



**VERITY HEALTHCARE  
LIMITED**

# A Word from our Director

Dr Barbara Esther Ofori-Kyereh

Hello all, and welcome to our Verity Healthcare Limited newsletter, updating our customer, staff and the public about the wonderful things that are happening across our main and satellite offices in England.

As summer is finally amongst us, we at Verity thought it would be a good time to reflect on our year so far and look forward to some upcoming developments that will soon be in effect.

Here at Verity Healthcare Limited we have an unwavering focus and determination to make sure that our customers received the best of care in our efforts to be at the forefront of the care sector in the England. Recent feedbacks from registered manager monitoring visits, independent surveys and Care Quality Commission inspection reports indicate that over 98% of customers rate our services to be outstanding in all aspects of our care and support and our staff indicate that they have never felt happier and experienced such fresh breath of cohesions and sense of direction for outstanding services.

We demonstrate glowing achievements in terms of how we care and support our customers and our workers. We value our staff and ensure that they are well-trained, knowledgeable, and skilled in supporting and caring for our highly valued customers. Due to our excellent approach in working with our customers, we have consistently received excellent feedback and compliments from our staff. A huge well-done to all our staff who have delivered such brilliant care and support to our customers consistently and reliably each of their work!

As part of our efforts to attract the best staff to work with us, our Board members and directors have chosen our healthcare and social support contacts carefully to enable us pay our staff sufficiently well. We have increase our oay to staff by 25% and this means we pay our staff well above the living wages threshold across England. In addition, we support all our staff to enrol award-winning training and development programmes with the Institute of Management and Sciences [IMS], which provides a wide-ranging induction package and ongoing mandatory, specialist and refresher trainings. Staff are also enrolled on various qualifications such as Higher Education Access courses and QCF qualifications in nursing, health and social care, customer services, business administration, English and maths and many more. All training are paid for by Verity Healthcare Limited. There are many other benefits for all those who share our values.

For our prospective customers to have a taste of the outstanding services that we deliver, we can offer the **FIRST TWO DAYS OF SERVICE** free of charge without strings or big commitment attached.

If you are looking for a new job or a career change, no matter your age, please call Thaddeus O'Connor, our wonderful Recruitment Officer for a friendly chat and an immediate online interview. Join us now!

Or if you or your loved one is looking for care, please call our Customer Call Centre on 0203 643 5295, or simply pop into our offices across the country for a chat. Give us a try today.

**- Dr (Mrs) Barbara Esther Ofori-Kyereh**  
Director – Verity Healthcare Limited

*thank you*



## NEWS

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### Outstanding CQC Rating

#### Verity Healthcare - Milton Keynes

Firstly, I would like to bring to everyone's attention some of our best news all year. Verity Healthcare's Milton Keynes branch scored an Outstanding rating when last visited by CQC. This was a great step towards reaching our ambitions of excellence and is an extremely positive sign of GREATER AND BETTER things to come.

Our Milton Keynes office has several satellite offices in Cambridge, Peterborough, Stevenage, Luton, Bedford and all the neighbouring counties.

#### Verity Healthcare - Haringey

We also received A VERY GOOD CQC rating for our Haringey branch. Verity Healthcare Board members and Directors have always insisted that Verity Healthcare Limited - Haringey was better than the poor rating previously received. CQC decided to award Verity Healthcare - Haringey with a 'good' rating. This proves we are constantly improving and we intent on soon achieving an 'outstanding' rating.

Before long we will be welcoming CQC to our remaining boroughs and following the lead of our outstanding Milton Keynes team.

#### New Staffing

In other news we would like to welcome our newest members of staff in Verity Healthcare's Leyton office: Saranya Natarajan, Madelena Sangossango, and Mehvish Mohammed and Thaddeus O'Connor. Let's see how they're finding everything so far:

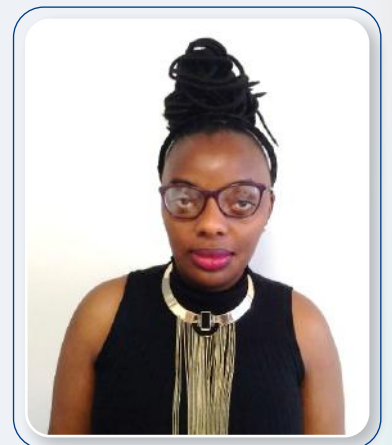
I **Madalena Sangossango** am a new employee here, I started here in the beginning of June.

At first I was a bit nervous on my first days but from the moment I stepped into this office I was made to feel very welcomed by all the staff. Working here has only further shown me that the company puts the staff in first place I saw that shine through on my first week when I had some personal storms at home in the middle of the week which affected me at work the company were very understanding of my situations.

