

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



Meads Street



On Shrove Tuesday James happily made a fresh batch of warm, fluffy pancakes to celebrate pancake day. Once they were ready, he stacked the pancakes high on a plate and topped them with freshly sliced bananas and drizzled chocolate syrup over the top.

On the 26th of February, with the sun shining brightly, Robert decided it was the perfect time to do some gardening. Gardening is an activity that he truly enjoys and excels at. He carefully gathered his pots, filled them with fresh soil, and planted new seeds in preparation for spring.



Glen has had a very busy month, filled with activities. He has enjoyed cycling this month especially when the weather has been pleasant. Being out on his favourite bike is something he enjoys.

Recently, Glen has shown

great improvement, he managed to cycle on the track for a full 30 minutes without stopping, which is a real achievement for him. Well, done Glen!



Charlotte, pictured above, decided to spend time at the bowling alley, she had a fun and relaxing outing. She played very well and registered some excellent shots. It was lovely to watch her enjoy herself and do so well. After bowling she had a nice meal to finish off her day. Charlotte said to staff that she had had an enjoyable outing!!!



Aaron has made significant progress in becoming more independent in the community. He is very confident now with traveling around locally and can take the bus into town on his own. Aaron has also been taking taxis to his day centre at Linden Court independently. Well, done Aaron!

On the 27th of February, James decided to treat himself to a special day out at the London and County pub. He caught a bus into town, enjoying the pleasant journey as he anticipated the day ahead. At the pub he ordered his all-time favourite meal. Overall, James enjoyed his day out.



On the 4th of March, Glen attended his scheduled chiropody appointment with support from staff. Before going into the appointment, he spent a short time outside the premises to have a few photographs taken. Glen appeared relaxed and cooperative during this time. After the photos were taken, he proceeded into the clinic for his appointment.



James pictured below was supported by staff to visit the town as one of his outing activities. During the visit, he went to the Sainsbury's store inside the Beacon Centre, where he chose his favourite meal deal and bought his weekly TV Choice magazine. With guidance from staff, James used the self-service checkout to pay for his items. He appeared happy throughout the outing and engaged well with staff.



On the 3rd of March, James was supported by staff to attend his routine monthly blood test appointment at the doctor's surgery. While waiting for his appointment, James helped himself to a drink of water from the public water dispenser in the waiting area. He remained calm and engaged throughout the appointment and had a short chat with some members of the public who were also waiting to be seen.



On the 4th of March, Glen was supported by staff to attend his regular Wednesday swimming activity. After swimming, he asked staff to support him to visit a local shop to get some household essentials. While at the shop, Glen used a trolley basket and joined in choosing the items needed. He also posed for a few photos with staff during the visit.



On the 23rd of February, staff supported Aaron by seeing him into his taxi for his usual Monday visit to Linden Court Day Centre. While getting into the taxi, Aaron asked staff to take a few photos of him. He also shared with staff that he enjoys the company of this particular taxi driver whenever he drives him to Linden Court.

On the 23rd of February, Glen was supported by staff to go to the cinema to watch the film Crime 101. He shared with staff that he enjoyed his time at the cinema. After the movie, Glen visited the CEX store in town where he purchased one of his favourite DVDs. He later went to the London and County pub, where he chose a cheeseburger with chips for his meal and also had his favourite beer.



Robert has made Wednesdays his regular laundry day. On the morning of the 4th of March, he brought his laundry to the office and independently put it in the washing machine. Later, he checked on it, moved it to the tumble dryer, and happily finished the task by folding his clothes. Well, done, Robert!



On the 10th of March, Glen started his day with staff support to visit a shop in town to complete his weekly food shopping. While there, he chose the food he needed for the week and also picked out a Mother's Day card to give to his mum. After shopping, Glen attended his dental appointment at South Cliff Dental Clinic. While waiting, he filled in his appointment form and waited patiently to be seen, even posing for a few photos before going in. Well, done, Glen, for attending your dental appointment!





James went into town with staff support for his usual activities, which he really enjoys. During the visit, he met one of his friends from a community social centre he used to attend. James was happy to see his friend, and they spent some time chatting and sharing memories from their time at the centre. He also happily posed for a few photos during the outing.



On the 17th of February, James attended his annual health review at the doctor's surgery with staff support. He started the day with a walk to the surgery, which he enjoyed, chatting with staff along the way. Before his appointment, James asked staff to take a few photos outside the surgery and again while waiting in the waiting room. After the appointment, he enjoyed a visit to the town centre, walking around the Beacon shopping centre and stopping at Greggs for a hot chocolate. At the end of the day, James shared how much he had enjoyed his outing and said, "Thank you for taking me and thank you for making me happy."



Robert has been enjoying some lovely time in town with his fiancée recently. They have been meeting up to spend quality time together, often stopping by the Greggs café for a catch-up and a bite to eat. They have also been heading over to the Rodmill restaurant for a relaxed lunch date. On this occasion,



they were joined by a friend from another service, and the group took the opportunity to pose for a photo together. It was a really nice moment of friendship and connection, and everyone seemed to enjoy the time spent together.



Wednesdays are always something to look forward to, as it's Phab Club Day. Service users from Meads come together with friends from other services and day centres for an evening of catchups and socialising. Everyone enjoys spending time together over a cup of tea, some snacks, and of course a bit of

music and dancing. On Wednesday 4th March, Robert and Charlotte enjoyed a lovely evening at the club. They posed for a few photos together and had a great catch-up, chatting about what they had both been up to during the week and sharing their plans for the days ahead. It was a really nice opportunity for them to relax, connect with friends, and enjoy the welcoming atmosphere of the club.

Aaron enjoys spending time in his flat playing with his model cars, which helps him relax and keeps him occupied when he wants some quiet time to himself. It's something he often chooses to do after activities with staff in the community or at home. On 17th February, Aaron was happy to pose for a few photos while showing off his simulation play area, where he sets up and enjoys playing with his collection of model cars.



