



# Winter Newsletter 2024/25



Happy New Year from FeelCare Home Care Services!

As we step into 2025, we want to take a moment to express our heartfelt gratitude to everyone who makes FeelCare what it is – our incredible staff, our valued clients, and the amazing community we're so fortunate to be a part of.

To our team: Your hard work, dedication, and commitment to excellence inspire us daily. Your professionalism and care set the highest standard, and we're endlessly grateful for the extraordinary effort you put into your work. You're the heart of FeelCare, and your unique skills and unwavering support allow us to overcome challenges and create meaningful change. Thank you for all that you do!

To our clients and community: Thank you for trusting us to be part of your lives. Your support and connection mean everything to us, and we're excited to continue serving you with care and compassion in the year ahead.

As we leave 2024 behind with gratitude and cherished memories, we're raising a toast to new beginnings, new opportunities, and another year of making a difference together

Wishing you all a happy, healthy and fulfilling 2025! The FeelCare Team xxx





# How Our Carers Bring Comfort and Connection During Winter

Winter can be a season of beauty and reflection, but for many, it also brings challenges like isolation, limited mobility, and the chilly weather that keeps us indoors. At FeelCare Home Care Services, our carers go above and beyond to ensure that every client feels supported, cared for and connected during these colder months.

## Creating Warm, Welcoming Spaces

Our carers help turn homes into cosy havens during winter. From assisting with festive decorations during the holidays to creating inviting environments with soft blankets, warm drinks, and seasonal touches, they ensure that clients feel the warmth of the season, even on the frostiest days.

## Companionship to Beat the Winter Blues

The shorter days and longer nights can sometimes lead to feelings of loneliness, but our carers are always there to provide companionship. Whether it's a meaningful conversation over a cup of tea, playing a favourite board game, or sharing memories, our team ensures clients feel valued and connected.

## Engaging Indoor Activities

Staying active and engaged is essential for mental and emotional wellbeing, especially when venturing outdoors becomes difficult. FeelCare carers organise creative indoor activities tailored to each client's interests – from crafts and puzzles to baking sessions or simply enjoying a good book together.

## Supporting Emotional Wellbeing

Winter can be an emotional time for many, bringing reminders of loved ones or life changes. Our carers are not just caregivers but also compassionate listeners who provide emotional support. Their presence helps clients feel understood and cared for, fostering a sense of connection that lifts spirits.

## A Helping Hand Through the Season

From assisting with everyday tasks like meal preparation and shopping to ensuring homes are safe and warm, our carers make winter easier to navigate. Their dedication allows clients to focus on enjoying the season rather than worrying about its challenges.

This winter, our carers continue to bring light, warmth, and joy into the homes and hearts of those we serve.





# What Does It Take to Be a FeelCare Carer?

At FeelCare, we are dedicated to providing exceptional care and support to those who rely on us. Our carers play a vital role in fulfilling this mission, and we take great care in selecting individuals who are not only skilled but also compassionate and reliable. Here's an overview of the qualities, qualifications, and checks required to become a trusted FeelCare carer.

## Key Qualities We Value in Our Carers

- **Compassion and Empathy:** A genuine desire to care for others and an ability to understand and share their feelings.
- **Patience and Resilience:** The ability to remain calm and resourceful, even in challenging situations.
- **Strong Communication Skills:** Being a good listener and effectively communicating with clients, families, and team members.
- **Dependability:** Clients rely on our carers to be punctual, consistent, and trustworthy.
- **Adaptability:** The ability to respond to varying needs and circumstances with flexibility and a problem-solving attitude.

## Essential Qualifications

While previous experience in caring is highly valued, we provide comprehensive training to ensure all our carers meet the highest standards. Key qualifications include:

- Certification in First Aid.
- Knowledge or training in safeguarding adults.
- Understanding of dementia care or mental health (where applicable).

## Rigorous Checks for Safety and Trust

At FeelCare, safety and trust are paramount. All carers undergo a series of thorough checks, including:

- **Enhanced DBS (Disclosure and Barring Service) Check:** To ensure there is no history of criminal activity that could pose a risk to clients.
- **Reference Checks:** We contact previous employers and personal references to verify a candidate's experience, character, and reliability.
- **Right to Work Verification:** Ensuring carers meet legal requirements to work in the UK.
- **Health Checks:** To confirm they are physically and mentally fit for the role.
- **Ongoing Monitoring:** Regular assessments and training to maintain the highest standards of care.

Even after completing the initial checks and training, our carers continue to receive ongoing education and support. This ensures they are up-to-date with best practices and equipped to handle the unique needs of each client.

