

THE HERITAGE CHRONICLES

QUARTERLY STAFF NEWSLETTER



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Welcome to Our First Quarter Newsletter

Welcome to the first edition of the Heritage Staffing Services Newsletter for 2026!

We hope you all had a wonderful Christmas and New Year and enjoyed a well-deserved break with family and friends. We would also like to thank everyone who attended our Heritage Christmas Party. It was fantastic to see so many colleagues come together to celebrate the festive season after a three-year break. The evening was filled with laughter, great company and well-deserved recognition of the incredible work our teams do throughout the year. We appreciate everyone who helped make the event such a memorable success.

As we begin another exciting year, we remain committed to delivering safe, effective, caring, responsive and well-led services while continuing to invest in our staff, embrace new technology and improve the quality of care we provide.

The first quarter of 2026 has already brought exciting developments for Heritage, including the introduction of our new Access Care Planning

system and important updates to staff benefits. Thank you to every member of Team Heritage for your continued professionalism, compassion and dedication. We look forward to another successful year of working together to provide outstanding, person-centred care.

NEST Pension Re-Enrolment

As part of our ongoing commitment to supporting staff and meeting our legal responsibilities as an employer, eligible employees were re-enrolled into the NEST Workplace Pension Scheme during this quarter.

Automatic re-enrolment is a statutory requirement that helps staff continue saving towards their retirement while providing financial security for the future.

If you have any questions regarding your pension contributions or membership, please speak to the office, and we will be happy to assist.

Investing in Quality

Throughout the first quarter, we have continued to focus on delivering high-quality care by:

Reviewing care plans and risk assessments.

Completing medication audits.

Undertaking spot checks and competency assessments.

Monitoring electronic care records.

Strengthening quality assurance processes.

Continuing staff supervision and support.

These activities help ensure we continue to provide safe, person-centred care while maintaining compliance with CQC standards.

Learning and Development

Continuous learning remains one of our key priorities.

Staff have continued to complete mandatory refresher training and specialist learning to ensure they remain confident and competent in delivering excellent care.

Thank you to everyone who continues to invest in their professional development.

Important Reminders

As we continue through 2026, please remember to:

- Keep your training up to date.
- Complete all electronic care records accurately and promptly.
- Report concerns immediately.
- Maintain confidentiality at all times.
- Wear your uniform and ID badge during every visit.

Continue delivering person-centred care with dignity, compassion and respect.

Celebrating Our Team

Every day our carers make a positive difference to the lives of the people we support.

Whether helping someone remain independent, providing reassurance during difficult

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Thank you for your continued professionalism and commitment.

Throwback Christmas Party 2025



Meeting

As we move into the second quarter of 2026, we remain committed to continuously improving our services, supporting our staff, and delivering outstanding person-centred care to every individual we support. Thank you for your continued dedication, professionalism and teamwork, which make Heritage Staffing Services a trusted provider of high-quality care.

We look forward to seeing everyone at our next staff meeting on 20 April 2026, where we will share organisational updates, recognise achievements, discuss key developments, and outline our priorities for the months ahead.

Together, we will continue to build on our successes and make a positive difference in the lives of those we support.

