

Happy New Year! Welcome to the QRC Newsletter for January; as always thank you to all service users and staff for their contributions to this edition.



## 102 Victoria Drive



Pam celebrated her birthday on the 22<sup>nd</sup> December. She chose to have a takeaway burger and also chose a jam sponge birthday cake. Pam enjoyed her celebrations and everybody joined in with singing Happy Birthday. Pam's brother popped in to 102 to give Pam her birthday gift in the evening.



Pam, Rachael, Chloe and Chrissy chose to go to the Christmas Pyjama Party at 35 Barnhorn on 23<sup>rd</sup> December and enjoyed socialising with their peers and having food from the buffet table.







They excitedly received their certificates which they showed to the staff. Thank you to all at 35 for hosting a lovely afternoon.

Before all going to their family homes for the Christmas period the residents of Victoria Drive chose to have a Christmas dinner together. Whilst Chrissy was visiting his family; Chloe, Rachael and Pam all helped to shop for the dinner items, and along with Matt they spent time preparing all the vegetables. They all sat down together to enjoy their meal, with Chrissy returning in time to join in the festivities. It looked and smelled delicious and they all said they enjoyed it.







Over the Christmas period four of the residents went to visit their families except for Pam who remained at Victoria Drive. She enjoyed her Christmas day, opening all her gifts in the morning and then choosing to go for a long Christmas walk with staff. Pam chose to have a Roast Chicken dinner and then spent time in the evening relaxing.







On 2<sup>nd</sup> January Matt chose to go on a bus ride to Hastings. He enjoyed a nice snowy walk, then headed to Bexhill where he again chose to have a walk, stopping for a hot chocolate to help him warm up. He then decided to get the bus back to Eastbourne. Matt told staff that he'd had a good day.



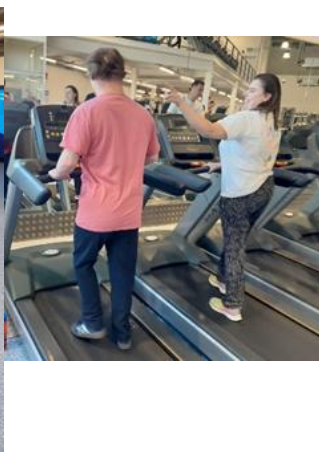




On Sunday the 4<sup>th</sup> January all the residents decided to go bowling together, also choosing to have a burger, chips and a drink whilst there. They enjoyed spending time together and cheering each other on. Two games were played with Chrissy winning the first and Matt winning the second.



Chrissy and Chloe have been great motivators for each other to help shift some Christmas calories. They chose to go to the gym together on Wednesday 7<sup>th</sup> January, cheering each other on whilst they used the running machines and bikes. Both were very proud of themselves for working hard on their fitness. Well done!





On Thursday 8<sup>th</sup> January Matt enjoyed a soggy day out with staff. He attended his monthly horse-riding session in Polegate, going up and down the very muddy lane on his horse Romy. Whilst in Polegate he also chose to spend time walking along the Cuckoo Trail, chatting throughout to staff. Matt had a well-deserved McDonalds lunch before continuing his day with some more wet and windy walking. He told staff that he had enjoyed his day; and after a Swoove dance session in the evening said he was very tired and ready for his bed!



## *Valley View Barn*

With the weather being on the cold side, David, Elaine and Jordan got out the skittles and played some indoor bowling, and with all giving it their best effort, David came away with a couple of strikes, well done guys!





On the same day when some residents were keeping nice and dry, Jamie, Julia, Clare and Jeremy spent the day getting wet and 'stuck' at the Reindeer Centre. As you can see below, they did not let the weather get them down and thoroughly enjoyed their time with the reindeer and Santa. On another trip Amy, Tanzy and Charlotte also visited the reindeer centre; they were very happy to meet Mr and Mrs Santa Claus.







Last month at Valley View Barn we were joined by Heathfield Church for some carol singing, mince pies and mulled wine. All enjoyed the singing and joining in with all the Christmas tunes!!





On a dry day Elaine and Clare went to visit Middle Farm where they got to meet some highland cows, pigs, sheep and rabbits, but none were as cute as our pet rabbit, Bertie!! Glad you had fun guys!



