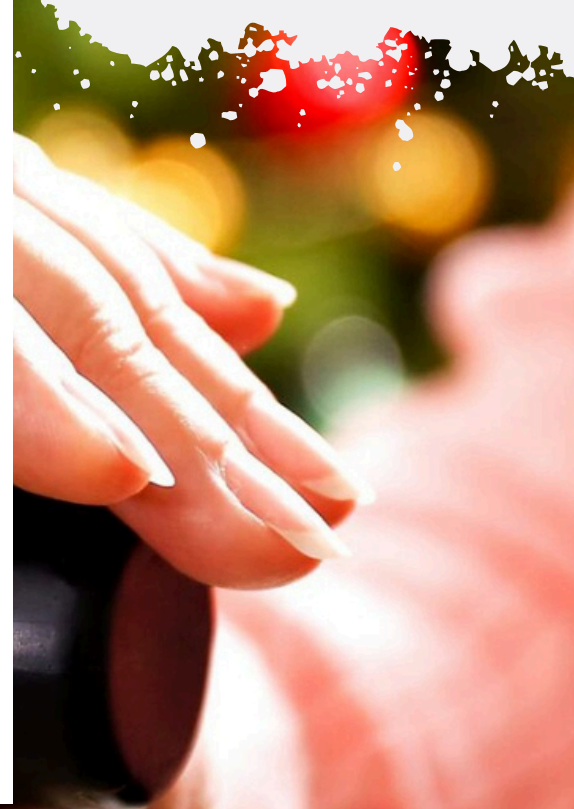


## **Welcome to Divine HomeCare Solutions Spring Newsletter!**

With the arrival of spring, we extend a warm and heartfelt welcome to all members of our Divine HomeCare Solutions community. As the world around us blossoms with new life and possibilities, we are thrilled to embrace this season of renewal together. To Our Dedicated Staff: Your unwavering dedication and commitment to providing exceptional care are truly commendable. We extend our deepest appreciation for your hard work and compassion in serving our clients and their families.

To Our Valued Service Users and Families: You are the heart and soul of our organisation, and we are honored to be a part of your journey. Your trust and confidence in Divine HomeCare Solutions inspire us to continually strive for excellence in all that we do. To Our Esteemed External Professionals: We welcome you as valued partners in care. Your collaboration and expertise are instrumental in ensuring the well-being and satisfaction of those we serve, and we are grateful for the opportunity to work alongside you.

As we usher in the season of growth and transformation, we look forward to cultivating new connections, nurturing existing relationships, and embracing the spirit of community that defines Divine HomeCare Solutions. Thank you for being an integral part of our community. Together, let us celebrate the beauty of spring and the boundless possibilities it brings.





# DIVINE HOMECARE SOLUTIONS

Message from Godfrey Farayi Gwenzi



## **Greetings,**

As the Registered Manager at Divine HomeCare Solutions, it is my pleasure to welcome you to the second edition of our newsletter. Our mission to provide exemplary domiciliary care and supported living services for individuals with learning disabilities, autism, and mental health challenges continues to drive our daily efforts.

Over the past few months, our team has been dedicated to enhancing the quality of care we provide, and I am delighted to share some of our recent achievements and initiatives.

## **Staff Training and Development**

We believe that a well-trained and compassionate team is at the heart of excellent care. Recently, we have invested in advanced training programmes for our staff, focusing on specialised

approaches for supporting individuals with complex needs. This ensures that our team is not only compliant with the latest standards but also equipped with the skills to offer personalised and empathetic care.

## **Client Success Stories**

We are proud to share the inspiring stories of our clients who have made significant progress with our support.

We value the feedback from our clients, their families, and the community. Your insights help us continuously improve our services. Please do not hesitate to share your thoughts and suggestions with us.

In conclusion, I would like to extend my heartfelt gratitude to our dedicated staff, supportive families, and the wider community. Together, we are making a meaningful difference in the lives of those we care for.

Thank you for your ongoing support.

