

Monthly Newsletter

SUPPORTIVE
8th June 2026

1994 -2026 Supportive.

Here's what has happened in the last month and what's to come!

Welcome back to our monthly Supportive Newsletter!

We have some fantastic employee updates for you all this month.

As always, we would like to thank each and every one of you for your continued support.

As always, we want to remind everyone that our charity relies on the kindness and support of our community. If you are able to donate your time or resources, please do not hesitate to reach out to us. Together, we can make a real difference in the lives of those who need it most. Enjoy this month's newsletter!

Supportive x

In this newsletter you can expect:

GOOD NEWS

HEMOCARE UPDATES

**PATIENT TRANSPORT
UPDATES**

VOLUNTEER UPDATES

Skin Cancer Awareness Month

Your skin tells your story, protect it.

Skin cancer is one of the most common cancers, but it's also one of the most preventable. Check your skin regularly, wear SPF every day (yes, even when it's cloudy), and don't ignore changes.

Early detection saves lives. Take a moment today to look after your skin... you're worth it.



Your skin.
PROTECT IT.
LOVE IT.



MAY IS SKIN CANCER AWARENESS MONTH

Skin cancer is the **most common cancer**, but it is also one of the most **preventable**. Small steps today can protect your skin and your future. ❤️

♥ **PROTECT YOUR SKIN EVERY DAY** ♥

				
WEAR SUNSCREEN Use SPF 30 or higher every day, even on cloudy days.	WEAR A HAT Protect your face, ears, and neck.	WEAR SUNGLASSES Choose UV-protective sunglasses to protect your eyes.	SEEK SHADE Stay in the shade, especially between 10 AM – 4 PM.	CHECK YOUR SKIN Look for new or changing spots and see a doctor if you're unsure.

❤️ **EARLY DETECTION SAVES LIVES.** *Check today. Protect tomorrow.* ❤️

Let's raise awareness. Support one another. Save lives.
YOU ARE NOT ALONE. WE ARE HERE FOR YOU.

we are
Supportive.
helping people to achieve a better quality of life

Mental Health Awareness Week

At Supportive, we believe everyone deserves to feel heard, valued, and supported. This week, we're shining a light on mental health, encouraging open conversations, and reminding our community that it's okay to ask for help.

Together, we can break the stigma and build a more supportive community.



Be kind to your mind.

This week is all about raising awareness, starting conversations, and supporting each other to improve our mental wellbeing. Together, we can create a more supportive community.

WEEK SCHEDULE

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Mindful Monday	Talk Tuesday	Wellbeing Wednesday	Thankful Thursday	Future Friday
				
Start the week by checking in with your mind. Take a few minutes to breathe, reflect and set a positive intention.	Conversations can change lives. Reach out, listen, and talk about mental health openly.	Focus on activities that support your wellbeing. Move your body, eat well and do things that bring you joy.	Take time to recognise the good in your life. Gratitude can boost your mood and perspective.	Look ahead with hope. Set small, achievable goals and celebrate your progress.
Tip: Try a 5-minute breathing exercise	Tip: Ask someone how they are – and really listen	Tip: Take a walk outside or try something new	Tip: Write down three things you're grateful for	Tip: Plan one positive step for next week



You are not alone. Support is always available.

Let's continue the conversation beyond this week and make mental health a priority, every day.



*Support each other. Look out for each other.
Together, we are Supportive.*

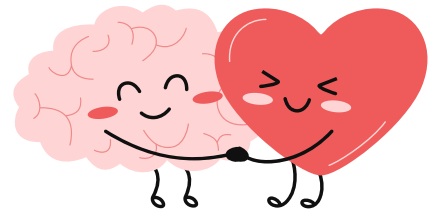
Need support?
Reach out to our team
or visit our website:
wearesupportive.org.uk

May Chat and Chill

Our Chat & Chill at the Ferryhill office was all about self-care, connection, and taking time to look after ourselves during Mental Health Awareness Week.

There was plenty of fresh fruit enjoyed, nails painted, lots of laughs shared, and everyone even took home a little goodie bag to continue the self-care at home.

A few of our service users also attended, making it an even more lovely afternoon filled with wellbeing, friendship, and time to unwind.





