SOLACE PRIME CARE

July to September 2026

❄ BRRR! BRACE YOURSELVES... ❄

Winter Is Coming...

...pop the kettle on! ☕

Don't panic, there are no dragons 🐉 just flu jabs and hot chocolate!

🎉 WE'RE RATED GOOD by the CQC!

Snuggled up inside 🧣

- 🎉 **Big news: we're rated Good!**
- 🌟 A shout out to Nabila
- 🎓 Look who trained!
- 🧤 Get winter ready
- 🎃 The Cosy Calendar
- 💬 You Said, We Did
- 🎮 Game on in London!
- 👋 Welcome to the team
- 🧩 Winter Puzzle Corner
- 🎾 Meet the Team: Amira

Care and support in your own home, all year round 🏡

BIG NEWS! 📣

We've been rated

GOOD

by the CQC 🎉

The **Care Quality Commission (CQC)** is the independent regulator of health and social care in England. They've inspected Solace Prime Care, and we are so proud to share that we have been **rated Good!** 🥳

A huge thank you to... 💖

💙

Our amazing care team

This is down to you. Every visit, every chat, every cuppa.

🏡

The people we support and families

For welcoming us into your homes and sharing your views.

🌟

Nabila and the office team

For all the hard work behind the scenes.

And we're not stopping here! 🚀

We'll keep listening, learning and improving, and your feedback helps us do just that. Read our full report by searching **Solace Prime Care** at **cqc.org.uk**

Hello, lovely people! 👋

Big news: your newsletter now lands **every three months**, so each one is packed full of goodness! This one catches up on July, August and September, and gets us all ready for the colder months ahead. Grab a cuppa and enjoy! 💛

Well, summer was fun! 🌻

🌈 July: Celebrating Disability and Identity

In July we celebrated the talents, achievements and contributions of disabled people, and recognised disability as an important part of who many people are. It's a celebration we carry into every single visit, not just one month a year!

💧 Keeping cool

Through the hot spell our teams kept drinks within easy reach, helped keep rooms cool and made sure meals were safely prepared. Thank you for looking after each other!

Our promise, every visit 🤝

- 🫶 Dignity and respect, always
- 👂 Listening, then acting on it
- 🕊️ Your home, your choices
- 💪 Celebrating strengths, not just needs
- 🔧 Support that fits you
- ✊ Standing up for equality

You Said, We Did! 💬

You talk, we listen, and then we actually do something about it! Here's what changed this quarter because of what you told us. 🙌

YOU SAID 💬

Church is a big part of your week, and you didn't want your calls getting in the way.

WE DID ✅

We moved your call times around your church visits, so church always comes first.



YOU SAID 💬

You'd love to get out into your community more.

WE DID ✅

We organised trips out to community events. Out and about we go!



YOU SAID 💬

Gaming is your thing, and you wanted more time for it.

WE DID ✅

We planned your call times around your gaming, so no more interrupted sessions. Game on!



WHAT YOU'RE SAYING ABOUT US 💖

"The management team are very cooperative and always put me at the centre of my care."

One of the people we support



Got something to tell us?

A compliment, an idea or something that isn't working, we want to hear it all!

Call **0114 442 0772** or email **info@solaceprimecare.co.uk**

MOMENTS THAT MATTER 💛

Game On in London! 🎮

Saeed meets a legend! 🤩

Saeed is a massive gaming fan, so we headed off to **London to watch a live esports event!** 🎮

And guess who he met? **Broxah**, the Danish League of Legends star who helped Fnatic reach the World Championship final in 2018! Saeed absolutely loved every minute. 🏆

Of course, no big day out is complete without a **cheeky Nando's** afterwards! 🍗🔥



Saeed with Broxah! 👍

Days like this are what it's all about: supporting people to do the things they love. 💚

Welcome to the team! 👋

Three brilliant new starters joined us over the summer. Give them a big Solace welcome when you see them!

A

Anila

Welcome aboard! 🌟

B

Bismark

Welcome aboard! 🎉

I

Idris

Welcome aboard! 💙

SUPERSTAR

A BIG SHOUT OUT TO...

