



**VERITY HEALTHCARE  
LIMITED**



## **A Christmas Message from Our Director**

December 12, 2021

### **Is it December already? And the Year is Flown By!**

Despite the challenging times, there have been many exciting developments this year. Verity Healthcare celebrated its **10<sup>th</sup> Birthday**, allowing us time and space to reflect on our work whilst keeping an eye very much on the future and developments for better outcomes of all those who access our services.

We welcome the new management and staff from our new offices in Redbridge, Barking and Havering, Cambridge, Milton Keynes, Southwark, Ashford, (Kent), Brighton and other locations. Our new managers and coordinators are beaming with enthusiasm and drive to move Verity Healthcare to the next level of higher achievements and better services.

We welcome many new service users and their relatives. You have been valued customers. Your cooperation, patience but your challenge has made immense contribution to making significant changes to our business. We have increased investment in our teams and equipment to help us adopt innovative approaches to help with our business success in unsettled political times. We have the drive, resources, capabilities and capacity to continue to offer the best services.

I am extremely happy that Verity Healthcare Limited continues to achieve excellent client satisfaction and your feedback is very positive. Everyone at Verity Healthcare is looking forward to a well-deserved Christmas with excitement and a huge sense of achievement, and we look forward to continuing the hard work in the New Year with fully recharged energies.

One thing for certain is that none of our successes would be possible without the support and trust that you place in us to manage your services with flexibility and cooperation. It rests with me then to thank you for your support and partnership over the year.

Let's continue to work together and support each other in 2022 and the years ahead.

May Christmas and the coming New Year bring happiness and health to you and your family.

A Very Merry Christmas and a Prosperous New Year.

**- Dr (Mrs) Barbara Esther Ofori-Kyereh**

Director - Verity Healthcare Limited

*thank you*

## NEW 'BUNCH' OF INSPIRING VERITY STAFF

The new breed of staff are “breathing” fresh air – inspiration, innovation and motivation into everything. Meet You New Team who have your welfare at heart



**Mr. Bilal Zaman**

Senior Accountant – AAT, ACCA

**Bilal Zaman, AAT, ACCA**

Bilal joined Verity Accountants Ltd, a sister company as the Account Officer 2 years ago. Through much dedication and handwork, Bilal has been promoted twice and he is now the Senior Accountant in the team. He has completed several professional qualifications in the Accounting sector. He joined us from another established accounting firm and comes with a worth of experience in accounting sectors and financial industry. His passion is to see Verity Healthcare becoming economically viable so that we can continue to offer excellent care services to the whole UK population. In his words: “I want to see Verity Healthcare standing firm on its feet ready for a brighter future”.



**Mr. George Asiedu, BA, MA**

Care Manager

**George Asiedu, BSc, MA (Economics)**

George joined Verity Healthcare – Redbridge earlier this year. After graduating with a Bachelor's degree in Economics and finishing a Master's degree in Economics from the University of Westminster. George initially joined Verity Healthcare as a support worker and quickly got promoted to a Care Coordinator and promoted again as a Care Manager. George is a truly caring person and has made significant impact on service users and their relatives as well as the team of staff. He is a terrific leader and manager who focuses on achievements and better outcomes for all.



**Miss Yarnee Whittingham-Gorden**

Business Administrator/Recruitment

**Yarnee Whittingham-Gordon, Level 3 Law & Business Admin**

Yarnee joined Verity as Business Administrator after completing A'Level in Applied Law and Business Administration. She is real leader-very aspirational, motivated and always buzzing with innovative ideas that are useful for achieving excellence. Yarnee loves to challenge herself mentally and physically which can be exemplified through her active participation on the Raleigh International Expedition in Nepal.



**Miss Ruth Nzilamosi**

Office Administrator/Recruitment

**Ruth Nzilamosi, Level 3 Business Administration**

Ruth is a gentle, soft spoken and polite lady who joined Verity Healthcare, 6 months ago as an Office Business Administrator and PA to the Director. She is very conscientious and is passionate about managing the offices. Ruth has a sense of independence and responsibility in meeting the needs of all customers who contact the office. Her customer services experiences are excellent. As balanced person, she brings enthusiasm and motivation to the team.



### Mr. Mark Johnson

Care Coordinator

#### Mark Johnson, Level 3 - Media

Mark is our Care Coordinator for Waltham Forest and Redbridge branch. He joined us in January 2021. Mark has many talents such as filming, drumming. He is dearly loved by the service users and their relatives because he has excellent interpersonal skills and supports families extremely well. After completing his A-Levels, Mark thought caring for other will be his career goal and he has truly demonstrated this passion in the short space of time that he joined us.



