



## PARACHUTE JUMP LANDS CASH FOR CHARITY

**Newcross employee Violet Shabytah has set herself a very special mission. She has just completed a first-time parachute jump and aims to raise £10,000 for the Army Benevolent Fund.**

After the tragic death of her brother in Iraq earlier this year, Violet made the jump to honour his memory and to make money for the charity.

Newcross, along with many of Violet's colleagues, has already given money through sponsorship and donations – and there's the opportunity for others to do the same by visiting [www.justgiving.com](http://www.justgiving.com) and entering the name 'Violet Cosby' (her maiden name).

Pulse sends all our best wishes to Violet and we wish you good luck in reaching your target. Watch this space for further news of Violet's endeavours, and the many other ways in which Newcross staff are contributing to charities and good causes around the country.

## Welcome!

Dear reader,

As we come to the end of our eleventh year in business, both Michelle and I are immensely proud of what Newcross has become. We're proud too of the huge efforts made by our fantastic team in helping shape the values and ideals of today's organisation.

By continuing to fulfil our vision to "dominate the market through excellence", this year we've grown by around 40%. It's an extraordinary result – especially when you consider the difficulties that many of our competitors have experienced.

We've always believed that our exceptional service, outstanding quality, inventiveness and 'can do' attitude place us in a much stronger position than organisations that over promise, have low quality standards

and sell their service at a price that is not sustainable.

But we're never complacent. It's in our nature to constantly improve and develop the business as we move forward. Our 'one stop shop' solution, for example, is just one of many initiatives that make us stand out as a leader in our field.

With business growth comes the responsibility to address the environmental impact of our success, and also the chance to put something back into the community. We'll be highlighting some of the great contributions made by the Newcross team in this and future issues.

Lastly, a big thank you for choosing Newcross and on behalf of the team we wish you complements of the season and a happy and successful New Year!

Stephen & Michelle Patrick  
Founders of Newcross

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# BIG STEPS TOWARDS A SMALLER CARBON FOOTPRINT

“WE AIM TO REDUCE THE CLIMATE CHANGE IMPACT OF OUR EMPLOYEES AND OUR OFFICES”

At Newcross, we take our corporate and environmental responsibilities very seriously. That's why we're the first company in our industry sector to be working with [co2balance.com](https://co2balance.com) to lessen the effect of our business on the environment.

Carbon offsetting works by investing in projects that absorb or prevent the release of carbon dioxide – the main cause of climate change. These initiatives involve efficiency-based or renewable energy offsets, or are forestry-based offsets that absorb atmospheric carbon.

“We're already offsetting our air, rail and car travel and energy consumption using [co2balance.com](https://co2balance.com)'s carbon offsetting initiatives. And we'll soon be conducting a company wide audit to find more efficient ways of working and offsetting our remaining carbon footprint,” commented Newcross Chairman, Stephen Patrick.

Mike Rigby, Director at [co2balance](https://co2balance.com) said: “We're delighted to help Newcross reduce their carbon footprint and become Carbon Zero. We pride ourselves on ethical carbon offsetting and all our energy efficiency

programmes are carefully managed. We plant trees on our own land in the UK and don't use any third parties, so we are always in control of the projects to ensure they are well managed.”

For Newcross, the goals are:

- To reduce the climate change impact of our employees and our offices
- To engage with and educate staff about climate change issues and to raise awareness internally, with clients and with job seekers about the importance of reducing carbon emissions
- To reflect market concern for action on climate change
- To be an industry leader by taking action on climate change issues
- To take responsibility for unavoidable emissions by investing in renewable carbon offset projects
- To continue to reduce carbon emissions and offset the remaining carbon footprint throughout every one of our UK offices

We'll be keeping you updated with our progress in future issues.



## HIGHEST STANDARDS RESULT IN AWARD FOR EXCELLENCE

Newcross has won a prestigious national award for achieving the highest standards in risk management procedures. The Fire Mark Award was awarded in July following a rigorous quality audit by Royal and SunAlliance – the insurers for specialist nursing and domiciliary care schemes. It has only been given three times in the last five years to organisations operating in the UK care industry.

Neil Burman, Director of Castlebank Insurance Limited, the administrators for Royal and SunAlliance, presented the award, commenting that, “Fire Mark Awards go to organisations who meet the highest standards of risk management and attitude. They are not given out lightly, so this is a tribute to the high standards set by Newcross – and excellent news for the sector as a whole.”

Newcross Chairman, Stephen Patrick is delighted with the award. “We constantly look at ways of improving our service by developing skills, systems and processes that help us maintain the highest standards,” he said.



“Everyone at Newcross works extremely hard to comply with a strict set of guidelines to ensure best practice in all that we do, and I congratulate our staff for always striving to achieve the highest standards.”

