

DICE SEPTEMBER NEWSLETTER

DICE
HEALTHCARE LTD

08/09/25

Here's what has
happened in
the last month and
what's to come!



Welcome to the September DICE Newsletter! We'll now be sharing updates with you each month!

Since our last edition, We're excited to share to let you know that we'll be hosting a Macmillan Coffee Morning on the Friday 3rd October from 12:00pm- 3:00pm. This is a wonderful way for both clients and staff to come together, enjoy some delicious treats, and help raise funds for a very important cause.



In this
newsletter
you can
expect:

NEW ADDITONS TO
THE COMPANY

CQC INSPECTON

New clients

Client information +
Complaints
procedure

Thrilled to announce that following our recent CQC inspection, we were rated...



This fantastic result is down to the amazing hard work, care, and commitment shown by our staff every single day. A huge well done to all our staff – we are so proud of the difference you are making to the clients lives.



✨ We're proud to be sponsoring the Wings and Wishes Ball in support of John Eastwood Hospice. ✨ This incredible event raises vital funds to help the hospice continue providing compassionate care and support to patients and their families when they need it most. We're honored to stand alongside a community that truly makes a difference, and we look forward to an unforgettable evening of celebration, generosity, and hope. 💙🌸 If you'd like to support this wonderful cause, donations can be made directly to John Eastwood Hospice — every contribution, big or small, helps make a difference.

🗣️ **Have Your Say on Adult Social Care?**

The Big Conversation – Nottinghamshire County Council

📍 The Summit Centre, Ashfield

📅 Wednesday 24 September 2025

🕒 2:00 – 4:00pm

Share your views, ask questions, and help shape the future of Adult Social Care in Nottinghamshire.

🍰 Come along for a cup of tea and a chat.

✉️ Book your place on Eventbrite: The Big Conversation – Nottinghamshire County Council



STAFF BIRTHDAYS

L.C- 15TH Septemeber



CLIENT BIRTHDAYS

P.W 27th Septemeber

HAPPY
BIRTHDAY



NOTTINGHAM'S SUMMER FIESTA 2025 | VAMOS X LA BOMBA | BINKS YARD

Date: Friday 26 September 2025

Location: Nottingham

Cost: From £11.00

Time: 4pm - 10pm

GANDEYS CIRCUS CARNIVAL

Date: Wednesday 17th September 2025 (dates vary)

Location: Wollaton Park, Nottingham

Cost: Prices varier from £10.00

Time: Gates: 17:00

Sweet & Sour - The Ultimate Tribute to Sabrina Carpenter & Olivia Rodrigo

Date: 10th September 2025.

Location: Mansfield Palace Theatre Leeming Street,
Mansfield NG18 1NG

Cost: £26 per person

Time: 19:30 - 21:50

Bridget Jones Outdoor Cinema Experience at Newstead Abbey

Date: 21st September 2025

Location: Newstead Abbey

Cost: From £17.65

Time: 8pm-21:15pm

ACCEPTING NEW CLIENTS NOW !

If you know anyone who may need to use our care services, we are now accepting new clients. We cover areas in Southwell, Farnsfields ,Ravenshead , Rainworth, Blidworth , Mansfield, Mansfield woodhouse, Sutton in Ashfield, Kirkby in Ashfield , Pleasley and Huthwaite.



COMPLAINTS PROCEDURE

We take all complaints seriously and use complaints to improve the service we provide. We thought it would be useful to provide you with a reminder of our complaints procedure which you can find below but also which you should find a copy in the DICE folder in the clients property and on display within DICE Headquarters.

All comments, compliments, suggestions or complaints should be made to the Care Coordinators- Joe Rilett or Lisa Crewe in the first instance.

Written complaints will be acknowledged by letter within three working days. The service will then investigate the complaint and send the complainant a letter outlining the result of the investigation, usually within 28 working days.

We strive to ensure that our standards of care and service meet your expectations. If however, you have reason to complain, we will try to resolve this promptly.

In the first instance, your complaint (however small) should be made to your

Care- Coordinators

IF YOU ARE NOT SATISFIED WITH THE OUTCOME, PLEASE CONTACT THE **SERVICE
MANAGER** OR THE PERSON IN CHARGE ON THAT DAY.
IF A SATISFACTORY SOLUTION IS NOT REACHED YOU MAY REFER IT TO **THE DIRECTORS**
IF AFTER CONTACTING **THE DIRECTORS** YOU CONSIDER THAT YOUR COMPLAINT HAS
NOT YET BEEN RESOLVED SATISFACTORILY, YOU MAY REFER IT TO **THE LOCAL
OMBUDSMAN.**

LOCAL GOVERNMENT OMBUDSMAN
PO BOX 4771
COVENTRY
CV4 0EH
TEL: 0300 061 0614

THE RELEVANT CONTACT TELEPHONE NUMBERS AND ADDRESSES ARE AVAILABLE ON
REQUEST.

Thank you, from us to you...
DICE would like to thank you all for your support over
the recent months. We hope you have found the
Newsletter useful. Newsletters will be sent quarterly in
line with the change in seasons. We look forward to
seeing you at our events and activity days over the next
few months. Remember, if you have any queries no
matter how big or small, please speak with a staff
member who will be only too happy to help.
Thank you from the DICE Team!

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