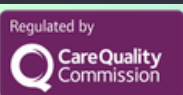


Elborough

CARE SERVICES

Welcome Pack



North Somerset Healthy Workplaces Award

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Welcome Message

Warmest Welcome to Elborough

We're absolutely delighted to have you on board and look forward to working alongside you. We recognise that your skills, experience, and passion will be a valuable addition to our team, and we're truly grateful you've chosen to join us.

At Elborough, we take great pride in our culture, values, and mission, and we're excited to see how your contributions will help us grow and continue making a positive impact.

Our team is deeply committed to collaboration and mutual support for one another, our clients, and the wider community. We believe in creating a workplace where everyone feels respected, heard, and empowered to thrive.

If there is ever anything you need, please know we're here to support you every step of the way.

We hope your time with Elborough is long, fulfilling, and happy.

With heartfelt thanks and gratitude,

The Elborough Team



Who we are

Elborough Care Services is a CQC-registered service provider specialising in complex care. Founded on the principle of placing individuals at the heart of everything we do, we ensure everyone receives high-quality, person-centred services.

We provide expert personal care and nursing services for individuals of all ages, from birth to end of life, with a particular focus on those with complex care needs. Available 24/7, our services are designed to promote optimal health and well-being, all within the comfort of our clients homes. We also support daily activities, including attending school, work, vacations, and community events, ensuring that our clients can live fully and independently.

Mission

We are united by our passion for using high-quality person-centred care to enrich and transform the lives of our clients and their loved ones.

Our Aim

It is our aim to foster a collaborative community where everyone, service users and staff alike, feels safe, supported, and valued. We believe everyone benefits from feeling listened to, appreciated, and supported in having their needs met.



Our Values

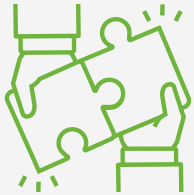
Caring



We always involve you in decision making, putting your needs first.

We care for the health, safety and wellbeing of everyone, speaking up when others can't and challenging any form of bullying.

Collaborate



We work in partnership with you, the people close to you and the other professionals working with you so that we can ensure all your needs are met.

Community



We develop and maintain relationships in the community, so we can learn from others.

We are excellent role models who encourage a spirit of support, respect, continual learning, reflective practice, and teamwork.



This powerful philosophy reminds us that our **individual strength is tied to the collective strength of the community**. When we come together, we create something great. In our team, **every voice matters**, and each member plays an essential role in shaping our shared success. By sharing your **thoughts, feelings, and perspectives**, you contribute to our growth and learning.

It's through **open communication and mutual support** that we create an environment where everyone feels **heard, valued, and empowered**. Together, we build a space where **challenges are met with solutions, differences are celebrated**, and every member's **well-being is nurtured**.

When we **lift each other up**, we grow stronger as a community, and the **positive energy** we create extends beyond the workplace, **enriching** all that we do.



Clinical Temps Ltd is a care staffing agency dedicated to helping care services provide excellent support through a compassionate and dependable workforce. Available 24/7, Clinical Temps supply trustworthy, reliable, and qualified staff who integrate seamlessly and act responsibly across hospitals, care homes, and community settings.

Clinical Temps strives to be a trusted partner for healthcare providers while offering clinicians a supportive and rewarding experience, with strong training, supervision, and equal opportunities.

Relationship with Elborough Care Services:

Clinical Temps and Elborough Care Services are separate companies but are jointly controlled entities, meaning both companies are overseen by the same directors who share decision-making authority.

Both companies uphold the same values and collaborate closely to deliver unique, high-quality services.

When Elborough engages Clinical Temps staff, they can do so with complete confidence. Every member of the team is carefully vetted, trained, and supported to meet the highest compliance and quality standards, all under the guidance of the same dedicated head office team. This seamless connection ensures reliable, compassionate, and professional care, even when filling rota gaps or covering short-term staffing needs.

Your Wellbeing Matters: Support and Advice for Staff

We are fully committed to your wellbeing and take our responsibility to ensure a safe and supportive workplace very seriously. We recognise that the nature of your work can sometimes bring additional stress and challenges. That's why we encourage you to be open, engage in debriefs, report concerns, and support one another.

Wellbeing Coordinator

Our wellbeing coordinator is available for wellbeing check-ins and general support meetings to offer guidance, signposting, and assistance.

