



NEW HORIZON  
Care Home

Where Recovery Becomes Reality

*Monthly*  
**NEWSLETTER**



JANUARY 2026

# MESSAGE FROM THE MANAGING DIRECTOR/CEO

**C**elebrating 2025 and Looking Forward to a Brighter 2026. As we reflect on the achievements of 2025, I am filled with immense pride and gratitude for our entire care home family.

Our successful CQC visit stands as a powerful testament to the dedication, compassion, and professionalism of our staff. Every team member played a vital role in demonstrating our commitment to safe, effective, responsive, caring, and well-led services. This achievement belongs to each and every one of you. To our carers, nurses, managers, support staff, and administrators — thank you for your tireless efforts, your kindness, and your commitment to delivering dignified, person-centred care. You continue to make a meaningful difference in the lives of our residents and their families every single day. As we step into 2026, we do so with confidence, unity, and renewed purpose. We look forward to a brighter season of growth, improved services, staff development, innovation, and stronger relationships with our residents, families, and community partners.

Our vision for 2026 is clear:  
To Strengthen our professional development.  
Empower our staff further. Improve client experiences.  
Build stronger teamwork. And continue to uphold the highest standards of care.

Thank you to our residents and families for trusting us with your care. Thank you to our staff for your dedication.  
Thank you to our partners and regulators for your continued support.  
Together, we will continue to build a care home where quality, dignity, respect, and love remain at the heart of everything we do. With warm appreciation and great expectation for the year ahead.

**RAVISH**

Managing  
Director/  
Chief  
Executive  
Officer



# TRIP TO LONDON EYE

Our service user participated in a trip to the London Eye to enjoy a panoramic view of the city. The experience was both engaging and memorable, as the service user was delighted and overwhelmed by the breathtaking sight of London stretching beneath them. The outing provided an enriching opportunity for leisure, exploration, and positive wellbeing.



# Diwali Celebration

In celebration of Diwali, and in the spirit of inclusivity beyond cultural boundaries, our service user marked the occasion with great joy and respect for tradition. Candles were lit, prayers were offered to the god of Wealth, and the celebration concluded with a shared dinner alongside relatives, family members, friends, and staff. The event reflected cultural appreciation, togetherness, and our commitment to person-centred care.



## TRIP TO CHESSINGTON WORLD OF ADVENTURES



Our service user enjoyed an exciting trip to Chessington World of Adventures, taking part in a variety of games and attractions. The highlight of the visit was the rollercoaster ride, which provided a thrilling experience filled with excitement and an adrenaline rush. The outing offered an enjoyable and stimulating day, promoting engagement, confidence, and memorable experiences.

## TRIP TO LONDON ZOO



Our service users recently enjoyed a delightful outing to London Zoo, where they had the opportunity to see a diverse range of animals up close. The experience was both exciting and enriching, sparking curiosity and joy as they observed wildlife in their naturalistic habitats. It was a wonderful day filled with laughter, conversation, and shared moments, reminding us of the importance of engaging experiences that promote learning, social interaction, and overall well-being.



In early January 2025, our service user attended the Winter Wonderlights event. They thoroughly enjoyed the experience, participating in a variety of games and arts activities, as well as ice skating. The event provided an enjoyable and engaging opportunity that promoted social interaction, recreation, and overall wellbeing.



Our service user visited Windsor Castle, where they had the opportunity to explore and gain a deeper appreciation of England's rich history. The visit was both educational and engaging, offering valuable cultural insight and an enriching experience.

## TRIP TO THE BABYLON PARK



Our service user enjoyed a fun-filled trip to Babylon Park, taking part in a variety of exciting activities. Highlights of the visit included the indoor roller coaster ride, a 4D virtual reality experience, and numerous indoor games. The day was made even more rewarding as the service user won several tickets, which were later exchanged for gift hampers. The outing provided a positive, enjoyable experience that supported wellbeing, confidence, and meaningful engagement.

## VISIT TO THE NATURAL HISTORY MUSEUM

Our service user visited the Natural History Museum, where they had the opportunity to explore an extensive collection of life and earth science specimens. The visit included viewing world-famous exhibits such as dinosaur skeletons, meteorites, and the iconic blue whale *Hope*, all of which deeply captivated and inspired our service user. The experience was both educational and enriching, supporting curiosity, learning, and overall wellbeing.



## TRIP TO CORAL BEACH



Our service user went on a week-long holiday to Coral Beach, located away from London. The trip provided a relaxing and refreshing change of environment, offering the service user an opportunity to unwind, explore a new setting, and enjoy a meaningful break. The holiday supported wellbeing and positive life experiences.

# SUMMER CARNIVAL CELEBRATION



New Horizon Care successfully organised a vibrant Summer Carnival for the service users. The event showcased the creativity and skills of the service users. The service users preparing arts and food items to present during the celebration. They also confidently shared their talents through performances such as singing and dancing. In recognition of their efforts and abilities, service users were presented with awards for their talents. The carnival was a joyful and inclusive occasion that promoted confidence, creativity, and community engagement.



