



Shona Care Newsletter

News, helpful information and community updates

Welcome!

We're delighted to bring you the latest news, updates and stories from across Shona Care. Our newsletter is here to keep you informed, celebrate our amazing people, and strengthen our community.

Thank you for being part of the Shona Care family.



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Caring People
Stronger
Community



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Together, we care, we support, we thrive.



Our Story

The History of Shona Care Ltd



Shona Care Ltd was established with a clear purpose: to provide reliable, compassionate and person-centred care to people living in their own homes. From the beginning, the organisation has focused on supporting independence, dignity and safety, while recognising that every service user has their own routines, preferences, values and life story.

The company began as a care-at-home service built around a simple but important principle: people should be supported to live well at home for as long as possible, with care that is respectful, dependable and tailored to their needs.

Over time, Shona Care Ltd has grown in experience and responsibility, developing its workforce, strengthening its systems and building trusted relationships with service users, families, health professionals and local authority partners.

As the service has developed, Shona Care Ltd has continued to place quality and accountability at the centre of its work. Electronic care planning, visit monitoring, medication recording, staff training and internal audits all support the service to maintain high standards and keep improving.

The heart of Shona Care Ltd remains its people. Care workers, senior carers, coordinators, managers and support staff all contribute to the safe running of the service, helping people feel comfortable and respected in their own homes.

Today, Shona Care Ltd remains committed to providing care that is safe, compassionate and responsive, while staying focused on supporting people to live with dignity, choice and comfort at home.

What matters most



People first — Every decision starts with the needs and wishes of the people we support.



Dignity at home — We promote independence and respect.



Trusted relationships — We value strong links with service users, families, staff and partners.



Quality in everything we do — We strive for high standards through training, monitoring and improvement.

“ Supporting people to live with dignity, choice and comfort at home. ”



Travel and Service Updates

1 Glasgow City Rail Update

ScotRail services continue in and out of the city ♥

Following the disruption caused by the Union Street fire near Glasgow Central, ScotRail has confirmed that the normal timetable from Glasgow Central High Level has resumed, with many routes back in operation. This is positive news for staff, service users, relatives and visitors who rely on trains in and out of Glasgow.

While services have returned, passengers are still advised to check their journey before travelling, especially where appointments, care visits or onward travel depend on a specific train time.

Gordon Street and Union Street entrances remain closed for now, so customers should use other open access points and allow extra time.



Travel Tips ♥

- ✓ Check before you travel.
- ✓ Allow extra time.
- ✓ Use open station entrances.
- ✓ Ask station staff for help if needed.

2 Aurs Road Update

Local travel planning and care delivery ♥

Aurs Road has been an important local route for staff, service users and families travelling between Barrhead, Newton Mearns and nearby communities. Improvement works have affected journey times and route planning, particularly for staff moving between care visits.

Until the route is fully re-opened and any final works are complete, staff should plan ahead, check local travel updates, allow extra travel time where possible and notify the office early if delays may affect a visit.

For service users and relatives, the main point is communication. If a care visit may be affected by traffic, access or temporary local disruption, the office should be contacted as early as possible.



Travel Checklist ♥

- ✓ Check route updates
- ✓ Allow extra travel time
- ✓ Notify office early
- ✓ Record relevant delays



Priority Services

Extra support when it matters



The Priority Services Register is a free support service used by utility companies and network operators to identify people who may need extra help if electricity, gas or water supplies are interrupted.



It may be relevant for older people, disabled people, people living with long-term health conditions, people who rely on powered medical equipment, or anyone who may need additional help at a particular time.



Being registered can help providers make reasonable adjustments. This can include advance notice of planned interruptions, accessible bills or communication formats, password schemes for callers, support with meter readings, and priority information during power cuts or supply problems.



For service users and families, the register can be a practical safety measure. It does not replace emergency planning, family support or care planning, but it can help utility providers understand that a household may need additional support during disruption.



If you think you, a relative, or someone you support may benefit, contact the relevant electricity, gas or water supplier directly.

