

**News Letter December 2022**

**We all at Midland Care (UK) Ltd wish you and your family a very happy Christmas and happy new year**



**The single biggest thing we can all do for our families and friends this Christmas is keep them safe, say the seven West Midlands metropolitan authorities in a joint message to everyone in the region.**

**Our opening hours during festive period: During Christmas period we are open as usual and can be contacted at any time when required.**

**Call cancellation: if you do not require any visits over the Christmas day or boxing day or on new year day then please let your carer know as soon as possible so we can make suitable**

arrangements.

Our care staff is highly committed with their work and they try their best to be on time as allocated however we have allowed them to be with in 30min either side of allocated time. If your carer not arrived within 30 min and you have not received a telephone call from us to let you know that they are running late then please call office to let them know.

**Staff Wearing Masks:** Department of Health guide lines are changed from Thursday 15 December, care providers can make risk-based decisions on when face masks are used, and care homes can initiate their own outbreak risk assessments to make decisions about which outbreak measures make sense for their individual settings. Decisions around masks will be based on factors like the risk to specific individuals, if the setting is in an outbreak or the preferences of the individual receiving care. Support remains available from health protection teams and other local partners for care homes when needed.

**Gifts Policy:** We are very grateful for all your thoughts your feelings and respect for our staffs. we Just like to remind you that all our staffs are not allowed to accept any gifts and presents from service users or their families please do not take this as personal when they refuse to accept any present.

**Safe guidance for shopping for Birmingham this Christmas:** Avoid peak shopping times; ensure shopping baskets have been sanitised; sanitise hands on entering a store; make contactless payments; and remember to wash hands, cover your face, and make space, to help Keep Brum Safe.

**Food Bank:** Midland Care (UK) Ltd run food bank with local charities to support homeless and needy people in the community over this difficult time. We are supporting The Divine Light 24 hours Food Bank at Noor E Huda Masjid 8-10 Glastonbury Road Kings Heath B14 4DR. at Divine Light hot food is available 24 hours any one can walk in at any time as request for hot meal.

And Qamar ul Islam Food Bank at Qumar Ul Islam Moqsue 168-170 Fosbrooke Road Small Heath Birmingham B10 JP. If you know anyone who need food supply please contact our office on 03301111327 Or 07405947197 and we will arrange the delivery to individual.

**Voluntary Support:** We offer voluntary support to all our service users to ensure their daily needs are met. If you required any help and support to collect your prescription or need help with your shopping as your family may be or not able to visit you due to Covid-19 please let your carer know and we will arrange help for you.

**Complaints & Complements:** we like to hear from you how you feel about our staffs and the service they provide to you. You can tell us how we can improve our services and the way carer helps you.

For updates on Coronavirus Please visit: <https://www.gov.uk/coronavirus>

**Useful Numbers:**

Midland Care (UK) Ltd Office: 03301111327

Mobile: 07405947197

**Social services: 0121 3031234**

**NHS: 111 if you have Coronavirus symptoms, please call 119 for more advice.**

**Police: 101 for none emergency calls.**

**Birmingham City Council Housing Repair: 0121 216 3330**

**Note: If you need tis news letter in different language or format please contact our office.**