



March 2025 | Issue no. 1

We are thrilled to share several exciting team updates, including well-deserved promotions and a new addition to our office.

Jasmine Parnham has been promoted to Registered Manager, a reflection of her exceptional leadership and dedication.

Jessica Woods steps into the role of Field Care Supervisor, recognising her commitment to excellent care and team support.

Tsitsi Tabvuma has been promoted to

Senior Care Assistant, a testament to her professionalism and compassion.

We're also delighted to welcome Charlotte Taylor, joining us as an apprentice in the office, bringing fresh enthusiasm and perspective.

Additionally, Mel Palmer continues to excel as our Care Coordinator, showcasing outstanding organizational skills and dedication.

Congratulations to all on their achievements—here's to continued success and growth!

In This Issue

Celebrating New Roles & Fresh Faces
Spotlight On: Tsitsi
New Starters and Farewells

Patience Goes Above & Beyond
Joy brings the joy to her customers!
Annual Refresher Training Completed

Spotlight On: Tsitsi

This month, we're celebrating Tsitsi, whose passion for care shines brightly.

Inspired by a career that allows her to be herself, Tsitsi says, "I love helping and supporting people, so what other career could I pick?"

Her motivation comes from making a difference: "If I can make one person smile, I am happy!"

Of course, the journey hasn't been without its challenges. Tsitsi cites cultural differences as her biggest

hurdle, but her adaptability and open-mindedness have turned this into an opportunity for growth. "As I have got to know British culture, I've had a lot of fun adapting," she reflects.

Tsitsi's advice for balance? "Spend quality time with customers—it might inspire your own hobbies. And always make time for loved ones."

We're proud of Tsitsi and grateful for the positivity and dedication she brings to our team!



Team Updates: New Starters and Farewell

We're excited to welcome Vee, Precious, and Rejoice to our growing care team! They are undergoing Care Certificate training and have quickly become popular with our customers, thanks to their warm and dedicated approach.

At the same time, we say goodbye to Comfort, who is moving on to new opportunities. We're grateful for her contributions and wish her success in all her future endeavours.

Patience goes above & beyond

"During a visit to one of my customers and her husband, I helped with personal care, breakfast, and domestic tasks. Her husband, recently out of hospital, mentioned they were low on milk, so I popped to the shop to help. Later, I encouraged my customer to take a short walk, and though hesitant at first, she agreed. We enjoyed beautiful weather and shared laughter, leaving both her and her husband grateful—and making their day truly special."

Thank you Patience, for bringing smiles to our customers faces!



Joy brings the joy to her customers!

"I recently supported a new customer during his first care visit. Though he was very nervous, I reassured him I was happy to return and support him as needed. His wife, new to care, asked what it involved, and I explained I could assist with personal care, meal preparation, domestic tasks, and companionship, giving her a well-deserved break. The next morning, it was heart-warming to hear how at ease I'd made them both feel and to be thanked for my support."

Thank you Joy, for the reassurance you bring to our customers!

Annual Refresher Training Completed

We're excited to share that our team has completed their annual refresher training, a vital opportunity to stay up-to-date with the latest care standards and practices. The training covered essential areas such as personal care, safeguarding, health and safety, and effective communication techniques. This ensures our team is fully equipped to provide the highest quality support to our customers.

The sessions not only enhanced technical knowledge but also reinforced the importance of compassion and empathy in delivering care. It was a great opportunity for the team to share experiences, discuss best practices, and strengthen their bonds. By staying current with industry standards, we reaffirm our commitment to excellence and continuous improvement.



A big thank-you to everyone for their hard work and enthusiasm throughout the training. It's this dedication that allows us to deliver exceptional care every day. Here's to another successful year of making a positive difference in the lives of those we support!

Thank you for your continued support—here's to another quarter of excellence and care!



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