What support may include



Advance notice of planned interruptions



Support during power cuts



Accessible bills or communications



Password schemes for callers



Help with meter readings

Practical reminder



The register is free. Contact the relevant electricity, gas or water supplier directly.



Staff should signpost and support communication only in line with consent, capacity and normal care-planning arrangements.





Meet Our New Senior Carer Trainees

Supporting growth, leadership and excellent care



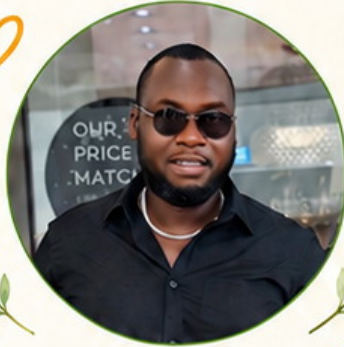
We are pleased to introduce the team members beginning their journey as Senior Carer Trainees. This is an exciting step in their development and reflects Shona Care Ltd's commitment to supporting staff to grow, lead and continue delivering high-quality, person-centred care. Please join us in wishing them every success in their training.



Valent

Senior Carer Trainee

Warm, kind and committed



Terence

Senior Carer Trainee

Reliable, motivated and ready to grow



Beauty

Senior Carer Trainee

New to the trainee programme



Ravneet

Senior Carer Trainee

New to the trainee programme



Tanaka

Senior Carer Trainee

Compassionate, thoughtful and person-centred



Cleo

Senior Carer Trainee

Friendly, supportive and ready for the journey ahead



We are proud to support staff development and progression across our service.





Meet Valent

A gentle heart, calm strength and kindness in care



I'm the kind of person whose presence softens a room before I even open my mouth. There's a natural warmth about me, a softness that isn't weakness but a quiet strength wrapped in kindness. Maybe that's why being a carer fits me so well — it's not just a job, it's who I am. I started this job at just 18, still learning, still finding my confidence, still figuring out how to carry myself in a role that asks for both strength and gentleness. And I grew into it. Shift by shift, I became more capable, more confident, and more sure of the heart I bring into my work.

I move through life with a gentle heart, always noticing the small things others miss — the tone in someone's voice, the shift in their mood, the way a simple kind word can change a whole day. I give care without making it feel like a chore, I listen with my whole spirit, and compassion is stitched into who I am.

There's a sweetness in me, but my values are solid. I know my worth. I know exactly what I bring into people's lives: calm, comfort, laughter, softness, and that rare feeling of safety. *I'm lovely in the way I treat people, lovely in the way I carry myself, lovely in the way I keep going even when life tries me. My kindness isn't loud — it's steady, consistent, and real. That's why my clients trust me, and why I take pride in every visit, every conversation, every small moment that makes someone's day easier.*

I'm the kind of person people feel lucky to know — not because I'm perfect, but because I'm real, warm, and beautifully human.

About Valent

- Started caring at 18
- Warm and compassionate
- Brings calm and comfort
- Listens with kindness
- A trusted presence

“My kindness isn't loud — it's steady, consistent, and real.”



Meet Terence

Senior Carer Trainee



About Me

I'm someone who is passionate about helping others, and nothing makes my day more than seeing people happy and succeeding after I've supported them. I'm naturally cheerful, always smiling, and I enjoy creating a positive atmosphere around me.

Before moving into care work, I worked as a nurse in China, where I had the opportunity to support people from many different cultural backgrounds. That experience taught me patience, adaptability, and how to communicate effectively with people from all walks of life.

Outside of work, I enjoy going to the gym, training in martial arts, and playing chess—activities that keep me both physically active and mentally sharp.

I believe a smile can go a long way, and if I can make even one person's day better, then it's a day well spent.

"If I can make even one person's day better, then it's a day well spent."

Thank you, Terence!

Your positivity and dedication help make a real difference every day.

STAFF FEATURE

Beauty Chikwanda

A Journey of Trust, Compassion and Calm Leadership

Born into a large family of ten, Beauty grew up where care, compassion and community were lived every day. That foundation shaped her belief that every person deserves dignity, choice and the chance to live a fulfilling life.



