



July
2026



Welcome to The Leda Link! 🌸
Sharing stories, celebrating care

The Leda Link

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Growing with Purpose

Summer is a time for fresh energy, connection and making the most of the opportunities around us — and that feels especially fitting for Leda as we continue through our 20th anniversary year. Over recent months, we have remained focused on the things that matter most: the quality of the care we provide, the voices and experiences of the people we support, the wellbeing and dedication of our team, and the ways we continue to learn and improve. Quality care is about much more than systems, audits and processes. It is about people feeling safe, listened to, respected and supported. It can be found in the small details: noticing a change, offering reassurance, encouraging independence, sharing a laugh or taking the time to make someone's day a little brighter. Our anniversary year gives us a valuable opportunity to reflect on how far we have come, celebrate the people who have shaped our journey and look ahead with purpose. While many things have changed over the last 20 years, the values at the heart of Leda remain the same: caring, compassion, respect, support, honesty and transparency. We hope this edition brings a little summer inspiration and celebrates the everyday moments that make care so meaningful.

Thank You for Your Feedback – Quality Assurance Survey Results

We would like to say a sincere thank you to everyone who took the time to complete our recent quality assurance surveys.

We are delighted to share that the feedback received has been overwhelmingly positive. Service users, families, representatives and staff told us that they feel supported, listened to and confident in the care we provide.

The responses have highlighted many areas of good practice, including the kindness and dedication of our care team, the quality of support provided and the positive relationships built with the people we care for.

Your feedback helps us to:

- recognise and celebrate what is working well
- identify opportunities to make our service even better
- ensure the voices of the people we support remain central to our decisions
- continue improving the quality, safety and consistency of the care we provide

We are incredibly grateful for every comment, suggestion and kind word shared with us. The results are a real credit to our team and a valuable reminder of the difference compassionate, person-centred care can make.

We will now review the feedback in full and use it to shape our ongoing improvement plans.



Staff Wellbeing Walks – Coming Back Soon!

Once the current heatwave has passed and conditions are a little more comfortable, we are hoping to restart our staff wellbeing walks.

These walks are a relaxed opportunity to get outside, enjoy some fresh air, have a chat and spend time together away from the usual pressures of the working day.

We would love your suggestions for suitable local places to walk — ideally somewhere accessible, not too challenging and with convenient parking. Please send any ideas to the office or pop them in the group. In the longer term, we also hope to develop similar gentle walks and activities for some of the people we care for, where this is appropriate and can be arranged safely.

We will keep everyone updated with future walk dates and any other wellbeing or social activities coming up. 🌿👣

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You Said, We Did

We believe feedback should lead to meaningful action. Over recent months, we have continued listening to staff, service users, families and professionals, using their experiences to strengthen the quality, safety and consistency of our service.

You said: People living with dementia need carers to understand how changes in communication, behaviour and routine can affect them.

We did: Developed clearer guidance and staff briefings on dementia care, including calm communication, reassurance, validation, recognising possible triggers and using positive encouragement rather than confrontation. We have reinforced the importance of adapting each approach to the individual and looking beyond behaviour to understand what the person may be trying to communicate.

You said: Carers need clear, up-to-date information about each person's needs and preferred approach.

We did: Continued reviewing care plans, risk assessments and staff briefings to ensure important information is easy to understand and reflects the person's current needs, routines, preferences and abilities. Staff have been reminded to read all updates before attending visits.

You said: Consistency is especially important for people who may feel anxious, confused or unsettled by change.

We did: Continued focusing on clear visit instructions, effective handovers and consistent approaches across the care team. Where concerns have been raised, we have reviewed visit notes and spoken with staff to identify where further guidance or support is needed.

You said: Carers should encourage people to remain independent and take part in meaningful activities without making them feel pressured.

We did: Shared guidance on using respectful, confident and person-centred encouragement. This includes offering manageable choices, allowing additional processing time and finding activities that reflect the person's interests, such as listening to music, enjoying the garden, looking through photographs or taking a short walk.

You said: Accurate records and prompt reporting of concerns make a real difference.

We did: Continued reinforcing the importance of detailed daily notes, including what support was provided, how the person responded, reasons for any refusal and any changes in mood, mobility, appetite, hydration, skin condition or behaviour. Staff have also been reminded to escalate concerns promptly rather than relying on written notes alone.

You said: Staff need the right knowledge and confidence to provide safe, compassionate care.

We did: Continued reviewing mandatory training, competency checks, supervision and practical observations. We are also preparing for Oliver McGowan Tier 2 training to strengthen staff understanding of learning disability and autism and support more inclusive, individualised care.

You said: Communication between families, professionals and the care team should be clear and timely.

We did: Continued improving staff briefings, care plan updates and communication following assessments, reviews and professional advice. We are also strengthening our weekly oversight processes so that actions, changing risks and important conversations are followed through.

You said: Feedback should be listened to, shared and used to improve the service.

We did: Reviewed the results of our recent quality assurance surveys, which were very positive, and shared compliments with the staff involved. We are also using suggestions and areas for development to shape our ongoing improvement plans.

