

News Letter December 2024

We all at Midland Care (UK) Ltd wish you and your family a very happy Christmas and happy new year 2025.



Our opening hours during festive period: During Christmas period we are open as usual and can be contacted at any time when required.

Call Cancellation: if you do not require any visits over the Christmas day or boxing day or on new year day then please let your carer know as soon as possible so we can make suitable arrangements.

Our care staff is highly committed with their work and they try their best to be on time as allocated however we have allowed them to be with in 30min either side of allocated time. If your carer not arrived within 30 min and you have not received a telephone call from us to let you know that they are running late then please call office to let them know.

Gifts Policy: We are very grateful for all your thoughts your feelings and respect for our staffs. we Just like to remind you that all our staffs are not allowed to accept any gifts and presents from service users or their families please do not take this as personal when they refuse to accept any present.

Safe guidance for shopping for Birmingham this Christmas: Avoid peak shopping times; ensure shopping baskets have been sanitised; sanitise hands on entering a store; make contactless payments; and remember to wash hands, cover your face, and make space, to help Keep Brum Safe.

Food Bank: Midland Care (UK) Ltd run food bank with local charities to support homeless and needy people in the community over this difficult time. We are supporting The Divine Light 24 hours Food Bank at Noor E Huda Masjid 8-10 Glastonbury Road Kings Heath B14 4DR. at Divine Light hot food is available 24 hours any one can walk in at any time as request for hot meal.

Qadria Trust Birmingham 26 Alfred Street Birmingham UK B12 8JL provide home cooked hot meal every Sunday from 4pm to 6pm. If you know anyone who need food supply, please contact our office on 03301111327 Or 07405947197 and we will arrange the delivery to individual.

Voluntary Support: We offer voluntary support to all our service users to ensure their daily needs are met. If you required any help and support to collect your prescription or need help with your shopping or need help to wrap up Christmas present let your carer know and we will arrange help for you.

Complaints & Complements: we like to hear from you how you feel about our staffs and the service they provide to you. You can tell us how we can improve our services and the way carer helps you.

Visit to German Market: if you like to visit famous German market Birmingham City Centre, please contact office or speak to your carer and we can organise free of charge carer support to accompany you. German Market is open until Christmas Eve.

Useful Numbers:

Midland Care (UK) Ltd Office: 03301111327
Mobile: 07405947197

Social services: 0121 3031234

NHS: 111 for any emergency and out of hours doctor help.

Police: 101 for none emergency calls.

Birmingham City Council Housing Repair: 0121 216 3330

Note: If you need tis newsletter in different language or format please contact our office.