Wednesday, 22 April 2026



THE BEST PLACE TO WORK & GROW YOUR CAREER IN CARE & SUPPORT

Hi <<First Name>>,

Welcome to April's update!



I'm Caley, Head of Operations in the South, and I'm delighted to bring you this month's update. I really love April. The days are longer, the sun's shining a little brighter, and there's a real sense of optimism in the air.

It feels like the perfect moment to share some exciting news from across Wellgate. And what news it is. This month, we're welcoming our new CEO, Rob McAfee, to the Wellgate family. More on that just below!

We're also launching nominations for our very first Club Wellgate Recognition Awards, which I'm personally thrilled about. This is our chance to celebrate the colleagues who inspire us every day, and I'd love to see nominations coming in from right across Wellgate..
And if that weren't enough, our Refer a Friend reward has doubled to £300. If you know someone who'd be a brilliant fit for Wellgate, now's a great time to spread the word.

We're also shining a light on our South services, which I'm proud to lead. If you'd like to know a little more about my role, give my day in the life a read.

Thank you for all that you do. If you have ideas or questions, email Ash, our Club Director.

For now, I hope you enjoy this update.

Caley Somers
Head of Operations (South)



Say hello to Rob McAfee, our new Chief Executive

We're absolutely delighted to welcome Rob to the Wellgate family. He brings a wealth of experience, a genuine passion for social care, and we have a really good feeling about what's ahead.

Read Rob's welcome note and get to know the person leading Wellgate into its next exciting chapter.

Meet Rob

FIRST EVER

Someone you know deserves this Award.

CLUB WELLGATE RECOGNITION AWARDS · CEREMONY 9 SEPTEMBER 2026



Think of the colleague who showed up when things were hard. Who treats every resident with real kindness. Who keeps the team going on a difficult shift. This is your chance to make sure they know it.

The Club Wellgate Recognition Awards launch today with 13 categories celebrating the people who make Wellgate what it is, from frontline care and leadership to learning, wellbeing, and the unsung heroes behind the scenes.

Nominating is simple. Just head to the Club Wellgate website, pick your category, and tell us why you or your person deserves to win.

More about the awards here

What's new



A day in the life. By Caley Somers, Head of Operations (South)

Ever wondered what it's really like to lead multiple services across the South? Caley gives us an honest, and occasionally 4am glimpse into her world.

Read Caley's blog



Spotlight on our South services

This month we're shining a light on our South services and the brilliant people who bring them to life every day. From team milestones to everyday moments that make a real difference, there's plenty to celebrate.

More about our South services



A tale of two services. Buttercup and The Lodge, Bexhill

Our Club Rep Jodie gives us a brilliant glimpse into life at two of our Bexhill services. There are karate gradings, a hot cross bun bake-off, and a moment that will genuinely warm your heart.

Read Jodie's blog



Beyond the Job: moments that happen off the clock...

What do our colleagues get up to when the shift ends? Turns out, quite a lot. Our Club Rep, Ruth Rushton from Wade Court shares
this month's story that involves Tenerife, a music bar, and a brush with a pop legend.

Read Ruth's blog



This month's Shout Outs. See who made the list?

Every month we shine a light on the colleagues who make Wellgate special. The ones who go the extra mile without being asked, who lift the team and make a difference every single day.

See who's been recognised



Know someone brilliant?

There's never been a better time to make the introduction.

You probably already talk about your job. The team, the people you support, the moments that make it amazing. From 1 May, our Refer a Friend reward is doubling, from £150 to £300, just for pointing someone brilliant in our direction.

They join, they smash their probation, and the money lands in your pay packet. Simple as that.

More about the scheme here

Share the Wellgate Indeed link

Refer a Friend form

Growing your career



Why compliance matters: putting safety of colleagues and residents first

Checklists, records, and processes can feel like a lot on a busy shift. But every single one of them exists for a reason, and why getting it right is at the heart of everything we do.

Read the blog

"

The most powerful investment you will ever make is in yourself. Not just in the qualifications you earn or the roles you step into, but in the confidence you build, the relationships you grow, and the difference you make to the people around you every single day.

Brochure: Everything you need to know about Club Wellgate

Not sure what Club Wellgate offers? The brochure covers everything, from the benefits and holidays to how we support your career growth and celebrate our values.