Beauty Chikwanda, Care Worker

ROOTS OF CARE

I was born into a large family of ten where the values of care, compassion, and community were not just taught - they were lived. My parents extended their love beyond our household, supporting extended family and others in need, helping them with education, daily living and guidance to build independent lives, even assisting them in starting their own families. Growing up in this environment instilled in me a deep sense of responsibility and a passion for supporting others. It shaped the belief that every individual deserves dignity, choice and the opportunity to live a fulfilling life regardless of circumstance.

“
Every individual
deserves dignity,
choice and a full life.”

A CALLING TO SUPPORT OTHERS

From a young age I found myself drawn to helping people. Whether it was assisting a sibling, supporting a friend or offering guidance to those in my community, I discovered the joy and purpose in empowering others to live independently. This early exposure laid the foundation for a lifelong career in care and support.

Themes in Beauty's Story

- 1 Dignity**
choice and independence
- 2 Community**
care shaped by family
- 3 Calm**
steady support under pressure

Continued overleaf: professional care, steady presence and calm leadership.

STAFF FEATURE CONTINUED

Beauty Chikwanda

Professional care, steady presence and person-centred support

*In every role, Beauty's focus remains the same:
support people with calm, informed
and compassionate care.*

PROFESSIONAL JOURNEY

My professional journey began with a large international health organisation where I led a large group of people across the province focused on HIV and AIDS prevention, sexual and reproductive health services and community education, as well as circumcision. I provided counselling, health promotion and education to individuals across diverse regions, including work addressing gender-based violence and child marriages. In this role I saw first-hand the impact of compassionate, informed guidance. The feedback I received - people sharing how their lives had improved - deeply reinforced my commitment to helping others.

CARE TODAY

Today I work as a care worker providing person-centred support to individuals in their own homes. My role spans daily living activities, personal care, medication support and emotional guidance, all with a focus on promoting independence and enhancing quality of life. People often comment on my calm and consistent approach. One person once asked, "Do you ever get angry?" - a reflection of the trust they feel in my steady presence even in challenging situations.

THE STEADY THREAD

- calm presence in challenging moments
- support that protects independence
- trust built through consistency

CALM SUPPORT

Throughout my career I have had the privilege of working with people from a wide range of backgrounds, including those with complex health needs and learning disabilities. I support them in building confidence, maintaining independence and improving overall wellbeing. My ability to remain calm under pressure, combined with a patient and compassionate approach, has allowed many to feel safe, valued and empowered.

CONTINUING TO GROW

I continue to develop my skills, committed to delivering high quality, person-centred care that makes a meaningful difference in people's lives. My journey is guided by the belief that trust, compassion and calm leadership are the foundations for empowering individuals to live their lives fully and independently.

”

*Trust, compassion
and calm leadership
help people live fully.*



Meet 
Ravneet

CARER



ABOUT ME

This is my first job in the care sector, and it has already become a very meaningful and rewarding part of my life. I enjoy supporting people with their daily needs and helping them feel comfortable, respected, safe, and valued.



WHAT I'VE LEARNED

Working in care has taught me the importance of patience, kindness, compassion, and good communication. Every day is different, and I enjoy building positive relationships and making even a small difference in people's lives.



WHAT I'M LIKE

I would describe myself as calm, happy, and caring. I bring a positive attitude to my work and create a warm and friendly environment. I believe that listening carefully, showing respect, and treating people with dignity are very important in care work. I also enjoy learning new skills and improving my knowledge to provide the best possible support.



WHAT I ENJOY MOST

Helping people maintain their independence and supporting them in ways that make them feel comfortable and confident. Seeing someone smile or feel better after receiving support makes my work very rewarding.



OUTSIDE OF WORK

I enjoy spending quiet time by myself in the park, which helps me relax and recharge. I also love spending quality time with my family, as they are very important to me and bring me a lot of happiness and support.

“

Treating people with kindness and dignity is at the heart of everything I do.

