

THE HERITAGE CHRONICLES

QUARTERLY STAFF NEWSLETTER



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Welcome to Our Second Quarter Newsletter

Welcome to the second edition of the Heritage Staffing Services Newsletter for 2026.

The second quarter has been an exciting period of progress and transformation for Heritage. We have continued to strengthen our services, embrace new technology and prepare for the future while maintaining our commitment to delivering safe, effective, caring, responsive and well-led care.

Thank you to every member of Team Heritage for your continued professionalism, flexibility and dedication during this period of change. Your willingness to adapt and support one another has been instrumental in ensuring we continue to provide exceptional care to the people we support., staff achievements, training .

Domiciliary Care AQP Contract Commences

We are delighted to announce the successful commencement of our Domiciliary Care Any Qualified Provider (AQP) Contract.

This marks another significant milestone for Heritage Staffing Services and reflects the confidence commissioners have in the quality of the care we provide. The new contract allows us to continue supporting more individuals within our communities while maintaining our person-centred approach and high standards of service delivery.

We would like to thank every member of staff whose hard work and commitment helped make this achievement possible..

Transition to Access Care Planning

As part of our digital transformation programme, we are preparing for the transition from PASS for Care to Access Care Planning.

The PASS for Care system will officially be retired at the end of June 2026, making way for our new digital care management platform.

Access Care Planning will provide:

Improved care planning and documentation.

Enhanced communication between carers and the office.

Better electronic monitoring.

Real-time updates to care records.

Improved reporting and compliance.

Greater efficiency across our services.

This transition represents an important investment in the future of Heritage and will support us in continuing to deliver outstanding care.

Access Care Planning Training

To ensure a smooth transition, comprehensive training sessions will be delivered throughout the second quarter.

All staff will receive practical guidance on using the new system, including:

Accessing care plans.

Completing electronic care notes.

Recording medication administration.

Updating observations.

Managing visits electronically.

Best practice for accurate documentation.

We encourage everyone to actively participate in the training sessions and ask questions. The knowledge and confidence gained will help make the transition as seamless as possible.

Annual Hours and Earnings Survey (ASHE) Update

The Office for National Statistics (ONS) has introduced important changes to the Annual Hours and Earnings Survey (ASHE).

From 20 April 2026, the survey will move to a secure online platform, allowing employers to complete submissions through a personalised online account.

Where Heritage Staffing Services is selected to participate, we will complete the survey using the new digital process in accordance with the updated guidance. This change aims to improve efficiency, security and the accuracy of national employment and earnings data.

QUALITY IMPROVEMENT

We remain committed to continuously improving the quality of our services.

During this quarter we have continued to:

Complete quality assurance audits.

Review care plans and risk assessments.

Monitor medication administration.

Carry out staff supervisions and spot checks.

Promote person-centred care.

Strengthen partnership working with healthcare professionals.

Every improvement we make helps enhance the experience and outcomes of the people we support.

Training and Development

Continuous learning remains at the

Please remember to:

Attend all scheduled training sessions.

Complete mandatory refresher training before it expires.

Familiarise yourself with Access Care Planning ahead of the system launch.

Speak to your manager if you require additional support or guidance.

Investing in our people enables us to continue delivering the highest standards of

Celebrating Our Team

Thank you to every member of Team Heritage for your continued dedication, compassion and professionalism.

Your commitment to supporting service users with dignity, respect and kindness continues to make a meaningful difference every day.

We are proud of everything you achieve and appreciate the care you provide to those who depend on us.



Next meeting 28/-7/2-26