

Welcome to the QRC Newsletter for December, as always thank you to all service users and staff for their contributions to this edition.



## 35 Barnhorn Road



### Christmas Cheer at 35 Barnhorn Road!

The ladies at 35 Barnhorn Road have been busy spreading festive joy with a wonderful lineup of Christmas activities! Their celebrations started with visits to local garden centres, where they admired aisles filled with sparkling ornaments and decorations. Back at home, they decorated not one, but three Christmas trees, making the house feel truly magical.

The fun didn't stop there—they met Santa during the Bexhill Christmas Lights Switch-On, adding an extra sprinkle of festive excitement. Creativity was in full swing as they crafted their own Christmas wreaths to hang on bedroom doors and designed beautiful handmade cards, which they shared with friends and loved ones.

Shopping trips to the local centre brought plenty of photo opportunities, capturing smiles and festive outfits against twinkling backdrops. Every activity has been a chance to celebrate together, creating memories that will last well beyond the season.

Please enjoy all of the photos taken during the last month and have a very Merry Christmas from the ladies at 35 Barnhorn Road!











Amelia and Pinar even enjoyed a refreshing swimming trip, adding a splash of fun to the season's celebrations.



To top it all off, some of the ladies treated themselves to a fresh haircut, looking fabulous for the festivities!



Of course, there was plenty of dancing and singing, filling the house with music and laughter.





Izzy, pictured below also enjoyed some lovely walks, taking in the crisp winter air and seasonal sights.





## *Lushington Road*

Alex really enjoyed going bowling with staff this month, especially as it has been a while since his last visit. He participated with great enthusiasm and played exceptionally well. He also enjoyed playing his favourite game, snooker, and remained engaged and confident throughout the activity. It was lovely to see him so happy and involved.



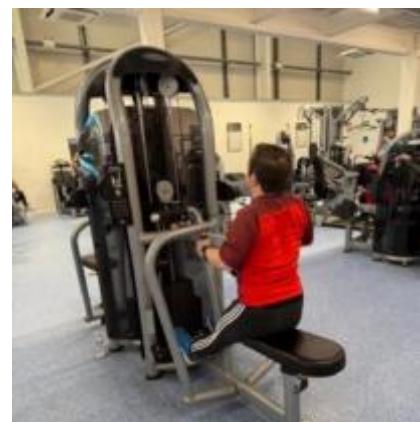
Jonathan has started inviting his girlfriend to have dinner with him every Monday, which is something very special and meaningful for him. He looks forward to their time together with great excitement and always helps staff prepare the meal for her arrival. It is lovely to see how proud and enthusiastic he is about making these evenings enjoyable for both.



Julie and Alex had an early Christmas dinner with staff at Toby Carvery. They chose a roast and their preferred drinks and had a nice time chatting about their Christmas plans with family and friends.

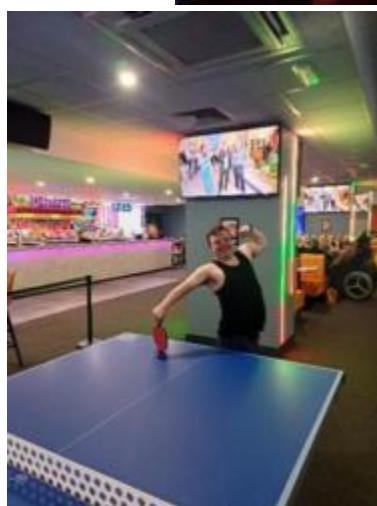


After a long break, Alex has returned to the gym this month. He has attended multiple sessions and is really enjoying being back. Alex has been using variety of equipment and has shown enthusiasm and motivation throughout each visit. Overall, he has thoroughly enjoyed his activity and is benefiting from being more active again.





Alex and Julie headed to Cineworld this month to watch 'Wicked: For Good'. Before the film they stopped by at the Wetherspoons to enjoy some refreshments. Once they reached the cinema, they then settled in and fully immersed themselves in the movie. During the screening, they shared a small popcorn, making the experience simple but enjoyable. Overall, it was a relaxed and pleasant outing for both.



Alex likes to play table tennis at the Tenpin bowling centre. Here he is in action playing against staff and celebrating his win.

Louise, Jonathan and Alex continue to enjoy their Wednesday visit to the Phab club. They always look forward to spending quality time with their friends, socialising, and taking part in dance and music. This week's fish and chip night was a particular favourite for them, and they thoroughly enjoyed the meal and the lively atmosphere.



Alex, pictured below and on the following page has thoroughly enjoyed his outings during the run up to Christmas. He loves walking around the shops, taking in the festive decorations, and appreciating the cheerful atmosphere. This month, he was supported to choose thoughtful gifts for his family and friends, which he was very excited about.



While in town, Alex happily posed for photos and enjoyed seeing Christmas Carols performed by local children. He also met his friend Rachel during the visit, and they enjoyed catching up and having their photos taken together.



Louise and Jonathan, pictured below have been taking regular walks and making occasional trips into town to enjoy a morning coffee and spend some time outdoors. These outings have given them a pleasant opportunity to relax, get some fresh air, and enjoy each other's company.



