

Monthly Newsletter



5th September, 2025



TRAINING SESSION

WELCOME TO SEPTEMBER AT GIAN HEALTHCARE

We're excited to step into September with fresh energy and a huge thank you to everyone for your hard work throughout August. A special shout-out to all teams involved in the successful completion of our CQC inspection – this achievement reflects your dedication, professionalism, and commitment to high standards of care. Well done!

This month's newsletter is packed with updates to keep you informed and inspired, including:

- ✅ Training news
- 🍂 Autumn care tips
- 🎂 Staff birthdays
- 🏆 Employee of the Month
- 📢 Important updates from across Gian

Keep an eye out for upcoming changes to our website, including easier access to important policies, complaint procedures, and our updated Whistleblowing and Feedback forms—making it even simpler for you to share your voice.

As always, let's continue to lead with excellence. Please stay up to date by reviewing and acknowledging all new policies and communications. Your cooperation keeps us compliant, connected, and ready to provide the best care possible.

Don't forget to follow and share the Gian spirit on our socials:

- 📘 **Facebook:** Gian Healthcare Ltd
- 📷 **Instagram:** @gianhealthcareltd
- 🎵 **TikTok:** @gianhealthcareltd
- 💼 **LinkedIn:** Gian Healthcare Limited

Got ideas or feedback? We want to hear from you!

Head over to the Feedback and Suggestion Box section for how to share your thoughts.

Here's to a positive, productive, and supportive September ahead! ❤️

In this newsletter you can expect:

Community Updates

Meet Employees of the Month

Health and Wellbeing Corner

Training and Development Updates

Upcoming Events & Announcements

Feedback and Suggestion Box

THE NEWS

Catch up on recent highlights and key updates you need to know.

• CQC Inspection at Thornholme completed

We're proud to share that the CQC inspection at Thornholme is complete, and our rating has improved from **Inadequate** to **Good!** 🌟 This is a fantastic achievement and a true reflection of the hard work and commitment across our teams. Huge thanks to Doris and the Thornholme team, and to Felicia and the office team for their incredible focus and dedication throughout the process. Well done, everyone, this success is shared by all of us! 💙 Let's keep the momentum going... onwards to Outstanding! 🚀

 CARE HOME
[14 Thornholme Close](#) Overall: Good
 14 Thornholme Close, Manchester, M18 7RL
 Provided and run by: [Gian Healthcare Ltd](#)
[Full details](#)

 HOMECARE SERVICE
[Gian Healthcare](#) Overall: Good
 Mansion House, Suite B2, 173-191, Wellington Road South, Stockport, SK1 3UA (0161) 464 9603
 Provided and run by: [Gian Healthcare Ltd](#)
[Full details](#)

• Upcoming PQI Inspection – Birchgrove

We'd like to inform all staff that a PQI Inspection will take place at Birchgrove on **11th September 2025**.

This is a great opportunity to showcase the high standards of care, compliance, and teamwork we maintain every day. Please ensure all documentation is up to date, environments are inspection-ready, and policies have been reviewed.

Let's continue to demonstrate excellence in everything we do. Together, we've got this! 💪 🌟

• Policy Acknowledgements

To remain compliant and maintain high standards, all staff are reminded to sign and acknowledge any new or updated policies distributed to them. Staying informed is key to staying compliant.



• Team Meeting Acknowledgements on Citation

All staff are reminded that acknowledging team meetings on Citation is now mandatory. Please ensure you are up to date to remain compliant.

• Social Media Engagement

Our social media platforms are active, and we encourage all staff and followers to engage with our content. Likes, shares, and comments go a long way in spreading awareness about the great work we do!

• Website Revamp

Our website is currently undergoing an exciting remodel, with new features and updates being added. Be sure to check it out and explore what's new on: www.gianhealthcare.co.uk

Important: National Emergency Alert This Weekend

The UK Government will be conducting a National Emergency Alert test this weekend.

 Date: Sunday, 7th September 2025

 Time: Around 3:00 PM

 What to Expect:

A loud siren-like sound and a vibration will be sent to all compatible mobile phones, even if they are on silent.