Casey, Jordan and David went out for a spot of shopping and stopped off for a coffee, and as usual Casey found the bookshelf!







Jamie attended a Brighton match on the 20<sup>th</sup> December, supported by staff member Josh. Jamie was very eager about watching this game due to it being against Sunderland who are on form and Sunderland's captain being an ex-arsenal player, the team that Jamie actually supports. Unfortunately for Jamie, the match was a draw, finishing 0-0.



Jamie was still pleased to sit amongst the Brighton fans, soaking in the matchday atmosphere. Jamie is very much looking forward to returning to the Amex on the 3<sup>rd</sup> January to watch Brighton verses Burnley.



Everyone at Valley View Barn had a lovely Christmas Day, where they started off wishing each other a Merry Christmas before opening their presents. Once all had opened their presents, they all enjoyed their Christmas dinner and Christmas pudding, which Stephen very kindly assisted Maggie with. After their dinner, all at Valley View Barn spent time relaxing and watching a Christmas film.











Stephen, Billie-Jo and Julia all ventured out to the local costa to enjoy a hot drink and a biscuit or cake. They all enjoyed each other's company and were all talking about what they received for Christmas and what they hope to get up to in the new year.





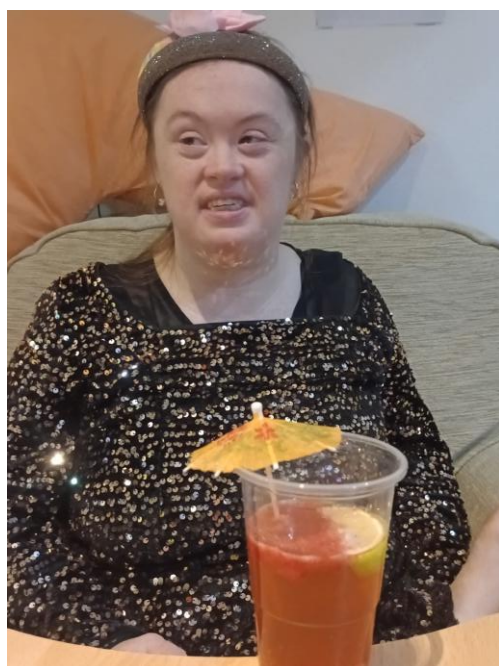
Clare and Casey also ventured out to the local garden centre, having a good look around before stopping at the café for a hot drink and a brownie before returning to Valley View Barn.



This month at Valley View Barn we held our first New Years Eve Party as residents had commented that they had not had a New Years Eve party before and it was all about the cocktails! We welcomed 'Shazbar' to Valley View Barn, where you could get yourself a Pina Colada, Shirley Temple, Mojito, Espresso Martini and many more. Although they didn't all quite welcome in our new year they celebrated the New Year for other countries around the world.

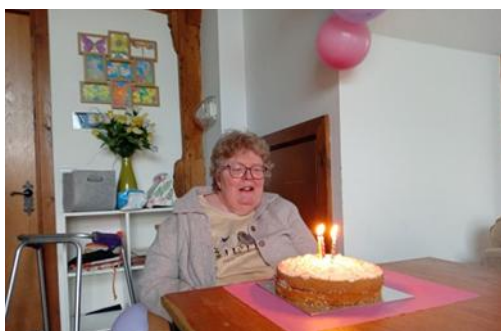






*A Happy New Year from all at Valley View Barn!*





This month we celebrated Clare's birthday; she received a lot of cards and presents from friends and family. Clare also enjoyed receiving birthday wishes from her peers and staff at Valley View Barn and blew out the candles on her birthday cake, which she shared with everyone.

Clare also enjoyed a lovely meal at the Harvester with Billie-Jo and Jamie! All of us at Valley View Barn hope you had a lovely day, Clare!