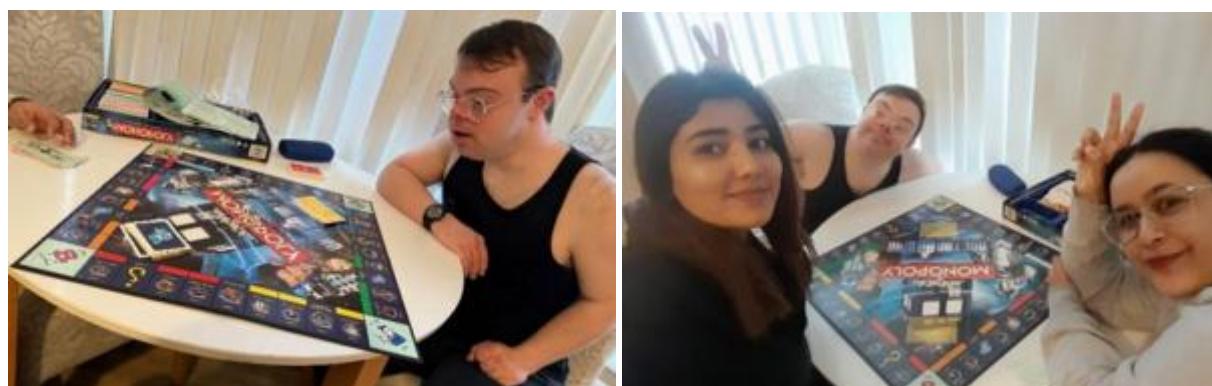
Julie recently visited her favourite plant shop, where she picked out a selection of seasonal plants for her patio. She was delighted by the variety of new arrivals and found herself completely captivated by the beautiful Christmas decorations throughout the shop.



Julie has been consistently engaging in her exercise routine and attending her physiotherapy sessions. In these photos, she can be seen completing strengthening exercises for her knee, showing her ongoing commitment to improve her mobility and overall wellbeing.



Alex enjoys playing board games with staff and this time, he chose to play Doctor Who Monopoly, with everyone taking part in a fun and engaging game together.



Julie had a wonderful weekend celebrating the birthday of a long-time friend Curtis. She attended the party, enjoyed reconnecting with familiar faces, sharing conversations and taking part in the celebration. The experience was positive and giving Julie the chance to socialise and spend time with people she has known for years.

Julie has been making regular trips into town to enjoy her 'coffee mornings', which she looks forward to greatly. During her visits, she often treats herself to an English tea with extra milk, a drink she thoroughly enjoys. She engages in pleasant conversation with staff, making each visit a relaxed and enjoyable experience.



On Sunday 14<sup>th</sup> December Lushington was delighted to receive a special visit from Santa Claus, who arrived bearing gifts for everyone. Santa personally handed presents to Louise and Jonathan, making the experience feel truly special and meaningful. The joy and excitement were clearly visible as they met Santa, shared smiles and embraced the festive spirit.





# 374 Battle Road



Elise and Emma went to the Blackbrooks garden centre on 17<sup>th</sup> November 2025. After a stroll round the centre looking at all the festive displays, they enjoyed a lovely meal in the café. Emma was most amused at the pink pig wearing a Christmas hat and had a jolly good laugh about it with staff. Great to see you laughing Emma, what a wonderful day out for everyone!!



Everyone at 374 have been busy decorating the house for the festive season, including handmade cards, bunting and hanging decorations.

The house now looks bright, cozy and ready for all the upcoming celebrations. Happy crafty Christmas everyone!!!



On 20<sup>th</sup> November 2025 a physiotherapist came to see Emma to go through some assessments and scored her accordingly on each plan. He took her through various exercises including standing as he wanted to see Emma's coordination and balance.





The physiotherapist supported Emma to engage in sit down, and stand-up exercises and a 3 metre turn around exercise to see how fast Emma could go. He was happy with Emma's balance being stronger.



Cassie likes to make her packed lunch but often opts for a sandwich which is not always the healthiest option for her. Here is Cassie making herself a healthy salad and learning about healthy life choices. Well done, Cassie, your salad looks yummy! You've inspired all of us!



Josh likes to help clean the house and takes a lot of pride in the jobs that he undertakes. Josh is very thorough and enjoys pleasing the people he shares a house with. Good job, Josh!! The floors are sparkling clean.





On a wet wintery day, Emma loves nothing more than to sit with the radio on, a cup of tea in hand, while completing a jolly good word search. Here is Emma doing just that on a wet and windy December day.

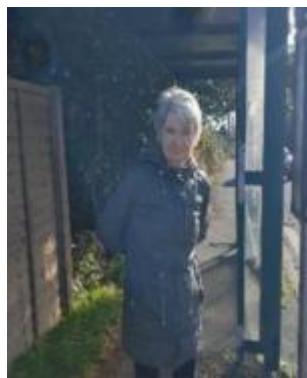


The ladies of 374 Battle Road went to visit Frimley's Christmas fair on 15<sup>th</sup> November 2025. Cassie was lucky enough to win on the tombola and the raffle; she was very pleased with her craft items and the rucksack she won.



Emma was delighted to win a huge box of biscuits on the raffle; sadly Hellen didn't win this time. After spending lots of time looking at and buying from the amazing stalls, the ladies sat down to enjoy some delicious homemade cakes, washed down with a hot chocolate. Frimley never disappoints with their cakes!





It was a lovely sunny day on 12<sup>th</sup> November 2025. Elise took the opportunity to use her bus pass and visit Hastings by public bus. She managed and enjoyed a lovely walk around the local area.



Here is Josh accessing the cinema to see Home Alone. Josh loved the film and enjoyed some well-deserved treats. Josh really liked the giant display teddy (as you can tell by his giant grin 😊.)



On 6<sup>th</sup> December 2025 Elise and Cassie went to spend a nice time at Alexandra Park.