They can offer a friendly, non judgemental and understanding ear and help you advocate for any needs you have at work.



Charlene Pickles



charlene.pickles@elboroughcares.co.uk



07480 832349

EAP

We also understand that life outside of work can sometimes create difficulties that affect your wellbeing.

To ensure you are holistically supported, we signed up to a 24/7 EAP available to all staff. This service is completely confidential and not directly linked to us, providing you with a safe space to seek support for any of life's challenges. They can help with a variety of things including:



Counselling



Health



Finance



Housing



Relationships



Legal

My Healthy Advantage App

Code: *MHA049211*

24/7 helpline:

0800 032 7097

wisdom.healthassured.org/login

Username: *Croner* Password: *EAP*

Speak Up & Share



*We want your voice to influence everything we do.
Every thought, feeling, and concern from our team is both valid
and valued.*

Speak Up Champions

We are proud to introduce our Speak Out Champions,
a group dedicated to ensuring your voice is heard and valued.

They're here to help you share what's on your mind, whether it's:

- Ideas for improvement
- Concerns
- Celebrations
- Quibbles
- Worries you're facing
- Adjustments you need in your role
- Questions or clarifications
- Praise for your colleagues
- Feedback you receive or wish to share
- Anything else: if it matters to you it matters to us!



Our Speak Out Champions are ready to **listen and support** you.
Big or small, they want to know any challenges or victories you're experiencing.
By **sharing your thoughts**, you help us create a more **supportive environment**
where everyone feels **empowered to contribute to positive change**.

Charlene Pickles

 charlene.pickles@elboroughcares.co.uk

 07480832349

John Holliday

 john.holliday@elboroughcares.co.uk

 07491825414

Fiona Cawsey

 fiona.cawsey@elboroughcares.co.uk

 07460009526



This powerful philosophy reminds us that our **individual strength** is tied to the **collective strength of the community**. When we come together, we create something great. In our team, **every voice matters**, and each member plays an essential role in shaping our shared success. By sharing your **thoughts, feelings**, and **perspectives**, you contribute to our growth and learning.

It's through **open communication** and **mutual support** that we create an environment where everyone feels **heard, valued, and empowered**. Together, we build a space where **challenges are met with solutions**, **differences are celebrated**, and every member's **well-being is nurtured**.

When we **lift each other up**, we grow stronger as a team, and the **positive energy** we create extends beyond the workplace, **enriching** all that we do.

Menopause Champion & Health Advocate

We are fully committed to supporting your health and wellbeing, and we take our responsibility to maintain a safe and supportive workplace very seriously. We encourage all staff to feel comfortable speaking up about their health, so we can ensure the right support is in place for you.

To further this commitment, we have appointed a designated team member as our menopause champion and health advocate.

Fiona is available to all staff, offering a listening ear, general advice, signposting to supportive services, and advocacy for your needs, where she will work with the team to create a plan# that supports your health and wellbeing at work.



Menopause

Menopause is something we all need to be open about, as it can be a challenging phase of life with each person experiencing it differently. This natural part of aging can bring both physical and mental challenges. Fiona is here to help you navigate this time or provide advice if you have any concerns or questions, whether for yourself or someone else. For those going through menopause or perimenopause, Fiona can work with you to create a tailored and flexible action plan to ensure you have the right support at work.

Health

Fiona is available to support the health and wellbeing of all staff, not just those experiencing menopause. She serves as a point of contact for anyone with health concerns, offering a compassionate and non-judgmental space to discuss your needs. Fiona can then assist in ensuring that Elborough provides the appropriate support and makes reasonable adjustments to meet your health requirements.

Fiona Cawsey



fiona.cawsey@elboroughcares.co.uk



01934 805830

What Elborough

Asks From You



At Elborough, we pride ourselves on providing a gold-standard level of care, and we expect the same from all our clinicians. To achieve this, we require your full commitment to our process, as we seek the best professionals to deliver exceptional services to those we support.

Our Process

We have a thorough recruitment process designed to ensure we select the right people for the right roles. Due to the nature of our work, legislative requirements, and the expectations of local authorities, we follow a detailed step-by-step process. As a result, we may request a significant amount of information from you. This is all to ensure we make the best and safest decisions.

Compliance is a continuous part of our commitment to delivering exceptional care. Throughout your time with us, we will work closely with you to uphold the highest standards and ensure you remain aligned with all regulatory and legislative requirements. We believe this ongoing focus on compliance helps protect both our clients and our professionals, keeping everyone safe and secure.

