

Home Choice Care

“Supporting Your Freedom”

Our Care services are all about good people who provide high quality care and are committed to working in partnership with you.

Our Care Workers have undergone extensive police and reference checks prior to employment, and are fully trained to ensure that they are of the highest calibre. **Our promise to you is ...**To provide a first class quality care service, by employing the best trained care staff and operating to the highest standards of care delivery on each and every care visit we undertake.

- **Personal Care including washing and bathing**
- **Medication Visits**
- **Domestic Services including housework, cleaning, ironing and preparing meals**
- **Rehabilitation Support**
- **Companionship**
- **Palliative Care**
- **Enablement Care for Chronic Long Term Illnesses**
- **24hr Live in Care (available at limited branches only)**

Our Care Workers have undergone extensive police and reference checks prior to employment, and are fully trained to ensure that they are of the highest calibre.

These services are more affordable than you think.
For more details of additional services from Home Choice Care please call on

01223 266944

or

visit www.homechoicecare.co.uk



Open House

CAMBRIDGE JULY 2008

ISSUE 10

Home Choice Care - “A 3-Star Provider”



Home Choice Care have achieved 3 star status, the best you can get, in a recent inspection by CSCI. Our Essex branch is the first to be visited since CSCI changed its measurement system to a star rating - and was rated excellent.

Welcome to this edition of Open House.

I am pleased to say that Home Choice Care is continuing to grow and develop. We are very keen to continually review our services and make improvements where we can, so in this newsletter I would like to ask for your help.

We told you last time about our Training Academy where our Care Workers can learn about the things that affect you as individuals when you have certain conditions. We have worked with many of the ‘societies’ like the Parkinson society and Diabetic groups to gather the information they need and want to learn. We would also like to hear from you.

What are the conditions that you have that you think they should know more about?

What is your experience of having the things that affect many of us as we mature? How can our Care Workers learn how to support you better.

We want to ensure that we provide our Care Workers with much, much, more than the basic training that we are required to provide, and you can help us by sharing your experiences with us (anonymously if you wish).

Please write to me by email or post at jorrcampbell@homechoicecare.co.uk OR Jane Orr-Campbell, Sweetbriar Farm, Old Warden, Biggleswade, Bedfordshire SG18 9HG.

Thank you - Jane



The months are flying by very quickly with the summer now upon us. I would like to remind you all to drink plenty of fluids during this warm weather. Ask your care worker to leave you with plenty of water. Make sure your rooms are well ventilated but remember to secure your property at night time or when leaving. An important time of year to remember to lock the ground floor windows at night time. Please feel free to ask the care workers to assist you with checking safety and security in your home.





Cambridge Branch News



New Members of the Cambridge Team



Its with Great Pleasure to announce that Brian Carroll has been appointed as Care Director of Cambridge Branch.

If you have not met Catherine Pluck already, Catherine has stepped into Jill Critchell shoes as Field Care Supervisor for South Cambridgeshire. Catherine has recently trained with Cambridgeshire County Council to Deliver Medication training to all our



Claire Bedford has been appointed Training and Quality Director and will be based at our Huntingdon Branch, Claire will still be undertaking all the Training at Cambridge Branch

Margie Lovsey as joined our team as Finance Assistant.

It is also a time of holidays for our care workers and if you know your regular care worker is heading towards a holiday, please feel free to call the branch direct with any questions or concerns you may have.



We have seen an increase this month in service users accessing the services of Home Choice Care and have an active recruitment drive to meet the ever increasing needs of our services.

We are always pleased to receive your comments by phone, or in writing and as part of our quality assurance, our Field Care Supervisors will be contacting you all over the next few months if they have done so already to arrange home visits to update records.



Further Development with training is a course in Dementia, which our Care Workers will be undertaking, this is a comprehensive Course to increase an understanding in Dementia, and Claire has recently undergone training in this specialist area with Cambridgeshire County Council.

01223 264944 Out of Hours

Emergency Contact Numbers
Cambridge Branch 01223 264944
Cambridge shire Social services 0845 045 5202
Emergency Duty Team (out of hours) 01733 234724
Camdoc 01223 464242

Out of Hours Emergency Service

As you know we operate an Out of hour's service when our office is closed, this is for emergencies only; we have experienced some calls which are not emergencies

Our Emergency lines operates between 06.30 – 22.30hrs at weekends, and when the office closes during the week at 5pm until 10.30pm and then from 06.30am to 9am when the office re-opens

Simply dial 01223 264944

Text Messaging

In order to improve our Service we are now able to "Text Message" from our Computer System to all Care Workers. We can confirm all conversations, instructions and basic information.

We have a strict code criteria so that Confidentiality is not breached if the message were to fall in the wrong hands. This allows both office staff and Care Workers to have a log of what has been requested, thus avoiding confusion or mistakes.

WELCOME

To new Care Workers who have joined the team over the past month

Rita Robinson, Jane Ward,
Sarah Hickmott



Compliments

Mrs. A very happy with our service

Mr. B very happy with the care workers we provide in, in particular Anna Gorecka

Mrs. B very happy with Pearl Couper and Mark Pluck

Mrs. H-D very happy with Michelle Smyth, Mark Pluck, Ashton Carroll



Jonathan Ludd