LIZ, HEALTH CARE ASSISTANT

"My mother has been receiving support from your service for almost a year and I would like to give feedback.

My mother's main support is Liz and she has developed a wonderful relationship of humour and trust.

Mam looks forward to seeing Liz and actively enjoys the days they spend together.

From my perspective, I have found Liz to be very honest, personable and professional. She always follows any instructions fully and shows dignity and respect when carrying out her duties.

You could not have made a better match for support."

EDNA, HEALTH CARE ASSISTANT

"Edna has provided great guidance throughout the past few weeks she has been visiting and being inspiring."



MARIE, HEALTH CARE ASSISTANT

"She has saved money on my shopping this week, when she didn't have to, as well as being vigilant of brands and specific scents I prefer/ usual purchases."

CHAT *and Chill*

Future Dates:

Thursday 18th June 2026 1.30pm - 3pm

Thursday 16th July 2026 1.30pm - 3pm

Thursday 20th August 2025 1.30pm - 3pm

Thursday 17th September 2025 1.30pm - 3pm

CHILL
ViBES



Homecare Updates

In the month of May, we supported 294 service users,
travelling 37348 miles!

We supported 14 people using our STA service and 6 people
using our reablement service across County Durham.



Please can we
welcome our new
team members at
Supportive:

Shaunie, Kaycie,
Katie, Demi, Leila,
Laura, Mia,
Rowan, Grace,
Emma, Nicole
and Logan!



STARS OF THE MONTH

Edna Mildren
Rebecca Draper
Emily Taylor
Kaycie English
Niah Mclean
Kealey Cameron
Shaunie Clogg



HEMOCARE HOT TOPICS

PPE Donning & Doffing

Do's & Don'ts

DO's (Best Practice)

- ✓ Perform hand hygiene before and after PPE use
 - ✓ Put PPE on in correct order:
Apron/Gown → Mask/Respirator → Eye Protection → Gloves
 - ✓ Ensure PPE is well fitted and secure
 - ✓ Change PPE between tasks or patients
- ✓ Remove PPE carefully to avoid contamination
- ✓ Dispose of PPE in appropriate waste bins
- ✓ Wash hands immediately after removing PPE
 - ✓ Ask for support if unsure

DON'Ts (Avoid)

- ✗ Don't touch your face or adjust PPE unnecessarily
 - ✗ Don't reuse single-use PPE
- ✗ Don't remove PPE in patient care areas unnecessarily
 - ✗ Don't rush – take your time when removing PPE
 - ✗ Don't let contaminated PPE touch clothing or skin
- ✗ Don't forget hand hygiene between each removal step
 - ✗ Don't wear damaged or ill-fitting PPE
 - ✗ Don't skip PPE when required

REMEMBER:

Clean hands = Safe care = Protects everyone

HEMOCARE HOT TOPICS

Medication Administration

Do's & Don'ts

DO's (Best Practice)

- ✓ Follow the 6 Rights (right person, medication, dose, time, route, documentation)
 - ✓ Check medication carefully before giving
 - ✓ Confirm allergies and care plans
 - ✓ Wash hands before and after
 - ✓ Stay with the person until medication is taken
- ✓ Record administration immediately and accurately
 - ✓ Report any errors or concerns promptly
 - ✓ If unsure – CONTACT THE OFFICE

DON'Ts (Avoid)

- ✗ Don't give medication if you are unsure or untrained
 - ✗ Don't skip checks or rush the process
 - ✗ Don't leave medication unattended
 - ✗ Don't alter doses without authorisation
 - ✗ Don't sign for medication not given
- ✗ Don't ignore changes in condition or reactions