Sundays at Meads are always special, as it's the time when everyone comes together for the communal lunch. On Sunday the 22nd of February, James first enjoyed his usual community walk with staff. Afterwards, he helped with the shopping for the meal at the local shop. James carried the shopping basket and joined in choosing the food items needed for the communal lunch. It was a lovely way for him to be involved and contribute to the shared meal that everyone looks forward to each week.





Glen enjoyed a walk in the local community, taking in the fresh air and surroundings. During the walk, he happily posed for a few photos, capturing the moment while out and about.

Glen was captured in this photo with a big smile on his face as he took his recycling out to the bin. Well, done to Glen for doing his recycling and helping to keep his flat clean while supporting a healthy lifestyle and promoting his independence.



On the 12th of March, James informed staff that he would like support to visit a new shop, Mini Sou, in the Beacon Centre, in town. While at the shop, James browsed the items on the shelves and selected three mugs from a Harry Potter mug set to purchase. He also took the opportunity to pose for a few photos both inside and outside the shop. Afterwards, James shared with staff that he had a wonderful time during the visit.





Tuesdays are laundry time for Aaron. He starts his morning by bringing his laundry basket to the office so his clothes can be placed in the washing machine. After this, Aaron heads into town independently. When he returns, he checks on his laundry and collects it from the tumble dryer. This week, Aaron was happy to pose for a photo while folding his clothes. Well, done, Aaron!



35 Barnhorn Road

Pancake Day at 35 Barnhorn road was a hit! The ladies tucked into pancakes topped with lemon, sugar, and a rich blueberry compote, savouring every bite. The ladies gave a big thank you to staff members, Lauren, Naga and Rinu!





At Eastbourne College, Amelia has been enjoying her bike rides with Wheels4All.

One of Amelia's favourite parts of the activity is counting each lap she completes, making sure that she exceeds the number of laps completed the previous time she completed the activity as she loves challenging herself to go even further on each visit.



Evie has been making the most of the lighter evenings by going on walks with staff.



On this occasion, she requested that staff member Naga, take photos of her alongside the large trees.

Dani made a delicious chicken carbonara completely from scratch. She cooked the chicken until it was perfectly golden. After that, she stirred in the creamy sauce. Once it was ready, she mixed it through the pasta, creating a proper homemade carbonara that everyone was excited to try.





Kiri did an amazing job making a lasagne completely from scratch. She cooked the mince, added the onions and sauce, then carefully layered everything with the pasta.

All the ladies at 35 chose their new keyworkers this month, and everyone is happy with their choices. Each person took their time and made a choice that felt right. It was lovely to see everyone feeling confident, supported, and excited about working with their new keyworkers going forward.



Izzy, Pinar, and Evie had a fantastic day visiting Bodiam Castle. They enjoyed the bus ride there, chatting amongst themselves and taking in the views of the countryside before arriving at the castle. Once inside, they took part in an Easter trail and managed to spot every single clue, working together and getting excited each time they found the next clue. Along the way, they watched fish swimming in the moat, spotted ducks waddling around, and saw plenty of friendly dogs enjoying the sunshine. After exploring, they headed to the café for a tasty lunch, which everyone really enjoyed. It was a full, fun day from start to finish. A big thank-you go to staff members Rinu and Naga for organising such an amazing day out!





Pinar, Amelia and Izzy had a brilliant day out at Blackberry Farm. They viewed all of the animals, challenged each other to go-kart races, and even tried their hand at milking a pretend cow—it was a big hit! One of the highlights was seeing the pigs, alpacas and goats, which they all found really entertaining. Once they'd finished exploring, they went for lunch, and it turned out to be a lovely, enjoyable break for all of them. Thank you to Naga and Janice for organising!



Evie went to Specsavers in Hastings for her eye test and absolutely smashed it and even picked out her new glasses afterwards.

Evie and Amelia went to a friend's birthday party and had the best time — dancing, laughing, and just enjoying an all-round amazing night.



Pinar had a lovely day out in Hastings — the weather was perfect, the sun was shining, and she enjoyed a delicious, packed lunch on the prom and spent time on the beach.





Pinar painted a pot, getting it ready to plant lots of new plants.

