



MULBERRY CARE

A Care Home Group with Individualized Homes

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Care Focus

Mulberry care group with specialised dementia homes

May I welcome you all to our first newsletter for our group of homes, which consist of our Reading based homes; Life care Corporation Ltd and Mulberry Care Ltd, along with our Wiltshire homes, which are Goldenley in Chippenham and Mayfield in Devizes which has residential and nursing registration.

Our aim for the newsletter is to create openness between everyone and to inform everyone what we are concentrating on within the care homes.



What we have achieved so far...

ISO 9001

We have achieved the ISO 9001 accreditation for all homes this year. This was not an easy process and as you all know not an award which is just handed out to companies therefore we are all very proud of achieving this wonderful accreditation. Furthermore, all the managers would like to show their appreciation to Nadia for supporting all of us throughout the ISO 9001 process and to let her know that we are extremely grateful for everything.

Sats Ahluwalia

The proprietor of the all the care homes and is extremely passionate about quality and can see the managers roles changing to that of auditors. This is to comply with the essential standards of quality and safety that lays down the criteria we have to meet to comply with legislation.

Dignity

As a group of homes dignity is very important to us and we have signed up for Reading's Dignity Charter to demonstrate our commitment to delivering high quality care while putting the clients who use our service at the heart of what we do.

Activities

We are all trying in all homes to improve our activities we are all looking to arrange outings to garden centres etc. so please all keep an eye on the notice boards for forthcoming outings if you can help with escorting we will really appreciate it.

Questionnaires

Hopefully you all have received these by the post, please find a few minutes to fill them in and return them as the information is extremely valuable to us. So thank you in advance.

For more information please feel free to visit our new website at www.mulberrycare.org.uk

Your Feedback



We want to hear from you

Have something to share with our care staff and managers about the service we provide.

Whether your a friend or a relative, please get in touch and share your thoughts as we love to hear from you.

0118 986 6371

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ISO 9001 Accreditation

ISO 9001:2008 is the International Standard for Quality Management Systems (QMS).

It provides your company with a set of principles that ensure a common sense approach to the management of your business activities to consistently achieve customer satisfaction.

Who is ISO 9001:2008 applicable to?

Any organisation can benefit from implementing ISO 9001:2008 as its requirements are underpinned by eight management principles:

- a customer focused organisation
- leadership
- the involvement of people
- ensuring a process approach
- a systematic approach to management
- a factual approach to decision making
- mutually beneficial supplier relations
- continuous improvement

What are the benefits of registration?

- Customer satisfaction - through delivery of products that consistently meet customer requirements
- Reduced operating costs - through continual improvement of processes and resulting operational efficiencies
- Improved stakeholder relationships - including staff, customers and suppliers
- Legal compliance - by understanding how statutory and regulatory requirements impact on the organization and its your customers
- Improved risk management - through greater consistency and traceability of products and services
- Proven business credentials - through independent verification against recognized standards
- Ability to win more business - particularly where procurement specifications require certification as a condition to supply





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Reading's Dignity Charter consists of 12 pledges towards dignity in care:

1. Having a zero tolerance of abuse.
 2. Not stereotyping, labeling or subjecting people to discrimination or tolerating such behavior towards vulnerable people from others.
 3. Communicating in an honest, polite, courteous and respectful manner.
 4. Respecting and preserving privacy and confidentiality.
 5. Treating people as individuals and with respect.
 6. Taking the time to communicate in an individualized way what is happening and what we are doing.
 7. Enabling the maximum possible level of independence, informed choice and control.
 8. Involving people and their representatives, where appropriate, in planning for all aspects of their care and support.
 9. Acting to alleviate loneliness and isolation.
 10. Providing relevant and easy to understand information and not using jargon.
 11. Apologizing if we have made a mistake and offering a resolution.
 12. Giving the opportunity to receive feedback on how we provide our service and the ways we communicate.
- The Charter was put together with people who use services, their family carers and care providers.

Dignity in Care for Care Providers

Care providers that sign up to the Charter are expected to maintain certain standards against these pledges and will be subject to a monitoring procedure. Providers that sign up to the Charter receive a certificate, which can be displayed at the organization so that people who use services, their family members and other visitors can see the commitments made.

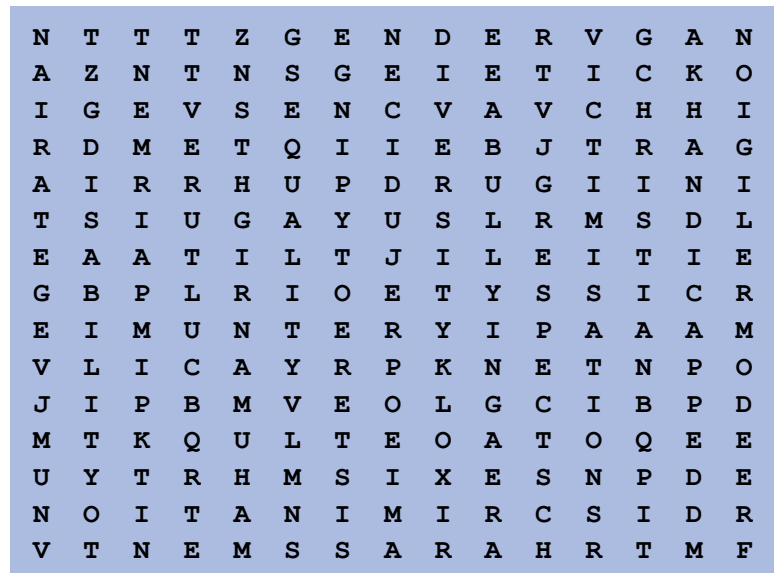


All Wiltshire homes will be practicing the above. Our dignity Lead for the organisation is Nadia Georgieva she can be reached by telephone on **0118 986 8944**

Please look at the poster in the entrance hall of each home to.

To make it more fun please see word search on the right.

Equality Wordsearch



We are also looking for volunteers to join us for an afternoon once a month to start forums on meals and nutrition. The reason for this is to make sure everyone has a say, come up with ideas, and represent the clients if you feel that you can offer the time and be committed please ring your home manager and put your name forward giving a couple of days that you can do it so that it is a firm commitment.

But although we see you regularly you do not need the questionnaire if you have any problems please speak to us. We are always at the end of the phone.

I hope you have enjoyed the first newsletter if there is anything you would like to be added please email me on goldenley01@mulberrycare.org.uk

You are looking for:

- | | | |
|----------------|--------------|---------------|
| bullying | freedom | religion |
| Christian | gender | respect |
| culture | handicapped | Sexism |
| Disability | harassment | stereotyping |
| Discrimination | human rights | Vegetarian |
| diversity | impairment | victimisation |
| equality | prejudice | Gay |

Meet the Team



Sats Ahluwalia
 Managing Director for Mulberry Care Group



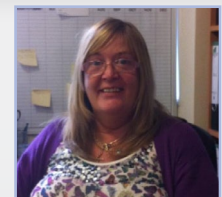
Rajveer Surdhar
 Operations Manager for Mulberry Care Group



Nadia Georgieva
 Registered Care Manager for Life Care Corporation



Vimala Gy
 Registered Care Manager for Mulberry Care



Claire Tavener
 Registered Care Manager for Goldenley Care Home and Care Director for Mulberry Care Group