



Autumn 2026

Helden Care Ltd



Helden Highlights:

-  Autumn health and wellbeing advice
-  £? raised for Alzheimer's Society
-  Our Memory Walk highlights
-  Advocacy and having your voice heard
-  Celebrating clients and staff
-  Music Corner and seasonal activities



Hello Autumn



Welcome to our autumn newsletter!

This autumn, we are celebrating recent achievements, including our successful Memory Walk, while sharing useful seasonal advice, service updates and activities to enjoy.

Thank you to our clients, families and staff for your continued support. We hope you enjoy this edition.

Best wishes,
The Helden Care Agency Team 



01633 271333



<https://www.heldencareagencyltd.co.uk/>



Helden Care Agency



Covering the Newport Gwent Area

Welcome to Our Autumn Newsletter



Autumn brings a change of pace, with cooler days, changing colours and more time spent at home. It also gives us an opportunity to reflect on everything that has happened since our first newsletter.



Over recent months, clients, families and staff have supported new community projects and helped us raise an incredible amount for Alzheimer's Society through our Memory Walk. We have also continued improving communication, reviewing safety arrangements and ensuring that the people we support remain involved in decisions about their care.



In this edition, you will find recent news, seasonal wellbeing advice, local information and activities to enjoy. We hope there is something useful or interesting for everyone.



Looking Ahead

As winter approaches, our focus will be on helping people remain safe, warm and connected. We will continue listening to your feedback and developing activities and opportunities that reflect what matters to the people we support.



Thank you to everyone who donated, shared ideas, took part in activities or supported our work throughout the summer. Your involvement makes a genuine difference and helps us continue improving.

We are especially grateful to our care staff for their continued commitment and to our clients and families for the trust they place in us.

We hope you enjoy our autumn newsletter. If you would like to contribute a story, photograph, memory or suggestion to a future edition, please contact the Helden team.

Best wishes,
Tracy
Registered Manager
Helden Care Agency



Helden
CARE AGENCY

Staff News



Staffing Updates

We are pleased to welcome Kaydee, who joined Helden Care last month as a care worker.

Kaydee has been getting to know the people we support and working alongside experienced members of the team as she settles into her new role. We hope she enjoys being part of Helden Care and wish her every success.

Continuing Professional Development / Staff Training

We remain committed to helping our staff develop their confidence, knowledge and practical skills.

Over recent months, staff have continued completing training, policy updates and competency checks. These support safe, effective and person-centred care while ensuring that staff understand their individual responsibilities.

Further training and practical learning sessions are planned throughout the autumn.



Thanking Staff

We would like to thank all of our care staff for their continued hard work, compassion and dedication. Every day our team supports people to remain independent in their own homes, maintain important relationships and achieve the outcomes that matter most to them. The positive feedback we receive from clients, families and professionals is a reflection of the commitment shown by our staff across the service.



Compliment Corner:

"Their support is invaluable. It really helps us in our later years."

"All my carers are perfect for me."

"All the carers are good to me, and I appreciate everything they do."

"She enjoys having the carers here in the mornings. She listens to their conversations and often joins in."

"I couldn't do it without the girls."

"The carers are always really good with my mum. I'm very happy with the standard of care they provide."

"You are all wonderful."

"District nurses have also complimented the team and said that carers are doing a great job in all aspects of the care provided."

Receiving Feedback

We are always grateful to receive feedback and would encourage clients, relatives and professionals to share their experiences with us.

Library Project Launch

Bringing the Library to Your Door

Following the launch of our library project in the summer newsletter, Helden Care is continuing to promote Newport Central Library's Homebound Library Service.

The service is available to people who are unable to visit the library in person because of their health, mobility or other circumstances. It allows people to continue enjoying books, audiobooks and other library resources from the comfort of their own homes.

A member of the library team visits regularly to deliver a selection of books based on each person's interests and collect anything they have finished reading. These visits can also provide an opportunity for a friendly conversation and social contact.

