

What Does a Care Coordinator's Day Really Look Like?

In the homecare industry, Care Coordinators play a vital role in ensuring clients receive the support they need and care runs smoothly every day. At Right at Home Chippenham, our amazing Care Coordinators – **Amy Smith and Charlotte Shaw** – are at the heart of this process.

Their day begins with a morning briefing alongside the management team and on-call staff. Together, they review actions, notes, & feedback from the previous night's visits, ensuring any urgent follow-ups with healthcare professionals, families, or others are completed promptly where required.

Next comes a detailed check of the roster – every visit, every care assistant, every client.

Our Care Coordinators work hard to ensure the schedule is fully covered and well-organised. But in homecare, things can change quickly. If a carer calls in sick or a client needs urgent support, they act fast to review the schedule and keep everything running smoothly.



Their responsibilities don't stop there. Amy and Charlotte manage rota issues, conduct spot checks to ensure high levels of support and compliance, supervise Care Assistants, and report key feedback to the management team. And when needed, they step in personally to deliver care, making sure no client is ever left without the support they need.

“It can be stressful at times, but knowing we make a difference every single day is what makes this job so rewarding.” -- Amy Smith

September Challenge: Strong Hands, Stronger Days!

After an amazing August with the Seated Leg Raises Challenge, our clients are ready for September's Hand & Grip Strengthening Challenge!



 **Goal: Perform 10-15 hand & grip exercises, 2-3 times a day**

Benefits:

-  Stronger hands and forearms
-  Easier daily tasks like opening jars or carrying shopping bags
-  Improved coordination and independence



Let's keep building strength together - every little bit counts!

Share Your Experience at Google Review

We'd Love Your Feedback! Your feedback is invaluable in helping us grow and continue providing the best care for our clients. If you've had a positive experience with us, we'd love to hear from you! Scan the QR code to log in, leave a review and share your thoughts. **Thank you for your support!**



COMMUNITY INVOLVEMENT

Afternoon Tea in Support of Breast Cancer Now: A Heartwarming Gathering

On a lovely afternoon on 13th August, we welcomed our Clients and Care Assistants to our office for a special Afternoon Tea, hosted by the wonderful Hannah Reseigh-Lincoln in support of Breast Cancer Now.

The event brought everyone together to enjoy tea, sweet treats, and wonderful company while raising vital funds and awareness for those affected by breast cancer. For Clients unable to attend, Afternoon Tea sets were delivered so they could join in from home.

We are grateful for the generosity of all who took part. Together, donations – matched by us – raised over £300, supporting research and vital care. Every cuppa shared brings us closer to a future where breast cancer no longer takes lives too soon.



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COMMUNITY INVOLVEMENT

A Fantastic Weekend at Melksham Food & River Festival

We had an amazing time at the Melksham Food & River Festival on 30th-31st August at King George V Park! It was a real joy to meet so many lovely people and share what we do.

Our stand featured lucky dips to **raise funds for Melksham Foodbank**, helpful information on personalised homecare, and of course, plenty of friendly smiles.

From great conversations to supporting a fantastic local cause, it was a weekend full of community spirit.

Summer at Base, Wiltshire & Bath Air Ambulance

What a fantastic afternoon we had at the Summer at Base event on 16th August in Semington, hosted by **Wiltshire & Bath Air Ambulance**! Sunshine, smiles, and community spirit made it a day to remember.

At our stall, we shared helpful information on:

- ✨ How homecare works and funding options
- ✨ Our wide range of tailored care services
- ✨ Exciting & flexible careers in care

A huge thank you to everyone who stopped by to chat, learn more, and take part in our Lucky Dip!

Your kind donations mean the world – all proceeds go directly to support the incredible work of Wiltshire & Bath Air Ambulance. We're proud to be part of such a vital cause and loved meeting so many of you!

UPCOMING EVENTS

- **24th Sep (Wed)**
Recruitment Open Day
Discover rewarding careers in care and join our amazing team.
- **2nd Oct (Thurs)**
Cooking Day for Staff
A fun day of cooking, sharing recipes, and team bonding.



OUR PEOPLE CORNER



Appreciation – Going Extra Mile

We’re so proud of our six amazing Care Assistants who’ve truly gone above and beyond. From helping a stranded colleague, covering a last-minute night shift, and ensuring client

safety, to creating meaningful activities, calming stressful situations, and championing breast cancer awareness – their compassion and dedication shine through. They remind us that care is about kindness, connection, and making a real difference every day.

*Left to right – Top: Hannah, Natalia, Tasha
Bottom: Samantha, Debs, Elizabeth*



Welcome Charlotte – Our New Assistant Care Coordinator



We’re excited to have **Charlotte (Lotty)** on board! With 9 years’ care experience, she now supports Amy Smith in managing schedules and rosters, making sure every visit runs smoothly and on time.

Welcome Back, Rachel – Senior Care Assistant

Rachel returns with 11 years’ care experience and a lifelong passion for helping others. Growing up surrounded by care work, she knows the impact quality care can make, and we’re thrilled to have her back!



Welcoming Our New Care Assistants – A Big Warm Hello!

We’re excited to introduce our newest Care Assistants who joined the team this month! After completing comprehensive training and shadowing, they’re ready to provide exceptional, person-centred care. With passion, empathy, and commitment, they can’t wait to make a positive difference in the lives of those we support.

