Thursday, 15 January 2025



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

Hi <<First Name>>,

Welcome to January's edition of the Club Wellgate monthly update!



I hope January is treating you well so far, even if the return to routine comes around quickly.

Before we get into the update, Simon and Jack asked me to pass on a huge thank you to everyone who worked over the Christmas and New Year period. While many people were at home with family and friends, you were caring for the people we support, so thank you!

Now that we're a couple of weeks into the year, I'm feeling excited about what's ahead. One of my goals this year is getting to know more of you. Hearing your stories, seeing the amazing work you do, and working with our Club Reps to make Wellgate the best place to work and grow a career in care and support. More on those legends in February.

In this update, you'll find a look back at the festive season, reminders about benefits, opportunities to learn and grow, a new section on inclusion and belonging, and answers to some of the questions you've been sharing.

As always, I'd love to hear from you. Simply email me at ash@clubwellgate.com. In the meantime, grab a cuppa and enjoy the update. Thanks for reading!

Ash Akhtar
Head of Culture and Engagement (Club Director)

Living our values

Our values guide how we work every day. Compassion means caring with kindness and taking time to listen. Independence means helping people do as much for themselves as they can. Standards mean doing the right thing, especially when no one's watching.



Bringing people together

Over the festive season, many of you organised meals and celebrations for the people in our care and for each other. This is a perfect example of our values help us build trust, bring people together, and make everyone feel safe and welcome.

See the photos on Facebook



Inclusion and belonging at Wellgate

At Wellgate, we welcome people from all backgrounds, cultures, and life experiences. When people feel understood and respected, they feel safer. Each month, we'll highlight some awareness events to learn, and notice what matters to others.

Check out what's happening throughout Jan

Fulham vs Liverpool football match update

A lot of you were interested in tickets for the Fulham vs Liverpool match on Sunday, 4 January 2026. The good news is that some of our residents and their support staff were able to go to the match on Sunday, and it did not disappoint, with a stunning 97th-minute equaliser in a thrilling conclusion as Fulham and Liverpool drew 2-2 at Craven Cottage.



It was a great chance to get out, enjoy the atmosphere, and share in the electrifying experience. A big thank you to Millie for all her work behind the scenes to help make this happen. She'll be meeting with the event organisers later in January to explore whether we can secure more tickets for future matches. We'll share an update in the next update.

And for those who weren't able to attend this time, don't worry, you'll have more opportunities in future. We're keen to create more moments like this and will keep looking for ways to make that happen.

Benefits and holidays

The new year often brings new beginnings, hopefulness, but also a bit of pressure. Many of us find money is tight, and our energy can be low. In fact, over 60% of people feel financial strain in January because of seasonal spending.

Our benefits and holidays are here to support you. They're about helping your money go a bit further through discounts, giving you time to rest and recharge with our holiday home, and making sure support is there when you need it most.

Here are a few ideas to make January / February a bit easier.



Take a break in our free holiday home

Even in January, you can still take a break. Our free holiday home is ready for you to relax, spend time with family, or simply enjoy a new setting. We have open dates, so check the calendar and book if you're interested. A short getaway can help you feel refreshed for the months ahead.

Enquire about dates here

Make your money go further

With your Blue Light Card, you can save on everyday essentials like groceries, bills, and travel. On average, being a member could save you up to £3,126 per year with these discounts, making your pay packet go even further.



Food & Drink



Utilities & Bills



Sports & Fitness





Career growth

Career growth at Wellgate is about building confidence, learning as you go, and giving yourself more options for the future. Whether that's training, development programmes or qualifications, support is there when you're ready.

Reminder! Please complete all your training on our learning platform, Atlas

All your essential learning, which helps to ensure that we support the people in our care safely and ensures you're compliant in your role is on the Atlas learning hub. If you're struggling to log in, email Emma Wilson (South) or Emily Moore (North).

Log in to Atlas



Thinking about your next step? Why not consider doing an NVQ Level 3 or 5...

If you're interested in working towards an NVQ Level 3 or Level 5, now's a good time to start thinking about it. These qualifications are a great way to build confidence, develop your skills, and support your next steps in care or leadership. To find out more or register your interest, please email the HR team.

Email HR team

In other news...



A quick update on the colleague survey

Thank you to everyone who completed the engagement survey. We know giving feedback takes effort, especially when days are busy, so we really appreciate it.

