

Local Branch Update

Training Update

Food Hygiene rolling from June, just a little reminder to attend.

Moving and Handling updates and more POVA Training coming soon.

Dementia Course will go ahead after July. All dates will be sent out in due course.

Also **NVQ Level 2** training with CRC new enrolments to go ahead from September. Please contact Claire Bedford for more information.

Holiday Season

With the holiday season looming, I would just like to remind you all that you need to get your requests in as soon as possible as we authorise annual leave on a first come first served basis. You must send your requests in on the holiday request forms (which are on the back of every week's timesheets), for the attention of Brian Carroll. Verbal requests can not be accepted.

We are always working in advance on timesheets so we need AT LEAST 2 weeks notice for any annual leave requests, please refer to the "cut off" date on the holiday request form.

We advise that you do not book any holidays prior to receiving authorisation.



Out of hours on call

We are finding that some staff are calling for non-emergencies and whilst I can't emphasise enough that we are here to help and support you, this line must be kept free so that those who really are needing help can get through. I appreciate your co-operation with this.

Important Reminder

Uniforms and **ID badges** are provided by the company for both male and female staff and should be worn at all times during the care visit. The reason for this is to ensure that the people you care for are sure that you are an official employee of HCC. Please remember to wear your gloves and aprons on each and every visit. If you need to replenish your stock, visit your branch.



What is an NVQ?

NVQ Level 2 in care is a vocational qualification which enables you to identify what skills you can do already in your role and also identifies areas where further learning and knowledge is required (depending on your experience) to meet this standard.

NVQ Level 3 in care is a vocational qualification for senior care workers, generally in a supervisory role.

How does it work?

You will be allocated an "assessor" or "mentor" who will guide and support you through the programme, assessing you on your work based performance. You will be required to attend a couple of workshops, held at the office, where you will meet the underpinning knowledge requirements within a supportive environment.

Your assessor will also carry out work place assessments, where you will be observed doing what you do best, providing the high standards of care to our service users that you are all capable of. In addition you may be required to provide some small pieces of written work to evidence your knowledge.

How long will it take?

NVQ's generally take anything between 3 - 6 months to complete depending on your existing knowledge, skills and individual circumstances.

What does it cost?

Full funding is available for those employees who meet the eligibility criteria and who have not already completed an NVQ or equivalent qualification.

For further information please contact your branch for further information.

COMPLIMENT

Mrs. M is over the moon that Rake Samplikova, is her caseworker. She says she is very good

COMPLIMENT

Mrs C very happy with Iveta Duzgnova, and says she is a good care worker

Training Academy

Just a reminder too you all, that Home choice Care Training Academy is up and running and is exclusive to Home Choice Care staff. Please take time to log on and look over the different information available on Dementia, MS, Parkinson's disease, Strokes and Heart Attacks. There is also an online test you can take which presents you with an automatic certificate if you complete the answers correctly, if you would like any help and guidance please contact the office. See back page for more information.