The service is completely free. You do not need to complete a complicated registration process—simply let us know that you are interested and what types of books you enjoy.

Please speak to a member of the Helden Care team if you would like help accessing the Homebound Library Service. We can help you register your interest and discuss the types of books or audiobooks you would like to receive.

You can also register by scanning the QR code on this page using a smartphone.

Already Using the Service?

We would love to hear what you have been reading. Tell your carer about a book you have enjoyed and we may feature your recommendation in a future newsletter!



Homebound Library Service Sign-up





Cymraeg yn y Cartref (Welsh at Home)

Wales has a rich language and culture that is enjoyed by people of all ages. Each edition of our newsletter will feature a few Welsh words, local facts and activities to help celebrate the Welsh language.

Whether you speak Welsh fluently, know a few words, or are learning for the first time, we hope you enjoy this page!

Summer in Welsh

Can you match the Welsh word to its meaning?

Welsh	English
Dail	Tree
Pwmpen	Rain
Glaw	Leaves
Coeden	Pumpkin

Helden Word of the Season:

Hydref

(Pronounced: HUD-rev)

Meaning: Autumn

Example:

Hydref Hapus!

Happy Autumn!



Welsh Words You Might Hear in Care English:

How are you? – Sut ydych chi?

Are you comfortable? – Ydych chi'n gyfforddus?

Are you warm enough? – Ydych chi'n ddigon cynnes?

Would you like a drink? – Hoffech chi ddiod?

Would you like a hot drink? – Hoffech chi ddiod boeth?

Would you like a blanket? – Hoffech chi flanced?

Welsh Autumn Saying:

“Mwynhewch yr hydref!”

Pronounced: MOIN-hewch ur HUD-rev

Meaning:
“Enjoy the autumn!”



Free Lessons

Join the 40,000 plus Welsh Learners from all over the World who Learn Welsh using the Learn Welsh Now course. Lessons are available (Free of Charge) below as...

learnwelshpodcast.co.uk

Staying Safe This Autumn



Keeping Warm and Well

As the weather becomes colder, it is important to keep warm and look after your health. Older people, those who are less mobile and people with long-term health conditions may be more affected by cold temperatures.

Tips for Keeping Warm

🍂 Keep the rooms you use most at a comfortable temperature. Where possible, aim for at least 18°C, particularly if you are older, less mobile or have a health condition.

🍂 Wear several thin layers of clothing rather than one heavy layer.

🍂 Have regular warm meals and drinks, and continue drinking fluids throughout the day.

🍂 Keep bedroom windows closed at night during cold weather.

🍂 Stay gently active where it is safe for you to do so, as movement can help you remain warm.

🍂 Check that your heating is working before temperatures fall further. Speak to your family, carer or the Helden team if you are worried about keeping your home warm.

If you use an electric blanket or hot-water bottle, follow the manufacturer's instructions and never use both together.

Seasonal Health

Cold weather can make some existing health conditions worse. If you are offered a seasonal vaccination, speak to your GP practice or pharmacy if you have any questions.

Tell your carer or seek medical advice if you become unusually cold, confused, very drowsy, unsteady or generally unwell.

Reducing Slips and Falls

Autumn can bring darker evenings, wet floors and fallen leaves. These can increase the risk of slipping or falling both inside and outside the home.



Tips for Staying Steady

🍁 Turn lights on before walking through rooms, hallways or stairways.

🍁 Keep frequently used routes clear of bags, wires, clutter and other trip hazards.

🍁 Clean up spills promptly and take care near wet entrances or leaves brought into the home.

🍁 Wear well-fitting shoes or slippers with secure backs and non-slip soles. Avoid walking in socks or loose, backless slippers.

🍁 Keep glasses, walking aids and other essential items within easy reach.

🍁 Use your prescribed walking aid and accept assistance when needed. Do not rush when standing or moving.