The ladies chose to walk together in the park and enjoyed the fresh air and lovely sunshine. They were excited to see all the lovely trees with their leaves changing colour. At the end they enjoyed a hot drink in the café.



On the 3<sup>rd</sup> December, Elise went to see the Bedgebury Lights. The display of colourful lights and the cheery Christmas songs playing in the forest made the most magical evening for Elise and she was truly mesmerised!! It was a little cold, but Elise was well wrapped up and appeared to relish the opportunity to have a leisurely walk among the fantastic light display.





## Meads Street



Charlotte went to the Cinema with staff this month to watch the new 'Wicked: For Good' movie at Cineworld. She thoroughly enjoyed the experience. She also took the bus into town and back and treated herself to a cup of coffee. She also spent some time doing a bit of Christmas shopping. Overall, Charlotte had a very enjoyable and positive day out with staff.



Glen had a great trip to the bowling alley with staff this month. He performed exceptionally well and managed to get several strikes, which he was very proud of. He played with a lot of enthusiasm and clearly enjoyed himself. After the game, he rounded off the day with a tasty burger meal. Overall, he had a fun and enjoyable experience.



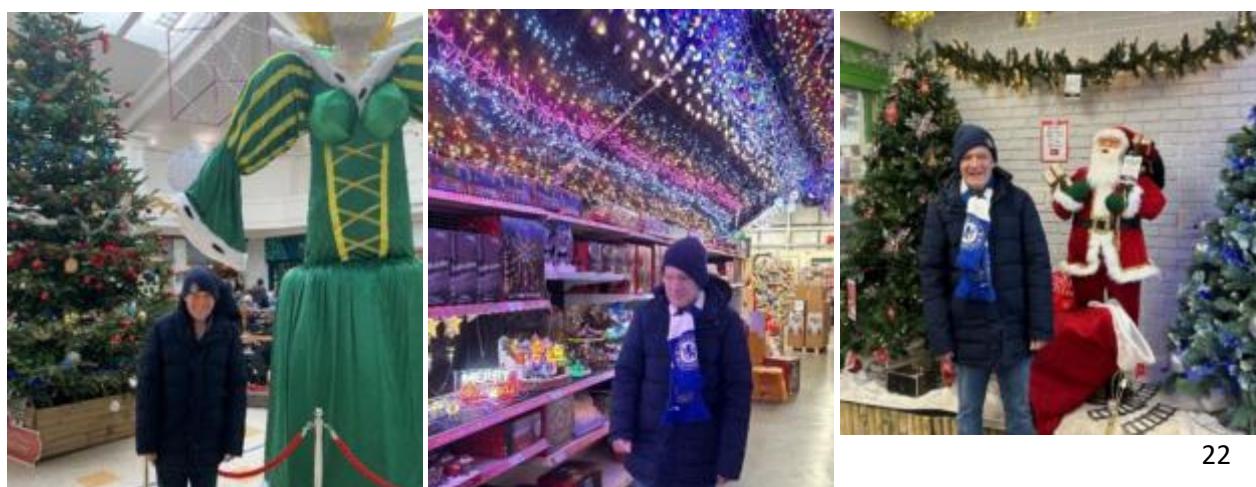
Glen has begun to really enjoy his cycling activity. Initially, he wasn't very keen and would only ride for a short time, but this month there has been a positive change. He now looks forward to cycling and completes several laps with enthusiasm. It's wonderful to see his confidence and enjoyment growing. Well done, Glen!!



Robert and Charlotte are absolutely loving attending Phab Club. Every Wednesday, without fail, they take a bus to town together and look forward to the evening. They really enjoy the social atmosphere, spending time with their friends, dancing, chatting, and having fun. It's wonderful to see how much joy the Phab Club brings them and how eager they are to attend each week.



James has had a wonderful month. With Christmas just around the corner, he has been enjoying his visits to the shops in town, taking in all the beautiful decorations and festive displays.



James has really embraced the Christmas spirit and seems to enjoy exploring the cheerful atmosphere. Staff have also supported him in putting up his Christmas tree, which he thoroughly enjoyed doing, plus staff helped him to purchase an advent calendar. It's been lovely to see how much he appreciates this festive time of year.



Everyone from Meads Street went to the Meads Magic event organised by the local community. All our service users took part in the festivities and had a wonderful time, enjoying the Christmas carols, watching the various performances, and browsing through the wide range of stalls and shops filled with seasonal treats and handcrafted items.



James's routine during the pleasant weather centred on two key areas of enjoyment: refreshing outdoor walks by the seafront and exploring the vibrant festive town centre.



Every weekend, all service users gather to share meals prepared by the staff. The time spent together enjoys the delicious food provided. The time spent together is valued as a chance to relax and chat with friends, spending time discussing their plans for Christmas.



Robert has now independently completed his monthly Amazon order with staff supervising the process. This is a wonderful step forward. Showing increased confidence and independence. Great work, Robert!



Charlotte has been thoroughly engaging in the festive process of decorating her flat. With support from the staff, she visited a new Christmas shop in town, an experience she described as being wonderful.



Glen continues to enjoy his Monday trips to town to watch new movies. He's a big fan of thrillers and action films, and he also loves stopping by at HMV to purchase his favourite CD's.



On 10<sup>th</sup> December, service users from Meads attended the Phab Club Christmas Party and had an unforgettable evening. The venue sparkled with festive lights, cheerful music, and plenty of laughter. Charlotte loved dancing to her favourite songs and chatting with friends, while Robert enjoyed catching up with familiar faces and sharing stories over tasty snacks. Both were fully engaged in the celebrations, creating special memories that truly captured the spirit of Christmas.