”



Starting my journey as a carer has been a wonderful experience, and I look forward to continuing to learn, grow, and support others while being part of a caring and supportive team.





Staff Spotlight: Tanaka

Person-centred care with empathy, warmth and reliability

I'm a person-centred carer who genuinely enjoy helping others feel safe, comfortable, and valued. I'm naturally bubbly and easy to talk to, and people often say I'm always smiling. One client once told me I 'bring sunshine' into their day, which is something I carry with me.

I take pride in being reliable and approachable, both to the people I care for and to my colleagues. I'm always on time, a habit I picked up from my teaching days, and I aim to create a calm, cheerful, and homely environment where people feel relaxed, listened to, and at ease.

One moment that has stayed with me was during a period of live-in care, when I noticed small changes in a lady's routine while her son was away. I shared this with him, helping him make important decisions about her care. When paramedics were later called, I provided a clear handover and supported him when he became overwhelmed trying to explain that his mother was unwell. Although she sadly passed away, his appreciation reminded me how important it is to be observant and present when people need it most. He later wrote me a thank-you letter, which I keep as a reminder of the difference I can make.

Before moving into care, I taught preschoolers and high school students, and later worked as a counsellor supporting people living with HIV and AIDS, as well as members of the LGBTQ+ community. These experiences shaped how I connect with others with empathy, understanding, and without judgement.

This role has taught me to slow down and appreciate the small things in life. I take each day as it comes, knowing no two days are the same, and I always try to leave people feeling a little more supported than when I arrived.

Outside of work, I enjoy playing chess, going for walks, and relaxing with a good movie.



Outside work



Chess — I enjoy the focus and strategy chess brings.



Walks — I love fresh air and the clarity that comes from being outdoors.



Movies — A good movie helps me switch off, relax and recharge.

“One client once told me I 'bring sunshine' into their day.”

It's the small moments of care and connection that make the biggest difference.





Meet Cleo A Caring Professional

Reliable. Supportive. Compassionate.




My Story

 I am Cleo (Khadijah), a hardworking, caring, and compassionate person who is passionate about helping others. Before moving to the UK and becoming a care worker, I lived in South Africa for years, where I ran my own business while also supporting people in need within my community.

 In 2021, I returned to Zimbabwe and worked for a Turkish organisation as a caregiver, helping children and vulnerable people through food distribution, wheelchair support, and community projects. Those experiences strengthened my passion for caring for others and making a positive difference in people's lives.

 After relocating to Scotland, adapting to a new environment was challenging, but I remained dedicated to providing the best possible care. I have now worked for the same company for three years and was proud to be promoted to Senior Carer. I am flexible, reliable, and always willing to support both colleagues and service users whenever needed.

 Outside of work, I enjoy travelling, watching movies, and spending time with my children. I value family, respect others, and always try to bring kindness and support to people during difficult times.

About Cleo



Lived in South Africa and Zimbabwe



Experienced in community support projects



Promoted to Senior Carer



Values family, respect and kindness

“

I am always willing to support both colleagues and service users whenever needed.

”



Meet Linda

Clerical and Administration Assistant



We are pleased to welcome Linda, our new Clerical and Administration Assistant, to Shona Care Ltd.

Linda lives locally in Barrhead and brings with her 25 years of experience from the Glasgow Department of Education.

Her background in administration, organisation and public service makes her a strong addition to the Shona Care team.

Since settling in, Linda has already become involved in supporting the service during an ongoing inspection. This has meant becoming familiar with our systems, records and working processes during a particularly busy and important period for the organisation.

Linda's calm approach, attention to detail and willingness to get involved have already been appreciated by the team.

We look forward to working with her as she continues to develop in her role and support the smooth running of Shona Care Ltd.



About Linda



Lives in Barrhead



25 years of experience



Glasgow Department of Education



Supporting Shona Care during inspection



Welcome to the team, Linda.



Meet 

Tinotenda Charlotte

CARER



ABOUT ME

My name is Tinotenda Charlotte, and I am 23 years old. I am originally from Zimbabwe. I studied Nurse Aid training in Zimbabwe and have developed a strong passion for caring for others. I am hardworking, compassionate, kind, and loving, and I always strive to make a positive difference in people's lives.