# GLASGOW AND BRISTOL TEAMS GO THE EXTRA MILE

Enthusiasm for doing the best possible job – even in the most demanding circumstances – is a quality that runs through everyone at Newcross.

Staff at our Glasgow branch have shown extraordinary dedication to providing the highest standards of service for clients in Oban and the Isle of Bute.



Oban is a 118 mile, three hour journey from the Glasgow office, so Health Care Assistant Christine Hamilton decided to leave her family at home and stay in an Oban guesthouse for two weeks to offer the necessary support to her



client. And her colleague, Andy Cunningham camped in Oban with his wife in their caravan during this time to cover shifts!



Also from Glasgow, Health Care Assistant Ann Speirs, has journeyed to the Isle of Bute to assist clients in the community unable to find local care staff.



Meanwhile, Faisa Mohamud from the Bristol office recently volunteered to spend a month commuting four hours a day by bus to make sure she could assist one of our nursing home clients.



And Gabriella Mrazkova managed to win Staff Member of the Quarter Award for her unwavering commitment to Newcross, despite getting married at the same time!

**Pulse sends congratulations to you all for a job well done!**

## TELL US WHAT YOU THINK, AND WIN A HAMPER!

Being customer focussed is central to the way we operate at Newcross. That's why your views, opinions and comments are so important to us. Inside this issue of Pulse, you'll find a Customer Satisfaction Survey, which we'd be grateful if you could complete and return to us, or complete it online at [newcrosshealthcare.com](http://newcrosshealthcare.com).

The surveys give us the chance to see what we're doing right, and where we could improve – and they give you the opportunity to win one of our tasty hampers in a special prize draw for every completed and returned questionnaire!

For the past 6 months, our clients have given us an overall rating of 8.09 out of 10. That's great – but we won't be completely happy until it's a full 10!

### CASE STUDY

## 'ONE STOP' SERVICE SUITS SOMERSET CARE



For Somerset Care, a leading provider of nursing/residential and domiciliary care throughout the southern region, effective and efficient management of resources is essential. That's why they chose the new 'one stop' shop solution from Newcross for all their temporary staff requirements.

Somerset Care's HR and Quality Manager Sue Helliker is convinced by the Newcross solution. "We wanted to keep

agency spend to a minimum, but at the same time ensure that the highest standards were maintained if our own staff were off work. We also wanted to rationalise the number of agencies we used – and Newcross presented us with a unique package," she explains.

"We just make one call when we need staff cover, and Newcross manages the whole process for us. If they can't cover, they go to a number of approved second tier providers. All costs are fixed so there are no surprises – and we only get one invoice."

With our 'one stop' service, the entire process is totally transparent giving

clients online access to all bookings and requests, and showing how they were dealt with by Newcross.

All invoices are available on line too, and there's the facility to drill behind the invoice to see the original booking details and a scanned version of the original timesheet, saving clients valuable processing time.

"We're delighted to be working with Newcross," says Sue. "I can't think of another organisation that could provide us with the same level of service."

For more information on how our 'one stop' service could benefit your organisation please contact Jonathan Derby-Webb on 01803 867800 or e-mail [jonathan.derby-webb@newcrosshealthcare.com](mailto:jonathan.derby-webb@newcrosshealthcare.com)



On Sunday 2nd September Rowcroft, the Torbay and South Devon Hospice, opened its award winning gardens to over 250 people to enjoy a wonderful evening of picnicking, champagne, and an acclaimed production of La Boheme by the Garden Opera Company.

With generous support from Newcross, all proceeds, including ticket sales, went directly to the Hospice, raising a remarkable £5,000.

Sue Newman, Chairman of the Board of Governors at Rowcroft said, "We are delighted with the fantastic support from Newcross, Their sponsorship of the event has meant that the proceeds of the evening have raised vital funds for Rowcroft Hospice. The opera was organised to celebrate 25 years of caring for the hospice, but it was such a success many of the audience members have put in a plea that we do it again next year!"

## SAVE TIME BY BOOKING STAFF ONLINE

Our online booking system is a powerful tool that removes much of the administrative burden associated with temporary staff placement. Using the system is fast, easy and secure, and because it's web-based, there's no need to install new software.

Once you've logged on to the Newcross website through your normal web browser, you'll have complete control over bookings, staff, timesheets and invoicing. Remote sites can also access the same system for information on their own temporary staff, along with photographs of the agencies nurses for increased security.

We also use the system to gather important feedback from you about staff performance. It helps us react faster to any operational changes that are required, and it means our people can focus on doing the best possible job.

Of course, the online system won't replace our 24/7 telephone service, but it's free to use and it could make life a great deal easier! Why not get in touch for a demonstration of how it could help you?



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