On 11<sup>th</sup> December, staff supported Aaron to his chiropodist appointment at Feetures. Before going in, he happily posed for a few photos, showing he was in good spirits for the day ahead. His appointment went smoothly, and afterwards he was supported into town for a festive visit to the Christmas shop. Aaron took his time browsing the displays, clearly enjoying the atmosphere as he picked out a few Christmas decorations to brighten up his flat for the season. To round off the outing, Aaron chose a takeaway from KFC for his lunch. He remained excited and enthusiastic throughout, making the whole day feel positive and enjoyable for him.





On 11<sup>th</sup> December, Glen attended his usual Thursday bowling session at Tenpin Eastbourne with staff support. During the visit, Glen showed enthusiasm and interest in trying additional activities other than bowling. He chose to spend time in the arcade, where he enjoyed playing the car racing game, appearing focused and engaged throughout. Glen also explored the shooting game, taking his time to understand how it worked and showing enjoyment while playing. Overall, Glen had a positive and enjoyable outing, making good use of the facilities and benefiting from the social and recreational experience.



On December 13<sup>th</sup> James had the opportunity to visit the local cinema to watch "Wicked: For Good" with the support of staff. He enjoyed the experience from start to finish, and it was wonderful to see him so engaged with the film.

After the movie, James asked for a couple of photos to be taken inside the cinema, smiling happily in the moment. Throughout the visit, James was in great spirits and expressed his enjoyment of the experience. James mentioned to staff that he would love to visit the cinema again in the future, and we look forward to organising more outings like this. It was a simple but meaningful day for James.

On 14<sup>th</sup> December, service users at Meads enjoyed a special Secret Santa visit. Santa spent time with everyone and personally handed out presents to each service user. There was a positive and relaxed atmosphere, with plenty of smiles as everyone opened their gifts. The service users then came together for a group photo with Santa, creating a nice, shared moment and a lasting memory of the day. The visit was well received and added to the festive spirit at Meads.



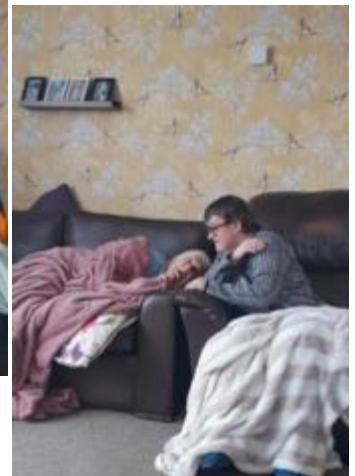
## 116 Barnhorn Road



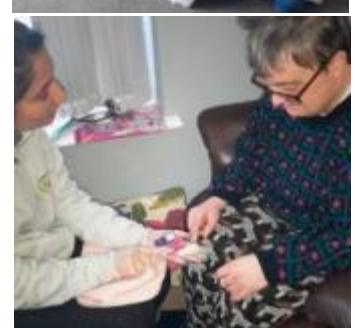
Pictured above is Santa with his two helpers, Maria D and staff member Qteesha preparing to set off on their journey to visit the service users in Eastbourne.



Maria took a day trip to Eastbourne to finish her Christmas shopping and luckily, she found everything she was looking for. After an eventful morning browsing and shopping, she stopped for a festive lunch, which gave her time to relax and enjoy the atmosphere. The whole of the shopping centre was decorated brightly for the season, and she noticed several displays that stood out for their creativity and charm.



Even though it has been a busy month, the ladies at 116 always find time to enjoy quality moments together. Whether it's a cozy movie day or pamper sessions with staff, they truly cherish each other's company. There's no better way to celebrate the festive season than sharing laughter, relaxation, and friendship.





With the festive season in full swing, the ladies set out on a cheerful shopping trip to B&M, Tesco, and a handful of other local stores. Their mission was to find the perfect Christmas decorations and thoughtful gifts for their peers and family members. They found plenty of baubles and twinkling lights to decorate the tree and plenty of wrapping paper to wrap their gifts and of course some festive treats, the shops were brimming with seasonal delights. The ladies enjoyed browsing the aisles, sharing ideas, and picking out treasures that will bring joy to family and friends.



The ladies enjoyed a lovely lunch out together at The Harvester, sharing good food and great company. It was a wonderful chance to relax, connect, and make happy memories over a delicious meal.



More photos from the trip to the Harvester.

Our service users have been getting into the Christmas spirit by making their own beautiful cards, thus adding a personal touch to the season. It's been wonderful to see their creativity shine, and even more special to share these moments with visiting family members. The joy of crafting together and welcoming loved ones has truly brought a festive sparkle to the service.



The ladies at 116 had a wonderful time decorating the Christmas tree, filling it with lights, baubles, and plenty of festive cheer. The activity brought everyone together, creating a joyful atmosphere during the festive season.