REMEMBER

When in doubt – STOP and CONTACT THE OFFICE

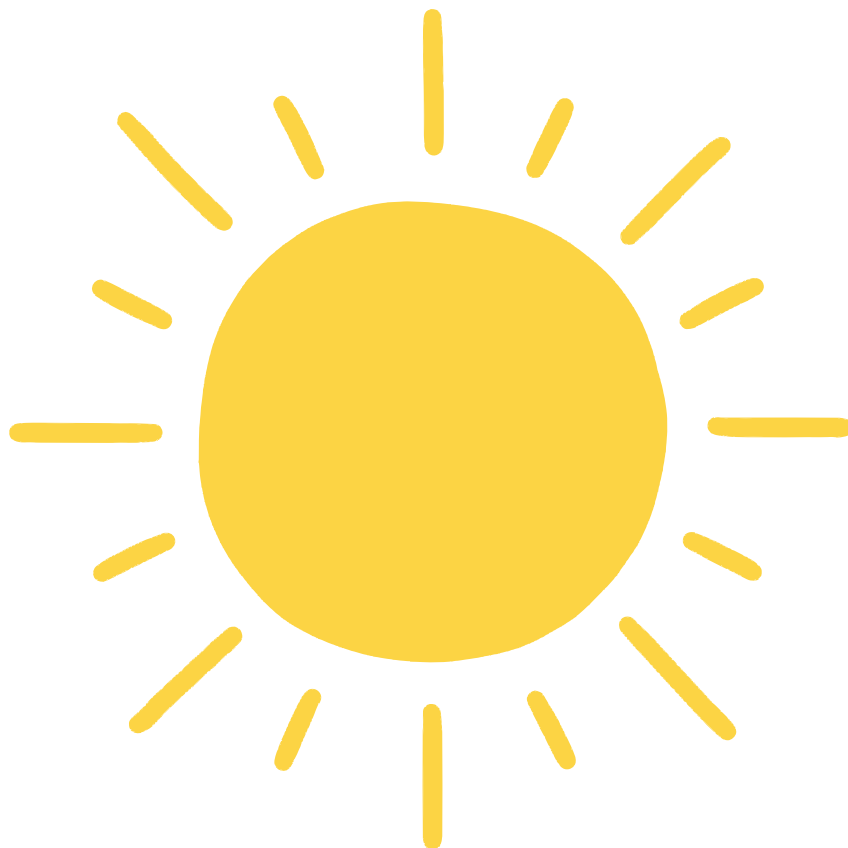
MECARE HOT TOPICS

Warm Weather Reminder

As the weather gets warmer, please ensure:

- Drinks are regularly offered and left accessible for all service users
- Hydration is encouraged throughout the day
- Properties are kept at a comfortable temperature
- Rooms are well ventilated where possible
- Service users are checked for signs of overheating

Please ensure environments are not too hot and remain safe and comfortable at all times.



HEMOCARE HOT TOPICS

Out of Hours Guidance

Please note that the out of hours service is for:

- Emergencies only
- Situations where staff are unsure and need immediate support

The following must be addressed during office hours:

- Moving or rearranging visits
- Queries about calls for the next day or upcoming week
- General rota or scheduling enquiries

Please ensure all non-urgent matters are reported to the office during normal working hours.

Thank you for your cooperation and support.



May Gratitude Winners

Sometimes, amazing people forget how amazing they are, but this is our reminder to you!

Marie Fitzpatrick

Marie, I would like to express my sincere thanks for your continued hard work and dedication. Your commitment to maintaining high standards of care and support does not go unnoticed, and you consistently go above and beyond in your role. Your willingness to step in and help others whenever needed truly makes a difference to the whole team. Thank you for everything you do.

Ebonie Hannon

Ebonie, thank you for your outstanding dedication and the genuine care you bring to your work every day. Your attention to detail and commitment to delivering excellent support set a fantastic example for others. You are always ready to lend a hand when required, and your positive attitude is greatly appreciated. Your efforts make a real impact—thank you

Liz Alderson

Liz, I want to take a moment to thank you for your consistent hard work and professionalism. The high standard of care and support you provide is commendable, and your reliability never goes unnoticed. Your readiness to help out whenever needed shows true team spirit and dedication. Thank you for all your valuable contributions.

Patient Transport Updates

In the month of May, we covered 33,912 miles. During May, there has been a total of 6 Vehicles deep cleaned by Vince. Deep cleans of vehicles are essential as they ensure compliance with NEAS IPC requirements. They also help to maintain a clean and safe environment for patients during transport, as well as providing staff with a clean working environment.