# SERVICE USERS SPOTLIGHT

Divine HomeCare Solutions' compassionate staff member orchestrated a truly memorable day for Paige to explore London's iconic landmarks, Paige was thrilled to embark on an adventure. From the bustling streets to the historic sites, the day was filled with awe-inspiring moments. Paige marveled at the grandeur of Big Ben, took in the breathtaking views from the London Eye, and crossed the historic London Bridge. Buckingham Palace's majestic presence left a lasting impression, and the day concluded with a delicious dinner at a quaint restaurant. Despite the bad weather, Kelly's dedication ensured that Paige had an enjoyable and memorable experience, leaving Paige's heart full of gratitude for the unforgettable December 2023 adventure curated by Kelly and the team.





# SERVICE USERS SPOTLIGHT

Divine HomeCare Solutions is immensely proud to share the remarkable achievements of Hardy. Through dedicated support and personalised care, we have witnessed significant progress in various areas. Hardy has shown enhanced participation in activities, including reduced reliance on his wheelchair, active engagement in sports like football and swimming, and remarkable strides in group tasks. Additionally, Hardy has demonstrated impressive discipline in managing his behaviours in public settings, reflecting positively on their overall growth.



Furthermore, our tailored exercise routines have yielded tangible benefits, leading to reduced medication dosages and improved relationships with our staff. With a focus on nutrition, Hardy has embraced controlled diets, effectively managing weight and bowel movements while adhering to gluten-free regimens.

Progress in toileting skills and enhanced communication abilities are also notable milestones, highlighting the effectiveness of our holistic approach to care. We take great pride in fostering independence in Hardy, whether in dressing and undressing or engaging in household chores, showcasing their resilience and determination on their journey towards improved quality of life.



# SERVICE USERS SPOTLIGHT

HAPPY  
*Birthday*  
SHAY!!!



We had the delightful opportunity to celebrate Shay's 19th Birthday! 🎉 We rejoiced in another fantastic year of Shay's journey, and Divine HomeCare Solutions was thrilled to be part of the festivities. Jodian, Busi, Mary, and especially Shay's Mom came together to make the day truly special. Their love and appreciation for Shay shone through in every moment. Shay's day was filled with joy, laughter, and cherished memories that will stay with us for years to come. Here's to the wonderful journey you've embarked on! ✨ May the year ahead be filled with even more happiness and success, Shay! 🎂







# TRIP TO COVENTRY



Joe had a fantastic journey. On the day of departure, his key workers, Shawn and Matthew, helped him pack his bags and set off. During the trip, Joe took on the role of DJ, selecting great music and grooving to every beat. Upon reaching their destination, despite the rain, Joe enjoyed the beautiful gardens and particularly liked observing the chickens. After unpacking together, Joe selected his room, which he adored. They then visited his friend's house, where Joe helped make pizza for dinner and enjoyed tea with the family, staying tranquil and content throughout.

On the second day, Joe visited a museum with friends and had a wonderful time.

On the third day, Joe spent time at a friend's house, playing the drums and showcasing his skill, thoroughly enjoying the experience.



Daily

Activities



## ★ A Beacon of Progress: Celebrating Joe's Journey at Divine HomeCare Solutions ★

In the radiant tapestry of Divine HomeCare Solutions, Joe stands as a testament to resilience, growth, and unwavering determination. Since joining our family, Joe has illuminated our hearts with his remarkable strides towards personal empowerment and holistic well-being.

- 1. Embracing Fitness with Gusto:** Supported by our dedicated staff, Joe has embraced an active lifestyle with zeal, venturing to the gym regularly to nurture his physical vitality.
- 2. Diving into Wellness:** With swimming sessions becoming a cornerstone of his routine, Joe has gracefully navigated the waters of health, ensuring his body remains a temple of strength and vitality.
- 3. Cultural Excursions, Enriched Soul:** Exploring the corridors of history, Joe's visits to museums have not only sparked his intellect but have also become sanctuaries of joy, nurturing his passion for the past.
- 4. Mastery of Daily Living:** Empowered by our support, Joseph has taken charge of his household chores, culinary adventures, and laundry quests, elevating his independence and enriching his day-to-day existence.
- 5. Scoring Goals, Building Bonds:** Through spirited football training, Joseph has not only honed his athletic prowess but has also forged bonds of camaraderie, blossoming in the art of social interaction with his teammates.
- 6. Nourishing Body, Nurturing Spirit:** Guided by our vigilant care, Joe has embraced a balanced diet with gusto, sculpting a physique that radiates health and vitality, inside and out.
- 7. A Voice, Amplified:** With our encouragement, Joe has found his voice, articulating his needs, emotions, and aspirations with clarity and confidence, fostering a deeper connection to his own well-being.

