

THE BRIDGEWATER BULLETIN

Issue 9

Bridgewater[®]
Home Care
We go above and beyond



WELCOME TO THE BRIDGEWATER HOME CARE NEWSLETTER

Quarterly updates, news and events.

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First class care, for the ones you love

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A note from Alex Bast-Boverhoff

Managing Director of
Bridgewater Home Care



As we reach the halfway point of the year, I'd like to take a moment to reflect on what has been an incredibly positive start to 2026.

I'm delighted to say that we have continued to grow, welcoming new Care Specialists to our fantastic team and extending our support to even more people across our local communities. Every new client and team member strengthens our commitment to providing outstanding, person-centred care that enables people to remain independent in the comfort of their own homes.

We've also continued to strengthen our links within the community by delivering awareness sessions to local groups, businesses and schools. Topics have included dementia awareness, scam awareness and falls prevention, helping to educate, support and encourage important conversations. It has been fantastic to work with local community organisations as well as students at Robert Smyth Academy, and we look forward to expanding these sessions even further over the coming months.

One of the biggest milestones for us this year was our first inspection by the Care Quality Commission (CQC). We are incredibly proud to have received an overall rating of Good, with Outstanding in the Caring domain. This achievement reflects the dedication, compassion and professionalism shown by every member of our team each and every day.



CQC Inspection

Earlier this year we welcomed the Care Quality Commission (CQC) into our service for our first inspection. We are incredibly proud to have achieved an overall rating of Good, with an Outstanding rating in Caring. We are extremely pleased with this achievement, we see it as recognition of the dedication, kindness and professionalism that our team demonstrates every single day.

The feedback received throughout the inspection was overwhelmingly positive. Both independent assessors commented on how rare it is to receive such consistently positive feedback from clients, families and staff, describing it as an absolute pleasure to speak with everyone involved.

We would like to extend our thanks to every client, family member and Care Specialist who took the time to speak with the assessors and share their experiences. Your feedback helped demonstrate what makes Bridgewater Home Care different.

From the very beginning, our aim has been simple: to ensure our clients feel safe, respected and genuinely supported, while creating a workplace where our Care Specialists feel valued, appreciated and empowered to make a real difference within their community. This inspection has reinforced that we are achieving exactly what we set out to do, and we couldn't be prouder of everyone who has contributed to this success.



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Awareness talks

This year we've continued expanding our programme of community talks, delivering sessions to local community groups, businesses and schools on topics including dementia awareness, scam awareness and falls prevention. These sessions help raise awareness, encourage meaningful conversations and provide practical advice that people can take away and use in their everyday lives.

One of the highlights has been delivering dementia and scam awareness sessions at Robert Smyth Academy. While these topics are often aimed at older adults, we believe it is just as important for younger generations to understand them.



Local fund raising

We have also continued to support local charities and community fundraising initiatives, proudly sponsoring events such as Age UK's Easter Hamper Appeal and the Market Harborough Rotary Club Swimathon. The Swimathon was another fantastic success, raising and distributing more than £10,000 to 19 local organisations, helping to fund projects and services that make a real difference to people across our community.



Local community incentives

Over the past few months we've continued to work closely with local schools, attending careers events to help challenge perceptions of working in social care, raising awareness how care is about building relationships, reducing loneliness, supporting people to remain independent, helping them access their local communities and enabling them to live fulfilling, meaningful lives.

We've also had the privilege of speaking to community groups, including Age UK's Memory Café, where we've shared information about dementia, support services and the importance of early conversations.

Managing Director Alex Bast-Boverhoff was also invited by Inspired to Care apart of the Leicestershire County Council, in a campaign to help encourage more men to consider a career in the care sector.

The campaign aims to challenge common misconceptions about working in care and highlight the rewarding opportunities available to people from all backgrounds.



Alzheimer's Track

Earlier this year we took part in the Alzheimer's Society Jurassic Coast Trek, raising more than £800.

Before setting off, our Managing Director, Alex, confidently declared that a scenic coastal walk would be much more enjoyable than the triathlon he completed last year. The Jurassic Coast, however, had other ideas! Six hours of torrential rain, strong winds and challenging terrain certainly made it an unforgettable experience.



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BRIDGEWATER SUMMER WORD SEARCH

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



BRIDGEWATER
ADVENTURE
BEACH
HOLIDAY
ICE CREAM
MUSIC
OCEAN
PLANE
SANDCASTLE
SUMMER



What our clients say

This is an excellent caring agency that is able to deal with any, and varied problems. Staff are all very capable and able to adjust care to individual circumstances. They are always punctual, good humoured and able to adjust to any job that needs action. The ethos of the agency that care should be as near to family as possible is particularly welcome.
We are very pleased to be clients.



A B - Wife of client

Bridgewater Homecare has changed my dad's life and hugely eased the challenges I face as his carer. Their approach from the start has been person-centred and empathic. My dad lives independently with Alzheimer's; he needs help with admin and communicating and often just needs a bit of company. Alex and Christine at Bridgewater have matched him with the most wonderful companions, who have got to know my dad and taken the time and care to understand and respond to his needs. I find communication with Christine and Alex easy, efficient and professional. They are also very friendly and approachable. I can't thank them enough for the service they continue to provide to my dad; I think both me and my dad would be struggling without them. I would highly recommend this company if you have a loved one who needs a little extra help.



Jo H - Daughter of client

Book your free consultation

Call us on **01858 414 331** to book your free consultation to find out more about our

**Personal Care
Home Help
Companionship**

**Respite
Dementia Care
Specialist / Complex**

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