Happy Birthday Clare! 😊

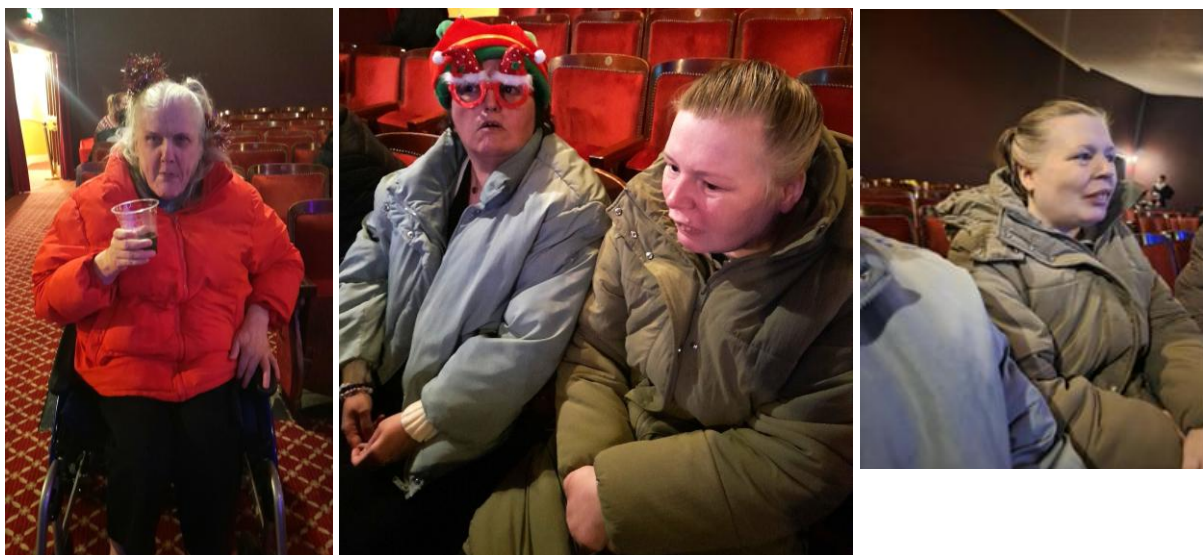


*116 Barnhorn Road*

All the service users at 116 had an absolutely fantastic time visiting the Royal Hippodrome Theatre in Eastbourne to see the pantomime 'Sleeping Beauty'.







The panto was bursting with everything audiences adore — laugh-out-loud comedy, dazzling costumes, magical storytelling, fabulous music, and a cast overflowing with charisma, chaos, and Christmas cheer. It was a truly unforgettable festive outing!





After the pantomime had finished, everyone enjoyed a relaxing drive to The Lamb Inn for a well-deserved lunch. The ladies loved choosing their meals and then spending time together around the table, chatting and engaging with one another in a warm, cosy atmosphere. It was a lovely way to round off a memorable day out.





Maria D and Julia tucked into beautifully cooked fish and chips, Maria Watson happily demolished a pizza, and Caitlin enjoyed a deliciously prepared salmon dish.



Christmas Eve at 116 was truly magical. Father Christmas made a special appearance, bringing presents for all our service users and filling the room with excitement and joy. There were hugs, smiles, and a wonderful sense of togetherness as everyone celebrated.



Later in the evening, the ladies gathered for a delicious hot chocolate topped with cream and marshmallows, sharing stories, laughter, and each other's company. It was a warm and memorable night that captured the spirit of the season beautifully.







# Christmas Day at 116



What a truly magical Christmas morning it was at 116. The service users woke to the wonderful sight of presents piled beneath the tree, filling the house with excitement and joy. Smiles, laughter, and eager hands made the morning unforgettable as everyone opened their gifts.



Julia was thrilled with her new baby doll and dog teddy. Maria Watson couldn't wait to try on her new clothes. Caitlin was delighted with her warm, cosy new coat, and Maria D was overjoyed to receive some beautiful new jewellery.





While the celebrations continued, staff were hard at work preparing a delicious Christmas dinner. The whole house was filled with the comforting aromas of the festive feast, adding to the warmth and togetherness of the day. Everyone was so excited for their Christmas meal at 116 that the cameras didn't even make it out. The anticipation, the laughter, and the festive buzz took over completely. A sure sign of a truly joyful celebration. Sometimes the best moments are the ones we're too busy enjoying to capture!