A message will appear on your phone screen for approximately 10 seconds, advising it is a test.

 This is only a test – no action is needed.

🚫 Reminders for Staff:

If you're working during this time, please be aware of the alert so it doesn't cause alarm or disruption.

Service users, especially those who may be sensitive to loud sounds or unexpected phone alerts, should be informed and reassured in advance.

Let's make sure we're prepared and help those around us feel safe and informed.

 For more info, visit: gov.uk/alerts

Employees of The Month



OLD LANE

Emmanuel Mungoshi

Your dedication to your role has been truly outstanding this month. From always arriving prepared to offering extra help without being asked, your commitment has not gone unnoticed. Thank you for being such a dependable team member.



HOLLINS HOUSE

Daniel Asare

You consistently bring a positive attitude to every shift, creating a calm and welcoming atmosphere for both colleagues and service users. Your kindness and professionalism continue to make a lasting impact.



SCHOFIELD ST

Pamela Mazula

This month, you demonstrated exceptional reliability and care, going the extra mile to ensure service users felt heard and supported. Your compassion is at the heart of what we do. Thank you.



BIRCH GROVE

Linda Mpaweni

Whether it's supporting a teammate or taking initiative during busy shifts, your proactive spirit and teamwork have made a real difference. Your contribution to a smooth, collaborative environment is truly appreciated.



BIRCH GROVE

Andy Addo

Your ability to connect with service users while maintaining high standards of care is a rare strength. Your attentiveness and empathy help build trust and comfort. Thank you for bringing those qualities to every shift.



HILL LANE

Zaid Mayowa Bamigboye

This month, your patience and calm approach under pressure really stood out. You handle challenges with grace and always put the needs of others first. Thank you for setting such a strong example.

Employees of The Month



Oyepeju Ameen Shakiraat

Your flexibility, patience, and willingness to adapt in any situation have been invaluable to the team. You approach every task with care, even during the busiest moments, and it does not go unnoticed.



FROM SUMMER TO AUTUMN: SUPPORTING OURSELVES AND OTHERS THROUGH THE SEASONAL SHIFT

As we say goodbye to the long, sunny days of summer and welcome the cooler, crisper atmosphere of autumn, it's important to recognise how this seasonal transition can affect our wellbeing and that of the individuals we support.

🍁 What to Expect:

- Shorter days and reduced sunlight can impact mood and energy levels, potentially leading to low motivation or signs of seasonal affective disorder (SAD).
- Colder weather can increase discomfort for those with health conditions and may lead to increased time spent indoors.
- Routine changes, such as earlier evenings and indoor activities, can be challenging for some service users, particularly those with cognitive impairments or mental health concerns.

☀️ Quick Tips:

- Maximise daylight exposure by opening curtains and encouraging time outdoors.
- Promote seasonal, nourishing meals to support immunity and energy.
- Offer emotional support and understanding during this transitional time.

💬 What We Can Do:

- Check in regularly with service users and colleagues, changes in mood, sleep, or appetite can be subtle but important to notice.
- Natural light and gentle physical activity can help counter low energy.
- Adjust routines mindfully: Help service users ease into autumn with consistent schedules and warm, layered clothing.
- Focus on comfort and connection: Cosy, calming indoor activities can bring a sense of safety and enjoyment.

COMPLAINTS, COMPLIMENTS, SEXUAL MISCONDUCT AND WHISTLEBLOWING FORM

To improve how we handle feedback, we've launched a new online form on our website. Whether you have a concern, wish to recognise a colleague, or need to report something important, the new system makes it easier, more confidential, and more accessible. To use it, visit www.gianhealthcare.co.uk, go to the **Contact Us** section in the menu, and select **Complaints and Feedback**. There, you'll find all available feedback options and access the new form at the bottom of the page.

TRAINING AND DEVELOPMENT UPDATES

Last month saw some great strides in our commitment to learning and growth at Gian Healthcare!

🙌 Thank you to all staff who participated in the Sexual Harassment in the Workplace training. Your engagement is greatly appreciated.

📅 Upcoming Training Sessions:

Learning Disabilities & Mental Health Training

📅 2nd, 3rd, 4th, 8th & 15th
September 2025

Please check your assigned date and contact Elisha with any enquiries.