In every step, in every smile, Joe embodies the essence of triumph over adversity, a beacon of inspiration for us all. As we celebrate his journey, let us reaffirm our commitment to nurturing each individual's potential, illuminating paths of growth, and fostering a community where every dream finds wings to soar.

To Joe, may your journey continue to shine brightly, illuminating the world with your boundless spirit and unwavering resilience.



Congratulations  
you  
did  
it!

From  
DIVINE HOMECARE SOLUTIONS



# SERVICE USERS SPOTLIGHT



During December, one of our dedicated carers had the pleasure of accompanying a cherished service user and their family to a delightful Christmas dinner at a local restaurant. The event was a wonderful opportunity for the service user to enjoy the festive season surrounded by loved ones.

Joyce, joined by her daughter and son-in-law, shared a memorable meal filled with laughter, delicious food, and heartfelt conversations. Our carer Rae ensured that every need was met, allowing the family to relax and fully immerse themselves in the holiday spirit.

Such moments highlight the importance of community and the vital role that carers play in enriching the lives of those they support. We are proud to see the joy and connection that this Christmas dinner brought to everyone involved, reaffirming our commitment to providing compassionate and personalised care.

Here's to many more celebrations and cherished memories together.



# Wall of Fame!



Hi, I'm Fysal, but most people call me Fysi. I transitioned from being an engineer to a professional care worker because I found profound purpose in providing support and comfort to others. At Divine, I'm drawn to the unwavering commitment to care and the open support system that transcends all barriers. Interestingly, I bring the precision and professionalism of an engineer into my caregiving approach, making sure every aspect is meticulously attended to.



Hi, I'm Mathew, but you can call me Matteo. I'm known for my charisma and currently work at Divine Homecare Solutions, having previously worked at Merit Health Care and Willing Care Recruitment. My motivation is to care for people and make a difference in their lives. I enjoy the professionalism at Divine, and I'm the guy who brings good vibes and low-key enthusiasm wherever I go!



Hello, I'm Joyce Wambui Mihura, known as Joy. I bring patience, passion, and positivity from my background in Office Administration & Accounts. My caring nature fuels my aspiration to become a nurse one day. At Divine, I value the professionalism and impactful training. Fun fact: I share my middle name with my daughter and speak four languages and I have visited five East African countries.



Hi, My name is Mary Wangeci Karinga, but you can call me Makena. I love nature and traveling, and I'm passionate about finance and accounts. I'm motivated to work in this industry because it allows me to give back to society. What I enjoy most about working for Divine is the sense of belonging and the way it feels like home. A fun fact about me is that I love road trips and hiking.



Hey, I'm TK, short for Takudzwa Shawn Magaya. Known for my positive vibe and open mindset. From driving to healthcare, I've found my passion in improving lives. At Divine, I'm fueled by the chance to grow and advance professionally. Helping others is what motivates me every day. Oh, and a fun fact about me? I tend to play one song on repeat for the whole day.