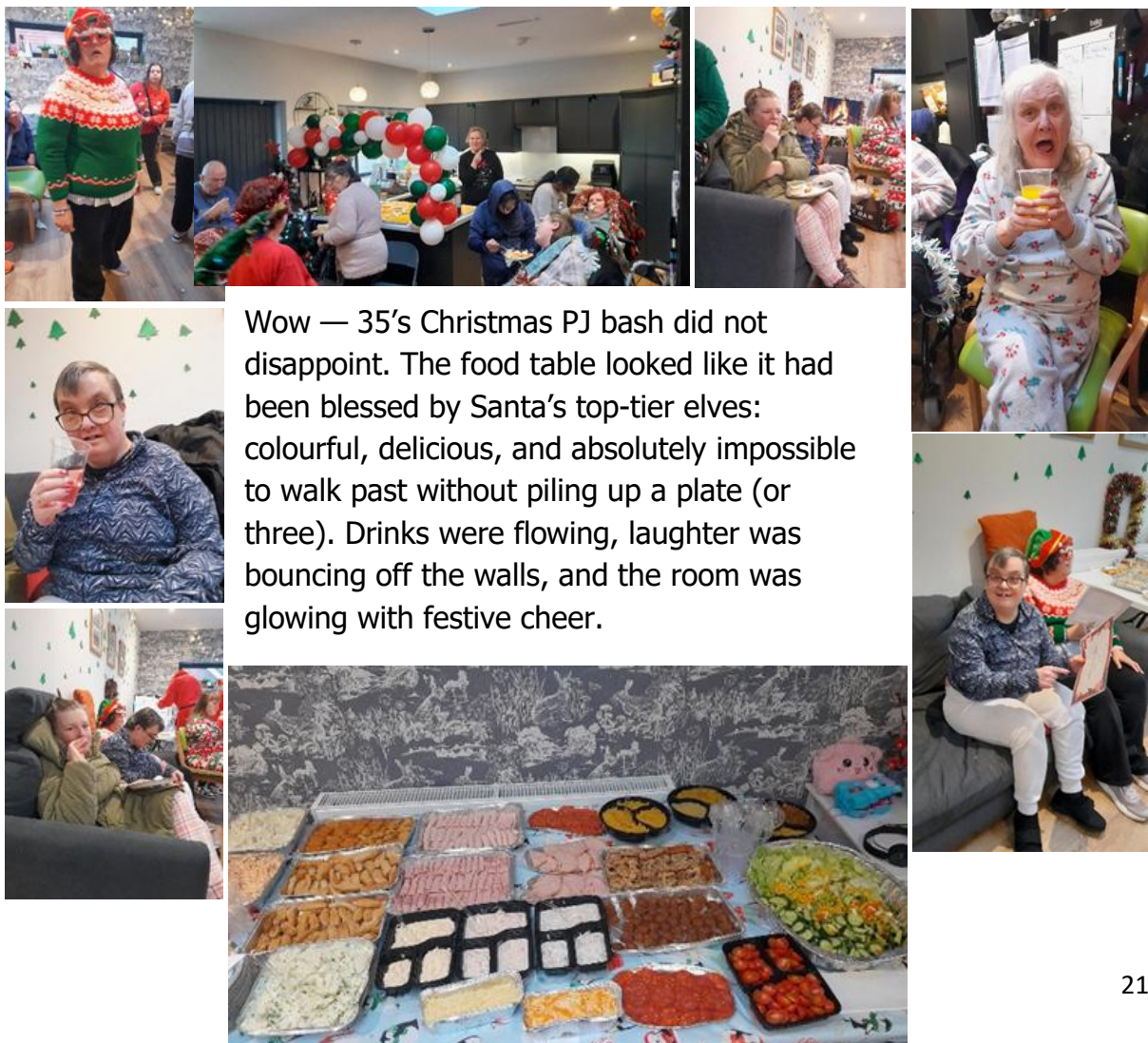
At 116, homemade pizza night has become one of our favourite shared activities. We make our pizzas completely from scratch, which not only makes them healthier but also adds to the fun. Everyone gets to choose their own toppings and decide whether they prefer a BBQ or tomato base, making each pizza totally personal. The best part is coming together to enjoy our creations once they're cooked — a delicious reward for a great group effort.







The second someone whispered, "Christmas Pyjama Party", the ladies at 116 practically levitated with excitement. Comfy pyjamas? Check. A chance to party? DOUBLE check. The ladies were ready before the invitation had even finished printing!



