



## 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).

Well done Violet, and 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.

Just let us know if you're involved in work for a particular charity, and we'll do all we can to help raise its profile.

## Welcome!

Dear team member,

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 all of you, and those of our past staff 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. And that spirit is reflected throughout this edition of Pulse in the exceptional ways that so many of you contribute not only to the success of Newcross, but also to the benefit of charities and good causes around the UK.

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. So if there's someone you know who deserves special recognition, please let us know by emailing [pulse@newcrosshealthcare.com](mailto:pulse@newcrosshealthcare.com)

We hope you enjoy reading this edition of Pulse, and wish you all a very Happy Christmas.

Stephen & Michelle Patrick  
Founders of Newcross

• Newcross go Carbon neutral  
• Award for excellence

2

• 100 club winners  
• Staff go the extra mile  
• New people

3

• Opera in the garden  
• Staff rewards for commitment

4

# 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.”

## NEW PEOPLE, NEW POSITIONS

# 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!

**Congratulations to you all for a job well done!**



### VAL MOULTON, HR Manager

Val has been working as an HR and Development consultant to Newcross for some time, but with our continuing growth, she now joins us in an interim role to oversee the HR Department. Her priorities are to centralise recruitment and to refine and develop the Performance Review System.

Val can be contacted by emailing [val.moulton@newcrosshealthcare.com](mailto:val.moulton@newcrosshealthcare.com)



### LENNA BITHELL, HR Supervisor

Lenna joins Newcross as HR Supervisor from Hays Recruitment to help create a fully centralised recruitment team. The new team will provide support across the entire organisation, giving our branches more opportunity to focus on business development.

You can contact Lenna by emailing [lenna.bithell@newcrosshealthcare.com](mailto:lenna.bithell@newcrosshealthcare.com)

# FROM TRURO TO THE CARIBBEAN FOR 100 CLUB WINNER

**Nicola Bell from Truro has just won an all-inclusive luxury holiday for two at the fantastic Sandals resort in Montego Bay, Jamaica, as well as an extra week of paid holiday!**

Senior bookings co-ordinator, Nicola, is the latest winner of our 100 Club draw, an exclusive reward scheme for office staff at Newcross. "All members of the team are assessed on an individual basis every three months", says Stephen Patrick, "the top performing 10% each quarter are then entered into a draw for some amazing prizes – but there's also the chance to win other rewards throughout the year."

Earlier this year, ten staff spent a day with celebrity chef Mitch Tonks at his FishWorks restaurant in Bristol. As Glasgow manager, Rose Lee, reports, "it was a great opportunity to learn something new and a chance to meet members of the team I wouldn't normally get to see." We understand that the wine tasting went down particularly well too!



### FIONA CARTLIDGE, Regional Operations Manager for the South West.

Fiona previously spent six years as a Regulation Inspector at CSCI, and now joins us to continue developing the high standards of working practice that are already established within Newcross.

Fiona can be contacted by emailing [fiona.cartlidge@newcrosshealthcare.com](mailto:fiona.cartlidge@newcrosshealthcare.com)

## SUBSTANTIAL SAVINGS ON CHILDCARE

If you're a Newcross employee, your child is aged under 16 and you're currently using a day nursery, childminder, before or after school clubs, or holiday childcare schemes, you could save up to £1,196 a year with Newcross Busy Bees Childcare Vouchers!

The vouchers can be used to pay for most types of childcare, are non-taxable and also exempt from National Insurance Contributions.

For more information, please speak to your branch manager or contact Busy Bees on: 0800 430 860, email: [enquiries@busybeesvouchers.com](mailto:enquiries@busybeesvouchers.com) or visit: [www.busybeesvouchers.com](http://www.busybeesvouchers.com)

## COMMITMENT HAS ITS REWARDS

Faisa Mohamud from our Bristol office has won £1,000 for dedication to her work during the busy summer holiday period.

Faisa's reward comes after Newcross launched an incentive scheme where every member of staff had the opportunity to win the prize. The greater the commitment shown, the greater the chances of winning.

Bristol branch manager, David McGinty said, "We provide care and nursing support to some of the most vulnerable people in the community, so it's essential that we constantly supply committed, reliable staff to our clients".

"We're really proud of Faisa and thank her for all her hard work."

After commuting four hours a day by bus for a month so that she could provide the necessary cover for a client, Faisa now plans to spend her winnings on driving lessons!



## ROWCROFT OPERA RAISES £5,000

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!"

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## RECOMMEND A FRIEND AND WIN £100!\*

Introduce someone you know to the benefits of working at Newcross and you could find an extra £100 in your pay packet!

Simply complete your details in the form below, and pass it to the person interested in joining us. They need to call 0800 252881 to arrange an interview, quoting 'recommend a friend' promotion, and then take the form along with them.

\*Terms and conditions apply, campaign ends 31.01.08. Please visit [www.newcrosshealthcare.com](http://www.newcrosshealthcare.com) for details.

Name \_\_\_\_\_ Staff Number \_\_\_\_\_ Branch \_\_\_\_\_

OFFICE ONLY Applicant Name \_\_\_\_\_ Date of Interview \_\_\_\_\_ Interviewed by \_\_\_\_\_