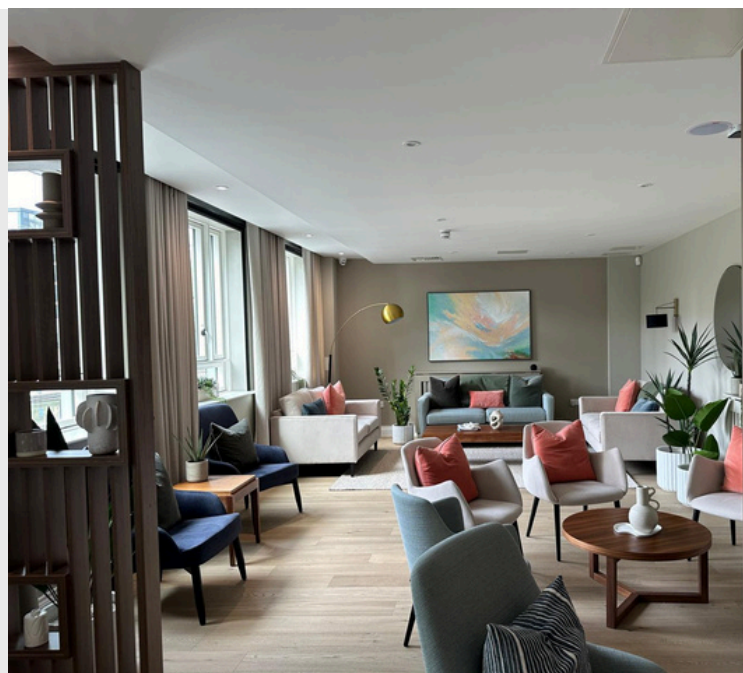
## PEGASUS BATH COFFEE MORNING



**Exciting News Alert!** The 25th of April 2024 was a game-changer for us as we hosted a vibrant coffee morning at The Leat in Bath, unveiling our ground breaking new service offering! Our passionate ambassadors dazzled attendees with insights into our services and how we're revolutionising the narrative. Massive thanks to Pegasus Bath Leat for the incredible opportunity! Ultimately, we are committed to growth, innovation, and inclusivity.

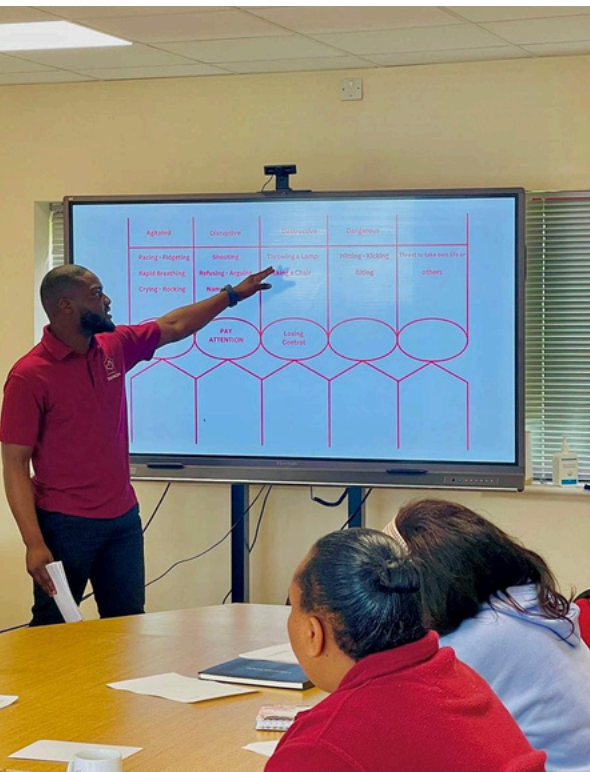
We strive for high standards and to ensure we provide only the best, top-notch, person-centered care. When we embrace diversity, we thrive as a community.

Kudos to our fantastic ambassadors and heartfelt thanks to Pegasus Bath Leat for making it all happen!