Right now, we're reviewing the data carefully. We're looking for themes your feedback is telling us about what's working well and where we can do better to improve your experience across our services. Look out for further updates soon.



IMPORTANT note about sick leave: please let us know as early as you can

We know that being unwell can't always be helped, and your health should always come first. What does make a big difference is letting your managers or team leaders know as early as possible if you're unable to come into work, especially for night shifts.

Early notice gives managers time to arrange cover and keeps services running safely. When notice comes in late, it can leave teams short, place pressure on colleagues, and importantly affect the support we provide for the people in our care.

We all rely on one another. If you're feeling unwell or don't think you'll be fit to work, please contact your manager as soon as

you can. That early heads-up really matters.



Your questions answered...

Each month, we'll use this space to answer questions you've been asking. If you have a question or a suggestion, you'd like us to cover in a future update, please use the form below. We can't promise to answer everything straight away, but we will always do our best to respond.

Read the answers here

We're growing our team...

We're currently looking for new people to join our services.

If you know someone who's caring, compassionate and would be a great fit for Wellgate, we'd love to hear about them. It might be a friend, neighbour or family member who shares our values and would enjoy supporting others.

Share this apply now link

About the Refer a Friend Scheme

Refer a Friend form



We've updated our Club Wellgate brochure...

We've refreshed the Club Wellgate brochure to bring to life our benefits and holidays, career growth and how we live our values every day. It's a simple, easy read.

Take a look at the brochure



Copyright (C) 2026 Wellgate. All rights reserved.

Our mailing address is:

Want to change how you receive these emails?
You can update your preferences or unsubscribe

Thursday, 15 January 2025



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

Hi <<First Name>>,

Welcome to February's update!

Even though February is the shortest month, it's been a busy one at Wellgate. We've welcomed new team members, celebrated great work, and stayed focused on caring for each other and those we support. In social care, people make the difference, and you are truly at the heart of Wellgate.



I know some people think HR is about hiring, firing and discipline...but we want to dispel that myth! We're here to support you, look after your wellbeing, and help you grow in your career. We enjoy being out and about, talking with many of you almost every day.

Emily Moore, Emma Wilson, and I work hard to treat everyone fairly. We do have to follow the law and make sure our processes are right, but our main goal is to build positive relationships with you all. I'm only as good as the team around me, and I feel lucky to have such a committed and supportive team.

I recently visited Wade Court and really enjoyed the atmosphere. The team spirit was fantastic; everyone was respectful, supportive, and there was lots of laughter. It was clear that everyone looked out for each other, which made the whole place feel very welcoming.

This month's update is full of good news, from celebrating your hard work to sharing ways you can build your skills. Thank you, as always, for your kindness and dedication every day. Remember, if you have ideas or just want to share something, please email Ash, our Club Director, at ash@clubwellgate.com.

Sit back, relax, and enjoy the update.

Helen Dyball
Head of Human Resources (People)

What's new



Monthly shout out to colleagues showcasing our values!

We're proud of our colleagues who show Compassion, Independence, and Standards every day. This month, we received some great nominations from our service managers that really highlight what makes Wellgate special.

See who's been recognised on Facebook



Colleague survey results overview

Thank you to everyone who took part in the colleague survey. We've spent some time reviewing what you've told us.

From March, we'll begin to share a 'You said, we're doing' update using the key themes to show what we're working on and what will take a bit more time. Recognition is a big focus, and we're developing a framework to make appreciation more meaningful, fairer, and consistent across Wellgate.

Check out the survey overview

Spotlight on our services...

Wellgate supports people with complex mental health needs and physical disabilities across [insert number] services. Every service is unique, but our purpose is consistent. To provide safe, person-centred support that helps people live with confidence and independence.

Each month, we'll introduce you to a few of our services, the managers and teams behind them, and the impact they're making every day.



Introducing Brickyard Court, Worksop

Formerly Zenith House, and once a police station in the heart of Worksop, the building is now home to a vibrant supported living community. With a recent refresh underway and a new chapter beginning under Service Manager Jenna's leadership, there's real energy and optimism across the team.

Jenna shares her excitement about joining Wellgate, the positive changes happening at the service, and the team's focus on helping tenants grow in confidence while staying true to who they are and live independently.

Read the full spotlight



Introducing Wade Court, Kidsgrove

Located in the heart of Kidsgrove, Wade Court is a vibrant independent living service designed to promote confidence, connection and independence. With 16 self-contained flats and welcoming communal spaces, the service balances privacy with a strong sense of community.