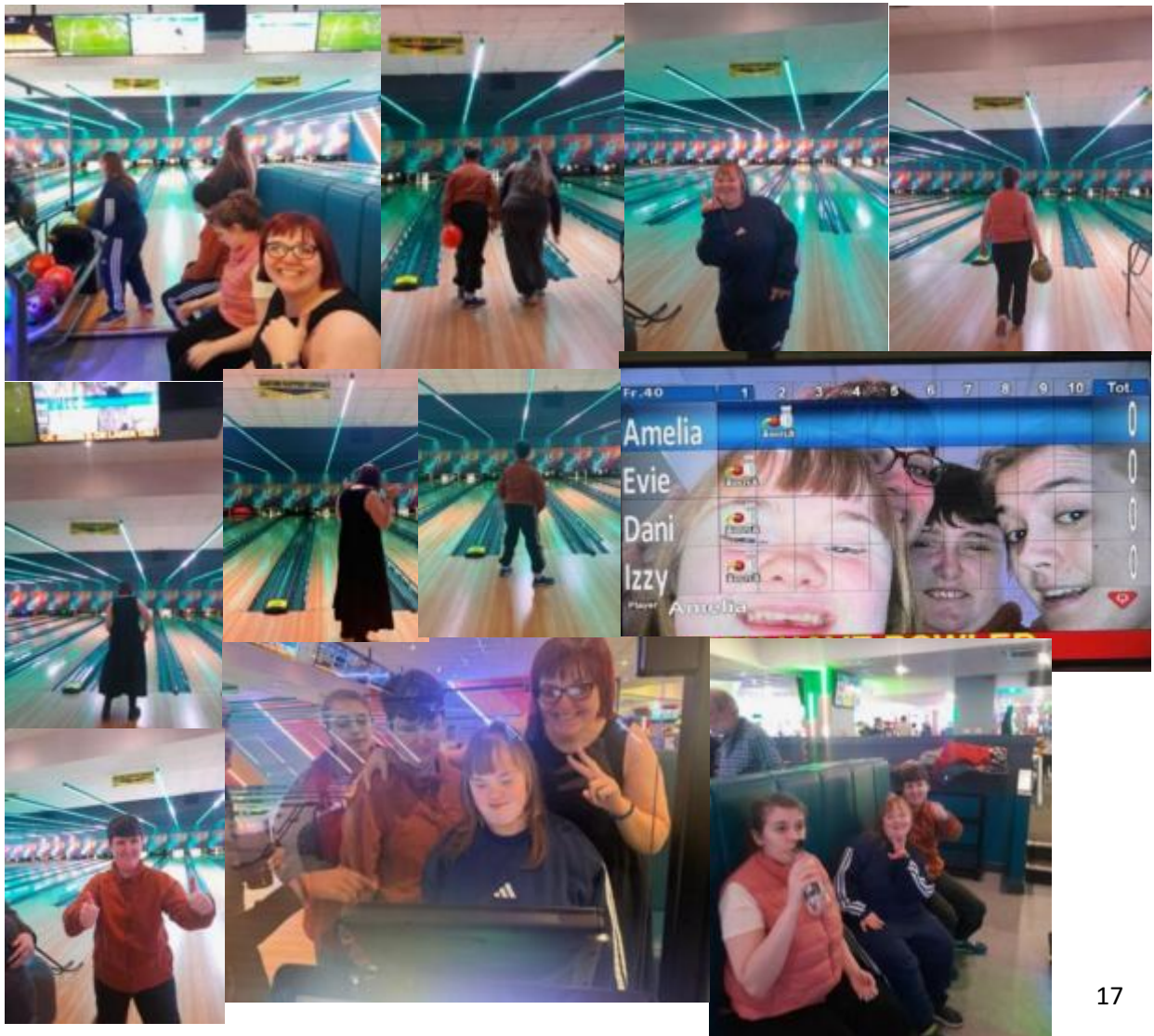
She even decided to paint staff member Kay on the pot, which made it extra personal and rather hilarious.



Amelia, Dani, Evie and Izzy went bowling together, turning it into a friendly competition, Staff members Lauren and Naga had to be the moderators.

Dani managed to score two strikes and ended up winning the game. After the match, they all sat down for dinner, enjoying burgers and chips, along with their Pepsi Max.

They have all decided they want to go again and are already looking forward to their next bowling trip.





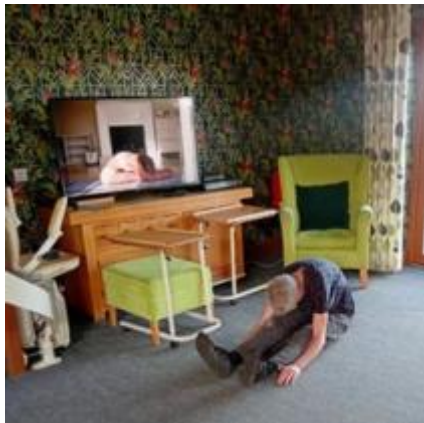
Izzy, Pinar, and Kiri had a brilliant day out at Paradise Park. They loved exploring the trail and looking at all the different dinosaurs — some towering above them, some tiny, and some a little bit scary! They also enjoyed wandering through the gardens, taking their time to look at all the different plants. Along the way, they spotted plenty of fish swimming in the ponds and admired the miniature buildings dotted around the park. There are dinosaurs all over this page... how many can you count?



Valley View Barn



Clare visited the local garden centre, which is something that she enjoys doing on a weekly basis. Clare always looks forward to seeing the plants on display and to see if there are any nice ones to purchase. Before returning to the Barn, Clare enjoyed a cake and hot drink at the garden centre café.



Stephen, pictured left, found a yoga programme on the TV and decided to follow along with what the instructor was doing. Stephen was able to follow along very well and was near to perfect on all the positions! We did not know you were that flexible Stephen!



Jordan, Tanzy and Elaine spent an afternoon visiting the Aquarium in Hastings. They all enjoyed looking and learning about

all the different types of fish and sea creatures on display.



Two more photos from the Hastings Aquarium.



Amy, Casey and Charlotte have all spent time this month completing their own puzzles. Casey was very pleased to have nearly finished her puzzle, which was missing one piece, how annoying!



The staff and Service users have also spent months trying to complete a Toy Story Impossible puzzle, which like Casey's puzzle, had one piece missing! Well, done to all involved 😊





Tanzy, Jordan and Casey ventured out to the local shopping centre to do a spot of shopping before heading to Costa for a well-deserved drink and a lovely muffin!



During the past month Elaine visited Blackberry Farm. Elaine loved walking around seeing all the different animals and was very happy to see the rabbits! Elaine looks forward to returning in the summer, with the hope of seeing even more animals!



Jamie, Jeremy and Casey all decided to go to Eastbourne for the afternoon, where they all went into various shops and bought games and DVD's. All were very pleased with their purchases.



Jeremy took advantage of a much-improved day weather wise and thought it would be a good idea to go for a walk in the community. Jeremy went to Hampden Park and walked around the lake to the lakeside café and was even showing Gurjeet the shortcuts!



On another occasion, Jeremy decided to walk to the Horam Golf Club for some fresh air and decided to have a well - deserved cup of tea before trekking back to the Barn!



Everyone was very pleased to welcome back Sarah this week for the weekly motivation therapy. Everyone took part in various activities and were very happy with their involvement. Well, done to all! 😊





Clare and David decided to visit the garden centre again before the month of February ended. Both have noticed a few easter displays popping up. Clare and David look forward to seeing more seasonal displays in the coming days.



Julia and Billie-Jo went to Costa for their weekly hot drink, cake and a chat. Both Billie-Jo and Julia cannot wait for the warmer weather to arrive, so they can leave their coats at home and sit outside and enjoy the sunshine!