## Joining the FeelCare Family

At FeelCare, being a carer is more than just a job—it's a calling. We are proud of our team and their dedication to making a real difference in the lives of our clients. If you or someone you know is interested in becoming a FeelCare carer, please reach out to us to learn more about our recruitment process.

By choosing FeelCare, you're choosing carers who are thoroughly vetted, deeply compassionate, and committed to delivering outstanding care every single day.





# Anti-Inflammatory Chicken Bone Broth Recipe

This warming bone broth is perfect for boosting immunity during the colder months, especially when the wind is howling outside. Packed with nutrients and anti-inflammatory ingredients, it's a nourishing way to fight off colds and keep you cozy.

## Ingredients

- 1 chicken carcass (bones only, meat removed and reserved for other recipes)
- 1 whole white onion, quartered (unpeeled)
- 2 garlic cloves, halved (unpeeled)
- 1 thumb-sized piece of ginger, sliced
- 1 heaped tablespoon of mixed peppercorns
- 3 bay leaves
- 1 tablespoon of fennel seeds
- 1 tablespoon of coriander seeds
- 1 large carrot (or 2 medium carrots), roughly chopped (unpeeled)
- 2 celery stalks, roughly chopped
- 2 liters (or more) of water (enough to fully cover the ingredients)
- Optional: 1 chicken breast (add during the last hour of simmering for a protein-rich soup)

## Instructions

### 1. Prepare the Ingredients

- Place the chicken carcass into a large stockpot.
- Add the onion, garlic, ginger, peppercorns, bay leaves, fennel seeds, coriander seeds, carrot, and celery.

### 2. Boil and Simmer

- Pour enough water into the pot to fully submerge all the ingredients (about 2 liters).
- Bring the water to a boil over high heat. Once it begins to boil, skim off any foam or impurities that rise to the surface using a slotted spoon.

### 3. Simmer the Broth

- Lower the heat to a gentle simmer and cover the pot with a lid, leaving a small gap for steam to escape.

- Let the broth simmer for at least 4–6 hours (longer is better for extracting nutrients from the bones).

- Check occasionally, adding more water if needed to ensure the ingredients remain covered.

### 4. Optional Chicken Breast Addition

- If you'd like a hearty soup, add one chicken breast during the last hour of simmering. Once cooked, remove it, shred it, and add it back to the broth or save it for serving.

### 5. Strain the Broth

- After simmering, remove the pot from the heat. Using a fine-mesh strainer or cheesecloth, carefully strain the broth into a clean pot or bowl. Discard the solids.

### 6. Final Touches

- Taste the broth and season with salt if desired.

- Let it cool slightly before storing.

### 7. Serve or Store

- Serve warm as is, or with the shredded chicken breast for a light, nourishing soup.
- Store in an airtight container in the fridge for up to 5 days or freeze for up to 3 months.

## Tips for the Best Broth

- For richer flavor: Add a splash of apple cider vinegar to the water before simmering. It helps extract more minerals from the bones.
- For extra nutrients: Toss in additional herbs like parsley or turmeric during the last 30 minutes of cooking.
- Freeze in portions: Store in small containers or ice cube trays for easy use in recipes.

This bone broth is a fantastic base for soups, stews, or simply sipping on its own for warmth and wellness during cold, windy days.





## The Freedom to Speak Up Guardian: Supporting a Safe and Transparent Environment at FeelCare

At FeelCare Home Services, we prioritise creating a workplace where everyone feels valued, heard, and empowered. A critical part of this commitment is the Freedom to Speak Up Guardian (FTSUG), a role designed to ensure that staff can confidently raise concerns, suggestions, or ideas in a safe and supportive environment. This benefits not only our employees but also the clients we care for by fostering continuous improvement in our practices. The Freedom to Speak Up Guardian, currently represented by Pedro at FeelCare, is a trusted and approachable point of contact for staff to voice concerns or share suggestions about workplace practices, client care, or staff welfare.