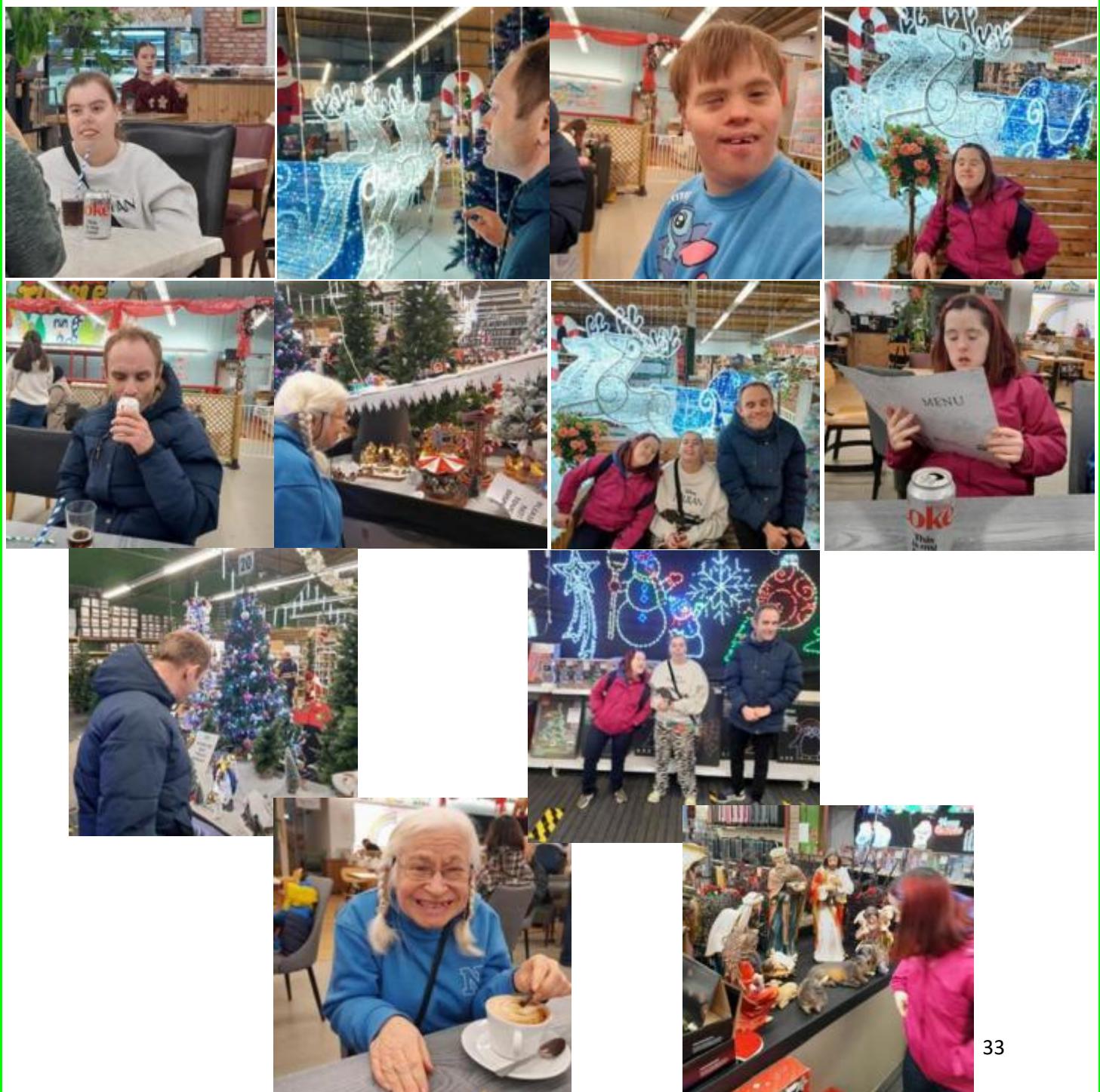




# 102 Victoria Drive

This month everybody has been getting into the Christmas spirit at Victoria Drive.

On Sunday 16<sup>th</sup> November Pam, Matt, Rachael, Chloe and Chrissy all chose to visit ESK to have a look at the different Christmas decorations on display. They thoroughly enjoyed looking around, especially liking the Santa sleigh made of fairy lights. After wandering around all the different displays, they chose to have a drink at the café together and excitedly chatted about Christmas.



Throughout November and December Matt has spent time at college making and decorating baubles and other decorations which he has appeared to enjoy doing. The college will be holding a Christmas fayre and hope to sell some of the decorations he has made.



On Saturday 22<sup>nd</sup> November Pam, Chrissy and Rachael all wrapped up warm and chose to have a walk around the local community and stopped for a drink at The Lamb pub. They enjoyed chatting to each other about their upcoming plans whilst enjoying their drinks and warming up next to the open fire. Pam chose to have a cappuccino, whilst Chrissy and Rachael both chose a diet coke.



The residents have excitedly been getting ready for Christmas, with the tree and decorations being put up on the 30<sup>th</sup> November making the house feel very festive. Then on the 1<sup>st</sup> December Chrissy, Chloe, Pam and Matt were all very excited that they got to start their countdown to Christmas with chocolate advent calendars. They have all also spent time buying and writing Christmas cards for their friends and family, as well as buying and wrapping gifts.





On Thursday 4<sup>th</sup> December Matt chose to go to Motcombe Park to enjoy an evening of Carol singing, spoken word performances and festive music. Matt was also interested at looking around the different stalls. Matt said he enjoyed his time there and appeared to be happy listening to the performances.

On Saturday 6<sup>th</sup> December Chrissy, Chloe, Pam, Matt and Rachael all chose to walk down to the Hive Social Club Christmas Fayre. They looked around the stalls, choosing items to purchase, and each had a go on the rubber duck tombola. Everybody won a little rubber duck and enjoyed looking at the selection on the table and choosing the ones they wanted.



