SafeNest
CARE SERVICES LTD
Quality Care You Can Trust

SEPTEMBER 2026

NEWSLETTER

Caring today, for a better tomorrow.



WORLD ALZHEIMER'S MONTH

Understanding dementia. Supporting the person.

See the person. Respect their story. Support their choices.

A MESSAGE FROM OUR

REGISTERED MANAGER

Welcome to our September newsletter, and thank you for supporting SafeNest.

September is World Alzheimer's Month, an opportunity to increase understanding, challenge stigma and recognise every person's individuality.

At SafeNest, we believe a diagnosis should never define someone. Good care begins with listening, understanding what matters and offering support with patience, dignity and compassion.

This month, we share practical information about dementia, person-centred care planning and staying safe at home as autumn approaches.



Patience Doku
Registered Manager

OUR VALUES

SAFETY • TEAMWORK • RESPECT • INTEGRITY • PERSON-CENTRED CARE • EMPATHY

Committed to delivering person-centred care with integrity, kindness and professionalism.

SAFENEST TODAY

Company updates

Regulated by the CQC to provide personal care.
Now accepting enquiries for private homecare services.
Continuing to recruit compassionate, skilled care professionals with the right to work in the UK.
Protecting personal information through responsible data handling and secure digital systems, supported by PatMacTechUK.
Proud members of HCPA and the Homecare Association.
Building relationships with families, local organisations and health and social care professionals.
Preparing to deliver safe, reliable and personalised care across Hertfordshire.



Professional, approachable and ready to care

QUALITY SPOTLIGHT

Person-centred care planning

Quality care is not one-size-fits-all. Before support begins, we take time to understand the individual, their needs and what matters most to them.

Listen and involve the person in decisions.
Understand routines, preferences and life story.
Identify health, mobility and communication needs.
Respect culture, beliefs, privacy and choices.
Assess risks while promoting independence.
Agree goals with the person and family.
Review the care plan as needs change.
Match support to the person, not only the diagnosis.

Good care begins with listening.

WORLD ALZHEIMER'S MONTH

Understanding dementia



Dementia describes a range of symptoms that can affect memory, thinking, communication and a person's ability to manage everyday activities. It is not a normal part of ageing, and it can affect each person differently.

Possible signs to be aware of

Increasing difficulty remembering recent events.
Repeating questions or conversations.
Becoming confused about time or familiar places.
Difficulty finding the right words.
Changes in mood, confidence or behaviour.
Finding familiar everyday tasks more difficult.

One change does not necessarily mean dementia. If changes are persistent or affecting daily life, encourage the person to speak with their GP.

PRACTICAL SUPPORT

Communicating with kindness

Small changes in communication can make a meaningful difference.

Approach calmly and introduce yourself.
Speak clearly using short, simple sentences.
Ask one question at a time.
Offer simple choices.
Allow enough time for a response.
Maintain comfortable eye contact.
Reduce unnecessary background noise.
Avoid arguing or repeatedly correcting.
Acknowledge feelings and reassure.
Remember that feelings remain important.

AUTUMN WELLBEING

Helping loved ones stay safe at home

As the days become shorter, a few practical checks can help reduce risks and support independence.

01 **Improve lighting**
Check hallways, stairs and entrances.

02 **Clear trip hazards**
Remove loose rugs, trailing wires and clutter.

03 **Choose safe footwear**
Use well-fitting shoes or slippers with good grip.

04 **Keep essentials close**
Place frequently used items and a phone within reach.

05 **Support wellbeing**
Encourage regular meals, fluids and warm clothing.

06 **Review concerns**
Speak to a GP or pharmacist about dizziness or balance.

> **Small changes can help someone feel safer and more confident at home.**

If someone falls and may have injured their head, back, neck or hip, or cannot get up, call 999.

SERVICE SPOTLIGHT

Dementia care at home

Familiar surroundings can provide reassurance and comfort. SafeNest offers personalised support that respects the person's routines, choices and abilities.

- Personal care and daily routines
- Medication support
- Meal preparation and hydration
- Companionship and reassurance
- Meaningful activities
- Support with appointments
- Promoting mobility and independence
- Communication with family and professionals

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SUPPORTING THOSE WHO CARE

Looking after family carers

Caring for a loved one can be meaningful, but it can also be physically and emotionally demanding.

Accept support when it is offered.
Share responsibilities where possible.
Make time for rest and your own wellbeing.

Keep important care information organised.
Speak with professionals when needs change.
Seek help before it becomes overwhelming.

Asking for support is not a failure. It is part of caring safely for yourself and your loved one.

HOW WE CAN HELP

Our homecare services

- **Personal Care**
- **Medication Support**
- **Dementia Care**
- **Mental Health Support**
- **Personal Assistant and Companionship**
- **Hospital Discharge and Reablement**
- **Live-in Care**
- **Overnight Care**

Considering support at home?

Whether you are planning ahead or concerned about a loved one, our friendly team is available for a confidential, no-obligation conversation.

Call 03333 390026

info@safenestcareservices.co.uk

Scan to visit our website