As a healthcare professional, you are of the utmost importance to us, and we are committed to treating you with the respect and support you deserve. While the recruitment process may seem demanding at times, it is essential for ensuring both the safety of those we care for and your own professional wellbeing. In return, we promise to value and appreciate your contributions. We ask for the same level of respect and dedication from you as we work together to provide the best care possible.

FAQ's



General

Is there a dress code?

Smart casual, comfortable and appropriate clothing and footwear that you can wear for long periods. Supportive footwear is required, so sliders are not allowed.

Who do I inform if supplies/shopping are needed at a Package?

Contact Fiona on 07460 009526 during office hours with a clear list of all items needed. Please make sure you include everything and do not wait until supplies run out before contacting.

Who is on call and how do I know?

The Registered Manager or Cheryl, the Clinical Lead, will be on call unless otherwise advised in the WhatsApp groups.

What should I do if the tablet isn't working?

Please call the office immediately on 01934 805830 and a member of staff will assist you.

Supervision

Should I be worried about my Supervision?

No. This is your time to talk. It is an opportunity to discuss any concerns and share updates or feedback.

Do I need to bring anything to my Supervision?

No, but it may be helpful to bring a notebook and pen to write down anything you want to remember. You can also prepare an agenda of topics you would like to discuss.

Where and when will my Supervision be?

These will often be carried out via Teams or remotely unless your team leader specifies it to be in person. They are scheduled every six to eight weeks with your team leader.

FAQ's



Finance

How do clinicians get paid?

All clinicians must register with an umbrella company. They will request proof of ID, proof of address, and bank details. PAYE tax and National Insurance will be deducted from your wages.

When is payday?

Please check with your umbrella company. You will also receive a payslip from them.

Am I eligible for holiday pay?

Please ask your umbrella company about their holiday pay scheme when you register.

How do I submit my hours worked per week?

Any hours worked must be submitted through timesheets, which need to be signed by a staff member you are working with or a staff member taking over from you. Timesheets can be submitted after every shift. We are unable to process unsigned timesheets, so please ensure they are signed on time to avoid delays in payment.

Travel/Accommodation allowances?

Some packages offer travel and accommodation allowances for clinicians travelling from outside the local area. Local clinicians are reimbursed for mileage to and from home, depending on distance. Contact Angie on 07927 905730 for claims and invoice submission. Please confirm pay rates and mileage when booked to avoid confusion.

Will I be paid for training outside shifts?

No. Training is part of your professional requirement to stay updated with legislation and guidelines.



Well-being Co-Ordinator

What do I do?

I am here to support the mental and physical wellbeing of staff, in work or out of work situations. I can recommend services which may be of help to you.

Can I speak on your behalf?

I can't speak for you, but I can be there supporting you while you have the conversations.

Do you deal with suspension?

I do not deal with the suspension, but I am the point of contact during investigation.

When/ where can I speak to you?

You can come into the office to chat, a phone call, or even meeting face to face out of the workplace.

Are our conversations confidential?

They are to a certain extent, but I may have to divulge information to protect individuals safety.

Speak up Champions

If I report a colleague will the find out?

If you report a colleague, your identity is protected under our confidentiality policy. While some investigations need details, we take care to remain discreet. Legal protections also prevent retaliation.

If I am concerned for my own mental health, how will you help?

If you're struggling with your mental health, please reach out. Support is available through trusted colleagues, professionals, or helplines. You are not alone, and asking for help is a positive step. We're here to guide you.



Rota

My shift location has changed, but I already booked and paid for the accommodation. What should I do?

Accommodation should always be booked as a flexi booking.

Why has my shift location changed?

Shifts changes can happen for several reasons: new package, end of package, change of needs in the package, skills mix etc. All changes are done only when they are necessary.

How do I give my availability?

Availability should be added to Logezy by Monday 12pm for the following week. If you need to update your availability after 12pm please do this in the app and send a message to the Rota Coordinator.

Who do I contact outside office hours?

For non-clinical reasons please call 01934 806774. This number is in use Monday till Friday: 6am till 9am and 6pm till 10:30pm. Saturday and Sunday 6am till 10:30pm. This number must not be used in Office Hours. If you can't get through, please continue to try till you do.

For All Clinical Calls please call: 07368 368464.

