

NOVEMBER 2025

NEWSLETTER



A word from Tim Haigh

Managing Director/Owner

What a joy it was to give Sue Satchell her Special Recognition Award. It is the first time in our 14-year history we have presented this very special accolade and to say Sue deserves it would be an understatement. The support she gives Nick is exemplary; he has a dreadful disease that requires very special care which Sue has been delivering quietly and consciously after his needs increased in the summer.

I won't go into too much detail but for Nick, Sue is making his difficult journey a little easier not just because of the practical help she gives but also the moral support she offers. Well done Sue, I'm proud to work alongside you.

On a different note, it was great to meet Mole Valley Responders who came to visit us this month. They do such a fantastic job, helping elderly people after they have fallen. It's so reassuring to know that our Surrey-based clients will wait no longer than an hour at most for help rather than 3-4 hours they might suffer on the floor after calling an ambulance.



Tim



Well done Sue, our Special Recognition Award winner

We are thrilled to announce a brand-new honour at Right at Home: the Special Recognition Award. This award is designed to celebrate those truly exceptional moments when someone goes above and beyond—even surpassing the high standards of our beloved GEM Award. It recognises outstanding dedication, compassion, and commitment to the people we support, shining a spotlight on those whose efforts inspire us all.

This month, we are delighted to present the very first Special Recognition Award to Senior Carer Sue Satchell.

Sue has been nominated by our wonderful clients, Nick and Jill, who shared just how much her care has meant to them. Over the past year, Sue has demonstrated extraordinary dedication, working seven days a week to ensure they had the support they needed when life became particularly challenging. Beyond her reliability and professionalism, Sue's warmth, empathy, and genuine care have made a lasting impact on their lives. Her actions exemplify the very best of Right at Home, and she sets a shining example for all our carers.

Sue, you are an inspiration to the entire Right at Home team. Your compassion, dedication, and unwavering commitment embody everything this award stands for. We are so proud to recognise your incredible contribution and to celebrate the difference you make every day.

Congratulations, Sue—you are truly deserving of this honour, and we look forward to seeing the continued positive impact of your amazing work.

Contact us:
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Happy Right at Home anniversaries

This month, we proudly celebrate several valued members of our Right at Home team.

Sue Perry marks an incredible 13 years with us, Cheryl Burton celebrates three years and Emma Robertson Garnish reaches her two-year milestone.

Finally, Khumara and Hashina are both celebrating their first year with Right at Home and already making a positive impact through their care and dedication.

Thank you to each of you for your continued commitment and the outstanding support you provide to our clients every day.

Huge congratulations to our November GEM Elaine



A big congratulations to Elaine for receiving this month's GEM Award! Elaine has been incredible—always patient, kind, and ready to adapt to whatever comes her way. Since she started working with her client, there's been a huge positive change. The client is happier, more relaxed, and now enjoys chatting and having a good laugh. Thank you, Elaine, for everything you do and for making such a difference.

Right at Home welcomes Mole Valley Responders



Right at Home were delighted to welcome the Mole Valley Responders to our office this month to speak with our office team. After seeing the fantastic team at Right at Home's Later Living Show—giving up their weekend to offer free advice and support to the Dorking community—we were keen to deepen our understanding of the services currently available to local residents.

Inviting the team in for a dedicated session allowed us to strengthen our knowledge, ask questions, and explore how we can work even more closely together to support those who rely on us. Their insight into community response, assistive technology, and local wellbeing initiatives was invaluable.



Community comes first for RAH at Wallington wellbeing event

Right at Home had a stand at the Wallington Community Health and Wellbeing Fayre this month. The event brought together health professionals, charities, businesses, and families, all committed to improving wellbeing and ensuring people can access the support they need close to home.

It was wonderful to meet so many other organisations which share our passion for helping the local community. These partnerships play a vital role in helping people remain safe, independent, and active within their own homes and neighbourhoods.

We would like to extend a heartfelt thank-you to everyone who stopped by our stand during the event. Your conversations, questions, and stories remind us why community collaboration is so important.

If you or a loved one could benefit from home care, please reach out to our friendly team. We're always here to help guide you through your options and provide the support you need to live comfortably and confidently at home.