Nabila! 👏

Our Registered Manager

A massive thank you to Nabila for all her hard work this quarter! 💖 Nabila truly loves what she does, and it shows. She's passionate about helping Solace Prime Care grow, and she's so proud that we've just been **rated Good by the CQC**. 🎉 Put the kettle on, Nabila, you've earned it! ☕

Look who trained! 🎓



Well done, Awais! 🎓

Oliver McGowan Training 🌈

A big well done to **Awais**, who completed Part 1 of his Oliver McGowan training on learning disability and autism in August! 👏

In September our team also took part in the face-to-face session, learning:

- 🗣️ From people with lived experience
- 💬 Communication that works for each person
- 🔧 Reasonable adjustments that really help

✅ **All training up to date!** Everyone has completed refreshers for our mandatory training. Well done, team! 💡



MEET THE TEAM

Amira! 👋

Our Manager, here since June

We sat Amira down with a cuppa and asked her all the big questions! ☕

💼 What do you do at Solace?

I joined in June, and I look after recruitment, marketing, business growth and quality.

💛 Best bit of the job?

My amazing colleagues, and getting out to work with our commissioners.

☕ Tea or coffee?

Tea, always! With one brown sugar, please.

🍲 Winter comfort food?

French onion soup. Pure cosiness in a bowl!

🎾 Something people might not know?

I'm an amateur tennis player!

🌱 Best advice you've been given?

Take one day at a time.

🍿 Perfect day off?

Curled up watching Harry Potter.

😊 Top tip for new carers?

A smile goes a long way.

Get Winter Ready! 🧣

Colder days are on the way. Here are a few easy ways to stay cosy, safe and well in your own home. Your care team will be keeping an eye out too! 👀

💉 Winter jabs

Free flu jabs are offered to lots of people, including older people, people with some health conditions and carers. Ask your GP or pharmacy if you can have one, and if other winter vaccines are right for you.

🔥 Keep toasty

Try to keep the rooms you use most warm, ideally at least 18°C. Layers, warm drinks and hot meals all help keep the chill away.

🌙 Dark evenings

Pop a night light on the landing, keep walkways clear and wear well-fitting slippers with a good grip. Keep your phone or pendant alarm close by.

🚨 Check your alarms

With the heating back on, it is a great time to test smoke alarms and carbon monoxide alarms. A quick press of the button is all it takes!

Feeling poorly? Here's who to call 📞

GP
For health worries that aren't urgent

111
When you're not sure what to do

999
In an emergency, always

Winter Puzzle Corner 🧩

Put the kettle on and find all 12 cosy words! They go across or down. ☕

M	I	T	T	E	N	S	S	U	D	F	W
S	C	A	R	F	F	V	L	K	L	U	J
C	O	C	O	A	H	K	E	T	T	L	E
D	F	F	C	F	C	A	N	D	L	E	N
C	R	B	L	F	W	B	W	R	W	H	N
O	O	L	F	W	O	O	L	L	Y	T	A
S	S	A	S	L	I	P	P	E	R	S	L
Y	T	N	P	R	M	W	H	H	F	S	C
O	N	K	P	B	J	B	C	U	P	P	A
I	W	E	J	B	S	N	O	W	N	H	F
M	C	T	K	V	E	E	P	B	I	E	V
R	P	A	G	L	E	L	U	N	P	T	P

- ☐ COSY
- ☐ SNOW
- ☐ SCARF
- ☐ COCOA
- ☐ KETTLE
- ☐ FROST
- ☐ BLANKET
- ☐ MITTENS
- ☐ SLIPPERS
- ☐ CANDLE
- ☐ WOOLLY
- ☐ CUPPA

⛄ **What do you call a snowman in summer?**

A puddle!

🐧 **What's a penguin's favourite relative?**

Aunt Arctica!

The Cosy Calendar

31 OCT · SAT



Halloween

Pumpkins, costumes and plenty of treats!

5 NOV · THU



Bonfire Night

Enjoy the fireworks and keep pets safe and snug inside.

8 NOV · SUN



Remembrance Sunday

A moment to remember, together.

25 DEC · FRI



Christmas Day

Merry Christmas from all of us!



Competitions are coming!

We've got some fun seasonal competitions up our sleeves. Keep an eye out for details from the office!

Thank you!

To everyone who welcomes us into their home, thank you. Your home, your routines and your choices come first, always. To families, thank you for working alongside us. And to our brilliant care team, every cuppa, every chat and every visit makes a real difference.

Your next newsletter lands in the new year. Stay cosy!

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