You said: The little things matter – kindness, patience, consistency and feeling valued.

We did: Continued recognising the everyday actions that make a meaningful difference, from noticing a small change and offering reassurance to helping someone feel included, heard and comfortable in their own home.

COMMUNITY CORNER

Supporting hydration

Keeping hydrated during summer
Older people may not always recognise when they are thirsty, and some people may need regular prompts to drink.

Helpful ideas include:

- Offering smaller drinks more frequently
- Trying different cups or glasses
- Providing chilled fruit, jelly or ice lollies
- Offering drinks the person already enjoys
- Keeping drinks within easy reach
- Recording and reporting concerns about poor intake

Include a reminder for families to speak with the office or healthcare professionals where there are concerns about fluid restrictions or swallowing difficulties.



Easy summer activities at home

Five simple ideas to try

Music memories

Choose a favourite singer, decade or film soundtrack and see which songs bring back memories.

Postcard conversations

Look through old holiday photographs or postcards and talk about favourite places.

Garden spotting

Watch for birds, butterflies, flowers or changes in the weather from a window or garden seat.

Cards and seated games

Simple games can encourage concentration, movement and laughter.

Summer drinks

Create a colourful alcohol-free mocktail using fruit juice, sparkling water and fresh fruit.

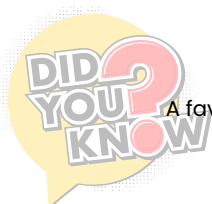


Did You Know?

Music can help encourage conversation, lift mood and bring back familiar memories.
A favourite song might remind someone of a wedding, a holiday, their first dance or a special person.

Why not ask:

"What song always makes you smile?"



More Than a Care Visit



When one of our carers arrived for a morning visit, the person they were supporting seemed quieter than usual. The practical tasks were completed, but the carer sensed that something was not quite right. Rather than rushing away, they took a little time to sit down, make a drink and chat. A familiar song came on the radio, which led to memories of dancing, family holidays and favourite summer days. By the end of the visit, the person was smiling, joining in with the music and looking forward to sitting outside later in the day. This is what person-centred care can look like. It is not only about completing tasks; it is about noticing changes, listening, offering reassurance and finding small ways to help someone feel connected and valued.

We know moments like this happen across our service every day, and we would love to hear about them. Has a member of our team made you or someone you care about smile, feel reassured or enjoy something meaningful?

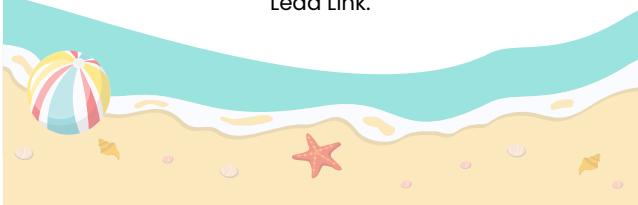
Please share your experience with the office on 01909 512550, to our email admin@ledahomecare.co.uk or our Whatsapp - chat with us using number 07940711021. With your permission, we may feature it in a future newsletter and use it to recognise the care worker involved

Summer Memory Corner

What was your favourite summer memory?

Was it a seaside holiday, a family picnic, dancing at a summer fair or enjoying an ice cream in the garden?

We would love to hear your memories, stories and photographs. Please share them with the office, and—with your permission—we may include them in a future edition of Leda Link.



Quick Summer Quiz

- Which flower traditionally turns to face the sun?
- What colour jersey is worn by the Tour de France leader?
- Which fruit is traditionally served with cream at Wimbledon?
- What do we call a young swan?
- Which British seaside treat is usually wrapped in paper?

Answers: Sunflower, yellow, strawberries, cygnet, fish and chips.

Carer of the Month — Get Your Nominations In!

This month, we are celebrating the everyday kindness, patience and dedication shown by our wonderful care team.

From taking the time to sit and chat, to encouraging independence, noticing when something is not quite right or going the extra mile to brighten someone's day — these moments really matter.

Now it is your turn to help us recognise someone special.

Nominate a Care Worker or team member who has made a difference, shown exceptional kindness or truly lived our values:

Caring • Supportive • Compassionate • Respectful • Honest & Transparent

Every nomination received will be entered into our Carer of the Month draw on 31 July.

The person selected will then get to spin the prize wheel to reveal their reward! 🎡

To make a nomination, contact the office on **01909 512550** or email **admin@ledahomecare.co.uk** and tell us who you are nominating and why.

Let's celebrate the people who make Leda special every day 💖



Share Your Stories with Us

We'd love to include more voices from our Leda community in future editions of The Leda Link.

Carers – share your tips, experiences, or a special moment from your work.

Service users and families – tell us about hobbies, memories, or something that makes you smile.

If you'd like to be featured in the next newsletter, please get in touch with the office team. Your stories, big or small, help us celebrate the heart of our community. 💖

If you would like to be added to our email list for this newsletter please call 01909 512550 or email admin@ledahomecare.co.uk

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