🍁 If you go outside, use well-lit and cleared routes wherever possible and take extra care in wet, frosty or windy conditions.



If You Fall

Do not rush to stand up. Check whether you are injured and call for help. Seek urgent medical assistance if you are injured, feel unwell or cannot get up safely.

Fancy a Coffee?

COMMUNITY COFFEE MORNINGS

We are delighted to share that Helden Care is planning a community coffee morning for November 2026.

The event will offer clients, relatives and friends of the service a relaxed and welcoming opportunity to meet others, enjoy tea or coffee and have a friendly chat.

We understand that getting out and maintaining social contact can become more difficult, particularly during the colder and darker months. We hope the coffee morning will help people feel connected, enjoy some company and build friendships within the local community.

The exact date and time will be confirmed nearer the event. Your carers will keep you informed.



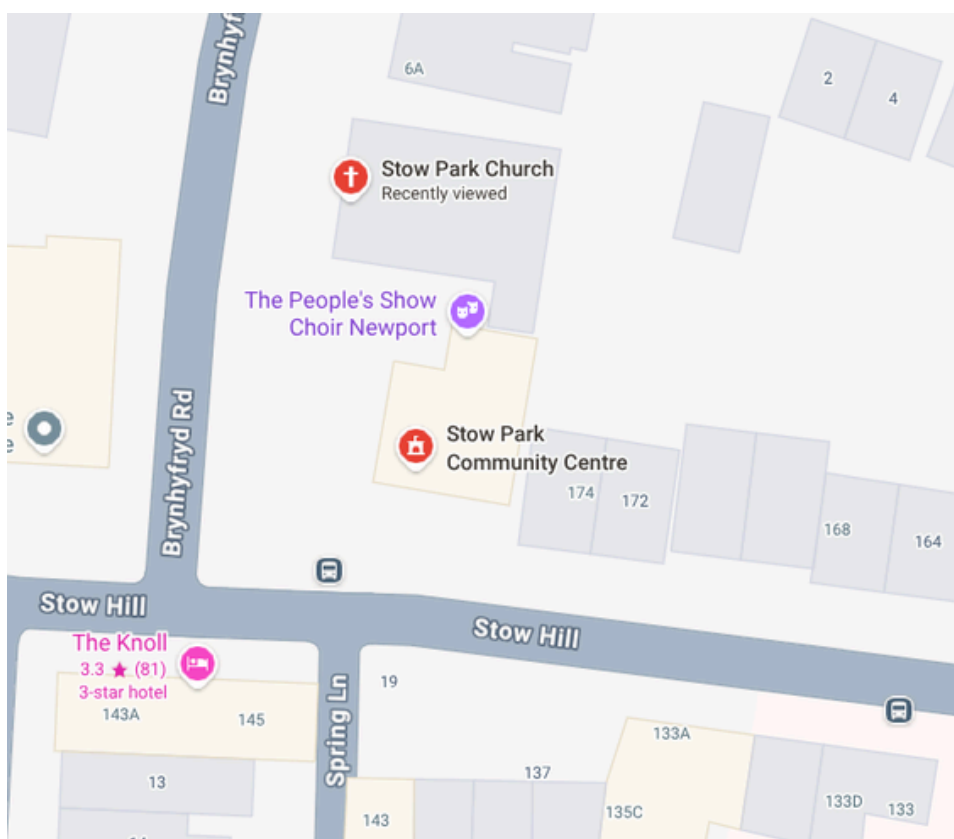
INTERESTED IN ATTENDING?

Please let a member of the Helden Care team know if you would like to attend, whether you would need any support with transport or access, and if you would like to bring a relative or friend.

We look forward to welcoming you for a warm drink, a friendly conversation and an enjoyable morning together.

