

# NEWSLETTER

## BRIGHTER BEACON

October 2024



Welcome to the October Client Newsletter. Autumn is definitely upon us - there is a chill in the air, the leaves are falling and we have even had our first frost! This month brings us Halloween and Bonfire Night and, for many, the start of the festive countdown.

### HALLOWEEN - NOT ALWAYS A TREAT FOR EVERYONE



Whilst October 31st is celebrated by many with scary costumes and trick or treating, we understand that this can be a worrying night for many of you with lots of young people out on the streets and knocking on doors after dark.

Age UK has the following advice to help you stay safe:

- Always put the door chain on and look out of the window or spy hole to see who's there before opening the door.
- Take particular care if there's more than one person on your doorstep.
- Only open the door if you feel safe to do so. If you're in any doubt or don't feel safe, don't - it's fine not to answer the door if you don't want to.
- If you're really worried, invite a friend or relative around and spend the evening together.

Poster:

<https://www.wiltshire.police.uk/SysSiteAssets/media/images/wiltshire/campaigns/halloween/no-trick-or-treating-poster.pdf>



£150 RAISED FOR MACMILLAN



Thank you to our generous clients who raised an amazing £150 for Macmillan Cancer Support! We held our Macmillan Coffee Morning in September, offering tea and cake as well as a raffle and some games. A great time was had by all whilst raising awareness and funds for a great cause.

THE NEXT COFFEE MORNING IS BEING HELD ON **WED 24TH OCTOBER AT EVERGREEN, 10AM - 12NOON**

## COFFEE MORNING VIPS

We welcomed two very special guests to our coffee morning - two of the newest members of the BDC team! We were delighted to be joined by carer Hannah M and her beautiful boy Ralphie and carer Anna and her gorgeous girl Harriet. It was so lovely to finally meet the new arrivals and have a catch up, what a treat!



We are delighted to also announce that carer Janneh has now welcomed her bundle of joy, a bouncing baby boy. Mother and baby are doing well.



## Making it easier for you to have your say

FEEDBACK

Feedback is such an important part of monitoring and reviewing how well we are doing and ensuring we are providing the best possible service we can. We send out an annual client satisfaction survey and hold regular client reviews.

We want to make it even easier for you to give your feedback, both good and bad, so we have created a new online form that you can access at any time. The form gives you the opportunity to share something positive, raise a concern or make a suggestion - you don't have to complete all sections, just the one relevant to your feedback.



If you have any questions, please contact the office on 01980 753029

FEEDBACK FORM LINK: <https://forms.gle/FCGooki7Yy4VhtyV7>

## SKY'S THE LIMIT FOR THESE TWO!

Look how happy client GB looks! He and carer Emma R had a great time on their trip to the Army Flying Museum recently. Chocks away!



Client UP and her husband enjoyed a visit to the pub recently, Cheers to them!

## LEAVE A REVIEW

Please remember, you can leave a review and share your experience of Brighter Days on [Google Reviews](#) or via [Facebook](#).

Positive Vibes

We receive some lovely compliments from you about our carers, thank you...

*"You are absolutely amazing"*

*"I always feel that I am the centre of attention, and you listen to what I would like without judgment."*

*"You have given me the confidence to do things that I thought I wouldn't be able to do"*

Positive  
Vibes

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*“You have given me the confidence to do things that I thought I wouldn't be able to do with a carer present.”*

**We receive some lovely compliments about you from our clients,**

*“I always feel that I am the centre of attention, and you listen to what I would like without judgment.”*

*“I'm not sure what I'm going through, you always make me laugh and smile so I forgets about all of my health worries whilst you are here, giving me a brief respite from it all.”*

*“My Dad actually phoned my husband to tell him all about his morning out and was so enthusiastic about his morning which is lovely to hear.”*

*“You are absolutely amazing and I feels at ease with you. I look forward to your visits.”*

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