So far I feel really great about working here because I fully agree with the company ethos of community work and caring for the community something which resonates with me. I believe in spreading blessings and giving back to the community because if you do good then good naturally gravitates towards you.

I love working here and really enjoy my job as I am learning new skills every day which I can carry forward into the future. I am naturally a people-person so I find it very easy to get along with all the staff and I find this place provides a warm and friendly atmosphere. I like the way the workload is delegated I feel it makes the workflow really smooth which makes me look forward to the next day. I am never just on a standstill which is good for me as I love working and as ever helping the company grow.

I hope to grow within the company and use my knowledge to make the company grow and hopefully be able to help the company build some long-lasting partnerships with external companies.



Hello everyone! My name is **Mehvish Choughuley**. I have completed my postgraduate qualification in Master's in accounting and Finance., having completed a Bachelor's degree in Finance and Accounting

I joined Oxbridge Accountants and Tax Advisors, a sister company to Verity Healthcare Limited as an Accountant to pursue my professional and career goals. My team leader is very helpful and helped me to settle in through very well planned induction programme.

Our company has got an elite team who focusses on personal development, growth and productivity. The director of the company organizes regular meetings to monitor our work and share ideas in order to make it a bigger organization. Overall, it has been lovely working in this company as everyone is very considerate, supportive and understanding towards each other.

I am confident that our group of companies would make significant impacts on the British society because the commitment and the ambition to grow is enormous and unquenchable.



Hi, my name is **Thaddeus O'Connor-Dunphie**. I graduated with a first-class degree in Journalism from a London University.

I recently started working here as a Recruiter and everyone is welcoming and polite. It's a great workspace and a friendly work environment.

I really enjoy working at Verity Recruitment, the facilities are really good with good working computers, spacious rooms to stretch your legs and feel comfortable and a fan to keep cool during the hot weather.

I was given very good induction sessions which continues. This helps me and others here know they need to do each day each time. This enables to do something fulfilling each day. The directors and my line manage check on me and other regularly to see if anyone needs help. They are polit and helpful and love to make everyone here laugh.

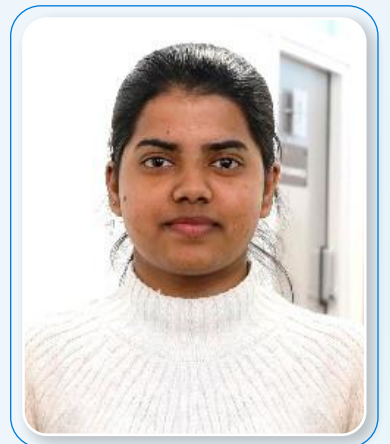


My name is **Saranya Natarajan**, I have been working at Verity Healthcare for over two years. I began as a Healthcare Assistant in October 2020.

In February 2022 I was offered the position of care coordinator. I was happy that my hard work had been noticed and that I was given the opportunity to apply my knowledge and skills in a different role.

I graduated at the first-degree level with a Bachelors in Human Resources Management and completed MBA in International Business from the UK. Due to my background and experiences, I have recently been assigned responsibility for office management with the view of lead on all human resources management matter and to help with organizational development and growth.

I have learned so much at Verity Healthcare and I am so excited to be a part of its development. Seeing the company grow and gain momentum so quickly has been extraordinary and with our recent feedback from CQC I cannot see us slowing down. I am very enthusiastic about the future of this company and feel motivated to be a significant part of its future.





## OUR PRECIOUS CARE AND SUPPORT STAFF

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We have the pleasure of welcoming an array of staff who will be working directly with the families in the field. Lee Padgett, Alison Hilton, Shelina Rabbani, Ilhan Ali, Sana Ismail and Naushaba Mughal.

All of our new Healthcare assistants have been trained and shadowed in the field. They have begun meeting the service users and are already improving the lives of many people. It has been a pleasure to aid them at the beginning of their journey into the rewarding sector of healthcare.

The team at Verity Healthcare have been working tirelessly to lift the company to where it needs to be. With the new team members in place we have a fresh and dynamic office with new ideas and approaches in discussion. This collaboration and teamwork has elevated our output and this has a positive effect on all aspects of the company.

### Promotions

Hi everyone! My name is Bilal Zaman. I am the manager of the accounting team at Oxbridge Accountants and Tax Advisors. I joined Oxbridge Accountants and Tax Advisor as an Account Assistant 3 years ago and I was promoted to the Position of manager of the Accounting Team this year. It was very encouraging to be recognised your efforts. We are in charge of the accounting for Verity Healthcare.

