

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ◆



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ◆



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ◆



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ◆



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ◆



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ◆



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ◆



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ◆



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ◆



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



INSIDE THIS ISSUE.....

1. Introduction of the New Electronic Monitoring System (PASS)
2. Salary Increase
3. Work Hours Adjustments Due to reduction in clients
4. Decline in CQC Rating

WELCOME TO HERITAGE STAFF NEWS

We hope this newsletter finds you in good health and high spirits. As we enter the final quarter of 2023, we have several important updates and announcements to share with you. Our commitment to providing excellent staffing services remains unwavering, and we are excited to inform you about recent developments within our organization.

We have had a lot of changes happen in this Quarter, some of our staff left our family, John and Denise and we welcomed some new staff into our family, they include; Mubo, Atinuke,, Vani, Nkechi and Mcklien.



INTRODUCTION OF THE NEW ELECTRONIC MONITORING SYSTEM (PASS)

We are thrilled to introduce the new *Electronic Monitoring System (PASS)*. This state-of-the-art electronic monitoring system will revolutionize the way we track and manage client care. PASS enhances efficiency, transparency, and accountability in our services, ensuring that we continue to provide top-quality care to our clients. Training sessions and support for using PASS will be provided to all staff members in the coming weeks. We believe this system will streamline

our operations and benefit both our clients and our dedicated staff.



SALARY INCREASE

In recognition of your hard work and dedication, we are pleased to announce a salary increase by management for all our staff members. Starting October 1st, 2023, the hourly wage will be raised from £10.50 to £11. We value your commitment to Heritage Staffing Services and understand the importance of fair compensation. This increase reflects our commitment to maintaining a competitive salary structure. ♦



WORK HOURS ADJUSTMENTS DUE TO REDUCTION IN CLIENTS

We acknowledge that there have been a lot of client loss recently, leading to reduction in work hours. While this has impacted some of our team members, we want to assure you that we are actively working on addressing this situation. We value your dedication and understand the challenges this may present, and we are committed to supporting you during this transition. We will also like to remind staff that Heritage Staffing Services is only obliged to provide staff with contracted hour and overtime is on a first come first serve basis in alignment with our business needs, for examples drivers might have more hours because it will be easier for the to commute.



DECLINE IN CQC RATING

We regret to inform you that our Care Quality Commission (CQC) rating, which was previously 'Good,' has now been assessed as 'Requires Improvement.' This is a significant change, and we take it very seriously. The CQC evaluates various aspects of our services, including safety, effectiveness, responsiveness, and leadership. While we have historically excelled in these areas, recent developments have prompted this rating change.

The CQC's concerns primarily revolve around client care, documentation, and adherence to safety protocols. We want to be transparent about the challenges we face in maintaining the high standards that we have always upheld. Rest assured, we are not taking this rating lightly. We have already initiated a **comprehensive** review of our operations, and we are committed to addressing each concern raised by the CQC.

Our immediate action plan includes:

- Reevaluating and strengthening our client care protocols.
- Introduction of new field supervisors for increased supervision,
- Using PASS to ensure proper monitoring of carers.
- Conducting regular internal audits to identify and address any issues promptly.

We are confident that, with your dedication and the implementation of the new electronic monitoring system (PASS), we can regain our 'Good' rating in the near future and even surpass it and become 'Outstanding' Your continued support and commitment to providing high-quality care will be instrumental in achieving this goal.

We appreciate your ongoing dedication to Heritage Staffing Services, especially during these challenging times. Your hard work and professionalism are the foundation of our success, and we look forward to continuing to grow and improve together as a team.

Meeting

Our next staff meeting will be on Wednesday 21st June at 2pm via Microsoft Teams Please make an effort to participate.