Jamie attended Brighton vs Nottingham Forest on the 1st of March. Jamie was eager to watch this game as Brighton were going through a rocky patch. Jamie has said before that he brings Brighton good luck whenever he watches them live. Jamie must be right as Brighton came away 2-1 winners.





The next game Jamie will be attending will be against his team (Arsenal). Jamie is very much looking forward to this game as it will be his first time watching Arsenal live, ever!!



102 Victoria Drive

Rachael celebrated her 33rd birthday in February and had a wonderful time celebrating. On February the 14th her sisters came from far and wide to celebrate with her, going out for lunch, on a big shopping spree, and to the cinema to watch the film GOAT. Then on February the 15th Rachael chose to start the morning off opening lots of birthday cards and presents. She decided to go bowling with her housemates and follow up the trip with a Chinese Takeaway and birthday muffin. She was excited that she got to blow out her candle whilst her housemates sang Happy Birthday to her.





Happy Birthday Rachael!

The residents of 102 Victoria Drive always work hard to maintain a clean home. They each clean their rooms once a week and complete their laundry and help with the household chores to ensure they can relax in a nice clean home. They take great pride in the jobs they complete. Here are some pictures of them completing their chores this month.





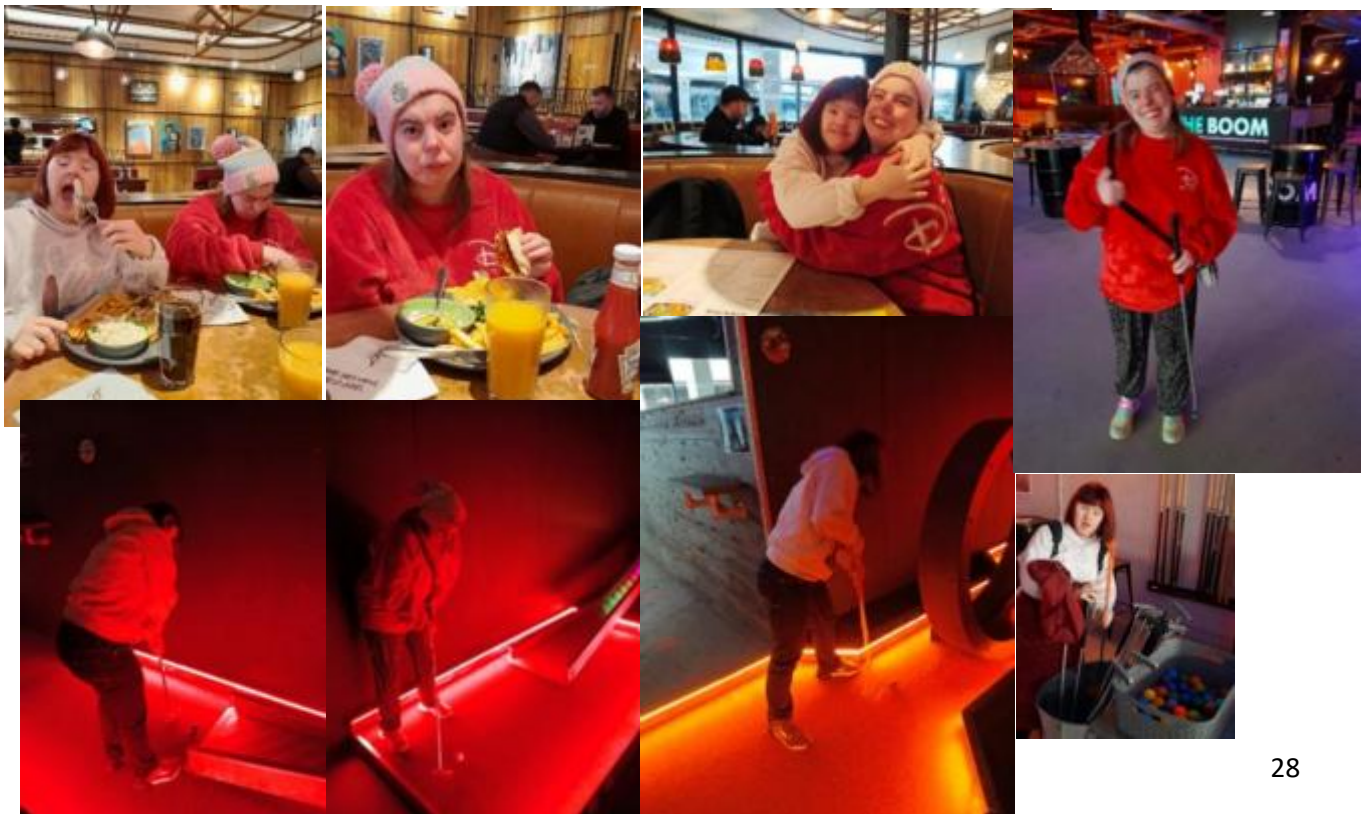
On Saturday the 28th of February Chrissy, Pam, Chloe and Rachael all chose to have a walk around the local community. They chose to go to Waitrose to purchase a meal deal each, and then as the sun was shining, they chose to have their first picnic of the year, sitting in the local park as they ate. They enjoyed spotting the local wildlife and chatting to each other about their week as they had their lunch.



On Tuesday the 3rd of March Rachael treated herself to a salon visit where she had her hair cut and coloured. Rachael chose a vibrant red colour. She enjoyed having a chat with her hairdresser whilst she was being pampered. Rachael was very happy with the result and couldn't wait to show it off.