Wow — 35's Christmas PJ bash did not disappoint. The food table looked like it had been blessed by Santa's top-tier elves: colourful, delicious, and absolutely impossible to walk past without piling up a plate (or three). Drinks were flowing, laughter was bouncing off the walls, and the room was glowing with festive cheer.



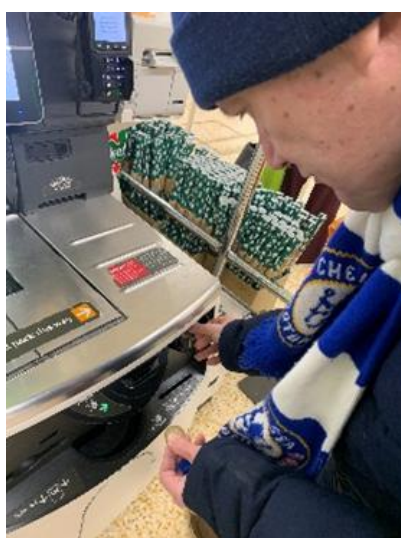


# Meads Street



Prior to Christmas James was supported to attend a hospital appointment, and to the left is James giving staff the thumbs up inside the elevator. After his appointment James decided to go to Sainsburys to select his meal deal.

To the right is James at the self-service checkout, paying for his purchases. Well done, James!



The service users attended the monthly service user meeting with everyone participating, listening to the discussions, and sharing their thoughts. After the meeting, the staff prepared a special Christmas lunch, which was enjoyed by all and provided an opportunity for everyone to share the experience together. Later in the afternoon, the group spent time in the office taking part in colouring activities. This allowed everyone to relax and enjoy the rest of the day in a calm and positive way.





James was supported to attend the cinema this month to watch the new Avatar and Zootropolis 2 movie. He had a very positive experience and enjoyed wearing the 3D glasses, which made the films feel more exciting and realistic for him. James appeared to enjoy every moment and thoroughly enjoyed the experience.



Robert and James had a wonderful Christmas morning. They woke up excited and enjoyed unwrapping all of their presents, expressing happiness with everything they received. Later, Robert came to the office to help staff by peeling vegetables for lunch. He was proud to help and enjoyed being involved. In the afternoon, everyone enjoyed a delicious Christmas roast dinner, which included gammon, turkey, roast potatoes, vegetables, stuffing balls, and gravy, along with tasty snacks such as sausage rolls, chicken popcorn, shortbread, and pigs in blankets. After the meal, Robert and James enjoyed pudding and spent time relaxing and chatting about Christmas and family. They had a lovely day full of food, fun, and happiness.





Aaron received his new CD rack, which he was supported by staff to order earlier in the week. On 11<sup>th</sup> January, he was supported to assemble it. Aaron engaged well throughout the activity, working alongside staff to follow the instruction manual and identify how the parts fitted together. He appeared very pleased and proud during the process. Well done, Aaron!



On 5<sup>th</sup> January, James was supported by staff to access the local community. He chose to visit several shops at the Beacon Centre for window shopping and enjoyed posing for photos in one of the shops. He also had a



walk along the seafront and the pier, which he appeared to enjoy. He completed the outing by purchasing his favourite meal deal for lunch. James shared how pleased he was with his day out and expressed his appreciation to staff, saying, "thank you for looking after me, you do a great job."

On 7<sup>th</sup> January, Aaron was supported by staff to assemble his new electric table, which he had ordered with support. He actively engaged in the process by going through the instruction manual and guiding staff on where each part should go. Aaron appeared pleased throughout the activity







and was happy to have his new table, which is pictured to the left and which Aaron can now adjust to the appropriate height for his puzzle work as needed.

Nice job Aaron, well done!



On 17<sup>th</sup> December, service users from Meads joined friends at the Phab Club, which they usually attend every Wednesday. As part of wrapping up the year, they received a special visit from Santa whilst at the club. Everyone enjoyed taking wonderful photos, and

Santa presented them with gifts to mark the end of the year celebrations. The evening was filled with joy, as everyone joined friends for music and dancing, creating a lively and memorable night.