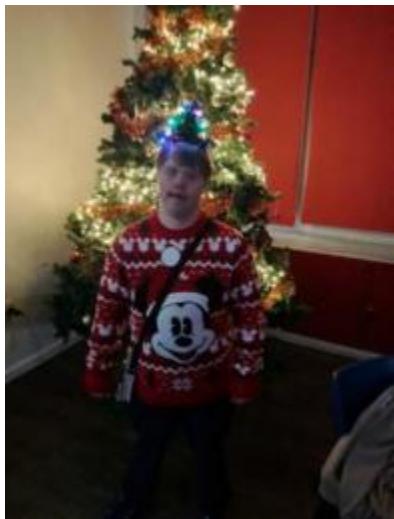


Everybody decided to stop for a drink and chat, and Matt also decided to eat the brownie that he had bought from one of the stalls, saying it was “delicious”.

On the way home a friendly cat decided to follow, and Pam was delighted to spend time interacting with it and laughing as it carried on following her up the street for more attention.



On Wednesday 10<sup>th</sup> December Chrissy, Pam and Chloe all chose to attend a Christmas party at the PHAB club. They all chose to wear their Christmas jumpers, and Chrissy also bought himself an illuminated Christmas tree headband for the occasion. They enjoyed dancing the night away to the music, socialising with their friends, and having food and drink from the buffet.



On 13<sup>th</sup> December Chloe, Pam, Rachael, Matt and Chrissy all chose to go to the pantomime "Peter Pan". They all said that it was "great fun" and they laughed throughout. They had refreshments in the interval each choosing to have their favourite drink.

On the 14<sup>th</sup> December the QRC Santa visited the service, and all the residents were really surprised when he arrived. They were very excited to see Santa and really liked their presents. They all had a fantastic time together, chatting and laughing with Santa.



To the left is Santa pictured along with the residents and his two helpers!





# Valley View Barn



During the past month Clare, Stephen and David went out to a local garden centre for the afternoon where they enjoyed looking at all the different plants and various displays before finishing off at the café for a nice hot drink.



Jamie, pictured left and below has kept himself busy this month deciding on cleaning the greenhouse before the weather gets a lot colder. Jamie did a very good job, and the staff were very appreciative of his hard work! Thank you again Jamie! 😊



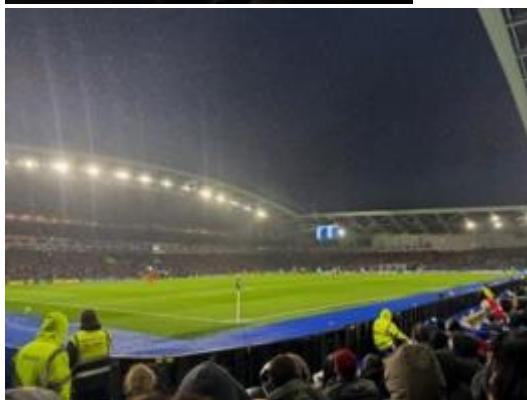


Casey has also been helping to make sure the home is nice and clean and has been assisting the night staff with cleaning the kitchen and the dining room. Thank you for doing a good job Casey. 😊



Jamie attended the Amex stadium on the 22nd of November to watch Brighton play against Brentford. It was a cold, wet and windy day but that did not take anything away from the action-packed game. Before the game Jamie

purchased some Brighton gloves to add to his 'Brighton collection' and as always, he purchased the match programme and a non-alcoholic beer before the match.



The game was end to end, with both teams having plenty of chances. Brighton came away the eventual winners, winning 2-1 and even saving a penalty in the last minute! Jamie looks forward to attending the Amex once

again, on the 20<sup>th</sup> December when Brighton host Sunderland!





Clare attends the Union Church every Sunday, where she interacts with members of the congregation. Attending church is very important to Clare and on a couple of occasions, Clare was delighted to see that they had put up and decorated some Christmas trees and had Christmas related displays in the church.



Tanzy is also delighted with how the Christmas tree has been decorated in the lounge at the barn, so much so she wanted a photo taken in front of it!



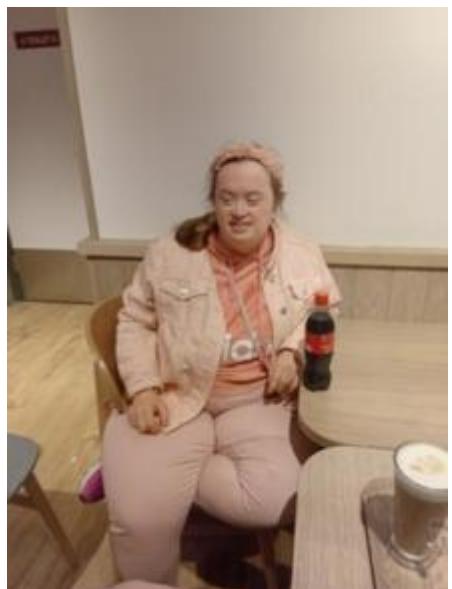
David and Jeremy have been spending time playing board games with each other. This time they challenged each other to snakes and ladders. It was a very tense few games with both picking up some wins!



Clare and Stephen both visited Staverton's garden centre, where they were delighted to see their Christmas display and didn't want to miss the opportunity of having a photo taken in front of it! After the photo opportunity, both Clare and Stephen browsed around the garden centre before stopping off at the café within Staverton's for a nice hot drink and a slice of chocolate cake!



Charlotte, Jordan and Tanzy all ventured out to the local costa where they enjoyed their favourite drinks and by the looks of it, all enjoyed each other's company!