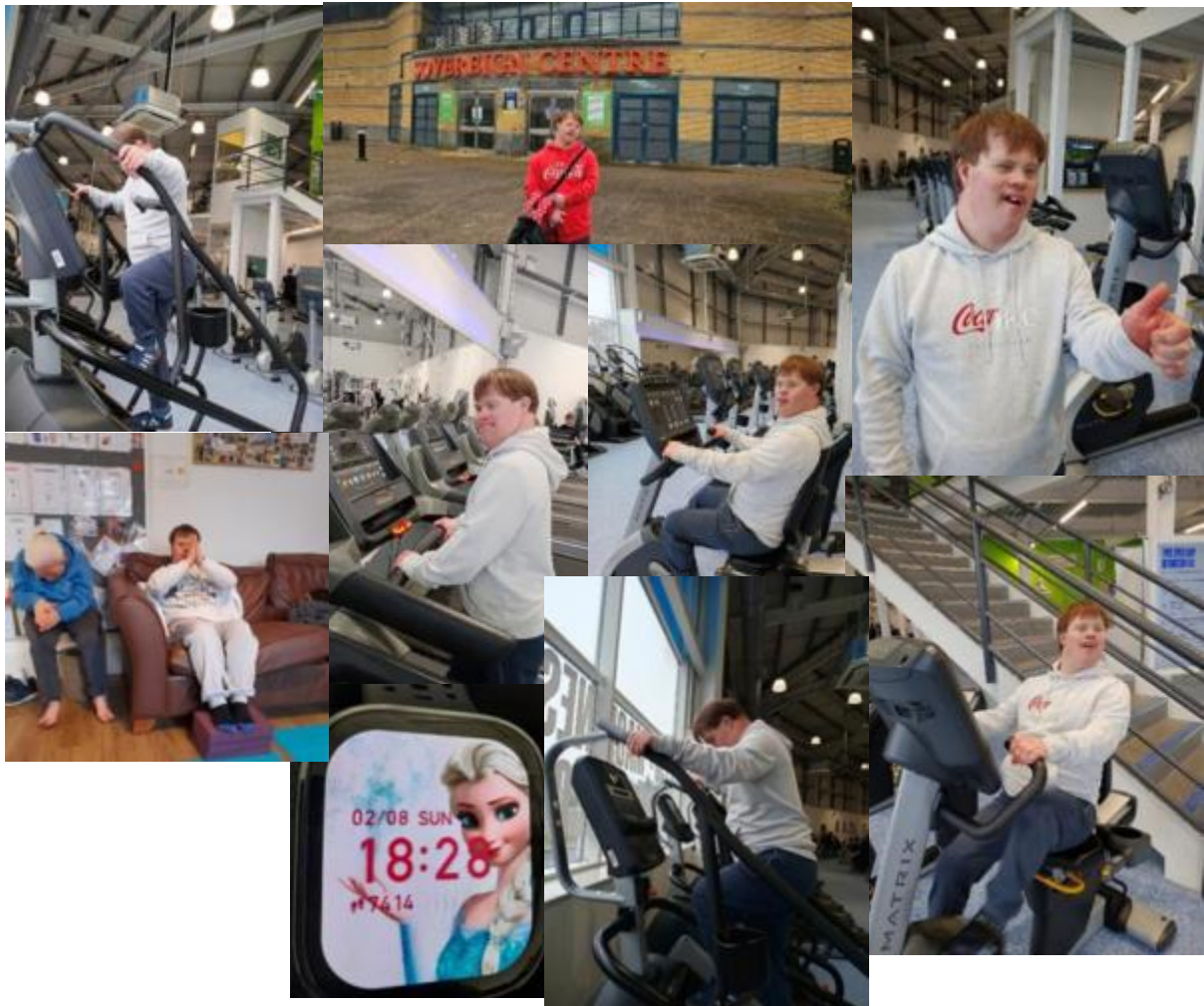
On Thursday the 5th of March Chloe and Rachael chose to have an afternoon out together. They started by going to Nando's for lunch which they thoroughly enjoyed. After lunch they headed next door to the Boom Battle Bar to have a friendly game of Crazier Golf. They had a great time working their way through the course and encouraging each other. Some of the holes were tricky but they persevered and were proud of themselves when they finally got the ball in the hole.



On the 5th of March, Matt enjoyed a busy day out. He attended his horse-riding session and went up and down the lane on Romey. He then chose to go to Heathfield where he went for a long walk along the Cuckoo Trail. Matt loves walking along the Cuckoo Trail, usually going between Polegate and Hailsham, but said he enjoyed exploring a different section of it. Matt also chose to have lunch out having a burger and chips and finishing it off with a nice big ice cream. Whilst out and about Matt chose to look in some shops and specifically enjoyed looking at some lawn mowers. He even got the chance to climb up onto sit on lawn mowers and test how comfy they were!



Chrissy has been working hard over the past couple of months to get fit and healthy, with a personal goal set for getting into his 'smart' suit this summer to attend a friend's wedding. He has been going to the gym and going swimming, as well as using his new watch to count his steps each day. Chrissy has often been choosing to walk to and from town rather than getting the bus and is proud to show off his step count to staff each day. He has also been joining in with yoga sessions at home every other Saturday and going to Swoove dance exercise class every other Thursday where he has won certificates for his great participation. Well, done Chrissy!



On Sunday March the 8th Pam, Matt, Chloe, Rachael and Chrissy all chose to go on an outing together to Blackberry Farm Park.

At Blackberry Farm the service users spent time looking at and feeding all the different animals. Matt said he particularly liked the goats when asked by staff. After looking at all the animals, everybody decided to have some fun using the play equipment, having races on the slide and cycling go carts around the track.





At the end of their visit, they chose to go to the café for a drink and chat before heading back home. A great day was had by all.



116 Barnhorn Road

This month, both Maria W. and Maria D. decided to take the service bus to Eastbourne for a refreshing day out. They began their trip with a wander around the shops, picking out some new clothes to brighten up their spring wardrobes.





After some successful shopping, they chose a cosy cafe for lunch, where they enjoyed a classic fish and chips by the seaside.

Whilst Maria D. and Maria W. were exploring Eastbourne, Caitlin chose to take a peaceful walk into the village to enjoy some quality time with staff. The weather was a little wet but thankfully not too cold, making it a pleasant outing. Along the way, she discovered a lovely new café, where she settled in with a warm cup of coffee and a slice of fruit cake — the perfect treat on a rainy day.