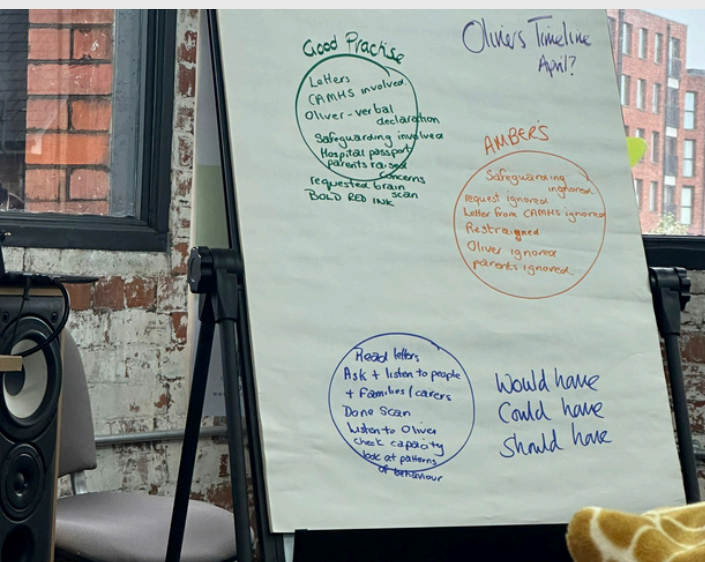
# TRAINING AND DEVELOPMENT



We're thrilled to announce the launch of our very own Training Academy as part of our dedication to growth and expansion. Recently, our in-house train-the-trainer program successfully supported our growing team through a comprehensive 3-day training session covering Positive Behavior Support , De-escalation Techniques , and Physical Intervention . Huge thanks to Changing Lives - NAPPI uk ltd for their fantastic job in ensuring our staff are trained to the highest standard - we couldn't be more grateful! Our team is now fully equipped to provide exceptional care for your loved ones. Our commitment lies in expansion, growth, and most importantly, in showcasing how Divine HomeCare Solutions is transforming the #ProudToCare narrative.







Our dedicated team was supported with the Oliver McGowan Mandatory Training on Learning Disability and Autism. This enriching experience equips our support workers with invaluable insights and skills, ensuring that we provide the highest standard of care for your loved ones.



With each session, we're fostering a culture of empathy and understanding, making every interaction more meaningful. We owe a huge debt of gratitude to Autism Somerset CiC for their tireless dedication to training excellence.

Their support empowers us to be the best support workers we can be! We wholeheartedly endorse Alison and her remarkable team, whose passion and expertise shine through in every session. Join us on this incredible journey of growth and compassion!



# HEALTH AND WELL BEING TIPS



## Here are some health and well-being tips tailored for those with a busy career:

- 1. Prioritise Sleep:** Ensure you're getting 7-9 hours of quality sleep each night. Adequate sleep is crucial for cognitive function, mood regulation, and overall health.
- 2. Stay Hydrated:** Keep a water bottle at your desk and sip water throughout the day. Dehydration can lead to fatigue and decreased cognitive performance.
- 3. Mindful Eating:** Opt for nutritious meals and snacks to fuel your body and mind. Incorporate fruits, vegetables, lean proteins, and whole grains into your diet. Avoid excessive caffeine and sugary snacks that can lead to energy crashes.
- 4. Regular Exercise:** Schedule regular physical activity into your week, even if it's just a short walk during your lunch break or some stretching exercises at your desk. Exercise not only improves physical health but also reduces stress and boosts mood.
- 5. Manage Stress:** Find healthy ways to manage stress such as deep breathing exercises, mindfulness meditation, or taking short breaks to relax and recharge throughout the day. Consider setting boundaries to prevent work from encroaching on your personal time.
- 6. Stay Organised:** Keep a well-organised workspace to reduce clutter and minimize distractions. Use tools like to-do lists, calendars, and time-blocking techniques to manage your workload efficiently.
- 7. Set Realistic Goals:** Break down larger tasks into smaller, manageable goals. Celebrate your achievements along the way to stay motivated and maintain a positive mindset.
- 8. Stay Connected:** Cultivate meaningful relationships with colleagues, friends, and family members. Social support can provide emotional resilience during challenging times and contribute to overall well-being.
- 9. Continuous Learning:** Invest in your personal and professional growth by seeking out opportunities for learning and skill development. This can help prevent burnout and keep you engaged in your career.
- 10. Seek Balance:** Strive for a balance between work, personal life, and self-care. Remember that taking care of your own well-being is essential for long-term success and fulfillment in your career.

By incorporating these tips into your daily routine, you can maintain a healthy lifestyle while excelling in your career.



# UPCOMING EVENTS AND ANNOUNCEMENTS

## JULY BBQ PARTY



### 🎉 Exciting News! We've Achieved Cyber Essentials Plus+ Accreditation! 🎉

Once again, we thrilled to share that we've gone further and successfully achieved **Cyber Essentials Plus+ accreditation!** Congratulations to everyone for this remarkable accomplishment! 🎉

While this marks a significant milestone, let's remember to stay vigilant. Here are some key reminders:

- 🔒 Avoid Clicking Unverified Email Links: Exercise caution with emails.
- 🔒 Use Secure Passwords: Ensure strong, unique passwords.
- 🔒 Implement MFA: Enable Multi-Factor Authentication for all logins.
- 🚫 Avoid Public Wi-Fi: Stay away from unsecured networks.
- 🔄 Keep Devices Updated: Regularly update your devices.

By following these best practices, we can continue to uphold our commitment to cybersecurity.