Billie-Jo and Julia also decided to venture out to Costa, where they also enjoyed their favourite drink and slice of cake. Afterwards, they enjoyed a natter to each other about a variety of topics!



Both Billie-Jo and Stephen also attended a local garden centre, where again they took the opportunity for a photo with the Christmas decorations on display, it looks like everyone is getting into the Christmas spirit!



Billie-Jo also went out to complete her Christmas shopping and was again delighted to see all the Christmas displays. Billie-Jo was so impressed, she nearly forgot to complete her shopping! Below is Billie-Jo just having finished a lovely and well-deserved coffee!





Clare, Stephen and Jamie all visited the recent Christmas market in Hailsham. They all enjoyed looking around at the stalls and had a photo with Santa before tucking into a burger.



Tanzy and Casey decided to go to Uckfield for the afternoon where they also saw Santa and his sleigh! They were both overjoyed to see and get a photo with Santa.





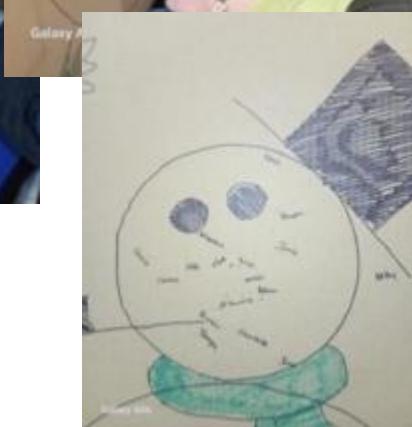
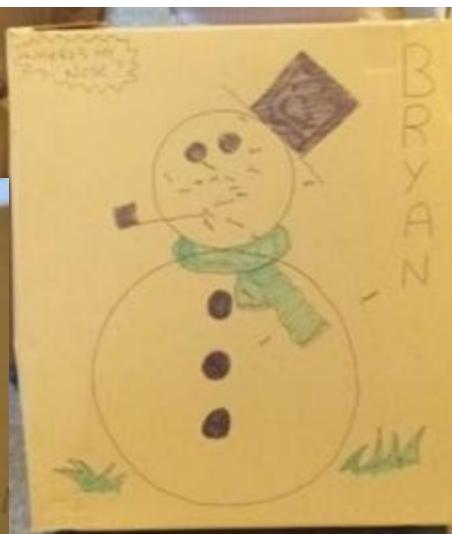
Valley View Barn held their Christmas Party this month with all getting into the festive spirit. Everyone enjoyed their Christmas buffet and were intent on spreading joy throughout the home. We were joined by service users from 35 and 116 Barnhorn road, who also took part in festive BINGO! Thank you for coming and having a fun day with us.



Thank you to Jordan, pictured below left, who went around delivering the Christmas cards, you did an amazing job as our delivery elf, great work Jordan!!



All service users and staff also joined in the festive game of 'Pin the Carrot on the Snowman' (BRYAN) a game which was enjoyed by all. Sukhchain and Clare were our winners, so well done to them!!



This month Stephen, Casey, Elaine and Jordan visited the reindeer centre where they got to meet Father Christmas and his reindeer, and at times it was quite a close encounter with the reindeer, but all were brave. Casey got to sit on Santa's knee. They had a great time and enjoyed the grotto and getting into the groove of

Christmas. Elaine had a go at playing the piano and Stephen was making the most of the picture moments, they cannot wait to go back next year.





Have a lovely Christmas from all at Valley View Barn!!



# Employees of the Month!

Each month the respective managers are asked to recognise and nominate colleagues and care staff respectively, who have gone the extra mile whilst at work. The Group Manager and Managing Director read the nominations and then select a member of staff from each area within the organisation to receive this award.

Congratulations go to these staff who were selected in December 2025:

**Bryan Sears:** Bryan joined Valley View Barn in November 2016 and is employed as a driver, however Bryan completes many tasks within the home including supporting some residents on one to one trips into the community. He has developed a great rapport with the residents and treats all individuals with the highest respect, affording them compassion and understanding, making sure that their lives are fulfilled. He is popular with both the residents and staff colleagues. Bryan has also been involved in a more hands on approach at the home, helping with more than just being 'The Driver' and getting stuck in with various activities over the Christmas period.

**Rinu Mathews:** Rinu joined QRC Dom Care in September 2024. Rinu is hard working and diligent in her job role. She supports the service users with any of their needs and follows support plans well. Rinu has good communication skills and has a good rapport with the service users she supports. Rinu is able to complete the daily tasks of her role and is confident in her abilities. Rinu often completes shifts across 35 and 116, even at times working in both locations each day which is immensely helpful and appreciated.



**Sneha Perumbilil Sreedharan:** Sia joined QRC Dom Care in May 2023 and has recently been promoted to the role of senior support worker. Sia is an asset to the teams across Eastbourne. She works with passion and enthusiasm and demonstrates diligence in her role and in the completion of tasks. Sia has a great rapport with the service users and gets along with all the staff teams. Nothing is ever too much trouble and Sia will always go out of her way to support and assist the Deputy Manager. Sia completes many tasks and supports her colleagues to do the same by mentoring them to complete tasks to a high standard when working alongside them.

# Long Service Recognition

Here at QRC we like to recognise long service within the staff team, celebrating 3, 5, 10, 13 & 15 years of employment.