This month, Maria D, Maria W, and Julia have all been working hard towards their personal goals, including taking real pride in keeping their home clean and tidy. It's been wonderful to see how naturally they support one another and share responsibilities.

In this update, you'll see the ladies teaming up as they divide the household tasks. Maria D. is busy hoovering, Julia is focused on the dishes, and Maria W. is making sure the dining room is clean and ready for their next meal together.





This month, the ladies at 116 have really enjoyed spending quality time together at home. Some days have been perfect for a relaxing movie, while others have been filled with more energetic, activity-packed fun.

In these moments, you'll see Maria W. and Julia spending time with staff, reminiscing over old photos and catching up on the latest newsletter. You'll also meet Pippy, Julia's much-loved stuffed toy dog, who often joins her during these cosy moments and brings a bit of extra comfort to her day.

You'll also spot Caitlin and Maria W. having a great time playing with the large ball. Caitlin has been especially focused in some of these photos, working hard to complete her puzzle with real concentration and patience.





Julia, Maria D, and Maria W. all chose to take a trip to a restaurant to enjoy a meal together. They found the perfect spot with a wonderful atmosphere, the kind that makes you instantly relax. As they settled in, the table quickly filled with chatter — stories being shared, jokes being passed around, and plenty of laughter that set the tone for a lovely outing.



Everyone took their time looking at the menu so they could order exactly what they liked. Maria D. and Julia went with a very yummy-looking fish and chips, while Maria W. went for her favourite: a classic burger and chips. Between bites, the conversation kept flowing, and the laughter didn't stop — a simple meal turning into a genuinely joyful moment shared among friends.



This month, both Maria W. and Julia enjoyed visits from their family members. It was a lovely opportunity for them to spend meaningful time with their loved ones, share updates, and enjoy a relaxed catch-up together. These moments brought plenty of smiles and were clearly appreciated by everyone involved.



Not only have 116 enjoyed a visit from some family members this month, but they also had a special visit from the Little Uke Lady.



As always, everyone had such a wonderful time listening to different types of instruments and joining in with some familiar songs they could sing and dance along to. The room was full of smiles, music, and that lovely sense of togetherness her visits always bring.



Caitlin and Maria D. have continued working hard on their healthy eating and exercise, and their dedication is really shining through. Now that the weather is starting to warm up, their daily walks have become even more enjoyable. They've been making the most of the brighter days, taking their time as they stroll and keeping an eye out for the local wildlife. Spotting the birds and squirrels, has turned their walks into a lovely mix of fitness, fresh air, and simple moments of joy.





Lushington Road



To the left is Louise, she is pictured on her annual meal out with work colleagues from Marie Curie, she went to Picassos where she enjoyed a nice meal and drinks.

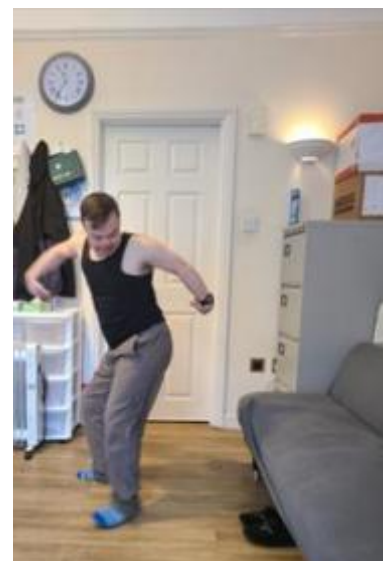


To the right are Alex, Jonathan and Louise attending the monthly service user meeting.



Lushington were delighted to welcome a visit from staff member Sukhi and her new baby girl, pictured here sitting with Jonathan.

To the right is Alex, pictured showing off some of his dance moves to staff in the office.





Above is Louise enjoying a workout at the gym



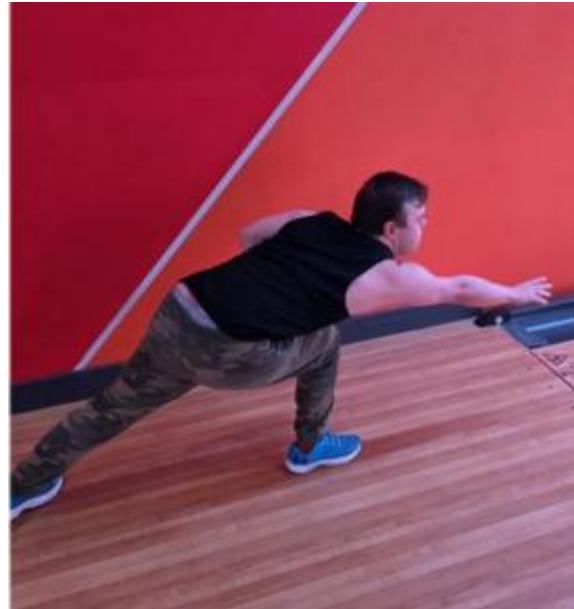
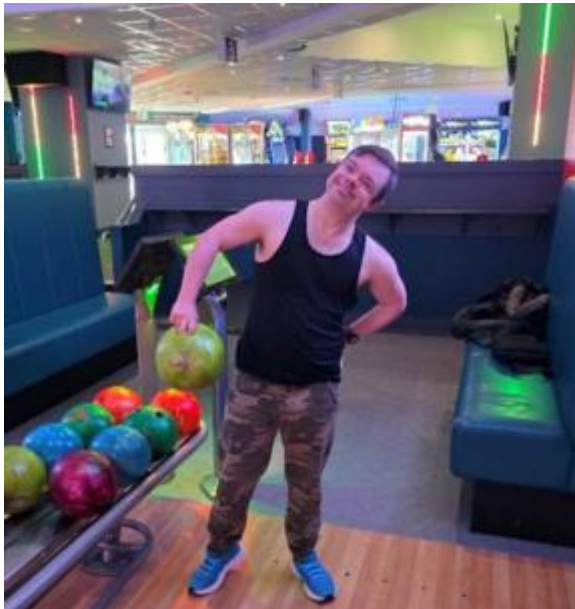
Julie is pictured having a drink in the Sovereign Centre following a swimming session and again walking to, and at the bus stop prior to making her way back to Lushington.