How much time must I give before cancelling my shift?

You must try your best to give at least 24 hours' notice before your shift starts to inform us that you will not be able to attend.



Compliance

What training do I need to do?

All required e-learning training will be provided by Elborough via our eLearning portal, with the opportunity for additional training. Please get in touch with the Compliance Team at compliance@elboroughcares.co.uk if you would like more information. However, we do not provide practical courses such as PMVA, Manual Handling and Basic Life Support. You will need to seek these from an external provider. Once you provide the certificates, we will need to verify them with the trainer, so please have this information on hand in case we contact you.

What can I use as proof of address?

Utility bill, Council Tax bill, full Driving License, Bank Statement, Mortgage Statement, Solicitor's letter, Council or Housing Association letter, HMRC letter, Benefits form, or Electoral Register. All must be within specified time periods, and the Compliance and/or Recruitment team can provide further assistance if needed.

In terms of my health, what do you need me to provide as evidence and for be able to work safely?

We will ask you to complete an Annual Health Declaration form (we can send this to you) and to provide your full Immunizations history (you can request this off your GP). We advise it is best to cover yourself and our vulnerable clients by having the Coronavirus Vaccination, also some of clients will only let you work there if you have had your vaccines. Therefore we would ideally need your Covid Travel Pass, which you can get off your NHS app but failing that we will except Coronavirus Vaccination Confirmation.

Why do we need to verify training?

It's important that we verify training to keep our company and the individuals we support safe. There are times where fake certificates have been found. Fake certificates are fraudulent and can put the individuals we support in harm's way.



Compliance

How do I apply for an Overseas police check?

Guidance can be found here

<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

What Driving documentation do you need from me for my file?

We will need you to sign our Driving Licence consent form (we can send this to you) to perform the following checks: DVLA Online Employers Check and an MOT Check. We will also need a copy of your Driving Licence and a copy of your Business Car Insurance too.

How many forms of ID do I need?

We must have two documents on file for you at least, showing all four corners and a true copy of the original. Must be a clear copy and able to read the document fully. All documents must be in date if not we will need you to send us the latest version for your file.

What Nurse documentation do you need from me as evidence for my file? You must have undertaken a Clinical Nurse Interview with Elborough upon joining, your Nurses Diploma certificate, Entry Statement Certificate, Nurses Liability Insurance and we perform an Employers Pin Check via the NMC website.

What kind of documents can be used as a form of ID?

We can use Passport, Birth Certificate, Driving Licence, BRP, Marriage Certificate, Deed Poll Document (for name change purposes), Adoption Certificate and or Residence Permit.

How often do I need to renew my badge?

You must renew your badge annually. If your renewal is approaching, please contact the Compliance team at compliance@elboroughcares.co.uk. The expiry date is also printed on your card.



Compliance

How to access the Oliver McGowan training?

You can access this via the EFHL NHS website or copy and paste this link.

[The Oliver McGowan Mandatory Training on Learning Disability and Autism - eLearning for healthcare \(e-lfh.org.uk\)](#)

How do I access 'Log My Care'?

Each package has a tablet, and each member of staff will be allocated a pin to gain access to the system.

Where can I find the policies and procedures for the company? All Elborough's Policies and Procedures can be found on the website named QCS -

<https://app.qcs.co.uk/account/login>

How do I gain access to QCS?

Login details are provided by the Recruitment Team when you start. However, both the Compliance and Recruitment team can assist with any login issues.

What specific immunizations do I need to work with Elborough?

We require you to have had the following immunizations: Hepatitis B and Booster, MMR x2, BCG/TB, Varicella, Tetanus, Diphtheria and Polio.

How is my personal information kept safe?

We take data protection and GDPR seriously, and your information is always handled safely. We only keep what we need, for as long as we need it. Full details of your rights and how we use your data can be found in your agreement and our policies.



Recruitment

Why is the recruitment onboarding a long process?

Our recruitment onboarding is thorough and detailed to ensure the protection of the vulnerable individuals we support. As a CQC-registered and Ofsted registered organisation, we must adhere to their regulations. As a gold-standard care company, we maintain high compliance standards from the recruitment process throughout your entire journey with us.

How long will the recruitment onboarding take?

We try to get all individuals through the recruitment onboarding as quickly as possible. It's important to remember that the sooner you provide everything to the recruitment team, the quicker the process will be. There is no definitive time frame.