### Mr. Allen Reforma

Accounts Assistant

#### Allen Kristoffer Reforma, Level 3 Accounting.

Allen joined us 2 months ago as an Accounts Assistant after completing his Level 3 AAT Accounting course with KBM Chartered Certified Accountants and Registered Auditors. Allen is a gentle soul and loves to have fun and brings great energy to the team. Allen possesses a demonstrable passion for ensuring that Verity Healthcare is always financially viable so we can continue to offer essential services.

Definitely, Verity is looking forward and has introduced some new staff and management to ensure our future is bright. Verity Healthcare has a new manager, Mr George Asiedu, and a new care co-ordinator, Mark Johnson. Allen Reforma has arrived as a new Account Assistant under the experienced tutelage of Bilal Zamman who is coming up to two years with Verity accountants Limited. Yarneé Whittingham has joined Ruth Nzilamosi who was employed back in August and they now both carry out various responsibilities in the business administration and recruitment.

Hi there, I'm V boy. That's short for Verity boy. I will be your guide through the monthly newsletters and will point out any important information. Today I want to wish our new employee a very happy Birthday for the 9<sup>th</sup> December. **HAPPY BIRTHDAY ALLEN!!!**



## NEW ARRIVALS

We would also like to extend a warm welcome the new healthcare assistants:

Paul Okoro, Dayo Olaewe, Lin Poon, Oluchi Uzuegbu, Fitsumwork Yigezu and Aamna Rehman.

We are very happy to have you all on board here at Verity Healthcare and we look forward to a bright future with you all.

## HEAR WHAT SOME OF OUR CLIENTS HAVE TO SAY!

My carer is a star. She truly cares. She goes the extra mile.

The Registered Manager/Director is nice. She takes our issues seriously and helps us to resolve them. She delivers on her promises.

George and Mark have been fantastic. They work well together. They proactive leaders and work well with us.

Since George, the New Manager arrived, everything has improved. He is excellent!

I can see significant changes in Verity. The two ladies in the office are polite and



## HIGHER EDUCATION AND TRAINING FOR STAFF

At Verity, we pride ourselves in working with our sister company London Academy for Management and Sciences, an award-winning higher education institution to provide in-house training for all our staff. Receiving specialist and mandatory as well as higher qualifications from an accredited organization allows us to ensure that carers are prepared and have the correct knowledge for their roles. Staff have access to a wide range of courses and qualifications including;

- Access To Nursing
- Accounting
- Business Administration
- Customer Services
- Early Years
- Health and Social Care
- Law and legal Services
- Leadership and Management



These options give our staff freedom to explore different areas they might be interested in. Alternatively, staff can work towards one aspect, to gain a higher level of expertise. These courses are offered at level 2, 3, 4 and 5 at NO COST to our staff.

## NEW BRANCHES OPENED!!!

Already, Verity is going further and wider. With the vision of become a national and global leader in providing health and social care services, Verity Healthcare has opened new branches, Brighton & Hoves, Barking, Cambridge, Havering, Milton Keynes, Newham, Peterborough, Southwark and Stevenage.

## VERITY IS RECRUITING!

We would also like to take this opportunity to mention that Verity is now recruiting in all area where we operate. If any carers have any friends who work in the care sector or would like to work with us, please contact the following people.

For Brighton & Hoves, Barking, Cambridge, Havering, Milton Keynes, Newham, Peterborough, Southwark and Stevenage, contact Yarnee at

[Yarnee.Whittingham@verityrecruitment.org.uk](mailto:Yarnee.Whittingham@verityrecruitment.org.uk)

For those of you in Haringey, Redbridge, Milton Keynes, Islington, Kent, Wandsworth, Enfield, Hackney and Waltham Forest, please contact Ruth at

[Ruth.Nzilamosi@verityrecruitment.org.uk](mailto:Ruth.Nzilamosi@verityrecruitment.org.uk)

### Benefits for Care Assistants:

- Bike to Work Scheme
- Holiday Pay
- Sick Pay
- Company Pension Scheme
- Enhanced rates for Bank Holidays
- Free award-winning training and
- Access to Workplace wellness scheme
- Career progression and vocational qualification opportunities
- Flexible Contract
- Refer a Friend scheme for employees up to £250\*

### Care Assistant Schedule:

- 10-hour shift
- 12-hour shift
- 8-hour shift
- Day shift
- Monday to Friday
- Night shift
- No weekends
- Overtime
- Weekends

For further information, please visit our website:  
[www.verityhealthcare.co.uk/jobs](http://www.verityhealthcare.co.uk/jobs)



## VERITY HEALTHCARE WORDSEARCH

Hi again all. Now we have time for some fun. In this Wordsearch puzzle are lots of hidden terms associated with healthcare. Good luck in finding them all!