STARS OF THE MONTH

Terry Clarey
Ray Hockridge
Leah Phillips



PTS HOT TOPICS

League Table

The monthly league table is produced using Quartix, our fleet tracking system. It provides detailed driving data for each individual vehicle, including total driving time, distance covered, speed score, acceleration score, braking score, and an overall driving score. This information allows the organisation to monitor vehicle usage and driving behaviour, helping to ensure that vehicles are being operated in a safe and efficient manner.

Driving style league table for Supportive SRC - All Supportive SRC vehicles Period: 01/05/2026 - 31/05/2026

	Vehicle	Driving time	Distance (miles)
21	YB65 TXZ - Skoda Octavia	14:59	430.2
20	ML26 YAE - Renault Master	4:16	82.6
19	BJ69 BCX - Ford Tourneo Custom	17:13	571.3
18	BJ69 BTF - Ford Tourneo Custom	20:27	675.1
17	EK74 NZT - Ford Transit	184:21	4,825.6
16	GU73 YJW - Peugeot Boxer	190:59	5,014.3
15	EK74 NCY - Ford Transit	114:53	3,056.7
14	CK72 ZXG - Citroen Relay	116:35	3,201.4
13	YX19 TOH - Hyundai Tucson	55:19	2,278.2
12	KR19 VDT - Hyundai Tucson	46:11	1,838.2
11	EF73 LHJ - Ford Transit	85:00	2,219.8
10	EJ73 XWO - Ford Transit	101:03	2,483.3
9	YJ19 HFS - Peugeot Boxer	69:41	1,804.0
8	CK72 ZWR - Citroen Relay	87:06	2,287.8
7	GU73 YJX - Peugeot Boxer	57:18	1,490.5
6	EJ73 JZA - Ford Transit	72:08	2,114.8
5	YJ18 FNR - Peugeot Boxer	16:47	376.2
4	YN15 FFZ - Peugeot Boxer	5:54	147.3
3	YJ62 DZO - Renault Master	0:34	9.9
2	YJ67 FLR - Peugeot Boxer	0:01	0.1
1	ML26 YAY - Renault Master	0:00	0.0

PTS HOT TOPICS

League Table

Speed score	Acceleration index	Braking Index	Driving style score
59.5	16.9	20.4	82.1
72.0	9.9	22.4	84.7
76.2	17.9	13.7	85.1
83.6	13.9	12.6	87.7
78.4	12.5	13.7	87.9
77.5	14.8	10.6	88.3
80.6	10.3	11.3	90.3
79.8	10.2	10.3	90.8
79.7	7.6	11.7	91.4
78.3	8.9	10.2	91.4
80.9	7.3	11.4	91.6
83.7	7.2	9.6	92.6
83.9	5.1	10.2	93.3
84.1	5.3	9.3	93.6
84.5	5.3	8.7	93.9
81.5	4.8	8.9	94.1
83.7	4.8	6.7	95.1
82.3	5.6	3.5	96.1
93.1	0.0	5.5	97.8
100.0	0.0	0.0	100.0
100.0	0.0	0.0	100.0

PTS HOT TOPICS

Station Duties

Station duties are to be carried out as normal. This includes the following responsibilities:

Waste Management

- Empty all general waste bins
- Replace bin liners as needed
- Remove and replace clinical waste bags when required

Laundry & Cleaning

- Empty washer after use and clean out detergent seals
- Empty dryer and clean lint and air filters
- Fold and put away laundry in designated storage areas

Kitchen Area

- Clean all sinks thoroughly
- Wash, dry, and put away all cups
- Wipe down worktops



General Station Areas

- Hoover crew room and reception areas
 - Sweep garage floors
 - Ensure all cleaning materials are fully stocked
-

PTS HOT TOPICS

Station Duties

Weekly Tasks

- Change mop heads every Wednesday and dispose of used ones appropriately
- Inspect cleaning stock levels and notify office staff if restocking is required
- Deep clean fridge and check for any out-of-date items

Station duties are expected to be carried out when staff return to base earlier than their scheduled finish time. For example, if a shift is due to finish at 19:00 and staff return to base at 18:00, station duties should be completed during this time. Where station duties are completed in full, the 30-minute grace period at the end of the shift is considered acceptable.

Refuelling at the End of Shift

All staff are required to refuel vehicles at the end of each shift. This ensures that the crew on duty the following day has sufficient fuel to complete their shift.

