

Summer Edition 2010

Open Door NEWSLETTER



Home Choice Care

News - Home Choice Care announces a brand new service, Home Again Service, Pilot Project

A new Partnership approach between Essex Adult Social Care, Home Choice Care and Carewatch (Southend).



Home Again Service creates a focal point within the hospital where professionals, patients, their families and carers can obtain information and assistance on planning a smooth, safe and timely discharge home from hospital. One of the key aims of the service is to provide a team of highly trained care workers to enable people to go home as soon as they are ready after a spell in hospital.

A member of the Home Again team will be available at all times to discuss the service and how it can be provided to meet individual needs. Please call 07500 822818 for further information.

Home Choice Care has a desk inside Broomfield Hospital, staffed from 8am to 8pm, Mon to Sat inclusive. Outside of these hours please call 01245 450995.

Welcome

Welcome to the new style newsletter from Home Choice Care – we have combined all of the Home Choice Care branches in this Summer edition. It's our way of letting you know what's happening right now – the latest news and events where you are and throughout the Home Choice Care. It's packed full of information about the company, and a look at who's who in the branches throughout the group.

Home Choice Care provides a range of services:- Overnight care, intensive re-enablement support, light domiciliary care, live-in care, sleep-in service, Tele monitoring and other services to meet the needs of individual patients/service users. All of which can be provided as part of a plan to prevent re-admissions back into hospital and enable people to remain safely and securely in their own homes.

Setting up this scheme has been a huge challenge, one that we are delighted to say is working very well, and the staff involved are finding it an interesting development to their usual job roles.

Our Office Opening Times

All Home Choice Care offices are open from 9am to 5pm Monday to Friday and we operate an emergency out of hours service which is manned between 5pm to 11pm and from 6am to 9am Monday to Friday and 6am to 11pm Saturday and Sunday. Please remember to dial your local office number out of hours.

Please remember to ask your care workers for their I.D badges if you have not met them before as you must ensure that you know who you are letting into your house.

Compliments and complaints

Many Thanks to those of you that have called or written in with compliments for your Care Workers. It has been a pleasure to pass on your thanks and praise to the Care Workers.

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Self Directed Support

We want people who need social care support to have more choice and control over the services they receive and how they are delivered. Self-Directed Support puts you more in control of your social care. It involves identifying and allocating a Personal Budget to meet your needs. Personal Budgets will be available to all adults who are eligible for social care support. There are few constraints on how they are used, as long as it is legal and keeps you safe and healthy, meets your support needs and enables you to achieve your personal goals.

If you use social care services, or think you may be eligible to receive help with your social care call your local social services. They will explain what Self-Directed Support will mean to you, your personal budget (if you have one), managing your Personal Budget and planning for your social care support.

Cancellation of Calls

If you need to cancel your services due to a family or friends visiting, a hospital appointment etc. please can you call the office as soon as possible informing us of the changes. We cannot except of cancellations of services via your care worker. It's our policy to only accept changes/cancellations from you, the service user or your family member. Please do remember calls cancelled without giving 24 hours notice will still be charged for.

New Starters

Colleen Smith, Linda Hussey, Emma McCormish, Danielle Metcalf, Nicki Wells, Pam Bourke, Beth Payne, W Bolton, L Mills, S Thompson, J Hardwick, L Taylor, S Marshall, S Loughlin, G Parkin, J Carter, A Clarkson, M Manzo, S Walsh, A Ward, K Staniforth, T Thompson, D Worswick, G Dinnigan P Crawford, Clients:

A Look at Who's Who Across the Branches!



Cambridge
Sam Notley
Care Director



Essex
Sharon Popps
Care Director



Gravesend
Lesley Schofield
Care Director



*St Ives,
Huntingdonshire*
Rachel Wheatley
Care Director



*Leighton Buzzard/
Milton Keynes*
Sharon Hillyer
Care Director



Oxford
Jeanne Vella Eyre
Care Director



Sheffield
Liz Hopkinson
Care Director



Leicester
Maxine Parker
Care Director

Jaine Taylor, Regional Care Director

A very warm welcome to Lesley Schofield who has taken the Care Director position in our Gravesend Branch and Sam Notley who has taken the Care Director position in the Cambridge Branch. Please feel free to call either Lesley on 01474 365594 or Sam 01223 840113 for any information you may need.

Busy times in Essex with the Home Again Service, this is proving to be extremely successful for the Service Users, allowing

them to return home promptly and safely. if you would like any information regarding the Essex Branch please call Sharon Popps, Care Director on 01245 450995.

