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Hi

## Hi Everybody!

Welcome to the latest issue of SMNews, your go-to source for all things relevant and inspiring in the world of SMResources healthcare. As the backbone of our industry, our dedicated nurses and carers are the heartbeat of our organisation. In an ever-evolving healthcare environment, staying updated and empowered is not just beneficial, it's essential. This edition is crafted with you in mind, offering a blend of the latest news, insightful articles, and practical resources. Yours,

*Will, Babs & Nutsa*



# A YEAR OF RESISTANCE AND A YEAR OF UNITY



**Willias**  
*Managing Director*



Dear Team, Clients, and Esteemed Stakeholders,

As we approach the end of an eventful year, I feel compelled to express my profound gratitude to each of you. The past year has been a testament to our collective strength and resilience, particularly in the face of the healthcare sector's unique challenges and the broader cost of living crisis.

This year, the healthcare industry, like many others, has grappled with significant staffing challenges, strikes and more. Despite these hurdles, your dedication has been unwavering. You have not only adapted to these difficulties but have also excelled, ensuring the continuation of high-quality care and services to those who depend on us.

The cost of living crisis has touched each of us personally and professionally. Yet, in these testing times, the solidarity and support within our SMResources family have been extraordinary. Your commitment and hard work have helped us maintain stability and quality in our services, even as we navigated these economic uncertainties.

One of the year's highlights was our collective effort during Breast Cancer Awareness Month. Seeing the entire office adorned in pink was not just a powerful statement of support for those affected by breast cancer but also a testament to our unity and empathy as an organisation. This initiative not only raised awareness but also fostered a deeper sense of community and purpose among us all.

Amidst all this, we have continued to prioritise the safety and wellbeing of our staff and clients in the ongoing battle against COVID-19. The

importance of continued vigilance cannot be overstated. Your adherence to safety protocols and your commitment to public health measures have played a crucial role in safeguarding our community. It's through these collective efforts that we've been able to maintain a safe and healthy environment for everyone.

To our clients, your trust in us during these challenging times has been a source of great motivation. Your partnership and feedback have been crucial in enabling us to adapt and continue delivering services that meet your evolving needs.

To our stakeholders, your support has been invaluable. Your guidance and belief in our mission have been a constant source of strength as we worked to overcome the year's challenges and seize opportunities for growth and improvement.

Looking forward, the new year holds promise and potential. We are poised to not only face upcoming challenges but to thrive amidst them. With our shared commitment to excellence and collaboration, I am confident that we will continue to lead and innovate in the healthcare sector.

Thank you for your steadfast dedication and for being an integral part of the SMResources journey. Your hard work and support make all the difference. Here's to a successful, prosperous, and resilient new year!

With warmest regards,

*Will*



# TIME TO UNWIND TIME FOR FAMILY

MAY LOVE, PEACE AND JOY BE WITH YOU

As the festive lights brighten our streets and homes, it's a gentle reminder of the warmth and joy that the holiday season brings. This Christmas, let's take a step back from our busy lives to truly cherish these moments. It's a time for joy, for sharing love, and most importantly, for unwinding with our families and loved ones. After a year filled with dedication and hard work, this period of rest and celebration is not just deserved but necessary.

At SMResources, we deeply value the balance between professional commitments and personal well-being. The holidays offer a unique opportunity to strengthen bonds with those we hold dear, to engage in traditions that bring us joy, and to create memories that last a lifetime. Whether it's sharing a

meal, exchanging gifts, or simply enjoying each other's company, these are the moments that refuel our spirits.

This season, we also encourage embracing the spirit of giving and kindness. The end of the year is a perfect time to reflect on our blessings and extend support to those in need. Engaging in community service, or even small acts of kindness, can make a significant difference in someone's life and add to the festive cheer.

As we close the chapter on this year and look forward to the next, let's also take time to reflect on our personal and collective journeys. The experiences we've shared have shaped us, and the lessons we've learned will guide us into the new year.



“ The **BEST** gift to receive this Christmas, **IS** none other than **FAMILY**. Wishing you a wonderful holiday with your family. ”



## Got a problem?

### *Sharing is Caring*

To all our staff, please remember that we deeply value each of you and are always here to offer support should you ever need it during these challenging times. Feel free to reach out to us via Mutsa in HR should you require any assistance.





## BREAST CANCER

### EARLY DIAGNOSIS IS THE KEY

Early diagnosis plays a crucial role in the successful treatment of breast cancer. The earlier this condition is detected, the higher the chance of effective treatment and recovery. Regular screening and being aware of the early signs and symptoms are vital steps in early detection.