Will I get regular shifts once I am onboarded?

At Elborough Care Services, your terms and conditions will be zero hours unless your contract states otherwise. The care needs of the individuals we support change frequently, so we experience busy and quiet times.

Do I get paid for attending the induction?

We don't pay for you to attend the induction.

Helpful Websites



Work Systems & Portals

Logezy – Staff Login

Log into the Logezy platform to update your shifts and availability.

QCS - Policy Centre Dashboard

Keep up to date with Elborough's company policies. Reading lists on there are mandatory.

Flexebee

Online training portal to complete training with Elborough.

Log My Care: <https://careoffice.logmycare.co.uk/>

App to log care notes.

Employment, Compliance & Professional Registration

Prove your right to work to an employer: Get a share code online GOV.UK (www.gov.uk)

This is the link you may need to share your right to work code with an employer.

DBS Update Service GOV.UK (www.gov.uk)

Register to add your certificate to the update service.

View or share your driving licence information GOV.UK (www.gov.uk)

Use this link to get a code to share with your employer for a DVLA check.

Criminal records checks for overseas applicants GOV.UK (www.gov.uk)

Overseas police check information.

Check the MOT status of a vehicle GOV.UK (www.gov.uk)

MOT check service.

Nursing and Midwifery Council: <https://www.nmc.org.uk/registration/your-registration/>

Manage your registration and revalidation.

Join a Trade Union: <https://www.gov.uk/join-trade-union/trade-union-membership-your-employment-rights>

Information about trade unions and how they can support you at work.

Learning & General Resources

e-Learning for Healthcare Authentication (learninghub.nhs.uk)

NHS site to sign up for free eLearning.

Children and the law | NSPCC Learning

Learning designed to support those working with children.

Citizens Advice

Advice and guidance on all areas of life.

Visit Cornwall: <https://www.visitcornwall.com/>

Tourist attractions and things to do in Cornwall

On Call Guide

Office Hours

- Monday to Friday, 9am – 5pm
- During these times, please direct all urgent queries, incidents, and general questions to the office.

On-Call (Out of Hours)

On-call is always available outside of office hours for emergencies.

Admin On-Call

For administrative issues (e.g. system failures, logging-in errors) or shift issues (e.g. lateness, difficulty finding a location), please call the office number.

This will divert to the administrative on-call team.

- Weekdays: 6am – 9am and 5:30pm – 10:30pm
- Weekends: 6am – 10:30pm

Clinical On-Call

Contact clinical on-call for:

- Incidents
- Safeguarding concerns
- Urgent questions about care
- Any worries where you need immediate clinical support

Unless told otherwise, the Clinical Lead will be the on-call contact for clinical matters.

You will also receive a WhatsApp group invite for out-of-hours updates.



01934 805830



hello@elboroughcares.co.uk

We will respond within 48 working hours)

Meet Some Of Our Team



**Lindi Sibanda -
Managing Director**

Lindi's role is managing the company, making strategic decisions, ensuring growth, and overseeing daily operations towards a gold standard.

Email: lindi.sibanda@elboroughcares.co.uk



**Nqabutho Sibanda -
Director & Nominated Individual**

Nqabutho's role is to supervise the management of the regulated activity provided and ensure our services meet high-quality standards.

Email: nqabutho.sibanda@elboroughcares.co.uk



**Jeanette Toy -
Head of Business and Strategic Partnerships**

Jeanette's role is to oversee business development, drive growth, and build meaningful partnerships that strengthen collaboration and long-term success.

Email: jeanette.toy@elboroughcares.co.uk



**John Holliday -
Head Of Operations & Nominated Individual**

John's role is to oversee services, supervising management of regulated activities and ensuring delivery meets safe, effective, high-quality standards.

Email: john.holliday@elboroughcares.co.uk

Meet Some Of Our Team



**Cheryl Newbury -
Clinical Lead**

Cheryl's role is overseeing and planning care, supporting care packages, and supervising staff to ensure high-quality, individual-focused support.

Email: cheryl.newbury@elboroughcares.co.uk



**Charlene Pickles -
Customer Experience & Wellbeing Manager**

Charlene's role is ensuring clients, commissioners, and staff experience Elborough positively, receiving responsive, supportive assistance whenever it is needed.