MY FAMILY

I come from a family of four and I am the first-born child. Growing up, I took on the responsibility of helping care for my younger siblings, who look up to me as their elder sister. This experience taught me patience, responsibility, and the importance of showing care and support to others from a young age.



MY JOURNEY

Since moving to the UK, I have continued to grow personally and professionally. I adapt quickly to new environments and enjoy working with different people. I am friendly, approachable, and always try to bring a smile to those around me. I believe in treating everyone with dignity, respect, and kindness.



MY INTERESTS

Outside of work, I enjoy swimming, watching television, and listening to music. These hobbies help me relax and maintain a positive and balanced lifestyle.



“

I believe in treating everyone with dignity, respect, and kindness.

”



I am proud to be part of the Shona Care team and look forward to continuing to learn, grow, and support those in my care every day.





Meet

Gifty

CARER

*Compassionate. Reliable.
Joyful.*



ABOUT ME

I am Gifty, originally from Ghana. I am God-fearing, reliable and love bringing warmth, laughter and joy to the people around me.



MY BACKGROUND

Back home in Ghana, I worked as a school principal. That experience taught me leadership, patience and the value of treating each person with respect.



WHY I CARE

Since starting care work, I have learned that good care is built on compassion, dignity and kindness. I enjoy supporting people and helping them feel safe.



OUTSIDE OF WORK

I enjoy cooking, reading, long walks and spending time with family. These moments help me stay positive and balanced.

About Gifty

GH

originally from Ghana

+

brings laughter and joy

Q

passionate about quality care

SP

former school principal

R

values dignity and respect

*!!
Live, laugh and love,
and be a blessing
to others.*

*Warmth, patience and dignity
in every caring moment.*



Meet

Silaxiny Sivaloganathan

Kind, caring and hardworking



ME

ABOUT ME

My name is Silaxiny Sivaloganathan. I am originally from Trincomalee in Sri Lanka, and I am proud to be Tamil.

UK

MY JOURNEY

I came to the United Kingdom through Shona Care Ltd to work as a carer. This opportunity has helped me grow personally and professionally.

FM

FAMILY

I am a mother of one child. Being a mother has taught me responsibility, patience and unconditional love. My goal is to create a better future for my family.

CA

WHY I CARE

I enjoy supporting people and making a positive difference in their lives. Care work gives me happiness because I love helping people feel comfortable, respected and valued.

About Silaxiny

LK

from Trincomalee, Sri Lanka

TA

proud to be Tamil

M

mother of one child

+

friendly and hardworking

TR

enjoys cooking and travelling

Every day is an opportunity to learn,
grow and spread kindness.
I believe in dignity, respect and care.



Meet Robert

Care Coordinator | Administration Manager

The Office Geek



FAITH ABOVE ALL

Robert's Christian faith is the soul and foundation of his life. It guides every decision, shapes his character, and inspires the way he serves others each day.



FAMILY IS EVERYTHING

Faith and family are Robert's greatest priorities. He treasures time with his loved ones and believes strong values at home build a stronger world.



EXPERIENCED & DEDICATED

With a background in finance, customer service, and social care, Robert brings a wealth of knowledge and compassion to his role. His experience includes high-intensity services and supporting people with complex needs.



ROOTED IN COMMUNITY

Originally from Glasgow, Robert moved to Barrhead 17 years ago and is proud to call it home. He values connection, community, and making a positive difference.



BEYOND THE OFFICE

Outside of work, Robert gives his time to charity, studies the world around him, and enjoys staying curious. He has a creative side too—podcasting, video editing, and sound engineering are passions he loves to explore.