Recently we have been even more busy than usual. The recent referrals have provided plenty of more work for the whole office here in Leyton. This is indicative of progression of the company and that we are continually developing as an organization.

I have been interviewing and hiring staff frequently to meet the new increased demand. I now have a small team of accountants who I have been training and helping them to become familiar with our software and practices. So far the new staff have quickly acquired the skills required and are helping me tremendously with the work load.

I have been at the company for three years but now more than ever I feel particularly positive about the direction in which we are heading. I strongly believe we will reach our potential as a nationwide organization providing Healthcare and Accountancy to the whole of the UK.



## LIVING WAGES FOUNDATION ACCREDITATION

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**Verity have received the Living Wage accreditation!**



We are making a stand and setting a standard by voluntarily setting a living wage for our employees. This means they will have sufficient wages to live on. To recognise our commitment to the living wage, all accredited employers display the Living Wage Employer mark. We are famed for the outstanding domiciliary care and support we provide to people in need in their own home. We work closely with the families of our service users as well as social workers and NHS staff to ensure we are providing the very best person centred care possible. Saranya, head of recruitment here at Verity made a statement on this topic. " We are looking for people who want to work in care, experience is less important as we will provide induction training and you will be shadowed properly. What we are really looking for is the correct mind frame and naturally caring people who understand the values and responsibility of this role."



Verity Healthcare is an excellent career choice for many people as we can boast flexible shifts/ working hours, Loyalty rewards and bonuses, Full induction training for free and further optional training. We have teamed with London Academy for management and science to provide and deliver a range of excellent training courses for our carers. Some of the courses we offer are as follows:

Health and Social care levels 2,3,4 and 5

Customer service Level 2 and 3

Business administration level 1, 2 and 3

Early years health practitioner

Verity Healthcare Partnership with local school collages and university to deliver higher education courses in access to nursing and access to social work.

**We at Verity have gained the gold standard award for end of life care.**

## **DISABILITY CONFIDENT EMPLOYER ACCREDITATION**



Verity Healthcare Limited is an accredited Disability Confident Employer. This means we are working with Department of Works and Pension to create a movement of change, and create safe spaces and accessible working environment for all. Especially, we are taking action to improve how we recruit, retain and develop disabled people.

Being Disability Confident is a unique opportunity to lead the way in our communities and support all those who cannot do with what we do as a business.

We feel privileged to have employers and disabled people's representatives to discuss and implement rigorous actions to support individuals living with disability.



## **WE ARE RECRUITING FOR CARE ASSISTANTS NOW!**

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Each day, Verity Healthcare is growing. With new branches opening up across the Greater London areas and Home County, we are seeking to recruitment large numbers of care workers, clinical healthcare assistants, care coordinators, care managers in all these already

Having introduced our new staff members, I would like to point out the fact that we are still recruiting!

We are looking for these staff members in all of our operating boroughs including; Barnet, Cambridge, Milton Keynes, Havering, Hackney, Haringey, Southwark, Slough, Brighton, Kent, Hampshire, Redbridge, Waltham Forest, Enfield, Essex County Council, Newham and Wandsworth.

If you share our values to be kind, show compassion and promote dignity and respect, then please get in touch asap to start the application process. As part of #Be A Part #Play A Part our recruitment campaign, we intend to recruit over 200 healthcare staff with the next 2 months. We will strongly encourage you to be a part or refer potential candidates to us to fulfil the goal of providing high quality services to those who need our help.

We are currently recruiting for a variety of roles including; Healthcare Assistants, Care Coordinators, Supervisors, Recruiters and Assistant Managers. If you, or someone that you know would be interested in joining the Verity Family, please do not hesitate to get in touch. If you are interested or have any inquiries, please in touch with Thaddeus O'Connor-Dunphie, on 0203 643 5295 or 02037715653, mobile: 07502 117 175

or email him on [Thaddeus.oconnor@verityrecruitment.org.uk](mailto:Thaddeus.oconnor@verityrecruitment.org.uk)

## **ADVERSE WEATHER ALERT**

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Now that summer is finally upon us, our wonderful care staff love to get active in the community with their brilliant service users. The weather was nice, and the children of Redbridge have been having so much fun.

However, the high record of temperature recently means that we must be very careful and take all precautions to remain cool.

Following the Heat Health Alert Level 3 and Amber Warning for extreme heat in London & the Southeast all this week, please see below additional links for information and advice

### **The care home guidance is on:**

<https://www.gov.uk/government/publications/heatwave-plan-for-england/supporting-vulnerable-people-before-and-during-a-heatwave-for-care-home-managers-and-staff>

### **For supported living this might also be useful:**

<https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist>

Special attention should be paid to detecting and treating heat exhaustion and heatstroke.