Email: charlene.pickles@elboroughcares.co.uk



**Angie Nyathi -
Groups Account Manager**

Angie's role is managing company accounts, ensuring commissioner invoices are paid, while overseeing staff expenses and timesheets with accuracy.

Email: angie.nyathi@elboroughcares.co.uk



**Bernice Motshele -
Rota Coordinator**

Bernice's role is organising rotas, ensuring care packages have sufficient skilled staff, and supporting teams to maintain smooth daily operations.

bernice.motshele@elboroughcares.co.uk

Meet Some Of Our Team



**Fiona Cawsey -
Office Lead**

Fiona's role is managing daily office operations, coordinating activities, and providing support to ensure all services run efficiently.

Email: fiona.cawsey@elboroughcares.co.uk



**Laura Wright -
General Manager**

Laura's role is overseeing operations, supporting the team, providing leadership, and ensuring all company objectives are consistently met across the business.

Email: laura.wright@elboroughcares.co.uk



**Mbali Ziqubu -
General Manager**

Mbali's role is overseeing operations, supporting the team, providing leadership, and ensuring all company objectives are consistently achieved across the business.

Email: mbali.ziqubu@elboroughcares.co.uk



**Agnieszka Milczarek -
Workforce Lead**

Agnieszka's role is overseeing rota matters across the service, supporting employed clinicians, and ensuring all workforce processes are completed to maintain safe delivery.

Email: agnieszka.milczarek@elboroughcares.co.uk

Meet Some Of Our Team



**Michelle Smith -
Recruitment Administrator**

Michelle's role is supporting new staff through recruitment, providing guidance, and ensuring all requirements are completed before employment begins.

Email: michelle.smith@elboroughcares.co.uk



**Larysa Lomonosova -
Recruitment Administrator**

Larysa's role is supporting new staff through recruitment, providing guidance, and ensuring all requirements are completed before employment begins.

Email: larysa.lomonosova@elboroughcares.co.uk



**Jacqueline Hislop -
Recruitment & Compliance Admin**

Jacqueline's role is supporting recruitment and ensuring existing workers remain compliant by keeping training and other requirements consistently up to date.

Email: jacqueline.hislop@elboroughcares.co.uk



**Deborah Chadburn -
Compliance & Data Administrator**

Deborah's role is ensuring existing workers remain compliant, keeping training up to date, and supporting staff to meet professional standards.

Email: deborah.chadburn@elboroughcares.co.uk

Meet Some Of Our Team



**Nathan Caney -
Compliance Administrator**

Nathan's role is ensuring existing workers remain compliant, keeping training up to date, and supporting staff to meet professional standards.

Email: nathan.caney@elboroughcares.co.uk



**Alex Slater -
Team Leader**

Alex's role is leading care packages, developing plans, attending MDT meetings, and supervising support workers to deliver high-quality care.

Email: alex.slater@elboroughcares.co.uk



**Katie Rawlins -
Deputy Manager**

Katie's role is to provide leadership support, ensuring effective team coordination and quality care delivery across the service, while assisting with operational planning needs.

Email: katie.rawlins@elboroughcares.co.uk



**Sammy Hughes -
Clinical Admin**

Sammy's role is to provide administrative support, ensuring smooth clinical operations and accurate documentation across the care team, while assisting with general office needs.

Email: samantha.hughes@elboroughcares.co.uk

Meet Some Of Our Team



Georgia Phythian - Therapeutic Practitioner

Georgia's role is to provide therapeutic support, ensuring compassionate care delivery and emotional wellbeing across the team, while assisting with reflective practice needs.

Email: georgia.phythian@elboroughcares.co.uk



Joshua Reynolds-Hailing - Apprentice

Josh's role is supporting administrative duties and assisting with creating marketing materials to effectively promote the company's services.

Email: joshua.reynoldshailing@elboroughcares.co.uk



Phoebe Osbon - Business Administrator

Phoebe's role is coordinating business development operations, managing schedules, and assisting with planning to ensure the team runs smoothly.

Email: phoebe.osbon@elboroughcares.co.uk



Parlvin Moyo - Accounts Administrator

Parlvin's role is assisting the team with company accounts, ensuring accurate financial records and supporting smooth, efficient processes.

Email: parlvin.moyo@elboroughcares.co.uk

Meet Some Of Our Team



**Semule Danda -
Accounts Administrator**

Semule's role is assisting the team with company accounts, ensuring accurate financial records and supporting smooth, efficient processes.