Under Service Manager Ceri's leadership, there's a huge focus on listening, learning and investing in both colleagues and residents. From professional development to thoughtful touches that bring people together, pride in standards and compassion are evident across the team.

Read the full spotlight



Ready for a break?

We still have availability for **March and April**. We've updated the calendar on the Club Wellgate website, so hurry and get your place booked.

Check the calendar

Enquire about booking

Our holiday home photo competition ends soon!



If you stayed at our holiday home in 2025, this is your reminder. You have until the end of February to send in your photo entries.

We've loved seeing colleagues enjoy time away with friends and family, and now it's time to pick this year's favourites.

Whether it's a cosy morning coffee shot, a sunset, a family moment or a fun group photo. Send it in. The best photo will win a fabulous prize, so don't miss your chance.

Email us with your photos

Investing in our future - NVQ

A huge congratulations to **Jess Jenkins** and **Mark Zhang** on completing their Level 3 qualifications, and to **Anita Sharma** for achieving her Level 5. These are brilliant accomplishments and a real testament to your dedication, resilience and commitment to high standards of care.

We're also proud to share that **Ceri Owen**, Service Manager at Wade Court, will be starting her NVQ Level 7 later this year, with Wellgate fully supporting her development. This is a significant step and reflects our ambition to grow strong, confident leaders from within.

If you're thinking about developing your career, Level 3 and Level 5 qualifications are a great place to start. They combine practical learning with real on-the-job experience and support your progression across the organisation.

Speak to your manager to find out more about what's involved and how to apply.

Reminder! Please complete all your training on our learning platform, Atlas

All your essential learning, which helps to ensure that we support the people in our care safely and ensures you're compliant in your role is on the Atlas learning hub. If you're struggling to log in, email Emma Wilson (South) or Emily Moore (North).

Log in to Atlas

A few helpful reminders…



Holiday allowance. Plan ahead and make the most of it

Your holiday allowance runs until the end of March, and unused days can't be carried over. If you still have leave to take, now's the time to get it booked in.

Planning ahead really helps. It avoids lots of last-minute requests and makes sure we can continue providing safe, consistent support for the people in our care.

You can check your remaining balance in Breathe. If you haven't downloaded the app yet or you're unsure how to check, speak to your manager and they'll help you.



Working across multiple services

From time to time, you may be asked to support at a different service to help cover shifts. This forms part of working together as one organisation and is included within your contract.

We know this can sometimes feel challenging. Managers will always aim to plan this fairly and consider individual circumstances wherever possible.

Supporting another service can also be a great opportunity.



You'll meet new colleagues, experience different environments and learn more about the varied needs of the people we support across Wellgate. Thank you for your flexibility and teamwork.

We're looking for people to join our services.

If you know someone who's caring, compassionate and would be a great fit for Wellgate, we'd love to hear about them. It might be a friend, neighbour or family member who shares our values and would enjoy supporting others.

Share the Indeed link

About the Refer a Friend Scheme

Refer a Friend form



£150
for every successful referral as a thank you!

See our Club Wellgate brochure

The Club Wellgate brochure to bring to life our benefits and holidays, career growth and how we live our values every day. It's a simple, easy read.

Take a look at the brochure



Copyright (C) 2026 Wellgate. All rights reserved.

Our mailing address is:

Want to change how you receive these emails?
You can update your preferences or unsubscribe

Friday, 27 March 2026



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

Hi <<First Name>>,

Welcome to the March update!

I'm Ana, Head of Operations in the North, and I'm really pleased to be curating this month's update. Spring is in the air. It's lovely to see the sun out, the days getting longer, and the daffodils starting to bloom. It feels like everything is waking up again after winter.



Across Wellgate, there's a lot happening. We've welcomed new colleagues, seen teams supporting one another through busy days, and continued to celebrate the amazing work that happens in our services every single day. In social care, people make the difference, and it is our colleagues who sit at the heart of everything we do.

This month's update shines a light on our North services, which I have the privilege of leading. I work closely with our amazing teams across the North. You can read more about them in the spotlight below.

Leading these services is both exciting and challenging. No two days are ever the same. What I enjoy most is working alongside such committed teams who care deeply about the people we support and about each other. You can read a behind-the-scenes look at a day in my life.