Breast cancer can present in various ways, such as a lump in the breast, changes in breast shape or size, skin dimpling, nipple discharge, or persistent breast pain. It's important for individuals to perform regular

self-examinations and attend routine screenings, such as mammograms, as recommended by healthcare professionals.

Awareness and education about breast cancer symptoms and the importance of early detection can save lives. At SMResources, we are committed to promoting this message and supporting initiatives that aid in awareness and early diagnosis. We encourage everyone to stay informed and proactive about their breast health.

## MUTSA ON BC AWARENESS

In our roles as healthcare professionals, we not only provide medical care but also serve as advocates for health awareness. This month, I want to draw your attention to a crucial aspect of health that affects us all, directly or indirectly: breast cancer awareness. Understanding how to perform regular self-checks for breast lumps and other abnormalities is vital for early detection, which can significantly improve treatment outcomes.

Breast cancer can often be silent in its early stages, making self-examinations an essential practice for everyone, regardless of gender. It's important to become familiar with the normal look and feel of your breasts, so you can identify any changes, should they occur. Look for signs such as lumps, changes in size, shape, or appearance, unusual nipple discharge, or any persistent pain. Remember, these checks are not a substitute for screenings and mammograms but are crucial for early detection. As healthcare professionals, we should lead by example in prioritising our health. I encourage each of you to make regular self-examinations a part of your routine. If you discover anything unusual, please consult a healthcare provider promptly. Early action can make a significant difference.

We also understand that the topic of cancer can be daunting. It's okay to have concerns or questions about performing self-checks or breast cancer in general. Our doors (and inboxes!) are always open for your queries. We can provide resources, guidance, and support to help you stay informed and confident in your health practices.

*Yours in Healthcare*

*Mutsa*



**Mutsa Kada**  
Human Resources

## MANDATORY TRAINING UPDATES

- Please ensure you remain relevant by always completing any due mandatory training.
- If any courses you have done have reached their expiry date, please quickly contact me to assist you.
- Always improve yourselves through self-introspection and continuous professional development.







## REFLECTING ON BREAST CANCER

As the driving force behind our Pink Initiative for Breast Cancer Awareness Month at SMResources, I am immensely proud of the solidarity and compassion demonstrated by our team. This event was more than a symbol of awareness; it was a powerful expression of hope and unity in the face of a disease that affects so many.

Seeing our office awash in pink was not just visually striking, but deeply meaningful. Each team member, in their pink attire, stood as a beacon of support for those battling breast cancer. This initiative held personal significance for many of us, embodying our collective fight against a condition that has touched so many lives.

The highlight of the initiative was the heartfelt stories shared by our colleagues, which brought us closer together and strengthened our commitment to the cause. Moreover, the generosity shown during our fundraising effort was truly remarkable. The funds raised have been donated to a leading breast cancer charity, directly contributing to research and support services.

I am grateful to every member of our team for embracing this initiative with such enthusiasm and warmth. Your participation made this more than just an event; it turned it into a significant and impactful movement within SMResources. This is just one step in our ongoing journey to make a meaningful difference in our community and beyond.

With warm regards,

*Babylon*

## UNITING IN PINK AT THE OFFICE

This year, SMResources proudly took part in an initiative that was particularly close to our hearts. In a powerful display of solidarity and support, our entire team united in pink to mark Breast Cancer Awareness Month. This gesture was more than just a symbolic act; it was a reflection of our commitment to health, awareness, and community support.

Dressed in various shades of pink, our office became a vibrant testament to the cause. It was inspiring to see everyone—from the front desk to the boardroom—embrace this initiative with enthusiasm. This collective effort not only raised awareness within our organization but also sent a strong message of hope and support to those affected by breast cancer.

Breast cancer touches many lives, directly and indirectly. By participating in this initiative, we aimed not only to raise awareness about the importance of early detection and treatment but also to show our unwavering support for survivors, fighters, and their families. It was a day filled with meaningful conversations, shared stories, and an enhanced sense of community.

Moreover, we took this opportunity to contribute to the cause by organizing a fundraiser. The generosity of our team was overwhelming, and the funds raised were donated to a reputable breast cancer charity. This contribution will aid in research, support services, and awareness campaigns, making a tangible difference in the fight against breast cancer.

