

# RIGHT AT HOME CHIPPENHAM AWARDED 'GOOD' RATING BY THE CARE QUALITY COMMISSION (CQC)



We are delighted to announce that Right at Home Chippenham has been awarded a **'GOOD'** rating in the recent **Care Quality Commission (CQC)** inspection, achieving **'GOOD'** in all five key domains: Safe, Effective, Caring, Responsive, and Well-led. This rating reflects our commitment to providing high-quality, person-centred care that supports our Clients to live independently in the comfort of their own homes.

At Right at Home Chippenham, we believe that homecare offers an exceptional level of care and a viable alternative to moving into a residential care home. Our dedicated, friendly care team tailors every visit and care plan to meet the unique needs of each Client, ensuring the highest standards of personalised support. We take pride in offering a great alternative to care homes, with the added benefits of familiar surroundings, individualised care, and a sense of independence for our Clients.



## Highlights:

- ✓ Our professional caregivers are well-supported with regular supervision and training.
- ✓ One family member shared, "I am happy to go out knowing the caregiver truly cares for the Client and understands their needs. They are professional, well-trained, and compassionate. I feel comfortable having them look after my loved one."
- ✓ The CQC report praised our commitment to our Clients, noting that, "They maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing, and communication needs with them."

## CELEBRATING OUR 5<sup>TH</sup> ANNIVERSARY: A MEMORABLE MILESTONE

We celebrated a remarkable milestone—our 5<sup>th</sup> anniversary of providing compassionate home care services to our community. The celebration event took place on 25<sup>th</sup> September at our Chippenham office and was a heartfelt gathering that brought together Clients, CareGivers, business partners, and team members to reflect on our journey and share in the joy of this special occasion.



It was a wonderful opportunity for everyone to connect, share their experiences, and reflect on the impact of the care we have provided over the past five years. Guests enjoyed hearing stories about our growth and the many achievements that have marked our journey, from completing **over 200,000 care visits to supporting more than 400 Clients**. The celebration also highlighted the dedication of our CareGivers, many of whom have been with us for years, making a positive difference in the lives of those they care for.

We want to extend our sincere thanks to everyone who attended and helped make this celebration truly memorable. Your **support, trust, and partnership** mean the world to us, and we look forward to continuing this journey together.



## TIPS FOR FAMILIES

### It's time to Consider a Health and Welfare Power of Attorney

Having a Power of Attorney for Health and Welfare ensures that your wishes are respected if you become unable to make decisions about your health, medical treatment, or personal care. By registering a Power of Attorney online, the process is now more accessible and convenient, requiring only a registration fee.

For those in receipt of certain benefits, this fee can even be waived. Appointing someone you trust to make decisions, ensuring your best interests are protected in line with your values and preferences.

More information can be found here  
<https://www.gov.uk/power-of-attorney>



## COMMUNITY INVOLVEMENT

### “Later Life Planning” Event

On 23<sup>rd</sup> September, we had the pleasure of attending the "Later Life Planning" event at Cepen Lodge Care Home, organised by Barchester Healthcare. Our Registered Manager, Caroline Evans, gave an insightful talk



about home care and its numerous benefits. Attendees

gained a better understanding of how home care can support individuals in maintaining their independence and quality of life in the comfort of their own homes. It was a fantastic opportunity to connect with the community and provide valuable information on care options for later life.



## UPCOMING EVENTS

### Wear It Pink, 18 October

Let's show our support for our CareGiver, Hannah Reseigh-Lincoln as she participates in this meaningful event organised by Breast Cancer Now. Join us by wearing pink from 14-20 Oct (and don't forget to snap some photos and send them to us!) to help raise money for life-saving breast cancer research and life-changing support.

## HELP US GO PAPERLESS – SAVE THE PLANET

We're committed to reducing our environmental footprint, and you can help! By providing your email address, we can **send your homecare rota online** instead of mailing a hardcopy. This simple switch will save paper, reduce Please send your email address to **chippenham@rightathome.co.uk**, and we'll take care of the rest.



## OUR PEOPLE CORNER

### Celebrating Excellence: Registered Manager of the Year 2024

The Right at Home UK annual franchisee conference focused on best practices, service expansion, and new initiatives like clinical care programs and AI technology. A highlight was the awards ceremony, where our Registered Manager, **Caroline Evans** won the prestigious **Registered Manager of the Year Award**, recognising her exceptional dedication to growing services and delivering high-quality care. We're incredibly proud of Caroline for this well-deserved recognition and look forward to achieving even more together. Congratulations, Caroline!



### We are pleased to welcome some of the new faces into the team



Seven CareGivers joined us this month. They are (from the left) Sally Lock, Ryan Phillips, Kellie Crawley, Erica Boateng, (from the top right) Alice Mitchel, Sarah McKinley and Charlotte. They have successfully completed their comprehensive 3-day induction, ensuring they

are well-equipped and confident to deliver high-quality care. They have adapted swiftly and are already having a positive influence on both our team and clients.

**Right at Home Chippenham**  
 01249 569569  
 chippenham@rightathome.co.uk  
 www.rightathome.co.uk/chippenham



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