The event is expected to take place at:

Stow Park Community Centre
Brynhyfryd Road
Newport



Music Corner

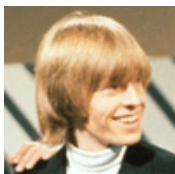
60 YEARS OF THE ROLLING STONES' 'AFTERMATH'

Released in 1966, Aftermath was an important album for The Rolling Stones and the first of their albums to feature songs written entirely by Mick Jagger and Keith Richards.

Test your Rolling Stones knowledge in our quiz!

Which Rolling Stones song was released in 1966 and appeared on the US version of Aftermath?

- A) Angie
- B) Paint It, Black
- C) Start Me Up
- D) Brown Sugar



Which unusual instrument can be heard prominently on "Under My Thumb"?

- A) Harp
- B) Accordion
- C) Marimba
- D) Trumpet



In which city were The Rolling Stones formed?

- A) Liverpool
- B) London
- C) Manchester
- D) Birmingham

Which lengthy song closes the original UK version of Aftermath?

- A) Goin' Home
- B) Satisfaction
- C) Lady Jane
- D) Out of Time



Unscramble these:

1. TNIAP TI KCALB
2. YBUR YADSEUT
3. GINEA
4. DLWI SROESH
5. EHT TSAL EMIT
6. YKNOH KNOT NEMOW
7. NIPGJUM KCJA HSALF
8. NOITCAFSITAS

TELL US ABOUT...

- 🎵 The first record you ever bought
- 🎵 Your favourite Rolling Stones song
- 🎵 A song that reminds you of something special
- 🎵 How your music taste changed over the years
- 🎵 A song that always gets you singing along
- 🎵 The artist or band you have listened to most throughout your life



DO YOU HAVE A MUSICAL MEMORY TO SHARE?

Share with your carers during your care visits.



Dementia-Friendly Resources

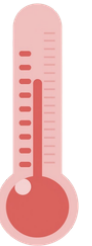
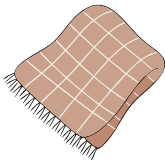
AUTUMN WORD SEARCH

Find the autumn words.

All the words go from left to right.



A	U	T	U	M	N	P	Q	R	S	T	U
B	C	L	E	A	F	D	E	F	G	H	I
R	A	I	N	J	K	L	M	N	O	P	Q
N	A	P	E	A	P	P	L	E	V	W	X
C	O	T	T	Y	Z	A	B	C	O	A	T
L	B	O	O	T	G	H	I	J	K	L	M
G	R	E	E	N	O	P	Q	T	R	E	E
O	O	I	P	V	W	X	Y	S	O	U	P
P	U	M	P	K	I	N	D	E	F	G	H
B	L	A	N	K	E	T	I	J	K	L	M
B	O	O	D	N	C	O	L	D	S	T	U
L	A	R	N	V	W	X	Y	W	A	R	M



Words to find:



AUTUMN
LEAF
RAIN
APPLE
COAT
BOOTS

TREE
SOUP
PUMPKIN
BLANKET
COLD
WARM



Dementia-Friendly Resources



Can you name a popular answer?

- Name something you wear when it is cold.
- Name a hot drink.
- Name something that falls from a tree.
- Name something you take outside when it rains.
- Name a warm meal you might enjoy in autumn.
- Name something that keeps you warm in bed.
- Name a fruit used in a pie or crumble.
- Name something you might see in an autumn garden.
- Name something you wear on your feet in wet weather.
- Name an activity you can enjoy indoors on a rainy day.

There are no wrong answers—enjoy talking and sharing your memories!



In September, members of the Helden Care team completed our Memory Walk in Newport to raise money for Alzheimer's Society.

Our original fundraising target was £175. Thanks to the generosity of staff, clients, relatives, friends and members of the community, we raised an incredible £412—more than double our target!

Why We Walked

Many of the people we support, their families and members of our own team have been affected by dementia.

The Memory Walk gave us an opportunity to come together, raise awareness and recognise the importance of memory, relationships and community.