If there is insufficient time to refuel at the end of a shift, staff are expected to inform the office so that alternative arrangements can be made to ensure the vehicle is refuelled.

PTS HOT TOPICS

Infection Prevention & Control

Please note there have been changes to infection prevention and control requirements. All staff must now follow the updated colour-coded system for cleaning equipment, including mop buckets and mop heads, to reduce the risk of cross-contamination.

Colour coding must be used correctly at all times:

Red – High-risk sanitary areas

Toilets, urinals, washrooms, showers, and sanitary floors, and the ambulances when there has been exposure to blood or other bodily fluids.

Green – Food preparation areas

Kitchens, staff kitchens, servery areas, vending and refreshment areas.

Blue – General low-risk areas

Offices, meeting rooms, corridors, reception areas, and staff rooms.

Yellow – Clinical / isolation areas

Ambulance patient areas, treatment rooms, decontamination areas, and isolation rooms.

PTS HOT TOPICS

Key requirement update:

All cleaning equipment must match the correct colour designation for its assigned area. This now explicitly includes mop buckets and mop heads, which must not be interchanged between zones.

This system will be implemented to prevent cross-contamination and maintain safe, compliant cleaning standards across all depot and ambulance environment.

The required equipment is currently on order. The office team will notify all staff when everything is in place and the system is ready to go live. Until then, continue to follow current procedures.

Clinical wipes new expiry guidance

All clinical wipes must now be dated with a 6-month expiry from the date the pack is opened. Once this 6-month period has passed, any remaining wipes in the pack must be disposed of immediately, even if unused. This ensures consistent infection control standards and reduces the risk of reduced efficacy over time. If there are any packs of clinical wipes currently stocked on the ambulance, please advise a member of the team so they can be checked, recorded, and managed in line with the updated guidance.

STANDARDISED COLOUR CODE

AMBULANCE DEPOT CLEANING

Use the correct colour equipment in the correct area to prevent cross-contamination and keep everyone safe.



RED HIGH-RISK SANITARY AREAS

Toilets, urinals, washrooms, showers, and sanitary floors.



GREEN FOOD PREPARATION AREAS

Kitchens, staff kitchens, server areas and vending / refreshment areas.



BLUE LOW-RISK GENERAL AREAS

Offices, meeting rooms, corridors, reception areas and staff rooms.



YELLOW CLINICAL / ISOLATION AREAS

Ambulance patient areas, decontamination areas, treatment rooms and isolation rooms.



RIGHT COLOUR. RIGHT AREA.
CLEANER. SAFER. TOGETHER.