Our service users enjoyed an engaging trip to Bubble Planet, where they were captivated by the impressive optical illusions throughout the venue. Interactive installations, including giant ball pits and glowing tunnels, created a fun and immersive experience that delighted everyone. The visit provided an exciting opportunity for recreation, sensory engagement, and shared enjoyment, leaving service users eager for more such experiences.



## MUSIC THERAPY SESSIONS

We provide music therapy sessions to all our service users across all locations. These sessions play a vital role in supporting the development of communication and motor skills, as well as enhancing mood and emotional wellbeing. Music therapy also serves as a clinical intervention for individuals of all ages, helping to address stress, anxiety, and pain, while providing a safe outlet for emotional expression. This holistic approach contributes to improved overall health, engagement, and quality of life for our service users.



# New Horizons Care – Reflecting on 2025 and Embracing 2026

Distinguished colleagues, valued clients and families, respected partners, and members of our community. It is with deep gratitude, humility, and pride that I address you today on behalf of New Horizons Care. The year 2025 has been a year of resilience, learning, and achievement. Together, we navigated challenges with professionalism, compassion, and unity. Our dedication to safe, person-centred, and high-quality care remained our priority, and because of this, we continued to earn the trust of our clients, families, regulators, and community. To our staff — you are the heart of New Horizons Care. Your commitment, patience, integrity, and compassion define who we are. Every smile you give, every hand you hold, every life you touch reflects our mission in action. Thank you for choosing excellence even when the work is demanding. To our clients and families — thank you for trusting us with what matters most. Your confidence in our service inspires us to do better, to listen more closely, and to serve with greater empathy and respect. To our community partners and stakeholders — thank you for standing with us, guiding us,



**Samila  
Payaniandy**

Registered Managing  
Director New Horizons Care

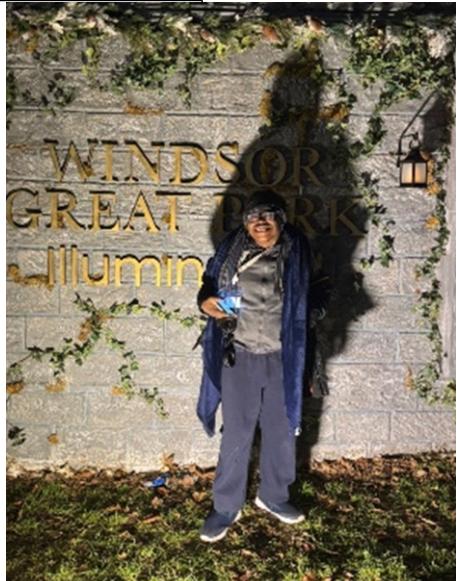
and helping us grow stronger. As we look ahead to 2026, we do so with optimism, courage, and renewed vision. The coming year represents a new horizon — a season of deeper collaboration, stronger systems, continuous learning, and greater impact. In 2026, New Horizons Care will continue to: Strengthen professional standards and compliance. Invest in staff development and wellbeing. Enhance client experience and dignity. Build stronger community partnerships. Embrace innovation while preserving

compassion. Our goal is not simply to grow as an organisation, but to grow in purpose, quality, and heart. We believe that true care is not only about services delivered, but about relationships built, trust earned, and lives enriched. Together, let us move into 2026 with unity, commitment, and shared responsibility — confident that New Horizons Care will continue to be a place where compassion meets excellence. Thank you for being part of our journey, our vision, and our future. With sincere appreciation and hope.



Over the past period, service users HB, LS and KA have taken part in a variety of exciting and engaging activities that promoted wellbeing, social interaction, and enjoyment.

One of the highlights was a visit to Chessington World of Adventures, where service users enjoyed the rides, animal attractions, and the lively atmosphere. Everyone was very excited and engaged throughout the day, and many expressed happiness at experiencing something new and fun.



Another memorable trip was to Windsor Wonderland, where service users enjoyed walking around the park, exploring different attractions, and taking in the beautiful surroundings. The festive decorations and relaxed environment created a joyful experience for all.



Service users also visited Winter Wonderland, which was especially enjoyed due to the colourful lights, music, and seasonal stalls. Many service users were delighted by the bright displays and festive music, and they enjoyed trying different foods and warm drinks available on site. The overall atmosphere brought smiles and laughter, and several service users shared how much they loved the lights and entertainment.



In addition to community outings, HB participated in daily exercise activities, which included walking, stretching, and light physical activities. These activities helped support physical health, routine, and positive mood. HB showed enthusiasm and consistency, and staff observed improved energy levels and enjoyment during these sessions.



Service users also attended a Christmas Party organised at West Drayton Community Hall. The event was enjoyed by all, with festive decorations, music, food, and opportunities to socialise. Service users were seen dancing, enjoying the music, and sharing meals together. The party helped promote social interaction, inclusion, and a strong sense of community.



Overall, service users responded very positively to all activities. They enjoyed the food, music, lights, and social experiences, and were actively engaged throughout. These activities supported independence, confidence, and emotional wellbeing, while also creating happy memories.

We look forward to continuing to provide meaningful and enjoyable activities for HB, LS and KA in the future.





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2026<sup>★</sup>  
Season's  
Greetings





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