

March Newsletter

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Welcome to our March newsletter!

In this newsletter, we'll be sharing information about our forum meetings, feedback from our clients, client journeys and stories, and news about upcoming get-togethers. Yes, it's fully packed with all the good stuff from and for you!

Hello again!

It's been a little while since our last newsletter, so we figured it's time to check in, let you know what we've been up to and share any relevant company updates with you.

Read on to discover our best bits from Q1, another uplifting I was Aspired story, team spotlights, the results from our client feedback and a seasonal recipe to enjoy with your clients!



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What has Aspire been up to during Q1?

Training on the Autism Reality Experience Bus

At Aspire Personalised Care, we're committed to ensuring our staff receive the training they need to not only perform their roles and support our clients but also understand the people we work with, their conditions and their unique needs. That's why we offered hands-on training on the Autism Reality Experience Bus.

The Autism Reality Experience Bus enabled our staff to experience the neurodiverse world firsthand and learn more about the sensory processing difficulties faced by individuals on the autism spectrum.

Everyone who took part in the training found the experience to be eye-opening and valuable in relation to how they understand and communicate with our clients.

Thank you to all our staff who attended this training.



Being Awarded the Runner-up at the Sheffield Cares Excellence Awards

We were humbled and honoured to be recognised as a runner-up in the Sheffield Cares Excellence Awards.

Although we didn't win, the runner-up award is still a fantastic achievement, and it just goes to show how incredible our staff are; we couldn't do it without your teamwork and dedication.

We're also incredibly proud of the supportive and inclusive environment we've created, and we're honoured to be recognised for our efforts.

Thank you to everyone who nominated us and our wonderful staff – we couldn't do it without you!



Tell us a joke!

Our Scheduling Manager, Joe, seems to think this is his best joke... what do you think? 🙄

What happens to a frog's car when it breaks down?

It gets 'Toad' away 😊

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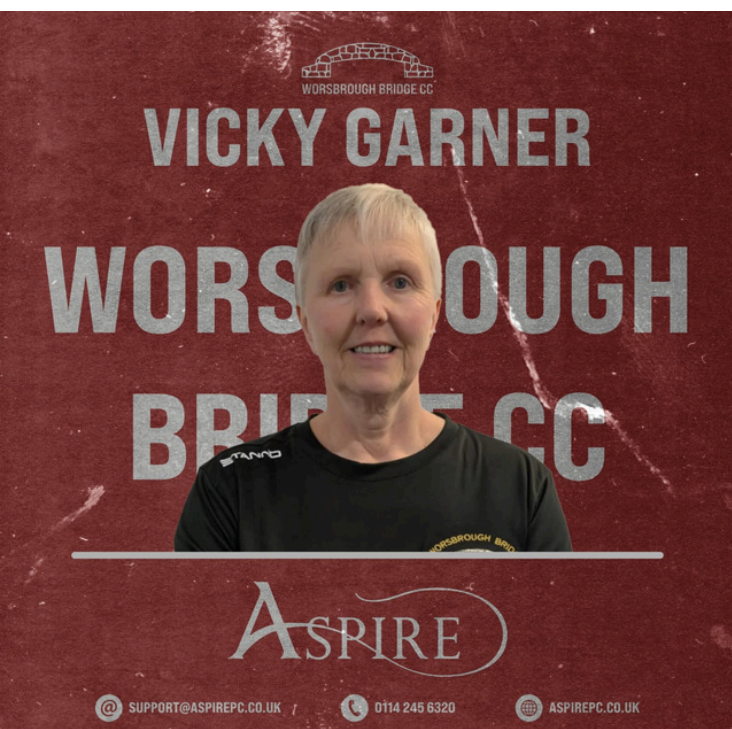


HR and Finance Updates

Our commitment to supporting you remains at the heart of everything we do. We're always looking for ways to improve our services, which is why our HR and Finance teams have been upgrading, updating and simplifying some of our processes, including:

- HR and finance tools – We're upgrading our HR and finance tools to make things run more smoothly, so you can focus on providing great support.
- Hiring and training – We're continuing to hire and train caring professionals to ensure you get the best support possible.
- Simple billing and payments – Our finance team is working hard to ensure billing and payments remain simple, with clear communication and support available whenever you need it.