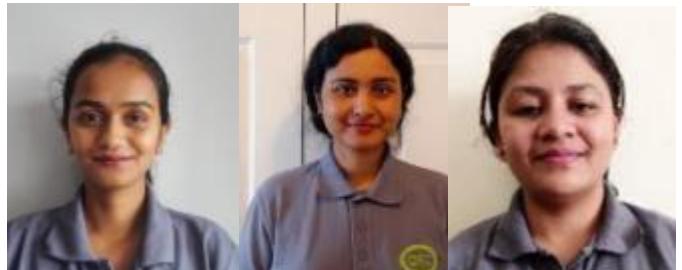
## Lisa Goddard

Lisa joined QRC Dom Care in December 2022. She covers response night shifts at 116 Barnhorn Road caring for and supporting the ladies who reside at that service. Lisa is very competent and provides quality support for the ladies at 116. Thank you, Lisa, for your hard work and commitment to the service users at 116.



## Staff Training

Congratulations to Naga, Shams and Tamanna who attended an online course on Autism and communication provided by East Sussex Adult Social Care. The course discussed ways that individuals can communicate with autistic people and how to encourage those to express their needs and wishes.



All staff working for QRC have now completed the 1-day Tier 2 Oliver McGowen Course. Staff have expressed how this training has given them an even deeper insight into supporting individuals with Autism and Learning Disabilities and some staff have even expressed wanting to expand further on their knowledge and complete a Level 2 Autism Awareness course.



Congratulations to Sandeep for completing and achieving her Care Certificate. Sandeep has worked very hard over her first few months with QRC to build rapports with service users and learn their needs and wishes. Keep up the fabulous work!

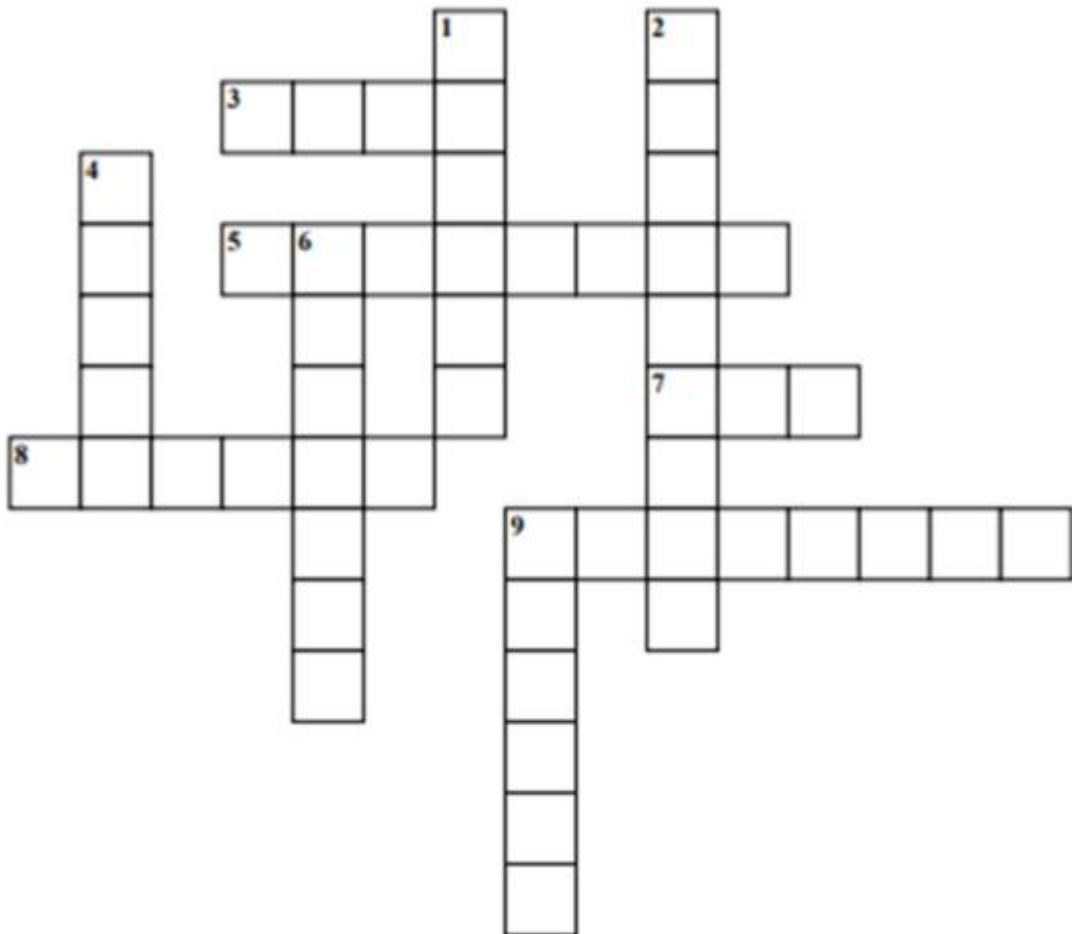


Amy would like to thank staff for continuing to complete online training at home and on shift and wishes everyone a very Happy Christmas and New Year!



# Puzzle Time

Why not have a go at our QRC Christmas crossword! See if you can find the Christmas related words below!



## Down

- 1) Name of the famous snowman
- 2) Plant you traditionally kiss under at Christmas
- 4) Bearded man who delivers presents on Christmas eve
- 6) Reindeer with a red nose
- 9) Santa's vehicle

## Across

- 3) A Christmas tree topper
- 5) These are often placed under the tree
- 7) Santa's little helper
- 8) Object traditionally used to create the nose of a snowman
- 9) Hung by the chimney with care

### Useful Information:

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