On 13<sup>th</sup> January, Aaron was supported by staff to use the local ATM inside Tesco at Meads to make his weekly budget withdrawal. With staff guidance, he entered his card PIN and selected the amount to withdraw. Aaron was happy to complete this task, demonstrating his growing independence before heading into town for his choice of activities.





On 14<sup>th</sup> January, Glen was supported by staff to visit the local Argos store after his swimming session to purchase a new microwave. With staff guidance, he browsed through the products using the service machine and selected the microwave of his choice. Staff assisted him with the checkout and completing the transaction and collecting his item at the counter. Well done, Glen!



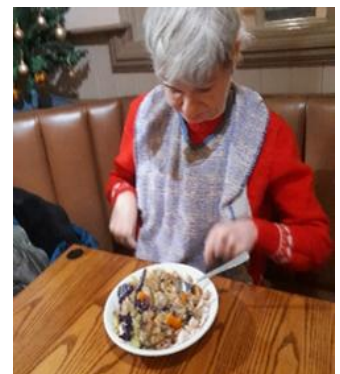
Glen was supported by staff to attend his usual Friday cycling session at Eastbourne Sport Park Avenue. At the venue, he selected his helmet and hopped onto his favourite bike before joining the racing track. He appeared to thoroughly enjoy the session. Well done, Glen, for getting active and burning off some calories!



*374 Battle Road*



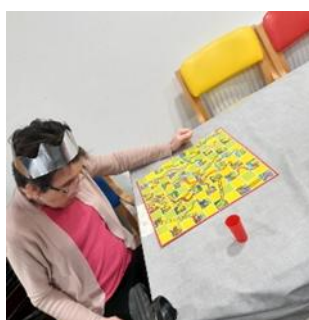
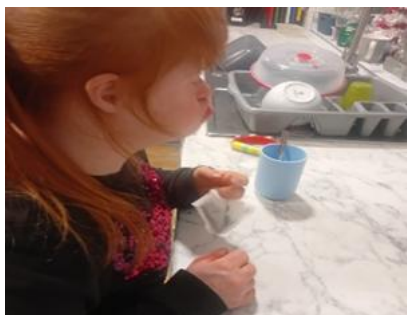
On 16<sup>th</sup> of December staff arranged an early Christmas meal for everyone at 374 at the Harrow Pub. They all enjoyed the food, especially the pudding which was a chocolate bomb and ice cream. Everyone was in good spirits and excited for the upcoming festivities, and a good evening was shared by everyone!!







Sarah has been focusing on achieving her goal this month, which is to make a cup of tea. As you can see, she is smashing her targets!! Staff broke each part of the task down into manageable steps for her, which enabled Sarah to remember the correct sequences. Sarah has since helped staff with several cups of tea, and what's more important is that she enjoys doing it and had fun learning new skills. Well done, Sarah, keep smashing your goals!!



Emma was gifted Snakes and Ladders and Ludo which she was thrilled with because it reminded her of a time from her early childhood. Emma was delighted to play a game with staff and her peers and now carries it around in her walker tray just in case anyone would like a rematch!



The pictures to the left and on the following pages are of the ladies at 374 opening their presents on Christmas morning. What a special time they shared and an experience that staff were thrilled to be a part of.



Hellen, Cassie, Emma and Elise are proudly showing off their lovely gifts, given to them by their family, staff and each other. Emma received a box of chocolates and began tucking into them shortly after breakfast, informing staff that her normal diet goes out of the window at Christmas. Good on you Emma, we hope you enjoyed them!!



Everyone participated with the task of preparing and cooking Christmas dinner, and with Christmas songs on in the background and fizzy, alcohol-free wine being shared by everyone, the day went by merrily and joyfully. The table was decorated by the ladies at 374 and the care and attention that they put into it was impeccable, well done, ladies, wow!!





In the evening on the 12<sup>th</sup> December, Cassie attended a Christmas party at Open Door. Staff helped Cassie to curl her hair which she said made her feel pretty and glamorous. Cassie had a fabulous time, enjoying both the dinner and the dancing. What a pretty dress Cassie, very glamorous!!