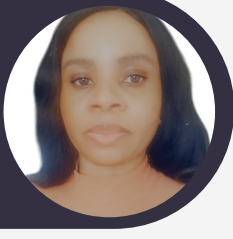
Email: semule.ncube@elboroughcares.co.uk



**Nombulelo Moyo -
On Call Admin**

Nombulelo's role is to support with rota and system queries out of hours, ensuring any issues are addressed promptly and services continue to run effectively.

Email: norma.moyo@elboroughcares.co.uk



**Susan Ncube -
On Call Admin**

Susan's role is to support with rota and system queries out of hours, ensuring any issues are addressed promptly and services continue to run effectively.

Email: sue.ncube@elboroughcares.co.uk



**Thoko Ndlovu -
On Call Admin**

Thoko's role is to support with rota and system queries out of hours, ensuring any issues are addressed promptly and services continue to run effectively.

Email: thoko.ndlovu@elboroughcares.co.uk

Staying Compliant



Compliance & Safety

DBS must be renewed every year on the update service
Health and Safety Online Training
RIDDOR Online Training
Fire Safety Online Training
Slips, Trips and Falls Online Training
COSHH Online Training
GDPR Awareness Online Training
Duty of Candour Online Training
Counter Fraud Online Training
Infection Control Online Training
Lone Working Online Training
County Lines and Knife Crime Online Training
Conflict Resolution Online Training

Care Skills & Clinical Competencies

Care Certificate Online Training (**Support Workers Only**)
Dysphagia Online Training
Food Safety Online Training
Medication Online Training
Three Medication Competencies (**Support Workers Only**)
Epilepsy Awareness Online Training (**Support Workers Only**)
Practical Basic Life Support (**Support Workers Only**)
Immediate Life Support Practical (**Nurses Only**)
Practical Manual Handling
Practical PMVA
Communication and Record Keeping Online Training
Complaints Handling Online Training

Safeguarding & Specialist Awareness

Safeguarding Level 3 for Adults Online Training
Safeguarding Level 3 for Children Online Training
Mental Capacity Act and DoLS Online Training
Preventing Radicalisation Online Training
Child Sexual Exploitation Online Training
Raising Awareness and Whistleblowing Online Training
Equality, Diversity and Inclusion Online Training
ADHD Online Training
Tourette's Online Training
Eating Disorder Online Training
Learning Disabilities Online Training
Mental Health Online Training
Substance Misuse Online Training
PBS Theory Online Training
Oliver McGowan Tier 1 and Tier 2 Online Training
Adverse Childhood Experience Online Training



Reporting Abuse

A child or adult at risk has reported a potential abuse, someone has disclosed an incident that may be poor practice or abuse, or you have directly witnessed a potential abuse.

Is the child/adult at risk of immediate harm?

Yes

No

Call 999

After the immediate concern, notify Clinical Team or On Call and document.

Clinical Team will notify Registered Manager Nqabutho Sibanda

Discuss with Clinical Team or On Call whether a new Safeguarding Referral needs to be made, or whether existing social workers can be notified directly.

Complete Documentation

Clinical Team will notify Registered Manager Nqabutho Sibanda

Nurse

I used to want to be a hero,

Fly around doing good.

Learning as I got older,

To do the things I should.

I did not seek out power,

To tell others what to do.

But if I could be like anyone,

I'd want to be like you.

Helping small children,

And some older people too.

If I could go back in time,

I know just what I'd do.

I would not look for diamonds.

Or lots of money in my purse.

I would be the best of heroes.

I would be a nurse.

**Elborough would like to thank all Nurses
for everything they do.**

Carer

A person who provides care to others; cheerful
like a rainbow full of colours.

Gives support to those who need a helping hand;

Listens, encourages and understands.

Helps with practical tasks and daily living;

Reassuring, compassionate and always giving.

Improves quality of life with humility;

Gives comfort, respect and dignity.

Patience and kindness set them apart;

Loving and caring with the biggest heart.

**Elborough would like to thank all Support
Workers for everything they do.**



Thank You

Elborough would like to thank you and would like to welcome you on this journey with us. If you need to reach out to us, please see our contact details below.

Contact Information:



01934 805830 or email us on hello@elboroughcares.co.uk



[Elborough Care Services](#) | [Care Services in Weston, Bristol and South West](#)



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