Take a look at the brochure



Our Benefits & Holiday Home

Career Growth & Progression

Living our Values

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Tuesday, 26 May 2026



THE BEST PLACE TO WORK & GROW YOUR CAREER IN CARE & SUPPORT

Hi <<First Name>>,

Welcome to May's update!

I'm Rob, your Chief Executive, and I have to say, what a first month it's been.



Starting a new job is always nerve-racking, whatever level you're at. You arrive with ideas and good intentions, but you only really understand things once you get out there and see them for yourself..

In the past month I've visited all our services, met teams, and had some really honest conversations with many of you. I'm genuinely impressed by what I've seen. Thank you for the compassion you show to the people who depend on you, the standards you hold yourselves to, and the difference that makes to people living their lives as independently as possible.

Before I say anything else, I also want to say this. We've had some incredible weather over the bank holiday weekend, and I know many of you have been working through it. Please look after yourselves and the people you support. Keep drinking water, check in on each other, and make sure the people in your care are staying cool and hydrated too. It matters.

I've recorded a short video sharing my early observations. I'd love for you to watch it.

This month's update has a lot in it. New faces, shout outs, some important updates that affect you directly, and yes, a turtle. Please don't skip the important stuff either.

If you have any questions or ideas, drop Ash a message. He's our Club Director and always happy to hear from you.

I hope you enjoy it.

Rob McAfee
Chief Executive Officer (CEO)

CLUB WELLGATE RECOGNITION AWARDS · 9 SEPTEMBER 2026

28 nominations in. 372 colleagues.
Hundreds still to go!



We know you know the person who always brings the team together, remembers a resident's favourite biscuit, never asks for recognition but absolutely deserves it.

28 nominations for an organisation full of such amazing people - we can do better than that. Six categories are open to everyone, including self-nominations. Yes, you can nominate yourself. Yes, you should.

Nominating is simple. Pick your category, tell us why your person deserves to win, and that's it.

Go on then, nominate

See the awards categories

What's new



My first month at Wellgate

Rob has been with us for just over a month. In this short video he shares what he's found, what's surprised him, and where he wants to take us together.

Watch the video



Say hello to Sarah Jordan, Horizon House

Sarah manages our newest service, Horizon House in Bolton. Ash our Club Director sat with her to find out about the person behind the job. Her forty years in social care, what she's learned along the way, and why great teams start with listening.

Get to know Sarah



Meet Nicola Masters, our registered Manager at Sandgate

Nicola recently joined us and we're very glad she's here. As well as being a brilliant leader, Nicola is a mental health advocate with counselling qualifications. She also has a turtle called Squrtle.

Meet Nicola



We've had lots of Shout Outs across Wellgate!

See who made list...

This month we've got alpacas, Filipino Food Month, nearly four years without a single sick day, and teams across Wellgate doing brilliant things every single shift. You might just recognise someone you know.

Go on then, take a look



Club Rep update from Dennis: trip to the holiday home in Norfolk

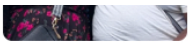
Everyone needs a break now and then, whether it's from work or just the usual daily routine. Dennis from The Grafton tells us about his relaxing time away at our holiday home in Norfolk.

See what he got up to



Club Rep update from Ruth: Lisa helps Simion take trip of a lifetime.

Lisa and the team at Wade Court know that great support is about helping someone do something they've been dreaming of for years. In Simion's case, seventeen of them.



Read their story

Important updates



Sick pay changed in April 2026. Here's what it means for you.

From 6 April 2026, Statutory Sick Pay (SSP) is paid from your first day off sick. Helen Dyball, our Head of HR, explains exactly what's changed, what you're now entitled to, and what you still need to do when you're off sick.

Check if you're eligible for SSP

Complete your mandatory learning before 1 June. Don't leave it too late.

A reminder that all mandatory eLearning must be completed by 1 June 2026. That's just a few weeks away, so if you have modules still outstanding, now is the time to act.

We know how hard it can be to find time in social care. But mandatory learning exists for a reason. It keeps you safe, it keeps colleagues safe, and most importantly it keeps the people in our care safe. It's part of what makes Wellgate what it is.