Robert's Favourites



TV

- The Boys
- Star Trek
- Babylon 5
- Battlestar Galactica
- Ghost in the Shell



VIDEO GAMES

- Halo 2
- Cities: Skylines
- Theme Hospital / Hospital Inc.
- Pokémon
- Lethal Company
- Mass Effect
- Crusader Kings III
- Wolfenstein
- DOOM



MUSIC

Rock and metal, including:

- Black Sabbath
- Two Steps from Hell
- Rammstein
- Ozzy
- Nightwish

Robert's faith is the soul and heart of everything he does.

“My Lord rebuke you”
– Saint Michael





Meet Yathursan

Creative. Caring. Friendly.

 Yathursan Sivagnanasuntharam 



A CREATIVE BEGINNING

I am from Sri Lanka. I studied Special Music at Eastern University, Sri Lanka. After that, I worked as an RJ and DJ, and I also worked in a children's home in Sri Lanka.



CARING WITH PURPOSE

Now, I really enjoy working in the UK as a carer and supporting elderly people. I feel very lucky and happy to do this job.




WHAT I ENJOY

My hobbies include dancing, singing, editing, and modelling. I also enjoy travelling and hope to visit other countries in the future, as I have not had the chance yet.



MEETING NEW PEOPLE

I enjoy making lots of friends and meeting new people.

“ I feel very lucky and happy to support people and make a difference through care.  ”

About Yathursan



From Sri Lanka



Studied Special Music



Worked as an RJ and DJ



Enjoys supporting elderly people



Loves dancing, singing, editing, modelling, and travelling



It's the small moments of care and connection that make the biggest difference.












Meet 

Merilyn

Compassionate. Understanding. Professional.

-  I have always considered myself to be a patient, tolerant, and caring person who is always willing to help where I can. My journey into care has been shaped by both my personal life and the different roles I have worked in over the years.
-  Before becoming a carer, I worked in a variety of jobs including reception and marketing. These roles helped me develop strong communication skills, professionalism, and the ability to work with people from different backgrounds. During the COVID-19 pandemic, I also started a small business buying and selling COVID-related supplies while continuing with my formal job and balancing life as a wife and mother. Although it was a very uncertain and challenging time, it taught me resilience, multitasking, patience, and how to remain calm under pressure.
-  One of the biggest influences in my caring journey was supporting my maternal grandmother after she was diagnosed with elephantiasis. She became unable to walk and relied heavily on family support and daily care. Looking after her opened my eyes to the importance of compassion, patience, dignity, and emotional support. It was through this experience that I realised how meaningful caring for others truly is.
-  When the opportunity came to work as a carer professionally, I did not hesitate because I knew it was something I was naturally suited to. In my current role, I meet many different people with different needs, personalities, behaviours, and life experiences. I have learned how important it is to adapt my approach to suit each individual and make them feel comfortable, respected, and valued.
-  One of the most rewarding parts of my job is helping the people I support feel less lonely and more involved. I always try to take my time with them, understanding their fragility and never making them feel rushed. Whenever time allows, I enjoy sitting and chatting with them, and it is heartwarming when they express how grateful they are simply to have someone to talk to. Those moments remind me why I love what I do.
-  Outside of work, I am very family-oriented, and spending time with my children brings me great joy. I also enjoy watching crime and criminal investigation programmes in my free time.
-  My experiences in life and work have helped shape me into the carer I am today — compassionate, understanding, professional, and dedicated to making a positive difference in the lives of others.



“

Those moments remind me why I love what I do.



About Merilyn



Patient and caring



Background in reception and marketing



Family-oriented



Inspired by caring for grandmother



Enjoys crime and investigation programmes








Meet Stella


 *Hardworking, Caring and Compassionate*


Support with Dignity 

 I am a compassionate and hardworking care assistant who consistently goes above and beyond to support clients with dignity, patience, and kindness.

 I am known for my calm approach and warm personality, and I take pride in building meaningful relationships with the people I support. Whether assisting with personal care, preparing meals, administering medication, or simply offering companionship, I always ensure clients feel respected, safe, and valued.

 My colleagues can attest that I am reliable, supportive, and professional, often stepping in to help others during busy shifts. My attention to detail in care documentation and my commitment to maintaining high standards make me a valued member of the team.

