

HERITAGE STAFFING NEWS

QUARTERLY STAFF NEWSLETTER



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WELCOME TO HERITAGE STAFF NEWS

A lot has happened this year, and we're here to keep you in the loop with all the exciting developments and milestones we've achieved. Consider this your go-to guide for everything Heritage. We're using this platform to ensure you're up to date with all the key highlights and news that matter most to you. Stay tuned—this is just the beginning of a year filled with big moves and even bigger successes!



PAAMS AUDIT

On May 29th, 2024, Essex County Council swooped in for a thorough inspection of Heritage Staffing—and guess what?

We didn't just pass, we nailed it. Heritage was officially ranked Good—but here's the kicker: one of our innovative moves stole the spotlight.

We turned the tables and gave our care workers a fresh perspective by inviting one of our very own service users to lead a talk. This powerful initiative earned us an Excellent rating. It's proof that we don't just follow the script; we push boundaries, bridge the gaps, and create real connections. The PAAMS report, which dropped in June, backed us up.

It's been a whirlwind, but we're not slowing down anytime soon!

Heritage—always leveling up.



CULTURAL TRANSFORMATION PROGRAMME AND EMBEDDING THE BEHAVIORAL FRAMEWORK

In July, we took a bold step by engaging our team in a **Cultural Transformation Programme** designed to promote a positive and inclusive workplace culture. This initiative centered on understanding and embracing the differences among our team members, paving the way for stronger collaboration and communication. ♦

The results have been powerful—employees are reporting that they feel more valued and understood, leading to a more cohesive and respectful environment. By fostering an appreciation for diverse perspectives, we've not only strengthened our internal culture but also created a more inclusive experience for our service users.

We're now taking this a step further by developing a behavioral framework that will soon be embedded across the organization. This framework will serve as a guide to ensure that inclusivity and respect continue to drive everything we do, making Heritage a workplace where everyone can thrive

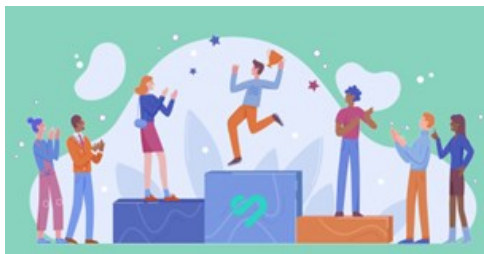


CREATION OF FEMALE ROUND

In true Heritage style, we took things up a notch by shaking up the care game. To respect religious and personal preferences, we launched **female-only care rounds** and matched male carers with the right service users.

It's more than just a policy—it's about making sure everyone feels seen, respected, and, most importantly, **comfortable**.

The impact? Major. Our female service users from religious backgrounds are breathing a sigh of relief knowing they've got female carers looking out for them. Satisfaction levels? Through the roof. At Heritage, we don't just deliver care—we **get it right**.



INTRODUCTION OF STAFF RECOGNITION PROGRAMME AHEAD OF CHRISTMAS

In line with our Cultural Transformation, we're excited to announce the **Introduction of our Staff Recognition Programme** just in time for Christmas! This initiative is all about shining a spotlight on the incredible work our team does day in and day out.

As we head into the festive season, we'll be celebrating those who go above and beyond, recognizing standout contributions, and showing our appreciation for the dedication and passion that drives

Heritage forward. Get ready—it's time to give credit where it's due!

Meeting

Mark your calendars—the next staff meeting will be on **24th September 2024**. Be sure to join as we continue to push forward with exciting initiatives and updates.