The money raised will help Alzheimer's Society continue providing information and support, campaigning for change and funding vital dementia research. Thank You for Your Support

Looking Ahead

We hope to continue supporting causes that are important to the people we care for and creating opportunities for staff, clients and families to become involved.

Thank you once again for helping us raise £412 for Alzheimer's Society.

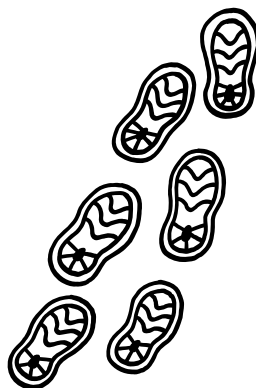
Remembering Special Places

Walking can bring back memories of people, places and experiences that have been important throughout our lives.

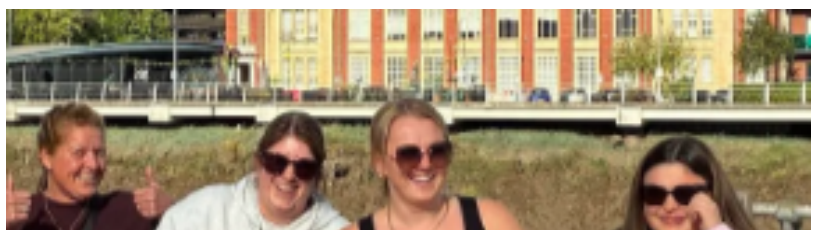
Where would you revisit?

- The seaside?
- Your childhood home?
- A favourite holiday destination?
- Somewhere special where you met your husband, wife or partner?
- A place connected to family or friends?

We would love to hear about the places that hold special memories for you. Please share your stories with your carer or a member of the Helden Care team—we may include some of them in a future newsletter.



 **Alzheimer's Society**
Memory Walk



Michelle, Jakki, Gloria and Libby were also joined by their friends and family!



Our new website is here!

Discover more about Helden Care



Visit our website to explore our care, meet the team and find our latest news and useful resources.

www.heldencareagencyltd.co.uk

Your experience matters

If you receive care from us, or are a family member or friend of someone we support, you can share your experience on homecare.co.uk.

1



1. Visit our website.

2

Leave a review

2. Select "Leave a review".

3



3. Follow the link to homecare.co.uk and share your honest feedback.

Reviews are optional. Please write and submit your own review independently. All honest feedback is welcome.

Need help finding the link?



Call us on **01633 271333**.

We can help you find the review page.

You can also share feedback directly with our team.



YOUR VOICE MATTERS!

ADVOCACY UPDATE

At Helden Care, we want every client to feel listened to, respected and involved in decisions about their care and support.

WHAT IS ADVOCACY?

An advocate is someone who can help you:

- Understand your rights and choices
- Express your wishes and concerns
- Prepare for meetings or assessments
- Ask questions and understand information
- Have your views heard by the people making decisions

An independent advocate does not work for Helden Care. Their role is to support you and represent your wishes.

OUR NEXT STEPS

Helden Care will be attending a Gwent advocacy event in December 2026.

The event will help us learn more about the advocacy services available across Gwent and how we can make it easier for clients and families to access the right support.

Following the event, we will share further information about:

- Local advocacy organisations
- Who may be eligible for support
- How to request an advocate
- Where clients and families can find advice

WOULD YOU LIKE SUPPORT?

If you feel that your views are not being heard, would like help understanding your options or want information about independent advocacy, please speak to a member of the Helden Care team.

We can help you find the appropriate service, but the decision to use an advocate will always be yours.

YOUR CARE. YOUR CHOICES. YOUR VOICE.



A little conversation can make a difference

Feeling lonely? Support is available.

Loneliness can affect anyone. You do not have to live alone to feel lonely, and it is okay to say you would like more company.



Small ways to stay connected



Call a friend or family member for a chat.



Ask about local groups or activities you might enjoy.



