

AUGUST 2025

# NEWSLETTER



## A word from Tim Haigh

*Managing Director/Owner*

It's so good to be out and about in our community especially when the sun is shining. Our carers love taking our clients out for coffees, teas and to do fun things. This 'extra mile' approach helped us achieve a CQC Outstanding rating. As we move into late summer and autumn, we have big plans to help even more people with our outstanding care. Last year we began operating in a new area, Esher, Leatherhead and Dorking, and we've had some amazing success to date.

And that is why we feel the time is right to announce the launch of a fantastic event, the Later Living Show 2025.

Held at Dorking Halls on October 4, this one-day exhibition will bring together the leading age-related-businesses and organisations in Dorking.

From charities to solicitors, opticians, podiatrists, dementia specialists, the Later Living Show promises to be a one-stop-shop for advice for anyone planning on navigating the obstacles that later life can bring. We're very excited. Entry is free. Hope to see you there!

Tim



## Going the extra mile one sunny day at a time

This summer, our incredible carers at Right at Home Sutton & Mid Surrey have continued to show just how dedicated they are to going the extra mile for our clients. Whether it's a stroll through a local park, soaking up the sunshine, enjoying an ice cream, or simply having a relaxed chat in the garden, our carers have made the most of the season by helping clients stay active, social, and connected to the world around them. Our carers don't just provide support, they build real relationships, making each outing feel like time spent with a friend. One of our carers has even been helping clients feel their very best with in-home hair styling sessions. It's amazing how something as simple as a new hairstyle can lift spirits and help someone feel more confident.

These experiences are all part of what we offer through our companionship calls—a flexible and personal service designed to support people with everyday social interaction, practical outings, or just some friendly company. Whether it's attending an appointment, running errands, popping out for lunch, or sharing a quiet moment at home, our carers are there to offer comfort, confidence, and support. Many of our clients are fully independent and don't need personal care, but they appreciate having someone to share their day with or to help with tasks they might find difficult on their own. That's where we come in. We'll take you where you need to go, stay with you, and bring you home safely and comfortably—all with a friendly face by your side.

This summer has reminded us just how important companionship is—not only for practical help, but for joy, confidence and wellbeing.

Contact us:  
01372 705785

## Congratulations, Hashima and Marta!

A big well done to Hashima and Marta on completing their Care Certificates! This achievement highlights their dedication and professionalism in providing high-quality care.

We're proud to have them as part of the Right at Home team — we look forward to seeing the amazing and compassionate care that you will provide.



## Huge congratulations to Tina and Jinnah, our GEMS of the Month!

They have shown exceptional dedication in their ongoing care for our client Lauren, often accompanying her to sessions and fun days out.



Their compassion and commitment haven't gone unnoticed—the client's family has expressed heartfelt thanks for the support and joy Tina and Jinnah bring.

Thank you both for going above and beyond—you're what Right at Home is all about.

## Right at Home visits the Bookham Fair

This summer our team had the pleasure of attending the Bookham Summer Fair.

As newcomers to the area, it meant a great deal to be welcomed with open arms. The sun was shining, the village was buzzing, and it was heartening to see so many people out supporting local initiatives. Our stall was a hit with both kids and adults alike – we had games, delicious cakes, and plenty of prizes up for grabs. Most importantly, we're proud to share that all proceeds went to Dementia Adventure, a fantastic charity that helps people living with dementia get outdoors and stay connected to nature.

Events like this are a great reminder of why community matters so much. They also give us the chance to share a bit about what we do – from companionship visits, help with appointments and daily activities, we're here to support people to live independently at home, with a friendly face and a helping hand.

Thank you to everyone in Bookham who stopped by and made the day so memorable, we're already looking forward to next year's fair!



## Right at Home earns top 5-Star rating five years running

We're thrilled to share some exciting news from the team at Right at Home Sutton & Mid Surrey — we've just been awarded a 5-Star Employer Rating by WorkBuzz for the fifth year in a row.

This national recognition is based on anonymous feedback from our dedicated staff and CareGivers, making it especially meaningful. We're incredibly proud of this achievement because it reflects the culture of care, support, and respect that we work so hard to maintain every day.

- 100% of our staff would recommend Right at Home as a great place to work
- 100% are proud to work here
- 100% agree we're an inclusive and welcoming workplace

We're honoured to be part of the Sutton & Mid Surrey community and grateful to everyone who supports us—whether through kind words, partnerships, or simply spreading the word about the care we provide.

Here's to another year of delivering care with compassion, dignity, and heart.