The words are; Verity, Healthcare, Domiciliary, Diversity, Inclusion, Equality, Dignity, Hoist, Medication.

Oh, and by the way, Who is Santa's favourite singer..... Elf-is Presley



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## HAPPY 101<sup>ST</sup> BIRTHDAY TO Mrs L CIESLAK

All the staff here at Verity Healthcare wish Mrs L. Cieslak Happy Birthday. She celebrated her birthday in October and had the smile on her beautiful face.

Leida was born in Albania and migrated to London, England over 70 years ago. She worked as a ward Nurse at the North Middlesex Hospital during the World Wars and helped saved many lives.

Verity Healthcare has supported Mrs L. Cieslak for over 8 years and she is very satisfied with the services she has for all these years.

She loves the regular carers to visit her each day Maxine and Mabou.

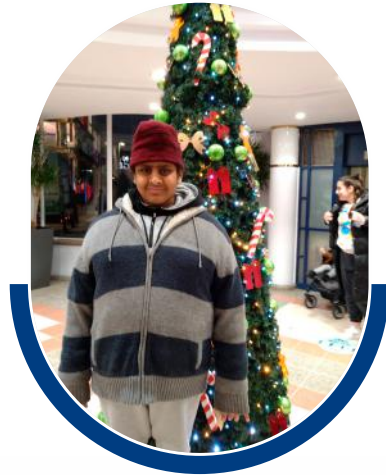
Mrs L. Cieslak enjoys watching TV shows, singing and dancing and doing puzzles. She loves to tell stories about the past which all the carers love to hear. She sings karaoke and dances with her carers she is completely adored by her carers.

Mrs L Cieslak was delighted to receive a Birthday card from the Queen on her 100th birthday and gifts from the Director and the carers.

A massive congratulations to you, Leida from all your loved ones at Verity Healthcare.



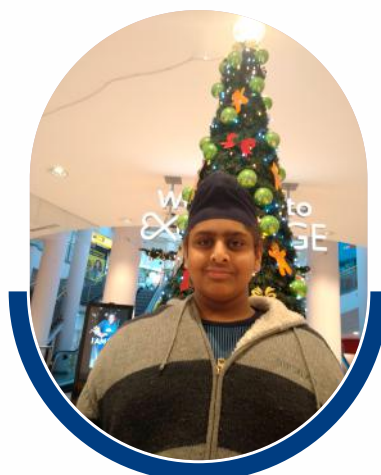
# MERRY CHRISTMAS



We're all looking forward to Christmas now and we at Verity would like to share some of the lovely moments that have occurred in the run up to the holiday.

Here are some photos of one of our clients Harsimran Singh, enjoying the festive season with his carer. Harsimran spreads joy wherever he goes so it especially rewarding when carers have the opportunity to return the favour. Here, Harsimran can be seen at some of his favourite places. He loves his routines and so his carer will usually take him for a nice meal at a local restaurant and then enjoy walking in the community. Today the carer bought Harsimran some balloons!

We have had many more lovely times like this but unfortunately haven't recorded them all but check in next month for more wonderful events and stories from our time with our brilliant service users!



This newsletter, being our first, also marks the beginning of our new 'Employee Of The Month' scheme. Our first winner is Anastasija Rizaka. This month Anastasija has displayed outstanding commitment and determination in providing care for her service users. This was particularly impressive this month as she was not 100% well but insisted on being there for the girls she takes care of. Anastasija is a strong and professional young woman and an extremely effective carer. The bond she has built with her service users is unbreakable and that is testament to who she is as a person. She deserves this recognition not only for this month but also for the amazing work she has done in the year she has been with us.



**Anastasija Rizaka**



HO HO HO, I'm Father Christmas..... Not V-Boy. I promise. It looks like Harsimran had a wonderful time on the lead up to Christmas with his carer. And well done to Anastasija for all her hard work. I know these two definitely aren't on Santa's, I mean my naughty list this year.

I hope you all enjoyed reading the first monthly newsletter and are excited for the next one. I wish you all a very merry Christmas and a happy new year. **HO HO HO!!!**

