

# Care Workes Wanted

We still need Care Workers and will pay you up to £200 for each recommendation. Please contact Jane Furnival or Suzanne Selby on 0800 988 2278 for further information.

## Compliments

Mrs Buchanan's nephew would like Rosie to know that his Aunt thinks she is 'Brilliant'. **Well done Rosie.**

Mrs Racher loves all her Dad's care workers but particularly likes the way Ashton makes him laugh. Clearly Ashton knows that laughter is the best medicine, **well done Ashton.**



## Office Changes

Over the next few weeks you are going to see some changes to staffing in the branch. A new manager is about to be appointed who will no doubt want to meet as many of you as possible to get a feel for the issues you have. In the meantime Jonathan will be in the branch more often as will Jane Orr-Campbell, National Care Director.

Following on from my recent letter to you all, I want to reiterate that there is **NO TRUTH** in the recent press story about our Huntingdon branch. Legal action has been taken and we continue to support our staff and care workers and recognise the amazingly high standard of care that they provide. As you are aware we are quick to speak to you if we feel standards have slipped a little and we must be just as quick to recognise the amount you do which is over and above the call of duty. We know that due to work pressures recently you have not been receiving written confirmation of the compliments we receive about you so from now on this will be reinstated.

Thank you from me for all your hard work and I look forward to seeing you at our next open meeting.

**Jane Orr Campbell, National Care Director**



# Open Door

Local newsletter for Care Workers

## Home Choice Care - A 3 Star Status



### CSCI RECOGNISES YOUR QUALITY OF CARE!

I am pleased to be able to share with you the accolades we have been getting from the Commission for Social Care Inspectorate (CSCI) regarding the standard of the care you provide. Of our 6 branches 3 have been inspected under the newly introduced star rating scheme. In all cases we have gained 3 stars, the highest level a company can get. The other 3 branches will be inspected by the end of the year. However enthusiastic and quality driven the management of a business is, it is the people who deliver the care who really affect our performance. CSCI have been very complimentary about your commitment, dedication and skills. Not only are we delighted but we also want to add our own thanks for the consideration you give to each and every client. We intend to be the only company in the country to have all 3 star branches, then Justin and I will have achieved what we set out to do which was, to provide services that we would be happy to pay for, for our own family members.

So a huge thank you from all the management team.

Jane Orr-Campbell, National Care Director



This newsletter is our focus on safeguarding vulnerable adults issue and I hope you find the contents of interest.

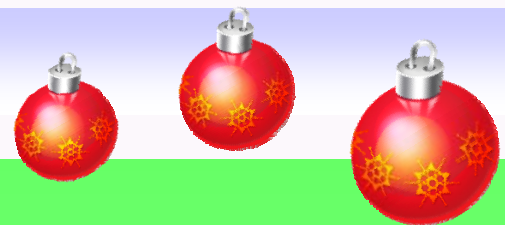


However, we also want you to take care of yourselves too. The nights are now drawing in and mornings getting darker so please take extra care when travelling. If you ride a bike, make sure your lights are working and that you wear some reflective material so that you can be easily seen. Those of you who use the company cars should notify us immediately if there is anything that you feel is defective on the car, especially lights and windscreen wipers. We can then ensure that the fault is remedied to help keep you safe.



*Thanks, Jonathan*

## Local Branch News



### Christmas Leave

I know it seems early to be thinking of Christmas but through experience we have learnt that it is best to plan carefully for the Festive Season.

Christmas is a time of great emotion. At Home Choice Care we believe that we have an extremely important role to play in making the festive period really special for our Service Users. We believe that our service users should not have strange faces or be put at risk by staff shortages over the festive holidays. For this reason we ask you all at interview to understand that planned annual leave is not granted during the Festive Season.

However, given that the level of service provision may vary over this period, there may be opportunities to review requests for 'exceptional' paid leave over the period. In the interest of fairness, care workers who wish to request exceptional leave will be asked to specify a preference for 1 day over the 5 key Festive Days of Xmas Eve, Xmas Day, Boxing Day, New Years Eve and New Years Day.

We will shortly be sending out requests to our service users to inform us of what their festive plans are. Once this information is gathered and collated we will be in a better position to review any requests. You can help speed this process up by informing us of any information you may have about the plans of your service users.

**Please note: any agreements made prior to your commencement with HCC (i.e. in the case of Sheffield and KCHT workers) will be honoured.**

Our plans are as follows:

**October** - A letter will go out to all Service Users and relatives requesting their plans for festive season and identifying which days they will not require service.

**November** - Collation and documentation of all service user information and confirmation with Social Services of service user's cancellation dates.

**Mid November** - A letter will go out to all care workers. This letter will Reiterate the discussions held in this Newsletter. This information will be collated and where possible care workers will be notified of the agreement of paid leave by 5th December.

**December** - All Christmas week rotas will be completed by **10th December**.

Thank you all for your cooperation and understanding.



## BE AWARE AND SAFE GUARD OUR CLIENTS

The subject of abuse of vulnerable people is one which we at Home Choice Care keep in the forefront of our minds. The tabloid press would have us believe that it is happening more and more. Abuse from families, abuse from strangers and abuse from care staff.

There are 3 key things you should remember:-

**Not all care staff are as honest as you**  
**Not all families are nice to their relatives**  
**Not all clients can protect themselves**

Recently a care worker in Bedfordshire was jailed for stealing from an elderly gentleman. Over a period of time money kept going missing from a cabinet in the gentleman's home. The family were suspicious and after a failed investigation by the care provider the police were involved. Hidden cameras and motion sensors were set up and the thief caught, an experienced care worker with a previously unblemished record. People like this give us all a bad name. If you suspect someone use the whistle blowing policy. This will protect you and allow a proper investigation to be carried out. If your suspicions are unfounded then the person will be cleared of any wrong doing and have a clean record.

If you suspect a family member or other person, you should not try to investigate this yourself. There are clear procedures laid down about how this is done. Your information should be passed to the local care director in confidence. You may feel that nothing is being done but these investigations have to be carried out discretely so don't assume that if nothing appears to happen quickly, that nothing is being done.

In our own company we have had two incidents over the last year of clients being abused by strangers who gained entry to the clients home by pretending to be care workers. The most recent in Oxford in the last few weeks. It is VITAL that you identify yourself to all clients by showing your ID badge even if they do not ask for it. This is to protect you as well as the clients. If you hear from any client or suspect that any person who should not have been in someone's home, then you must report it quickly. The quick actions of our care workers in Oxford almost certainly prevented the same thing happening to another vulnerable person.



Finally, we all have to be aware that accidents happen and if you arrive at a clients home and cannot locate them, you MUST report it immediately. Lives have been saved by your prompt actions in the past and we all want to make sure we continue to protect our clients in every way we can. Thank you for your continued vigilance.

Jane Orr- Campbell