📺 Paranoia Training

A new Paranoia training has been sent out via Social Care TV, as communicated by Elisha. The deadline for this training is **3rd November, 2025**.

All staff are expected to complete this training as part of their ongoing development.

Thank you for your continued commitment and teamwork!

KEY HEALTHCARE DATES- AUGUST 2025

This month brings several important health and wellbeing observances that highlight both global and local healthcare priorities. Here are a few we're spotlighting:

♥ Blood Cancer Awareness Month

Promoting awareness of blood cancers such as leukaemia and lymphoma. Stay informed about common symptoms and encourage early diagnosis.

♥ Sickle Cell Awareness Month

Raising awareness of sickle cell disease, its impact, and the importance of early diagnosis and support.

♥ 10th September — World Suicide Prevention Day

A day to raise awareness about suicide prevention and mental health. Take time to check in with colleagues and service users and promote open conversations about wellbeing.

♥ 13th September — World Sepsis Day

Focuses on recognizing sepsis early to save lives. Watch for symptoms like fever, rapid heartbeat, confusion, or breathing difficulties, especially in vulnerable individuals.

♥ 21st September — World Alzheimer's Day

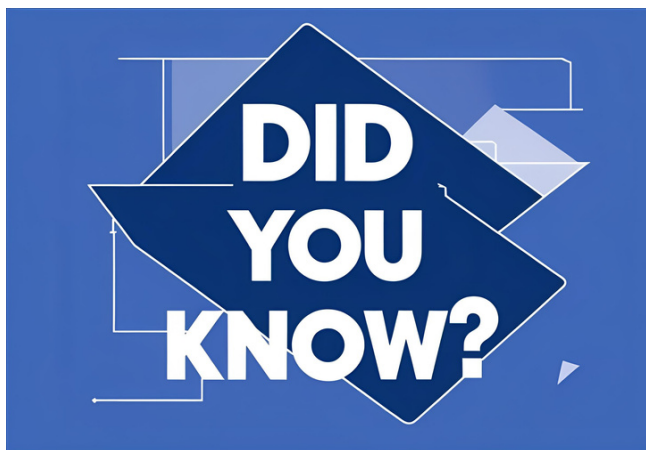
Raises awareness of Alzheimer's and dementia. Encourage patience, empathy, and supportive communication for those affected.

🎯 OUR GOALS FOR THE MONTH

This month, let's continue to develop both personally and as a team by upholding our shared values and duties. Here's our focus:

- ✅ Participate in all scheduled training sessions to remain current and compliant.
- ✅ Read, acknowledge, and sign all newly issued policies and team meeting notes.
- ✅ Consistently deliver high-quality, person-centred care every day.
- ✅ Connect with our social media channels by following, liking, and sharing. Let's highlight the fantastic work across our teams.

Keep up the great effort and let's make September another month of growth and excellence at Gian Healthcare!



Did you know your brain can generate enough electricity to power a small light bulb? That's how powerful our nervous system is, reminding us how amazing the human body truly is!

🎉 SEPTEMBER BIRTHDAY SHOUT-OUTS!

This month, we're raising a toast to our amazing team members celebrating their birthdays! Here's to another year of health, happiness, and success. May your day be as fantastic as you are!

- Pamela Mazula
- Olivia Serwaa
- Joshua Gyatsen
- Ashley Kusi Amponsah
- Philip Dwamena Buabeng
- Kudzai Kachavi

If your birthday sneaked past us, give us a shout so we can celebrate YOU next time with all the fanfare you deserve!

FEEDBACK AND SUGGESTION BOX

Your voice matters! Whether it's an idea for improving our services, feedback on recent training, or a suggestion for the next staff social, we'd love to hear from you.

You can put your concern into the staff feedback form, speak directly to your team Care Coordinator or you can send your suggestions, ideas and concerns to:

ghl@gianhealthcare.co.uk.

Alternatively, you can visit our website and use the new feedback form.

Together, we can keep making Gian Healthcare an even better place to work and receive care.

Thank you for reading!

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