## **SAFEGUARDING**

Safeguarding children and the vulnerable is everyone's responsibility. That's why we want to tease your brains.

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**HEALTH AND SAFETY  
UNSAFE  
CHOICE  
SEXUAL  
NEGLECT**

**TRAINING  
SAFETY  
PERSON CENTERED  
POLICY  
ABUSE**

**PRACTICE  
RIGHTS  
EMOTIONAL  
PROTECT  
SAFE**



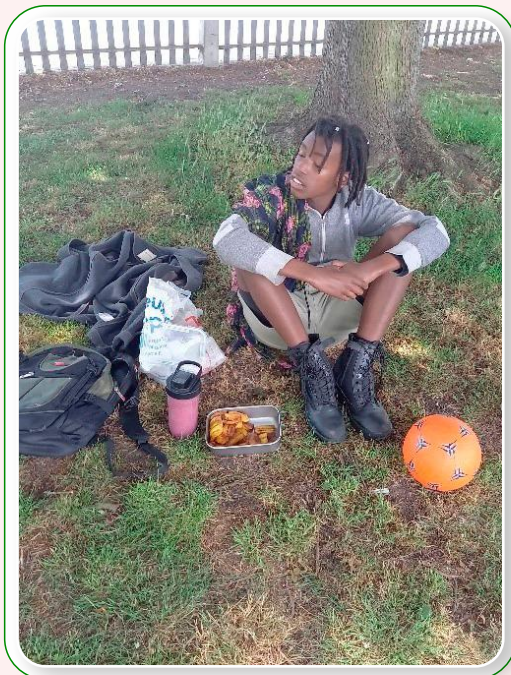
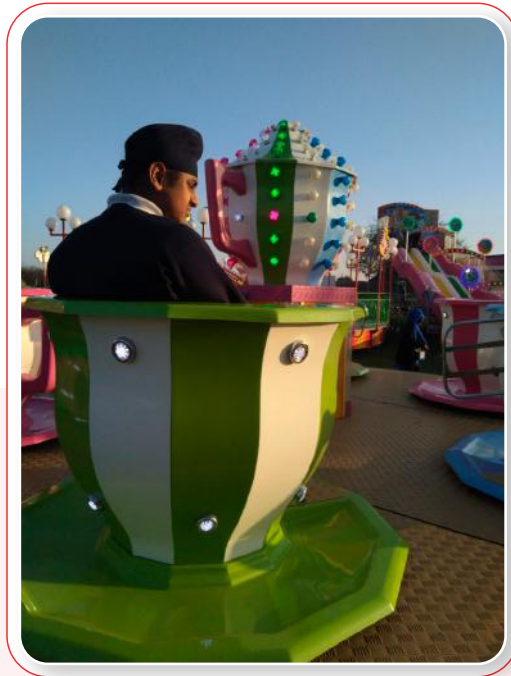
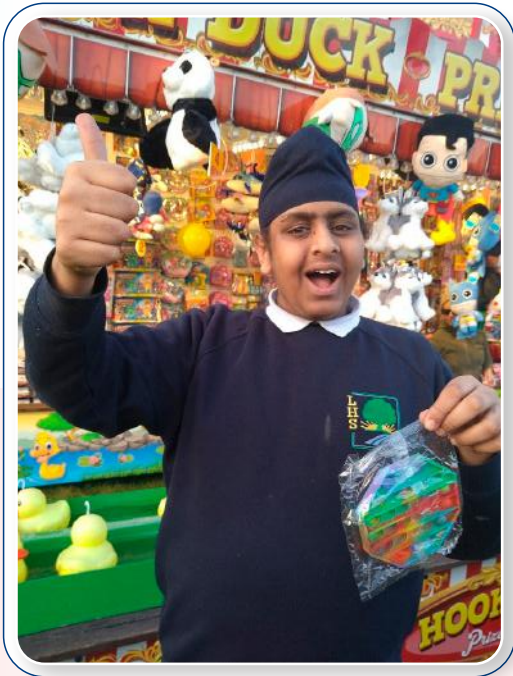
## OTHER NEWS

Here's a small collection of our favourite photos taken by the healthcare assistants lately. As you can see we love to engage the service users in all kinds of fun activities such as bowling, going to the fun fair and playing football in the park.

It is important to us that the children are happy and enjoy their time spend with the carers. Therefore, we always aim to discuss new ideas/ seasonal activities which we think the service users may like. If you have any ideas regarding this topic, feel free to be in touch with us with the information provided.

We hope to be back with another newsletter full of good stories and news updates before long. Until then, we at Verity hope everyone has a lovely Summer and enjoys a well deserved rest. Take care all, and stay safe.

-Verity Healthcare







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