St Ives continues to be a busy branch, offering many services in the community. Please contact Rachel Wheatley if you would like more information on the services being delivered on 01480 356219.

Jaine Taylor

Live in Care

What is live-in care? Live-in care means that your care-worker lives with you in your own home.



By having the care-worker with you, it means that you receive bespoke, full-time care in the comfort of your own home. Activities can be done at your leisure. This gives you the ultimate choice and control over your care.

Live-in care offers many advantages, such as:

- One to one care
- The psychological benefit of remaining in your own home
- Staying in your community, keeping close to friends and family
- Keeping your beloved pets
- Being in control of your daily schedule

You always have the final say regarding your care. Your individual requests will be respected at all times, thus making live-in care very flexible and personal.

Why choose live-in care?

Care-workers are able to get to know you very well. They also come to understand how you like to have things done.

They are able to encourage you, discuss things with you, and are under your instruction to do those activities, which are important to you.

Whether it's help in preparing meals, doing laundry, assisting with shopping, bathing, driving to appointments and the like, tending to your special needs due to particular conditions or simply wanting someone to chat with over a cup of tea, our care-workers will respect your every wish. Call us today, if you want to know more about our personal service.

Live-in care-workers should be provided with a room of their own, a comfortable bed, 3 meals a day and materials needed to complete the tasks requested as them. e.g. cleaning materials, aprons and gloves. See separate Questions and Answers for Live in Care.

When you put all this together it means that when a family member comes to visit, they don't have to worry about going to the shops, cleaning the house or making sure that medication has been taken. The family can visit or call whenever they want and spend quality time with each other, enjoying one another's company knowing that their loved one is in the best possible place and in the best possible hands.

Essex Branch

The past few months have been a very exciting time for the Essex Branch. We are taking part in a pilot scheme called the Home Again Service with the hospital to help discharge patients efficiently and rapidly, ensuring that they have the correct care and equipment in place to meet their needs.

Setting up this scheme has been a huge challenge, one that we are delighted to say is working very well, and the staff involved are finding it an interesting development to their usual job roles. This is only a pilot scheme at the moment and we do not know where this will place us in the future, but for Home Choice Care to be such a huge part of this pilot it proves to be a very exciting time. Furthermore, we have been praised by the hospital team and how well this has been going with no domiciliary care bed block. This is a great achievement for all of the team involved from Home Choice Care.

Sharon Poppo

Lesley Schofield, New Care Director for Gravesend

I joined Home Choice Care in February 2010 as the new Care Director for the Gravesend Branch. I have worked in Care for 8 years. I originally worked as a Senior Care Worker in a Residential home until June 2005 when I became a Community Care Worker for a large Service Provider. I then worked my way up to Care Manager; I stayed in this role until February 2010 when I joined Home Choice Care Ltd. I look forward to meeting you all over the next couple of months. Please feel free to contact me on the local office number if you have any questions.

Lesley Schofield

Jeanne Vella-Eyre, New Care Director for Oxford

Having been in post for almost 2 months as Care Director, and spoken to many Service Users and their families.

I have been in Care for 28 years, as a qualified Nurse, in both the NHS and Private Sector, been a Matron of both NHS Hospital and Private Nursing Homes, as well as Commissioning and overseeing builds of both Residential and Nursing Homes. I have also held Directors post both within the Care and Private sector in both the Service and Public Sector.

I am a great believer in ensuring both Service User and Care Worker are never compromised in their individual needs, and set high standards across the board which as a Team we all hope to achieve. Please feel to contact me on the office number anytime.

Jeanne Vella-Eyre

Huntingdon Branch

The branch have been busy raising money for the Stroke Association, our nominated charity. The last fundraising we did was "Guess the name of the bear". We raised £21 in total and the bears name was "Barney" - our winner of the bear was Sally Barnett. Well done.

Remember our telephone number **01480 356219**. This is the number to contact us at anytime 6am – 11pm.

Thank you to those of you who completed our Quality Assurance questionnaires we have collated the information and below are some of the results:

- 88.3% of who are happy with your care package
- 76.8% of you have a regular team of care workers
- 96.8% feel that the care workers respect you and your homes
- 97.9% feel that your care workers listen to you.
- 97.5% feel that any personal care tasks are completed with dignity and in a way that makes you feel well looked after.

Rachel Wheatley

The Home Choice Care “BRaT Pack”

The Branch Recruitment & Training Team are a dedicated group of Care Professionals who are passionate about making sure that everyone has access to the training they need.

Each of our Home Choice Care Branches has their own named person who looks after the Recruitment and Training for their area. Some of them do other roles too within the Branch, but the end goal is always to ensure the experiences of our Service Users and Staff are enjoyable, rewarding and personalised.