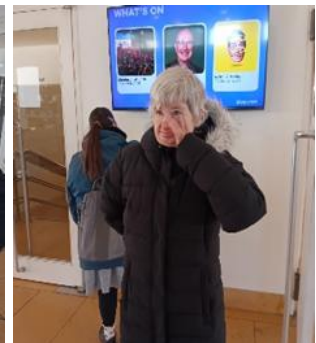
On 17<sup>th</sup> December, Emma pictured right went to the Crisp Packet project to participate in a Christmas party. She had a cup of tea and cake, played pass the parcel and had a wonderful time. After that Emma went on the bus to Asda and brought new pyjamas for herself. Emma said she'd had a 'wholesome day' upon returning home.



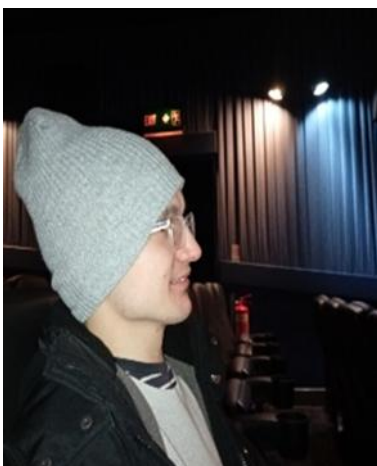




Elise and Cassie took a trip to the Bexhill seafront area where they walked along the promenade enjoying the lovely sunshine and sea air. The ladies chose to visit the 'De La Warr Pavilion', which is an iconic modernist building. They enjoyed the contemporary sensory art exhibition, inside the building, marvelling at the scale of it. They were incredibly pleased with their chosen activity and would very much like to go again in the summer.



This month, on two different occasions Josh went to the Odeon cinema in Hastings.

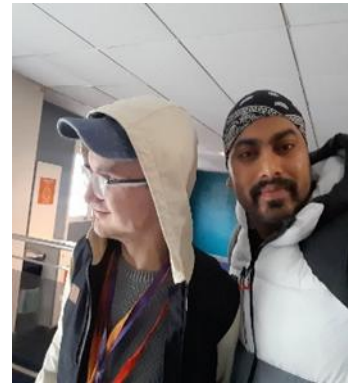


On the 30<sup>th</sup> December 2025 Josh enjoyed seeing 'Sponge Bob Square Pants.'



On another occasion, on the 11<sup>th</sup> January 2026, Josh enjoyed watching 'Zootropolis'.

Josh sat all the way through laughing and cheering, was fully engaged throughout the time and enjoyed the stories of both movies very much.



## *Lushington Road*

Everyone from Lushington Road including Julie attended the last day of Phab club where Father Christmas was present. They all received presents from Santa and were very happy. They enjoyed the festive season with their friends and had some treats afterwards.





Julie was supported to attend a pantomime during the festive season, when she went to see Sleeping Beauty. She thoroughly enjoyed the experience and was fully engaged throughout the performance. Julie appeared happy and relaxed, and the outing gave her the opportunity to participate in a seasonal activity.



Julie enjoyed an afternoon cream tea on Christmas Eve. She thoroughly enjoyed the experience. There was wide variety of sandwiches and cakes, which she liked very much, and it made the afternoon special and enjoyable for her!!

For a change, the Lushington residents chose to go for a drive because of the freezing cold weather.







They went to Chilley Farm, where they visited a café and had a nice hot drink. Everyone enjoyed the drive and spending time together.

Alex pictured below went to Jumpin Fun. Which is an activity he really enjoys. He spent an hour jumping around and taking part in the fun activities available. He had an amazing time and was very happy throughout the session.





Louise and Johnathon attended the Christmas party hosted by 35 Barnhorn Road. They had a great time enjoying the music and food with friends during the festive season. They also received a certificate to recognise their hard work over the past year.





Alex enjoys spending some time on Mondays visiting various pubs in the town; on one occasion he went to the Boom Bar, where he enjoyed socialising as well as taking part in games of snooker and a round of golf. These activities give him a chance to relax, stay active and enjoy friendly competition with staff.



Louise and Jonathan thoroughly enjoyed their usual visit to Costa with the staff, where they spent a pleasant and relaxed time together. After the coffee they enjoyed a short walk with staff.



Alex had a wonderful time during his most recent trip to Knockhatch, where he thoroughly enjoyed himself by playing a wide variety of games. The experience was memorable and gave him an opportunity to make the most of his visit.