# ANNOUNCEMENTS

## Divine HomeCare Solutions: Committed to Excellence

We are proud to announce that Divine HomeCare Solutions has been rated as safe, effective, caring, responsive, and well-led in our recent inspection. These results highlight our dedication to providing the highest quality of care.

**Safe and Secure:** Your safety is our priority. Our stringent protocols and well-trained staff ensure a secure environment for all service users.

**Effective Care:** Our tailored care plans meet individual needs, ensuring each service user receives top-notch support.

**Caring Staff:** Our compassionate and respectful staff are dedicated to making a positive difference in your life.

**Responsive Services:** We adapt quickly to your changing needs, providing prompt and appropriate care based on your feedback.

**Strong Leadership:** Our clear vision and robust governance ensure that we maintain high standards and drive continuous improvement.

**Ongoing Improvement:** We are committed to continually enhancing our services to exceed your expectations.

**To our service users, staff, and partners: thank you for your trust. We will keep working to ensure Divine HomeCare Solutions remains a leader in quality home care.**

Section 5 - Record of Contract Monitoring Meeting & Annual Review Summary Report	
Date contract monitoring visit and meeting took place	20.05.2024
<b>Overall:</b> from 10 domains: 0 domains need improvement ,10 domains are in good level of compliance.	
<b>Domains:</b>	<i>In good level of compliance/ needs improvement</i>
Service user experience	In good level of compliance
Staff & Workforce	In good level of compliance
Infection Prevention and Control	In good level of compliance
Safeguarding	In good level of compliance
Diversity and Equality	In good level of compliance
Accident and incident Reporting	In good level of compliance
End of life Care	In good level of compliance
Mental Health	In good level of compliance
Medicine Management	In good level of compliance
Working in partnership	In good level of compliance

meAssessmentsProvider ReturnsDocuments

Logged in as leary@wenzl.divinehcs@nhs.uk

## PAMMS INTELLIGENT CARE

PAMMS South

### Southwest Community Services OP v2.3 for Divine HomeCare Solutions

Overall Rating  
★★★★★  
EXCEEDS COMPLIANCE

Assessment Completed 14/09/2023

#### Domains

1. Involvement and Information	Exceeds compliance	★★★★★
2. Personalised Care and Support	Compliant	★★★★☆
3. Safeguarding and Safety	Exceeds compliance	★★★★★
4. Suitability of Staffing	Compliant	★★★★☆
5. Quality of Management	Compliant	★★★★☆

#### Standards

1. Respecting and Involving Service Users	Exceeds compliance	★★★★★
2. Consent	Compliant	★★★★☆
3. Care and Welfare of Service Users	Compliant	★★★★☆
4. Meeting Nutritional Needs	Compliant	★★★★☆
5. Co-operating with other Providers	Compliant	★★★★☆
6. Safeguarding People who use the Service from Abuse	Compliant	★★★★☆
7. Cleanliness and Infection Control	Compliant	★★★★☆
8. Management of Medicines	Compliant	★★★★☆
9. Safety and Suitability of Premises	Compliant	★★★★☆
10. Safety, Availability and Suitability of Equipment	Exceeds compliance	★★★★★
11. Requirements Relating to Staff Recruitment	Compliant	★★★★☆
12. Staffing and Staff Deployment	Compliant	★★★★☆
13. Staff Support	Compliant	★★★★☆
14. Assessing and Monitoring the Quality of Service Provision	Compliant	★★★★☆

**Address**  
Divine HomeCare Solutions, Unit 22, Midlands Enterprise Park, Radstock Road, Midsomer Norton, Radstock, Avon

**Provider**  
Divine Healthcare Business Solutions Limited

**Parent Company**

**Services**  
• No services listed

### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●



# EMPLOYEE RECOGNITION

## APRIL

### SUPPORT WORKER OF THE MONTH



**SAMUEL KAMAU**

Congratulations Sam on this well-deserved recognition! We are proud to have you as part of our team and wish you continued success in your future endeavors



**Divine HomeCare Solutions**



THANK

YOU



Divine HomeCare Solutions  
*Your Care, Your Trust, Our Passion*

Local Specialist Provider for

- Domiciliary Care
- Live-in Care
- Supported Living
- Complex Care



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