

WANTED!



CARE WORKERS £100 Reward

Recommend A Friend Scheme

We are re-launching our recommend a friend scheme. That means that you could get **£100** for every care worker you recommend to Home Choice Care who is successfully employed and then works for us for 3 months. There are no limits to how many people you can recommend. It could be one, or it could be one a week. They just need to be the right kind of people to work in homecare. Please contact your local branch on **01223 264944** for further information.



Registered and Regulated by the Commission for Social Care Inspectorate
Home Choice Care is an Equal Opportunities Employer



home choice
supporting your freedom

Open Door

Cambridge, Issue 3 - January 2007

Welcome to Open Door, the newsletter especially for Care Workers. It's our way of letting you know what's happening right now - the latest news and events where you are.

Home Choice Care Ltd is a new kind of home care provider. Owned and run by all the staff. Our vision is **"Supporting Your Freedom"** for our Service Users.



Latest News - Home Choice Care opens in Oxford - HCC purchases Oxford Angels.

Professor Justin Jewitt, Chairman comments:

"I am very pleased that we are working with Sharon and the Oxford Angels Team. From 8th January, Home Choice Care will deliver high quality care across the whole of Oxfordshire, with plans for future expansion into the Midlands area".

BANK HOLIDAYS AND OTHER SPECIAL DAYS

Thank you for working over the Christmas and New Years for the great benefit of our service users. Its always difficult to balance the every day needs of your service users against the desire to be with your families over the holiday period - that's why we try and reduce the rota to just the minimum! But caring for our service users is a 365 day year round commitment which includes Christmas day, boxing day and New Year's Day.

For the future we are going to plan the rotas to be fair to you- and your service users. Arrangements will be made 2 months in advance of the holidays and your branch Care Directors will be the decision makers for the rotas.

Home Choice care is growing strongly and expects to have many more job opportunities for everyone during 2007 - thank you for being part of this growth and don't forget to take up the opportunity of owning your free share options when they are offered.

Best wishes for a great year.

Professor Justin Jewitt, Chairman

CARE WORKERS £100 Reward

See back cover for more details



Home Choice Care helps people live independently in their own homes by providing care workers to help with their daily needs

Home Choice Care Ltd

February is here already and the evenings are starting to get a little lighter, however winter may not be over yet. Although the last few days have been a bit milder the temperature may still drop particularly at night. So please all be aware of the possibilities of ice on the roads and pavements and take care when out and about in the early mornings and evenings.

Just as important as looking after yourself, you also need to be very aware of the possible impacts on your service users. The most important things to remember is that if you see ANY changes to the health, behaviour or mental state of any service user, you must report it straight away. Even if you can deal with the issue at the time your Office Care Supervisor must be made aware so that we can advise other people who need to know. In this way we can make changes to care packages or equipment quickly and avoid things being difficult, not only for the service users but for you too.

Soon the weather will catch up with the flowers which are blooming unseasonably early and we will all be worrying about heat and drought but for now, keep warm, keep your service users warm and wait for the Cuckoos call.

Jane Scott, National Care Director



"How Finance Affects YOU And How YOU Affect Finance"

PAYROLL

Thank you to everyone who continues to get their timesheets in on time each week. Making this slick and regular makes sure that you get paid on time and accurately.

The two cardinal rules to get paid are:

- **TIMESHEETS MUST BE RECEIVED AT YOUR BRANCH EVERY WEEK**
- **TIMESHEETS MUST BE SIGNED BY YOUR CLIENTS-ALL VISITS**

Payroll queries are still extremely rare, which is especially satisfying as Home Choice Care continues to grow. This month we will add Oxford to our payroll for the first time.

The only other recent change is regarding Holiday Pay. A review of European Legislation has affected the way in which we deal with holiday pay. Letters have been sent to Care Workers who may be affected, but we would like to reiterate that there is no financial loss to anyone resulting from any changes. The changes affect the way in which holiday pay is calculated and allows an employee who has worked for the company for more than 1 year, to take their full year entitlement as early as they wish rather than have to accrue days from 1st April each year. It does however mean that if an employee takes all their holiday in the first 6 periods of a year and then leaves the company half way through the year, then the company can deduct holiday pay overpaid.

Sue Halsall, Finance Director

Cambridge Update

Importance of Safety & Security

A care worker in Cambridgeshire recently left her timesheets / address and key safe information in her car whilst at home. Although she was supplied with a plastic hard bound folder to keep her documents safe and 'out of sight' she failed to carry them with her at all times..... She retired home for the evening, and during the course of the night, her car was broken into whilst parked outside her home...

The care worker, thankfully, had not left valuables in her car, but the thief did steal her timesheet, containing medical information and key safe numbers of all service users on her regular caseload.

The moral of this story has to be, that our document must be safe, secure, and with you at all times...

Record Keeping

We had an incident two weeks ago where a mental health service user claimed that the care worker had not visited for four consecutive days... Upon investigation, the care worker had failed to obtain signatures on her timesheet and had further failed to write in the Care Plan, the details of her visit.... We therefore had no record, or proof that the calls had been delivered...

Can we remind all of you that signatures must be obtained for each visit, terms of 'Call Completed' are not acceptable... Where you are unable to find a care plan, or are unable to complete the specified tasks, or when there are issues / concerns... Please call the On-Call / Office and report without delay....

Timesheets

Thank you once again for timesheets being delivered to the office by 12:00 on Tuesdays. There are, however, some of you that are late... It is so important that I receive timesheets by Tuesday each week, or it can delay processing of invoices, which in turn will delay payment of wages to you

Congratulations to:

Michelle Meehan on the birth of her baby Girl! Chloe was born on Saturday 6th January 2007 02:17am weighing in at 6 lb. Mother and baby are doing fine.

And,

Susi Parton on the birth of her baby Boy! Tyson, weighing in at 7 lb 6, was born on Monday 1st January 2007, in the early hours of the morning. Both mother and baby are doing fine.



Both babies, with parents permission, will be featured in the next edition of Open Door.



For all 'budding' poets / authors, share your thoughts of community care with others.

Submit all details to Jonathan Ludd via: jludd@homechoicerecare.co.uk or via post.

All stories published will receive a £20 cash bonus prize.