Don't leave it to the last week. Schedule time in your diary now and speak to your manager to make sure that time is protected. Managers, please plan this into your rotas before the deadline.

If you're unsure what you have outstanding, check your training record or speak to your line manager today.

Log on to Atlas



New starters, this one's for you. Complete your eLearning before day one and earn £100.

We've always offered a £100 incentive to new starters who complete all their mandatory eLearning before their first day.

Now we're extending that to bank staff too. Complete it before you start, and the money is yours. Simple as that.

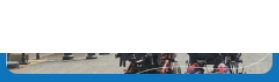
> ***The work you do here isn't just a job.***
> ***It changes people's lives, every single day.***
> ***Never underestimate that.***

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Thursday, 25 June 2026



THE BEST PLACE TO WORK & GROW YOUR CAREER IN CARE & SUPPORT

Hi <<First Name>>,

Welcome to June's update!

I'm Henry, and I look after property and project management at Wellgate, and the last few months have been pretty full on.



Before I get into any of that though, I just want to say what a week it's been, particularly for those of you working in the south. It's been seriously hot, close to 39°C in places. Please keep drinking water, take breaks when you can, and look out for the people we support. The heat can affect them more than most, so if anything feels off, flag it with your manager. Things should ease off over the weekend, but it'll still be warm, so take care of yourselves.

Right, so, property. Most people hear that and think leaky taps and broken boilers. And yes, that's part of it. But I also work with our maintenance teams across the north and south to keep every home safe and up to standard, covering everything from fire safety through to gas and electrical checks. I also get involved when we're shaping brand new services, working with architects and contractors to help create spaces that actually work for the people who'll live and work in them.

There's more about what my days actually look like later in this update, plus a bit about me outside of work too. I'm always up for a chat, so feel free to drop me a message.

Remember, if you have any questions or ideas, drop Ash a message, our Club Director.

There's loads packed into this update, so grab a cuppa and enjoy.

Henry Beynon
Project Manager, Wellgate

CLUB WELLGATE RECOGNITION AWARDS · 9 SEPTEMBER 2026

We've received 60 nominations.

And they've been incredible to read!



Honestly, some of the stories coming in have been so special. The person who stays late without being asked. The one who knows exactly what a resident needs before they've even said it. The colleague who just makes everything better.

60 nominations is brilliant, but there's still time to add yours, including self-nominations. And last month, we opened up the Team Leader category too. So if there's someone leading your team who deserves a proper moment in the spotlight, now's your chance. Don't let it pass.

Nominating is simple. Pick your category, tell us why your person deserves to win, and that's it.

Go on, get nominating

Read the quick note from Ash



We've had some brilliant Shout Outs this month!

See who made list...

This month we've got a Deputy Manager who started as a tea girl at thirteen, a trip to Discobility in Folkestone, a filming day at Horizon House, and colleagues across the north and south just getting on with it and doing a brilliant job.

A reminder that anyone can send in a shout out. It doesn't have to be about something big or extraordinary. Sometimes it's just about noticing someone who keeps showing up, especially when things are tough. If someone deserves a moment, email ash.akhtar@clubwellgate.com.

Go on then, take a look

What's new



Watch Rob's June video update

Every month, Rob will be recording a short video update to share what's been happening across Wellgate, give a few well-deserved shout outs, and take a moment to connect with the people who make this organisation what it is. This is the first one, and we're really excited to make this a regular thing.

Watch Rob's video



Day in the life: Henry, behind the projects

Seven years at Wellgate and no two days have ever looked the same. Henry takes us behind the scenes of life in property and project management.

Read Henry's blog



Meet Megan, Sandgate Manor's cook

Six years, 21 residents, and a brand new kitchen. Megan tells us what being a cook at Sandgate is really like.

Read Megan's blog



Your service, your stories, your Club Rep

Club Wellgate belongs to all of us, and our Club Reps are helping bring it to life in each service. Take a look at who they are, what they do, and how they're helping us listen, share and celebrate more of the good stuff happening across Wellgate.

Read the Club Reps blog

Important updates



What's changed for paternity and parental leave in 2026

Big changes came into effect this April. Helen Dyball, our Head of HR breaks down what they are and what you're now entitled to.

See what's changed

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