Jonathan has shown greater independence with his shopping lately. He chooses all the items he needs by himself and pays for them at the checkout independently. He also visited his favourite drink shop, Pearls to treat himself to a bubble tea. Well, done Jonathan!



Alex enjoys attending Phab Club on a Wednesday and he can be seen here playing darts and demonstrating some of his dance moves.



One of Alex's regular activities is bowling and visiting the arcades both of which he thoroughly enjoys; great action shot Alex!





Alex also enjoys going to Jumpin Fun where he maintains a high level of activity for over an hour. He had a great time and really enjoyed the activity.

Julie had a special holiday and went on a Caribbean cruise with her family. The cruise went to Tenerife, the Canary Islands, Barbados, Martinique, St Lucia, Bonaire, Curacao, Dominica, Guadeloupe, St Kitts, Nevis, St Maarten, Antigua, Tortola and the British Virgin Islands. Julie has kindly provided some photos from her holiday where she is pictured on the ship and at the various locations. Julie has enjoyed telling staff what a great holiday she had by visiting the many countries, trying different foods and learning about the different cultures.







374 Battle Road



Shrove Tuesday was a busy day at 374 this year. Everyone got involved with flipping pancakes. However, the best part of the day was sitting down to eat them. There were several different choices of toppings, but the firm favourite unanimously decided was lemon and sugar.

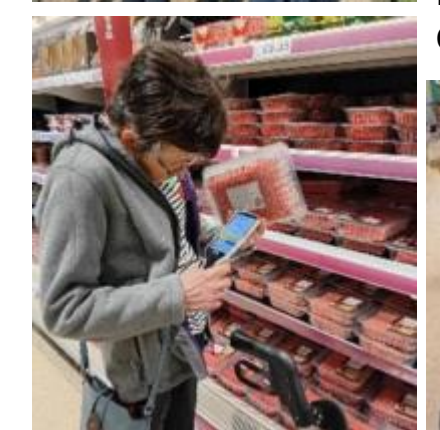




On one of the warmer and sunnier days of the year so far, Emma and Elise enjoyed a stroll along Bexhill seafront. It was still reportedly quite chilly but both enjoyed the sunshine and the fresh sea air followed by a hot drink at the seaside café. Hopefully it won't be too long until we can do that walk without coats ladies!



Below is Emma doing the weekly shopping with staff. Emma enjoyed scanning the items and filling the bags. Good to see you keeping active Ems!





Hellen attends The Art Shack every week and often brings home her artwork to adorn her walls with. This week Hellen brought home three very intricately coloured pictures that she is immensely proud of and has planned to display them proudly along with her other award worthy projects.

Great pictures Hellen, well done!





Above is Cassie going for a walk in the sunshine. For those who know Cassie, walking is something that she enjoys but rarely has the energy to accomplish, especially with her busy daily activity schedule. Cassie wanted to feature in the newsletter this month because she was happy that she had made time for a walk. Well done Cassie!



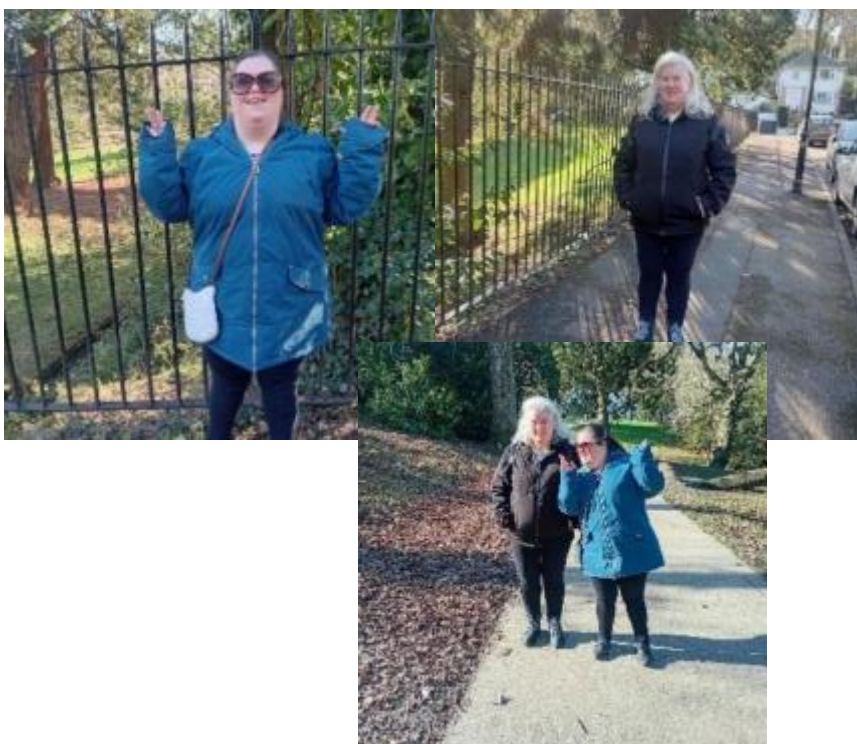
Sarah is pictured after swimming, enjoying her lunch. Sarah is a keen swimmer and enjoys this activity, often using the bus to return home. This activity can be a lot for Sarah as she can become overstimulated quickly in unfamiliar environments, but she coped really well and appeared relaxed and content upon returning home.



Josh has been enjoying the outside spaces now that the spring flowers are starting to make an appearance and the weather is improving. Josh has missed the garden over the winter. Let's hope it stays dry Josh so we can get on the trampoline!



On the 11th of March 2026, it was lovely and sunny, and Emma chose to have a nice walk around the local area.



Cassie and Hellen are pictured taking a walk in Alexandra Park in the spring sunshine.