### How the Procedure Works

- Identifying a Concern or Suggestion: Concerns may range from workplace practices and client care to staff welfare. Suggestions for improving our services or environment are equally encouraged.
- Reaching Out to the Guardian: Staff can contact Pedro directly through a face-to-face conversation, by calling his work number, or by sending a text or email.
- Initial Meeting: When reaching out, staff should provide a brief overview of their concern or idea. Pedro will arrange a confidential meeting or call to discuss the matter in detail.
- Confidential Discussion: During the discussion, Pedro will listen carefully and respectfully. Staff can trust that their conversations are private, with exceptions only if there is a risk of harm to anyone, in which case necessary escalations will occur.
- Pedro will guide the concern to the appropriate person or department for resolution, such as management or HR, and will ensure the process is transparent and handled constructively. Regular follow-ups will confirm progress while maintaining confidentiality.
- Receiving and Assessing Concerns: Pedro ensures staff feel safe to approach him and listens without judgment. He assesses the nature of the concern and escalates promptly if there's a risk to safety or well-being.
- Guiding Resolutions: Pedro identifies the correct team or department to handle the issue, sharing concerns sensitively while safeguarding confidentiality.
- Follow-Up and Documentation: He tracks progress to confirm issues are addressed, documenting the process confidentially to improve future handling of similar matters.
- Promoting the Role: Pedro ensures that staff are regularly reminded of his availability, using visible posters and communications to encourage open dialogue.

**Employees feel heard and valued, knowing their concerns are treated with respect and confidentiality.**

*A transparent and supportive workplace results in better care. By addressing concerns promptly, FeelCare ensures the highest standards of safety, professionalism, and compassion for clients. FeelCare Home Services is committed to fostering an open and supportive environment where all voices matter. The Freedom to Speak Up Guardian is a vital part of this commitment, ensuring that staff have a trusted advocate to turn to and that all concerns are handled appropriately and constructively.*







## Why Do We Celebrate New Year on January 1st?

The celebration of New Year's Day on January 1st is rooted in history, tradition, and culture. However, it stands apart from the Lunar New Year, observed by many cultures worldwide, which follows a different calendar and traditions. Understanding these differences sheds light on why we celebrate the start of the year as we do and how this custom has evolved over time.

Our modern New Year's celebration on January 1st can be traced back to ancient Rome. In 46 BCE, Julius Caesar introduced the Julian calendar to replace the older Roman calendar. This new system aligned more closely with the solar year and designated January 1st as the beginning of the year.

January was named after Janus, the Roman god of beginnings, transitions, and duality, symbolised by two faces looking to the past and future. This symbolic connection made January 1st a fitting date to mark the start of a new year.

For centuries, the Christian Church influenced many parts of life, including the calendar. By the early medieval period, various Christian feast days competed with January 1st as the start of the year. However, in 1582, Pope Gregory XIII introduced the Gregorian calendar, which reaffirmed January 1st as New Year's Day, primarily for its alignment with the solar year and seasonal cycles. This calendar is now widely used across much of the world, particularly in Western countries.

In contrast, the Lunar New Year is celebrated according to lunar or lunisolar calendars, which are based on the cycles of the Moon and, in some cases, the Sun. This means the date of the Lunar New Year varies from year to year but generally falls between late January and mid-February.

The Lunar New Year is observed in many cultures, including Chinese, Korean, Vietnamese, and Tibetan traditions. For example, Chinese New Year—also known as the Spring Festival—is steeped in symbolic customs, such as honoring ancestors, family reunions, and welcoming good fortune for the year ahead. Each year is associated with an animal from the Chinese Zodiac, adding another layer of cultural significance.

### Key Differences Between January 1st and Lunar New Year

#### 1. Calendar System:

- January 1st follows the solar Gregorian calendar, which is based on the Earth's orbit around the Sun.
- Lunar New Year relies on a lunisolar calendar, with months determined by the Moon's phases and adjustments made to align with the solar year.

#### 2. Cultural Significance:

- January 1st is largely a secular celebration in modern times, often marked by fireworks, parties, and resolutions.
- Lunar New Year is deeply rooted in cultural and family traditions, focusing on themes like renewal, prosperity, and harmony.

#### 3. Timing:

- January 1st is fixed on the calendar.
- Lunar New Year shifts each year, depending on lunar cycles.

#### 4. Global Spread:

- The Gregorian calendar is internationally recognised, making January 1st a global holiday.
- The Lunar New Year is primarily celebrated in East and Southeast Asia, though its influence is growing worldwide.

### A Time for Reflection and Celebration

Both January 1st and the Lunar New Year represent humanity's desire to mark the passage of time, reflect on the past, and embrace the future. While the dates, calendars, and customs differ, the universal themes of hope, renewal, and togetherness remain at the heart of these celebrations.

Whether you raise a toast at midnight on January 1st or light lanterns to celebrate the Lunar New Year, these traditions remind us of the shared human spirit and the beauty of diverse cultures around the world.





FeelCare Domiciliary Services Ltd • 120 Fortune Green Rd • London • NW6 1DN

Tel: 020 7916 7961

[www.feelcareuk.org](http://www.feelcareuk.org)

Our mission is to enable you to live your life to the fullest  
and to be in the comfort and familiarity of your own home