

THE HERITAGE CHRONICLES

QUARTERLY STAFF NEWSLETTER



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Welcome to Our Fourth Quarter Newsletter

As we come to the end of another successful year, we would like to thank every member of Team Heritage for your hard work, dedication and commitment throughout 2025.

This quarter has been filled with achievements, learning opportunities and celebrations, all of which have strengthened our organisation and reinforced our commitment to delivering outstanding person-centred care.

In this final edition of the year, we reflect on some of the highlights from the last three months and celebrate the people who continue to make Heritage Staffing Services a great place to work.

Celebrating Together – Our Christmas Party Returns!

Following valuable feedback from our staff over the past few years, we were delighted to bring back the Heritage Christmas Party for the first time in three years.

The event was a fantastic opportunity for colleagues from across the organisation to come together away from the workplace, celebrate another successful year and recognise the incredible work carried out by our teams every day. It was wonderful to see so many staff enjoying the evening, catching up with colleagues and celebrating the festive season together.

Thank you to everyone who attended and helped make the event such a memorable success. We look forward to making this an annual tradition once again.



Complex Care Training Success

This quarter, members of our team completed specialist Complex Care Training delivered by Priocare Health Solutions Ltd.

The training covered advanced care techniques, clinical best practice and the skills required to safely support individuals with increasingly complex healthcare needs. We would like to extend a special thank you to Debbie, whose engaging teaching style, knowledge and practical approach received outstanding feedback

from everyone who attended. Staff commented that the course was informative, interactive and extremely valuable in building their confidence when delivering complex care.

Continuous learning remains central to our commitment to providing safe, effective and high-quality care.

Welcome to Team Heritage

We are pleased to welcome Ose to the Heritage family.

We wish Ose every success in their new role and look forward to the experience, enthusiasm and commitment they will bring to our growing team. We hope you enjoy a long and rewarding career with Heritage Staffing Services.

Annual Staff Appraisals Completed

During November, we successfully completed our annual staff appraisal programme.

Appraisals provide an important opportunity for staff and managers to reflect on achievements, discuss career development, recognise excellent performance and identify future learning opportunities. Thank you to everyone who participated positively in the appraisal process. The valuable discussions held will help us continue investing in our people and improving

the quality of care we provide.

Essex County Council Contract Update

We received an important update from Essex County Council regarding the implementation of the new care contracts.

The Council advised providers that, due to the volume of contracts being issued, not all agreements could be circulated via DocuSign before the new contract commencement date of 9 November 2025. Providers accepting new care packages were informed that services would initially operate under the draft Terms and Conditions, with the formal contracts to follow shortly afterwards.

Heritage Staffing Services continues to work closely with Essex County Council to ensure compliance with all contractual requirements and to maintain uninterrupted, high-quality care for the people we support..

Looking Back at 2025

As we reflect on the past year, we are proud of everything we have achieved together, including:

Continued growth across our services.

Expansion of our Supported Living provision.

Achievement of ISO 9001:2015 and ISO 27001:2022 certification. Investment in staff development through specialist training.

Strengthening quality assurance and compliance.

Welcoming new colleagues to Team Heritage.

Receiving positive feedback from service users, families and healthcare professionals.

Thank You

As we close another successful year, we would like to express our sincere gratitude to every member of Team Heritage.

Your compassion, professionalism and commitment continue to make a positive difference in the lives of the people we support every single day.

Thank you for everything you have achieved throughout 2025. We wish you and your families a wonderful festive season and a happy, healthy and successful New Year.

We look forward to continuing our journey together in 2026.



Next meeting 28/01/26