Often the “BRaT Pack” (Branch Recruiters and Trainers !!) will help each other out, covering for vacant posts, absent colleagues, or lending a hand with a heavy training work load in a particular week.

Whatever is needed we work together, as a team, making training and development happen...for you!

If you have specialist skills or experiences that could enhance what we do, or there is something different that you would like us to offer as part of your ongoing training please do get in touch.

National Training Manager	Jan Lonsdale	T: 07500 822 817 E: jlonsdale@homechoicecare.co.uk
Cambridge	Kate Pluck	cpluck@homechoicecare.co.uk
Essex	Wendy Dockrill	wdockrill@homechoicecare.co.uk
Gravesend	Post Vacant	
Hitchin	Kate Pluck	cpluck@homechoicecare.co.uk
Huntingdon	Claire Mouland	cmouland@homechoicecare.co.uk
Leicesters	Gina Lockton	glockton@homechoicecare.co.uk
Leighton Buzzard	Emma Batchelor	ebatchelor@homechoicecare.co.uk
Milton Keynes	Emma Batchelor	ebatchelor@homechoicecare.co.uk
Oxford	Post Vacant	
Sheffield	Teresa Green	tgreen@homechoicecare.co.uk

Our featured BRaT for this edition is Emma Batchelor

Emma started her caring career in an old Victorian “mental institution” where she was able to get a real insight into the career she wanted to follow. She also worked here as a volunteer for sometime after she moved to her next job. The majority of her experience was in the Residential Care setting until 2006, when



she took up a Domiciliary Care post with Lilac Care, which became Home Choice Care 2009. From joining as a Care Worker Emma has since been promoted twice, first to the Intake Team and then on to Branch Recruiter and Trainer (BRaT). Emma has a real passion for training and developing others, and believes the only way to provide the best quality care is through competent care workers who have the relevant knowledge and skills.

Jan Lonsdale

Home Choice Care – Service User Forums

Shaping the Future

Our first meeting took place on 3rd of June. 5 service users and their families attended along with the Cambridge County Council

Our first Service User forum, Cambridgeshire was a great success. At the meeting we discussed the way forward, what the agenda for the next meeting should be and what everyone would like to gain from these forums.

The next meeting will take place on 12th August and the agenda will include:-

- Communication
- Self Directed Support (SDS) which will be presented by Cambridge County Council (CCC)
- Health and Safety.



Please remember to call your local office if you would like to take part in these forums at a branch near you or alternatively email : info@homechoicecare.co.uk

After the meeting concluded all our service users and their families enjoyed a fish and chip lunch followed by tombola, a game of bingo, raffle and guess the name of the dog. A total of £150 was raised for our charity The Stroke Association.

Value for Money - How does it affect me?

We are all currently experiencing a recession or “Credit Crunch” as has been generally quoted over the last 24 months and looking for best value or bargains.

Today’s younger generation do not fully understand the term “recession” but to anyone in their 40’s+ they may well remember the 3 day week, and the more mature end of the generation, rationing, and the effect it had County Wide.

How does this affect the Care Sector?

What is wrong in assuming we do give value for money in the provision of an efficient reliable

Service of Care Provision across the Country? What makes us stand out? Can a price really be paid for reliability and security that a Service User is really getting best value, and how do we define this?

We believe we provide best value because we are providing you the following:-

Safety, Continuity, Care, Dignity, Freedom of Choice, Respect, Empowerment.

In doing so we like to believe we achieve a valued Service that continually aims for excellence.

Jeanne Vella-Eyre

HCC Branches Continue to Raise Money for the Stroke Association

All branches have been participating in themed days on the last Friday of the month. So far we have had PINK DAYS, and ENGLAND as it's the World Cup. Here's just some of the photo's of what the branches got up too. Lots of money has been raised with lots of fun too. Well done to all the branches.



Employee of the Season Summer is here!

Employee of the Season is Michelle Mucaj from Leicester Branch.

Remember anyone member of staff or Service User with Home Choice Care can nominate.

Please contact your local branch with your nominations. Michelle will receive £100 reward in recognition of her outstanding contribution.

Congratulations



Home Choice Care's New Arrival...

Congratulations to Kimberley and Kyri on the safe arrival of baby Sophia Eve. Born 5th July 2010, weighing 6lbs 11oz. Mother and baby are very well.

Care Workers: Special Birthdays

Sally Williams turned 30 on 7th June
Colleen Smith turned 21 on 2 June
Mrs. Trippe turned 105 at end of May, our oldest client in MK.