 One of the most rewarding parts of working in care is being able to make someone smile and helping them feel comfortable in their own home. Many clients tell me I am efficient at what I do, and one even gave me the nickname 'Tidy Girl', which many of my colleagues can attest to.

 Outside of work, I enjoy spending time with family, listening to music, and learning new skills to improve myself. I also enjoy dancing.



“ One of the most rewarding parts of working in care is being able to make someone smile.  ”

About Stella



Calm and warm personality



Reliable, supportive and professional



Known as 'Tidy Girl'



Enjoys family time, music and dancing





Meet Nkem

(Known as Iphetemmy)

Dedicated. Compassionate. Carer. 



I ENJOY PUTTING SMILE ON PEOPLE FACE

There's nothing more fulfilling than knowing I've made someone's day a little brighter.



I LOVE TO TRAVEL AND COOKING

I enjoy exploring new places, experiencing different cultures, and trying new recipes.



KIND, HUMBLE & CARING

I treat everyone with respect, compassion and kindness. I believe small acts of care make a big difference.



ONE OF MY BIGGEST VALUES

One of my biggest values is making people smile and feel better after interacting with me.



STUDENT IN HOSPITALITY MANAGEMENT & TOURISM

Passionate about creating memorable experiences and delivering excellent service.



BEFORE I BECAME A CARER, I WAS INTO EVENT PLANNING & TOURISM

I have a strong background in planning, organizing and creating meaningful experiences. I bring that same dedication and attention to detail into care every day.



WHAT BEING A CARER MEANS TO ME

Being a carer is more than a job, it's a calling. I'm here to support, encourage and uplift the people I care for with patience, respect and genuine kindness.

About Nkem



Patient and Adaptable



Love Music



Love to Travel



Hospitality Management & Tourism Student




Into Event Planning with a Heart for People



I love my family so much

“I may have a background in events and tourism, but my heart has always been about people.

Now, as a carer, I get to create meaningful moments every single day.  ”



Meet Bunmi

Respectful. Supportive. Reliable.

I enjoy supporting clients and helping them with their daily needs. One of my clients told me that I am good at my job and that I know what I am doing, which gave me confidence and motivation to continue providing high-quality care. I am passionate about making clients feel comfortable, respected, and supported in their own homes.

Outside of work, I enjoy spending time with my children, and I also enjoy dancing in my free time.

I have received good recommendations from my manager, including helping to train new staff to a high standard.

I treat my colleagues and clients with dignity and respect at all times. I believe everyone should feel valued, listened to, and supported.



About Bunmi

Enjoys supporting daily needs

Passionate about high-quality care

Supports and trains new staff

Values dignity and respect

Enjoys family time and dancing

“ I believe everyone should feel valued, listened to, and supported. ”



Meet *Sheena*

*Kind, Caring and
Compassionate*

Learning, Caring and Growing



My name is Sheena Arora, and I am originally from Punjab, India. I moved to the UK to pursue my master's degree, with the aim of growing both personally and professionally. While studying, I began working part-time as a carer. Through this experience, I realised that choosing this profession was the right decision for me, as it gives me a deep sense of fulfilment and inner peace.

I am kind, caring, and compassionate by nature. I come from a family where love, care, and support are considered essential values in life. I was raised in such an environment, and I now feel proud to be part of a profession that reflects those same values. I genuinely enjoy caring for people and supporting them in meeting their needs. It brings me happiness to know that I can make a positive difference in someone's life, and I feel grateful for the opportunity to help and support others.

Outside of work, I enjoy cooking and travelling, as I love exploring new places and learning new things. I believe that life is a continuous learning journey, and I have gained valuable lessons from the people around me, including both service users and colleagues.

“Caring gives me a deep sense of fulfilment and inner peace.”

About Sheena



Originally from Punjab, India



Moved to the UK for her master's degree



Kind, caring and compassionate



Enjoys cooking and travelling





Meet 


 Percy 


Music, Healing and Hope


Compassion Through Connection

 I am Percy, a music therapist from Zimbabwe whose passion is rooted in healing, compassion, and human connection. I believe music is more than entertainment—it is therapy, comfort, hope, and a language that reaches places words sometimes cannot. My dream has always been to see the healing power of music recognised not only as art, but as emotional therapy capable of restoring peace, confidence, and joy in people's lives.