We appreciate your ongoing trust and patience. If you have any questions, don't hesitate to reach out to our HR or Finance team.



Supporting Great Causes

Finally, we're also proud to announce we're backing two of our amazing team members in their personal goals.

Vicky, one of our support workers, plays for Worsbrough Bridge Cricket Team – and we're delighted to be sponsoring her as a player this year. The team is off to a strong start, so keep an eye out for updates!

We're also sponsoring Laura as she takes on not one but two Ultra Challenge events – a 50km and a 100km run. It's an incredible effort, and we'll be cheering her on every step of the way.

Well done to both – and good luck from everyone at Aspire!



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Team Updates

Team Spotlight: Sharon

Have you had the pleasure of meeting Sharon yet? Sharon is our Service Manager, and she's been with us for nearly a year. Here's what Sharon has to say about her role and experience at Aspire:



Sharon

My name is Sharon I joined Aspire team as a service manager in June 2024, I have really enjoyed my time so far, the team has been more than supportive and welcoming. I work alongside my colleague Nicola covering the Rotherham and Sheffield area. I manage a case load of over 30 clients and have really enjoyed meeting some of you. Each interaction has been a learning experience reinforcing the importance of compassion and understanding.

I have learnt so much through getting to know some of you and this has helped me shape my approach to care.

I have worked in the healthcare industry for a shy of a decade. The best part of my job is being able to make positive changes in people's lives and understanding that we are one of one and differences is what makes the world go round. I aspire to be as committed as my lovely colleagues who work hard every day to make a difference to those who we support. My goal is to continue making a positive impact within the community sector ensuring our clients receives the care and respect they deserve.

Outside of work, I enjoy travelling and learning new cultures, socialising with friends and family and staying active by going to the gym. When the weather is nice you will most likely find me somewhere in the Peak district hiking, taking in the fresh air and beautiful scenery. These activities help me recharge and bring balance to my busy role in healthcare.



Katie

Team Spotlight: Katie

Towards the end of last year, we experienced even more growth, meaning we needed a friendly and caring receptionist to help us. That's when we met and hired Katie... If you've not already had the pleasure of meeting her, here's our very talented Receptionist Administrator:

Hi, I'm Katie Pasley – Aspire's Receptionist Administrator (or as some like to say, the friendly voice behind the phone)!

I'm just at the beginning of my working journey, and I feel lucky to be part of the Aspire family. My interest in health and social care started a couple of years ago when I worked at Sheffield Children's Hospital. In December 2024, I was fortunate enough to join Aspire, where I've been able to keep learning and doing what I enjoy most—helping people and making a positive difference wherever I can.

So, why Aspire? When I first heard about the organisation, I was genuinely impressed by the level of care and dedication shown every day. It was clear to me that Aspire puts people first, and I'm proud to be part of a team that really values person-centred support.

Outside of work, I love spending time with my friends and family, getting out for long walks with my dog, Lady (who's convinced she's a fish and loves swimming!), and enjoying a good BBQ in the summer. I also ride horses in the early mornings—it's something I find really relaxing. I'm a big fan of horror films and comedies, and if I'm feeling active, I'll head to the Peak District for a walk (usually followed by some food – it's only right!).

Newsletter

I was Aspired!

A Client Story: David's Journey to Independence

We are excited to share the uplifting story of David, who has made great progress connecting with his local community. Since 27th May 2024, our team has been by David's side, encouraging him to participate in activities promoting friendship and wellbeing.

One of the highlights of his journey was joining a weekly fitness group. This not only helped David improve his health but also allowed him to make new friends.

In November, we received heartwarming news from David's wife: he felt ready to explore his community independently and no longer needed support from our team. Adult social care confirmed this positive change, and we happily concluded his support with Aspire.

David's journey shows how important community involvement can be for personal growth. We are proud to have been part of his story and look forward to celebrating more successes like his in the future!

Happy Birthday

On 1st April, we'll be celebrating Aspire Personalised Care's 16th birthday 🎉

Happy birthday to us! Who will be joining us for some cake?