RED
SANITARY



GREEN
FOOD



BLUE
GENERAL

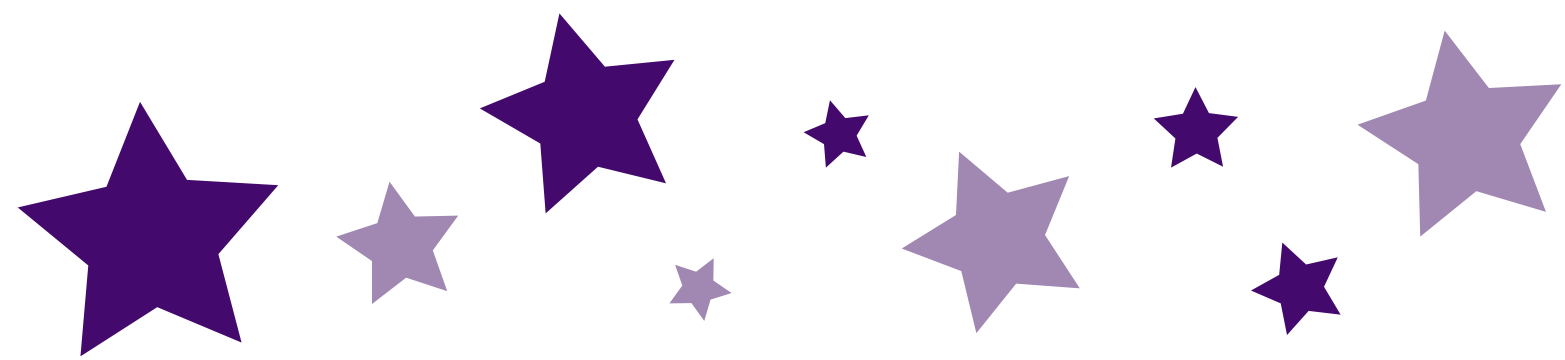


YELLOW
CLINICAL

THANK YOU
FOR KEEPING
OUR DEPOT
SAFE & CLEAN



Stars of the Month



Terry Clarey

During Terry's annual leave, he came in on multiple occasions to provide cover for last minute sickness. We would like to thank Terry for his continuous support and outstanding team spirit within the department. Your hard work truly makes a difference and does not go unnoticed. Terry has also provided additional support this month on his days off by assisting with the annual driving assessments. He consistently goes above and beyond, contributing to the safe and effective running of the service.

Ray Hockridge

Ray has also come in on his days off to support with the annual driving assessments. He works extremely hard to ensure the safe and effective running of the service. We would like to thank Ray for consistently going above and beyond.

Leah Phillips

"Leah has been brilliant during my time at Supportive. She has explained everything really well and has supported if needed. She was great at organising extra training."

May Gratitude Winner

Sometimes, amazing people forget how amazing they are, but this is our reminder to you!

Daisy Ovington

Since starting with us, Daisy has shown great commitment to the service. She is extremely flexible and consistently goes above and beyond when covering shifts. The feedback we have always received highlights Daisy's positive attitude each shift. Her communication skills are outstanding, and we are extremely proud of how far Daisy has come in just under a year. Thank you, Daisy, for your outstanding contribution to the team and service.



May Driver of the Month

Sometimes, amazing people forget how amazing they are, but this is our reminder to you!

Emma Donaldson

Emma has exceeded expectations once again by winning Driver of the Month. She achieved an outstanding overall score of 96.6, along with an impressive speed score of 90.9. Emma consistently demonstrates safe driving practices, ensuring patient safety is always at the forefront of her mind. Thank you, Emma, for continuing to demonstrate such high standards. We are extremely grateful to have you representing Supportive out in the community.



VOLUNTEERS UPDATE

In the month of May 2026, 59 drivers have completed 1758 journeys, covering over 32,000 miles between them.



STARS OF THE MONTH

Eddie Wilson
Alan Webb
Elizabeth Dick



Stars of the Month

I would like to give a shout out to Eddie Wilson, Alan Webb and Elizabeth Dick for their commitment to helping the volunteer driver service and the clients of Supportive, they have been invaluable for Supportive and been a fantastic help to the team.

Eddie Wilson

Eddie has been a valued volunteer driver with us since 2012, and over the years has become not only a reliable member of the team, but a real character who brings energy and warmth to everything he does. His long-standing commitment speaks volumes about his dedication, and he continues to be someone we can depend on time and time again.

Alan Webb

Alan has been a dedicated volunteer driver with us since 2010, and his long-standing commitment is a true reflection of his reliability and passion for helping others. Over the years, he has become someone we can consistently count on, always approaching his role with professionalism and a calm, steady presence.

Elizabeth Dick

Elizabeth joined Supportive in 2017, bringing her experience from Volunteering Matters, and has since become a regular and much-valued support across all Help 2 Health journeys. Her dedication and consistency have made her someone we can always rely on, and her contribution continues to make a meaningful difference to those we support.

May Gratitude Winner

**Sometimes, amazing people forget how amazing they are,
but this is our reminder to you!**

**Thank you so much for your dedication and hard work,
you are much appreciated.**

Jack's gratitude winner for May:

Steve Holt

Steve has been a valued volunteer driver since 2021, and in that time has proven himself to be dependable, flexible, and always willing to go the extra mile to support those in need. His commitment and positive approach have made him a trusted member of the team, and someone we know we can rely on when it matters most.

Most recently, Steve stepped up at very short notice to complete an urgent journey to Sheffield, ensuring a patient was able to get to hospital when they needed it most. This kind of responsiveness and dedication truly highlights the difference he makes on a daily basis.

Steve's willingness to help, even at the last minute, and his consistently reliable service embody the spirit of volunteering. We are incredibly grateful for his ongoing support and the care he shows to those he transports.

*Thank,
You*
