



York Personal Support Newsletter

Tel: 01904 217522

www.yorkpersonalsupport.co.uk

Edition 20

Summer 2024

We hope you are all keeping safe and well and enjoying the lovely weather.

Apologies for the delay in writing this newsletter. We have all been working hard to get to grips with our new software system 'careline live'. Thank you to everyone for their patience and understanding while we adopt this new system.

We once again bring you some fantastic award news!

Homecare Awards 2024

We have, for the 4th year running, won the 'Top 20 Homecare Award for Yorkshire and Humber'! This is out of over 800 providers, so a huge achievement. We would like to say once again a heartfelt 'thank you' to all our wonderful team, and to our customers and family members who took the time to leave such positive reviews on the Homecare website. It really does mean so much to us all.

www.homecare.co.uk



Long Service Awards



Congratulations to Rachael, Tony and Louise who celebrate five years working at York Personal Support. We thank you all for your hard work, loyalty, and dedication.

Survey Results: A Big Thank You!

We're excited to share the results of our recent customer satisfaction survey! A huge thank you to everyone who participated—your feedback is incredibly valuable.

Here are some highlights:

100% of respondents feel respected and treated with dignity by their Personal Assistants.

79% are very satisfied with the overall quality of our services, and 74% are very satisfied with our communication.

We also received some wonderful comments. Here are just a couple:

"We have received magnificent support and care from all. The personal care is superb and such a godsend to our family."

"My care is excellent and to the highest standard. The wonderful care gives me a great state of mind and is an immense positive contribution to my high-quality life."

Your suggestions, including the need for more tech-savvy personal assistants and extended support hours, are being taken into consideration as we continuously strive to improve our services.

Thank you again for your feedback – it will enable us to improve the support we provide.

Strength-Based Approach

As part of our ongoing commitment to providing the highest quality of support, we are excited to introduce the Strength-Based Approach. This approach focuses on highlighting and building upon each customer's unique strengths and abilities, rather than merely addressing their needs and limitations.

So, what does this mean for you and your Personal Assistants? (PAs) Rather than just focusing on challenges, the Strength-Based Approach encourages us to identify and enhance what you already excel at. It's about recognising your skills, interests, and capacities, and using them as a foundation to support your goals and aspirations.

For example, if you have a passion for cooking, a knack for gardening, or a love for music, we'll work with you to incorporate these interests into your support plan. This approach not only improves your quality of life but also empowers you to take an active role in your own support. Your PAs will focus on these strengths, ensuring that support is both respectful and empowering.

By adopting this approach, we aim to create a more personalised and fulfilling experience for you. It's about working together to help you thrive and achieve your personal goals.

HELLO AND WELCOME TO OUR NEW PERSONAL ASSISTANTS

A warm welcome to Rose and Emma. We look forward to working with you. Also, 'hello again' to Sam who rejoined us in the spring.

Please note we have a new telephone number: 01904 217522

Please note – if at any time you are unable to contact York Personal Support on the office number, you can contact us on the following mobile numbers: 07949 328682 (Deborah) or 07487 692834 (Denise).