Tell your carer or someone you trust how you are feeling.

Advice and support from Age Cymru

Age Cymru offers confidential, impartial advice for older people in Wales and their families and carers. They can help you find support and check which benefits you may be entitled to.

Age Cymru Advice Line

0300 303 44 98

Monday to Friday, 9am–4pm

Friend in Need

Telephone friendship

Age Cymru offers free weekly telephone friendship calls for people over 70 in Wales who feel lonely or isolated. A trained volunteer calls at an agreed time each week, offering a friendly voice and regular conversation.

Call Age Cymru on **0300 303 44 98** to ask about registering.

You can talk to us too

Let your carer know, or call Helden Care on 01633 271333.

We can help you find information about available support.

We would like to thank all our clients, relatives and staff for being so patient, helpful and welcoming during our recent health and safety risk assessment visits.

These visits help us understand each person's home, routines, equipment and individual support needs. They allow us to identify any potential risks posed to staff and clients, recognise the safety measures already in place and make practical recommendations where needed.

We appreciate everyone taking the time to answer questions, provide information and show us around their homes. We also thank our care staff for sharing their knowledge and supporting the visits.

WHAT HAPPENS NEXT?

Following the visits:

- Clients or their representatives will receive a short risk assessment summary.
- The summary will explain the main risks identified, the safety measures already in place and any recommendations.
- Follow-up telephone calls will be made to check that clients and families are comfortable with the information.
- Clients and families will have an opportunity to ask questions, correct information or suggest alternative arrangements.
- Relevant guidance will also be shared with care staff so that everyone understands the agreed safety measures.

YOUR HOME AND YOUR CHOICES

We fully recognise that each client is being supported in their own home. The purpose of the summaries is to provide clear safety information and encourage discussion—not to make decisions on anyone's behalf.

Recommendations will be discussed with clients and families, and individual choices will be respected wherever possible. Where a recommendation is difficult or not wanted, we can discuss other reasonable ways of managing the risk.

THANK YOU

- Thank you again to everyone who has supported this important work. Your patience, openness and cooperation are helping us provide safer, more consistent and more person-centred care.



Thanks for Reading!



Until Next Time...

Thank you for taking the time to read our Autumn 2026 newsletter.

We hope you have enjoyed reading about our latest news, activities and plans. Whether it is enjoying music, completing an activity, joining the library service or attending our planned coffee morning, we hope there is something for everyone.

We always welcome your ideas, feedback and suggestions. If there is something you would like included in a future newsletter, please tell a member of the Helden Care team.

As the colder months approach, please continue to look after yourself, keep warm and let us know if you need any additional support.

Thank you for your continued support.

Get In Touch

☎ 01633 271333

🌐 Helden Care Agency

📍 Serving Newport and the surrounding area

✉ Speak to any member of the team for feedback, compliments, suggestions or newsletter contributions.



Coming in the Winter Newsletter

- Community Coffee Morning update
- News from the Gwent advocacy event
- Winter health and safety advice
- Festive activities and puzzles
- Client and staff celebrations
- Music Corner
- Plans for 2027



Answers to Activities:
Quiz

- 1.B — Paint It, Black
- 2.C — Marimba
- 3.B — London
- 4.A — Goin' Home

UNSCRAMBLE THE SONGS

- 1.Paint It, Black
- 2.Ruby Tuesday
- 3.Angie
- 4.Wild Horses
- 5.The Last Time
- 6.Honky Tonk Women
- 7.Jumpin' Jack Flash
- 8.Satisfaction

Family Fortunes Survey
Answers:

- 1.Our survey said Coat.
- 2.Our survey said Tea.
- 3.Our survey said Leaves
- 4.Our survey said Umbrella.
- 5.Our survey said Soup.
- 6.Our survey said Blanket.
- 7.Our survey said Apple
- 8.Our survey said Pumpkin.
- 9.Our survey said Boots.
- 10.Our survey said Reading.

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