We'd just like to take this opportunity to thank everyone for their hard work, dedication and commitment to supporting our clients.



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Feedback Update from Our Client Newsletter

We received the highest response rate to date from our last client feedback request, and the results are in...

- **Overall Satisfaction:** Most responses indicated that clients are very satisfied with the support provided, particularly around punctuality, empathy, and daily care.
- **Communication:** Many clients rated communication as good or excellent, although a few highlighted delays in callbacks and short notice regarding changes to support.
- **Consistency & Reliability:** Support workers were frequently praised for being reliable and understanding. Some clients said greater consistency in staffing would improve their experience further.
- **Activities & Social Inclusion:** Some clients expressed interest in more varied activities, such as cinema trips or social events.
- **Individual Praise:** Many clients named specific staff who had provided exceptional support, and those team members have received their praise. Well done to everyone who received individual praise.

We always welcome our clients' feedback and ensure we implement their suggestions. Following our client's feedback, we are currently:

- Reviewing how we communicate changes to support in a timely and clear way.
- Looking at ways to maintain consistency with key support workers.
- Beginning to research more inclusive and enjoyable activities in the community based on client suggestions.

Well done to all our team members; it's clear our clients are happy with our services. If you have any ideas about improving our client's experience, please feel free to get in touch with us.

Next Steps – Six-Month Feedback Form

Please find attached your next feedback form, six months on from the last. We would be grateful if you could take the time to complete it. Your feedback remains central to how we shape and improve our service.

Thank you again for your time and trust in Aspire Personalised Care.



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Try This Seasonal Recipe with Your Clients or Family

With Easter just around the corner, Liam, our Registered Manager, is sharing one of his favourite recipes (which is perfect for you to try with clients, family, friends or even by yourself!).

Chocolate Easter egg nest cakes

Ingredients

- 225g/8oz dark chocolate or a mix of dark and milk chocolate, broken into pieces
- 2 tbsp golden syrup
- 50g/2oz butter
- 75g/2 $\frac{3}{4}$ oz cornflakes or puffed rice cereal
- 36 mini chocolate eggs

Method

1. Line a 12-hole fairy cake tin with paper cases.
2. Melt the chocolate, golden syrup and butter in a bowl set over a saucepan of gently simmering water (do not let the base of the bowl touch the water). Stir the mixture until smooth.
3. Remove the bowl from the heat and gently stir in the cornflakes until all of the cereal is coated in the chocolate.
4. Divide the mixture between the paper cases and press 3 chocolate eggs into the centre of each nest. Chill in the fridge for 1 hour, or until completely set



Liam's tip – Add Mars Bars or marshmallows to the chocolate before melting for an extra special treat!

P.S. If you do make these with your clients, why not take photos of your creations and send them to us?

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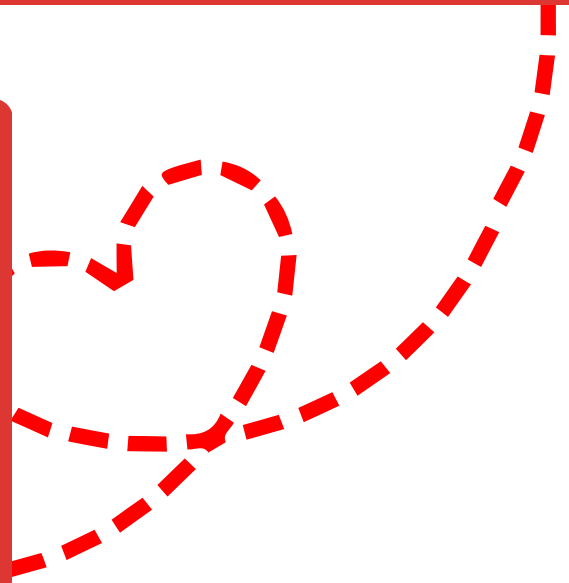
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What do you want to see
in our next client
newsletter?

Email us your ideas:
support@aspirepc.co.uk



A series of horizontal lines for writing, consisting of a solid brown line at the top, followed by several dashed brown lines, and a solid brown line at the bottom, providing a space for the user to write their feedback.



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