In this month's update, we'll celebrate and recognise more colleagues who go the extra mile, and highlighting ways you can continue to build your skills and grow in your role.

Thank you for everything you do. If you have ideas or questions, email Ash, our Club Director. in the meantime, sit back, relax, and enjoy the update.

Ana Beja
Head of Operations (North)

Spotlight on our North services



This month we're shining a spotlight on our North services and the incredible colleagues who bring them to life every day. From community activities and team achievements to the everyday moments that make a difference, there's so much happening across our services.

Read the full blog to learn more about our North Services



A catch-up with Amanda Loughlin, Service Manager at Vale House

We recently caught up with Amanda, our Service Manager at Vale House. Since joining Wellgate in December, Amanda has been putting her 25 years of experience to brilliant use, and it's been fantastic to see the positive impact she's already having on the people we care for.

Read about Amanda

What's new



March Shout Out to our amazing colleagues at Wellgate!

We're proud of our colleagues who show Compassion, Independence, and Standards every day. Once again, we received some great nominations from our service managers that really highlight what makes Wellgate special.

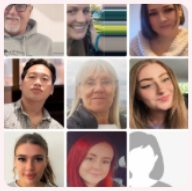
See who's living our values



You said. What we're doing...

You told us what's working well and where we can do better in the colleague engagement survey back in October 2025. We've been listening and taking action, and we're starting to make progress on some of the key themes you've raised.

Read the latest update here



Get to know your Club Reps helping to build a better Wellgate!

Your Club Reps are your fellow team members, here to represent you. They listen to your ideas and feedback, share important updates, and highlight the great things happening in your service. They are your eyes, ears and voice, helping to connect you to the wider Wellgate community.

Meet your Club Reps





Photo competition winner!

We've had some amazing entries from your stays at our holiday home in Norfolk, and we're excited to announce our first photo competition winner ⭐

Huge congratulations to Karen. Keep an eye on your emails, Karen, we'll be in touch! Take a look at the full blog and don't forget to book your free stay and send in your photos for 2026.

Read the update from Millie

Access to 24/7 GP services!



We know life doesn't always run on GP surgery hours. With our 24/7 virtual GP service, you can speak to a qualified doctor day or night, often within just a few hours.

Through **Club Wellgate**, you and your family can access a virtual GP whenever you need it. You can book an appointment online through the Westfield portal or call 0345 319 3991 using the reference code HE239691.

More about GP services

Growing your career



Keeping safety at the heart of what we do: A catch-up with Jo Matthews

Ash, our Club Director caught up with Jo to talk about the importance of hands-on manual handling training and how it helps keep both our colleagues and the people we support safe.

Read the blog & watch the video

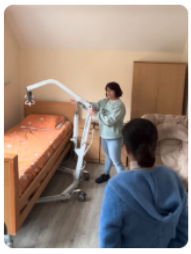
A few helpful reminders…



Pay update from April

From 1 April, the National Minimum Wage (NMW) is increasing to £12.71 per hour. The NMW is the legal minimum hourly rate set by the government, helping to make sure colleagues are paid fairly for the work they do. At Wellgate, we review our pay rates in line with this each year.

Because pay can vary depending on your role and service, you'll have received a direct email confirming your individual rate and any changes that apply to you. You'll see any increase reflected in your April pay. Please speak to you line manager if you've not received your correspondence via the email we have on record.



Reminder: Please attend your mandatory face-to-face training sessions

We've recently seen an increase in last-minute cancellations and no-shows for face-to-face training sessions, which has a significant impact on how we plan and run these sessions.

This is a quick reminder that attendance at these training sessions, such as fire safety, first aid, and manual handling, is mandatory.

We organise these 3 to 4 weeks ahead, and they take time, effort, and money to set up. If someone cancels at the last minute, training spots go unused and others lose the chance to join.

If you can't make it to a session, please tell us as soon as you

can. Thank you for helping us plan ahead and making sure everyone has the chance to get the training they need.

See our Club Wellgate brochure

The Club Wellgate brochure to bring to life our benefits and holidays, career growth and how we live our values every day. It's a simple, easy read.

Take a look at the brochure



Our Benefits & Holiday Home

Career Growth & Progression

Living our Values

Copyright (C) 2026 Wellgate. All rights reserved.

Our mailing address is:

Want to change how you receive these emails?
You can update your preferences or unsubscribe