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 March 2026:



Gurjeet Singh; Gurjeet joined Valley View Barn in May 2023. Gurjeet has been helping out at 374 for the last few months, completing not just overtime shifts but his actual contracted hours. When on shift, Gurjeet will complete any task asked of him. This could be driving service users to appointments, day centres, completing cleaning tasks within the service or supporting the service users with personal care or 1-1. He has even picked up sleep in shifts, completed medication and covered shifts at short notice when core staff have declined. Gurjeet communicates well with the staff and service users and is not afraid to speak up when he notices something he feels is wrong to help improve working practises within the service. Gurjeet is always polite and friendly and has really been an asset to the team at 374, helping cover shifts to limit agency usage. Gurjeet has always taken every opportunity to improve himself and to help all within the company to ensure all care needs are met and the business runs smoothly. Thank you, Gurjeet, for your hard work and commitment to QRC.



Jeanette Belfield; Jeanette joined QRC Dom Care in July 2021 and has worked in all of the Eastbourne services. Jeanette supports the service users in a person-centred way, meeting their needs with positivity and compassion. Jeanette promotes independence but also supports the emotional wellbeing of the service users and as such has a strong rapport with all those that she supports. Jeanette is a strong communicator with management and her colleagues and has years of experience which makes her effective within her role. Jeanette is an asset to the team, in any location in which she works. Thank you, Jeanette, for your hard work and commitment to your role.

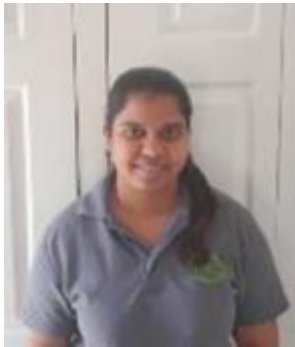


Sandeep Kaur Atwal; Sandeep joined QRC Dom Care in October 2025. Sandeep has settled in well since her start date and has built a great rapport with service users and staff across 116 and 374 services. Sandeep has good communication skills and has been learning the paperwork tasks of the role and building her confidence in replying to emails as well as dealing with any issues that may come her way when on shift. Sandeep is flexible in her approach to work and has been picking up many overtime shifts recently which has been much appreciated by management. Well, done and thank you Sandeep!

Long Service Recognition



Tamanna Afrin - 3 years' service on 27th March. Tamanna always completes tasks when required and allocates time well to do this. She leads the shift well and has confidence in her own abilities. Tamanna has a good rapport with staff and service users and communicates well with management when needed. She is always polite and welcoming to all and will always help out as much as she can with completing overtime shifts and many tasks on shift to help the team. Well, done Tamanna and thank you for your commitment to QRC!



Akhila Anton - 3 years' service on 14th March. Akhila is always very polite and friendly and works with a positive attitude. She is happy to complete any task or activity asked of her and works without any issue or complaint. Akhila completes anything asked of her with diligence and is a happy presence when on shift. Thank you, Akhila, for your hard work and commitment to QRC!



Kamana Siris - 3 years' service on 10th March. Kamana is always happy and friendly to both staff colleagues and service users. She is well liked amongst the staff team and the service users. Kamana demonstrates good ability in supporting the service users, completing all tasks and will always go out of her way to help. Well done and thank you Kamana for your continued hard work and support!



Alphy Sebastian - 3 years' service on 1st March. Alphy works well across all three Eastbourne services supporting any needs of the service users. She is happy to complete any additional tasks as required and completes many additional shifts, at times at short notice or across different locations in one day. Nothing is too much trouble. Alphy is building confidence in her own abilities and takes on board feedback well to improve skills and working practices. Well done and thank you Alphy for your hard work and support!

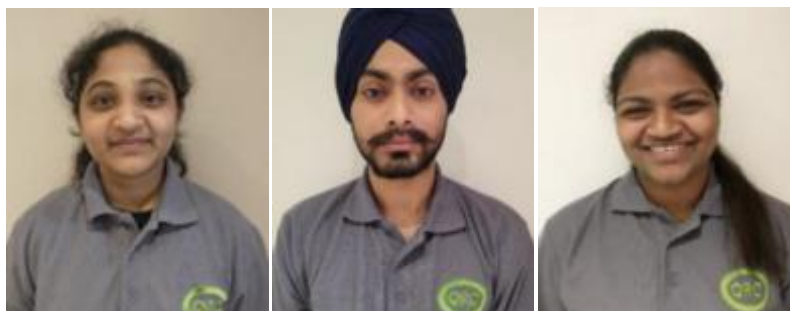


Staff Training

Congratulations to Rohan for completing a 3-day Positive Behaviour Support course with East Sussex Adult Social Care. Throughout the course Rohan created a case study of a service user he supports to identify triggers that may result in a behaviour and then identified strategies to help prevent/discourage this behaviour.



Congratulations to Shalini, Gurjeet and Cerin who attended and completed a Mental Capacity Act Course with East Sussex Adult Social Care. The course went through key legislation relating to Mental Capacity and how to use the 5 key principles in their work practice. It gave them knowledge of using best interests and how to measure and test an individual's capacity. The course also reminded staff that capacity can fluctuate and that someone can have capacity in one area but not in another.



Amy has also begun to deliver Infection Control courses to staff at QRC. The course covers infection control practice within care settings, including laundry, cleaning and the power of PPE.

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



Puzzle Time

This month is the start of spring! The days are getting longer, the weather is getting warmer, and the ground is starting to dry up! Soon there will be more chance of outdoor activities, longer walks, trips to the seafront and garden games!

Why don't you see if you can find all the Spring related words below?

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

Spring
Bloom
Daisy

Flowers
March
Poppy

Daffodil
Sunshine
Chicks

Blossom
Birds
Bunnies

Useful Information:

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Chiddingly Road, Horam, Heathfield, East Sussex, TN21 0JL

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Email: vvb@qrc.uk.com

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Head of Care, Sharon Watts; Telephone: 01435 813954

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QRC Dom Care Registered Manager: Rebecca Chiweda, Mobile No: 07739 350583

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Email: kevin@qrc.uk.com