As we look back on this day, we are reminded of the strength that lies in unity and the impact we can create when we come together for a cause. It was not just about wearing pink; it was about standing together in the face of adversity and making a positive change in the world. This initiative is just one of the many ways SMResources strives to make a difference in the community. We thank every member of our team for their participation and support, and we remain committed to continuing our efforts in raising awareness and supporting vital causes.



## WHERE IS MY WORKPLACE



Elysium Healthcare  
Various Locations

[www.elysiumhealthcare.co.uk/locations/](http://www.elysiumhealthcare.co.uk/locations/)



Ellern Mede;  
Moorgate, Barnet, & Ridgeway



The Rotherham NHS Foundation  
Trust:  
Rotheram



Inmind Healthcare:  
Battersea Bridge House - Battersea  
Southleigh Community Hospital - Croydon



Fernbank Nursing Home:  
West Finchley



Green Lodge  
London



Oakdene Respite Care  
Tooting Broadway, London



Sequence Care Group  
London



Time 4 U limited  
Chatham, Kent



## SMRESOURCES STAFF WORKING @ XMAS

As we approach the festive season, a time traditionally reserved for rest and family gatherings, I want to extend my deepest gratitude to each of you who will be working through this period. Your commitment to providing continuous care and support, even during Christmas, is a testament to your dedication and the heart of what makes SMResources exceptional.

We fully recognize that working during the holidays, while others are celebrating, requires not just professional dedication, but also personal sacrifice. Your willingness to be there for our clients and patients during this time is invaluable and does not go unnoticed. Your efforts ensure that the quality of care and support we are known for remains steadfast, even on these special days.

Please know that your work during this festive season is deeply appreciated, not just by us, but more importantly, by those who

rely on our services. You are making a significant difference in their lives, providing comfort and care when it's needed most.

We are committed to supporting you during this time and ensuring that you also get the opportunity to celebrate and relax with your loved ones. We will do our best to rotate shifts fairly and provide additional support wherever possible.

Thank you once again for your unwavering dedication and for embodying the true spirit of healthcare. Your hard work and sacrifice embody the compassion and commitment that are the cornerstones of our field.

Wishing you all warmth and joy during your moments of rest and a very Happy New Year.

With utmost appreciation.

*Willias*

# CORE VALUES WE SHOULD KEEP

## UPHOLDING CONFIDENTIALITY

In the realm of healthcare, the confidentiality of patient information stands as one of our most sacred trusts. As professionals entrusted with sensitive personal details, it is our duty to uphold the highest standards of privacy and discretion. This commitment to confidentiality is not just a legal obligation but a cornerstone of the compassionate care we provide.

Handling patient information requires meticulous care and adherence to our strict confidentiality policies. Always ensure that discussions about patients are held in private settings, away from public areas, and only with those who need the information for the patient's care. Electronic records and documents should be accessed only for legitimate reasons and be protected by secure passwords.

Be mindful of the conversations you have, even within the office, and avoid discussing patient details in any unsecured or casual context. The seemingly small details can have significant implications if shared inappropriately. In addition to verbal discretion, be cautious with written and electronic communications. Ensure that any patient information shared via email or other digital platforms is encrypted and sent only to authorized recipients.

In cases where you're uncertain about how to handle a particular piece of information, do not hesitate to seek guidance from a supervisor. We are here to support each other in maintaining these critical standards.

Remember, the way we handle patient information not only impacts individual patients but also shapes the trust and reputation of our entire organization. By consistently practicing confidentiality, we not only comply with legal and ethical standards but also affirm our commitment to the respectful, dignified treatment of all those we serve.

Your adherence to these principles of confidentiality is deeply appreciated and reflects the professionalism that defines our work at SMResources. Thank you for your ongoing commitment to preserving the privacy and dignity of our patients.



### Safety & Security FIRST!!

- Please wear your Photo identification card at all times within the work premises!
- Keep your personal belongings safe and secure at all times.
- Close your office window and lock your door, even if only out for a minute.
- Do not leave anything visible in your car, clothing is the second most stolen item.
- Report all breaches of security & weaknesses in security to your line manager immediately.
- Challenge unknown people in your workplace IF SAFE TO DO SO.
- Use existing security systems such as access control, alarm systems, personal alarms, locks.
- Always think safety, be aware of your surroundings and be safe.
- Report all incidents of violence and aggression, loss and theft on the DATIX system.
- Ensure your escape route is clear when dealing with service users and the public.
- Teamwork, Vigilance and Common Sense tightens Safety and Security at work.







Why fit in  
when you were  
born to  
STANDOUT!



*Today is a gift.*

Open it.

Celebrate it.

Enjoy it.



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