# *35 Barnhorn Road*

The ladies of 35 Barnhorn Road would like to extend a heartfelt thank you to everyone who joined us for our Christmas Pyjama Party celebration. We hope you had a wonderful time filled with joy and laughter!

A very special thanks goes to Donna (Kiri's mum), who prepared and beautifully set up all the delicious food, with the amazing support of her friend Carol. Everything was absolutely fantastic!

We can't wait to welcome you back in the New Year for plenty more parties and gatherings—we've got lots in store!





















Santa made a cheerful stop at 35 Barnhorn Road, bringing a burst of festive magic with him. The ladies were absolutely thrilled as he handed out their gifts!





The ladies enjoyed a truly wonderful Christmas Day. Some spent the holiday visiting their families, while others chose the comfort of home. Wherever they were, the day was filled with good company, plenty of delicious food, and endless laughter. It was a joyful celebration that left everyone with happy memories and full hearts.

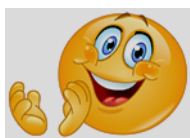






We hope everyone had an amazing start to their New Year!





## 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 January 2026:



**Kelly Udogie:** Kelly joined Valley View Barn in June 2023 and is held in high esteem the service users and his staff colleagues; positive comments are always being made with respect to how he supports the individuals he provides care for and the support he gives to his staff colleagues on a daily basis. Kelly always ensures that when taking part in activities within the home he involves all individuals; most recently at the Christmas and New Years party's Kelly ensured that he was fully involved and made sure everyone was having the most enjoyable time. Kelly is

honest and open in all that he does and is always willing to speak up for those that he supports, continuing his improvement through creativity and teamwork. Well done, Kelly, thank you for your hard work!



**Rakshya Dhakal;** Rakshya joined QRC Dom Care in July 2025. Rakshya currently works at Lushington Road, where she has learnt the routines of the service users well and has built a good rapport with them along with a great working relationship with her colleagues over the last few months. Rakshya works very hard and is diligent in her job role. She completes anything asked of her with a smile and a positive attitude, following support plans and policies whilst carrying out her role. Rakshya takes on board feedback well and will implement this into her daily role. Well done, Rakshya, keep up the good work!



**Tom Fillery;** Tom rejoined QRC Dom Care in November 2021. Tom provided an excellent treat for the service users across the Dom Care services by dressing up as Santa and delivering presents to all of the service users. Tom came up with the idea and ensured that it was well thought out and followed through, with a wonderful festive atmosphere and excellent interactions with each service user. Tom had a smile on his face throughout and spent time with each individual taking pictures and spreading festive cheer. It was a wonderful event for all to

enjoy. Tom also has in depth knowledge of each service user he supports, and of QRC as a whole and is a great member of the staff team. Well done Tom and thank you for your ongoing commitment to QRC.



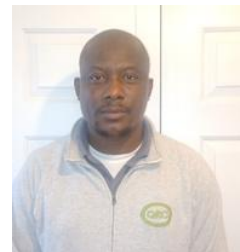


# *Staff Training*

Congratulations to Cerin for completing and passing a 3 Day Positive Behaviour Support course with East Sussex Adult Social Care. Cerin found the course interesting and engaging and enjoyed using techniques to create PBS support plans for one of the service users she supports.



Congratulations to Eddie for completing and achieving his Care Certificate. Eddie has worked very hard over his first few months to support service users to activities and outings and learn their needs and wishes. Eddie ensures he provides person centred care and has built up a great rapport with service users. Eddie has even been praised on his fantastic cleaning skills! Keep, up the great work!



Amy would like to thank staff for continuing to complete online training whilst on shift and at home.





## Puzzle Time

January 18<sup>th</sup>, 2026, is Winnie the Pooh Day. This day is dedicated to honouring the birthday of AA Milne, the author who brought Winnie the Pooh to life. AA Milne was born in 1882, and Winnie the Pooh first appeared in 1924, and the first book was published in 1926 marking it a 100 years since the first publication.

Why don't you see if you can find all the characters in Winnie the Pooh below?

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

Christopher

Kanga

Rabbit

Winnie

Eeyore

Owl

Roo

Woozles

Heffalumps

Piglet

Tigger



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