

M A R C H 2026

NEWSLETTER



A word from Tim Haigh

Managing Director/Owner

What an exciting few weeks it has been with both happy and sad days interspersed.

'Sad' because we lost a valued client 'Dr B' as we called her, who passed away suddenly in her sleep, and because we said goodbye to our lovely carer Carol after 12 brilliant years of service.

'Happy' because:

Firstly we have been rated Outstanding in an internal audit by our National Office three years after the Care Quality also rated us Outstanding. Thanks to all my Right at Home colleagues who work so hard to keep our care and compliance the best it can be.

And secondly because of our sponsorship of Radio St Helier. The ever-deepening relationship we are building with the station is very exciting – we have a few joint projects we are working on together. More on these next month!



Happy Retirement Carol!

After 12 wonderful years with Right at Home, we are saying a heartfelt farewell and happy retirement to Carol.

Throughout her time with us, Carol has made an incredible difference in the lives of so many clients and their families. Her kindness, dedication, and genuine compassion have touched countless people, and her presence has always brought comfort and reassurance to those she supports.

Carol has a remarkable ability to put a smile on people's faces. She consistently goes above and beyond—not only for her clients, but also for the entire Right at Home team. Her positivity, reliability, and caring nature have made her a truly valued member of our community.

Carol, we want to thank you from the bottom of our hearts for everything you have given over the past 12 years. Your hard work and commitment have left a lasting impact that will not be forgotten.

We wish you all the very best as you begin this exciting new chapter, traveling around the United Kingdom, visiting friends and family. May your retirement be filled with happiness, relaxation, and many wonderful moments ahead.

"Carol has always been a funny and reliable member of staff. She established wonderful relationships with our clients over the years, always lifting the spirits of not just the clients, but the carers too. She will be dearly missed." *Sam Healy, Care Coordinator.*

Thank you, Carol—you will be greatly missed.

Contact us:
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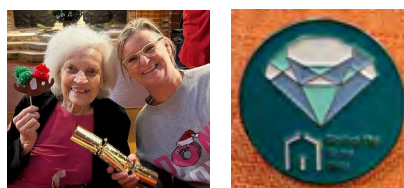
We are rated Outstanding!

We are absolutely delighted to announce that we have been awarded an Outstanding rating in our annual audit.

During the audit, the Right at Home National Office Compliance Team carefully reviews how we operate to ensure that we are delivering care at the very highest standard. They look through our processes, policies, and client files to make sure we are consistently maintaining the exceptional standards we set for ourselves and continuing to put our clients at the heart of everything we do.

This achievement is a reflection of the dedication, compassion, and professionalism shown by our entire team. A huge thank you to our amazing team for their continued hard work and commitment.

Huge congratulations to our March GEM, Susan!



Susan Milan is incredibly proactive in supporting the office team to ensure clients have the highest standard of care. She plays a key role in the Hello Club, supporting and helping one of our clients attend each week. Her dedication is reflected in the wonderful feedback from clients' families, who describe her as supportive and proactive every day.

Our first sponsored show with Radio St Helier is live!



We are delighted to share the exciting news that our very first sponsored show with Radio St Helier has officially gone live!

At Right at Home, bringing comfort, companionship, and happiness to our community is at the heart of everything we do. That's why we are so proud to be working closely with the wonderful team at Radio St Helier, helping to bring music, joy, and a sense of connection to those spending time in hospital.

As part of this partnership, we will be collecting song requests every Friday afternoon for the live show. These requests will then be played during the broadcast on Saturdays between 1pm and 3pm, giving listeners the chance to hear their favourite songs and special dedications.

Music has a powerful way of lifting spirits, and we're thrilled to be part of something that brings a little extra brightness to patients, families, and staff.

Be sure to tune in on Saturdays from 1–3pm and listen out for the requests. We can't wait to hear what songs everyone chooses!

'The care provided went far beyond just duty'

One of our longstanding clients, 'Dr B', passed away suddenly last month. We'd looked after her for three years and were very sad when she died. But we received a wonderful message from her son Damian:

'This is just a short message to thank you and all your wonderful team. My mother was a very determined person. Not many women of her generation became doctors. She ran her own NHS GP practice in south London for more than 40 years and was still working in her 70s.'

'She was adamant that she would always live in her own home. Right at Home made that possible. Every time I saw her it was obvious how happy and well looked after she was. 'Everything I saw about the care provided went far beyond just duty. It was care with respect and love.

'I cannot begin to tell you how many "little" everyday things Sue and Anne and the team did for my mother; but these little things were all such an important part of the care – even singing Irish songs with her. For every issue that arose, Sue and Anne would work with us to find a solution. And we always did.

'She was a wonderful doctor and mother. She devoted her entire working life to looking after others. For the final chapter in her life, she has been blessed with the best of care and love, and for that we are very grateful.'