 Growing up, I became emotionally attached to understanding that people live different lifestyles and face limitations they cannot always control. That understanding inspired me to dedicate my life to helping vulnerable people and bringing light into spaces where hope may feel distant. It gives me peace knowing I can offer a helping hand, create a smile, or simply remind someone that they are not alone.

 Being part of Shona Care Ltd has strengthened my purpose. I love challenges, and through teamwork, kindness, patience, and counselling, the work we do through interacting every day keeps me going. One client once told me, 'Saving thousands is good, but saving a single flower one step at a time is more than a golden treasure.' Those words continue to inspire me daily.

 I love chess, music, and listening to people's stories. I believe that as long as someone is breathing, there is always purpose, strength, healing, and hope.

“ Music is therapy, comfort, hope, and a language that reaches places words sometimes cannot. ” 



About Percy 



Music therapist from Zimbabwe



Believes in healing through music



Enjoys chess and listening to people's stories



Guided by hope, strength and compassion



Music
It heals, inspires and connects.



Chess
Strategy, patience and mindfulness.



Listening to Stories
Every story teaches, every voice matters.

Things I Love



Contacts and Feedback

Thank you for being part of the Shona Care community



Thank you for reading this issue of the Shona Care Ltd newsletter. We hope it provides useful information for service users, families and staff, while also recognising the people and everyday work that keep the service moving.



Future issues can include service updates, staff introductions, wellbeing information, local travel notices, seasonal safety reminders, training highlights and practical guidance for families and service users.



If you have feedback, a suggestion for a future article, or information that would be useful to share with the Shona Care community, please contact the office through the usual communication routes.

Useful contact details



General email:

Support@shonacareltd.co.uk



Office base:

Suite 9, Westbourne
Business Centre



Location:

Kelburn Street,
Barrhead, Glasgow,
G78 1LR

For the next issue



Suggested future sections: service user stories, wellbeing tips, staff achievements, training updates, local travel notices, seasonal safety advice and community information.

Together, we care,
we support, we thrive.

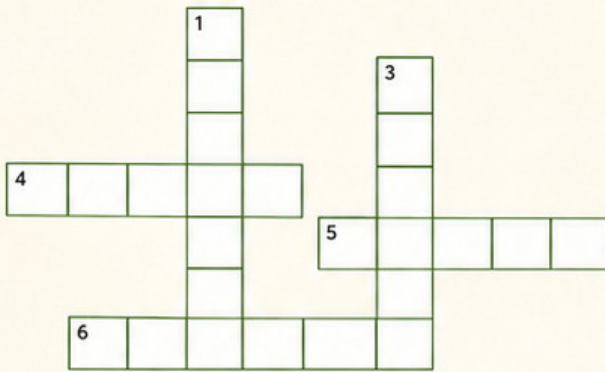


Puzzle Corner

A little fun to finish this issue

1 Care Crossword

Fill in the grid using the clues below.



Across

2. What we show every day
4. A place where we feel safe and loved
5. The people who care for others
6. Something we build through honesty

Down

1. Help and encouragement
3. Treating others with care

Answers: 2. CARE 4. HOME 5. STAFF 6. TRUST 1. SUPPORT 3. KINDNESS

2 Find the Words

Find the words listed below in the grid.



- CARE
- SUPPORT
- KINDNESS
- HOME
- RESPECT
- SMILE
- TRUST
- TEAM
- JOY
- COMMUNITY

3 Unscramble the Words

Unscramble the letters to find care-themed words.



1 TRSUT _____



3 HEMO _____



2 RCAE _____



4 SMLIE _____



Answers: 1. TRUST 2. CARE 3. HOME 4. SMILE

Thank you for reading.

We hope you enjoyed this issue of the Shona Care newsletter.



Together, we care, we support, we thrive.