

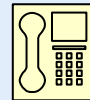
Branch Directory

HCC Essex - 01277 354111

John Giffney, Care Director / email: jgiffney@homechoicerecare.co.uk

HCC Cambridge - 01223 264944

Jonathan Ludd, Care Director / email: jludd@homechoicerecare.co.uk



HCC Oxford - 08165 770412

Shelley Nelms, Care Director / email: snelms@homechoicerecare.co.uk

HCC Gravesend - 01474 365594

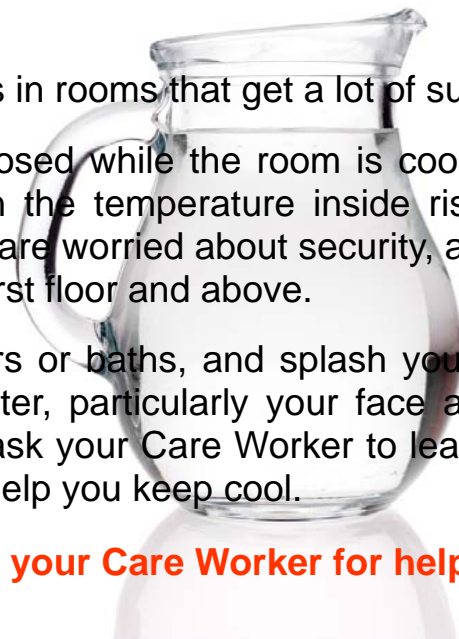
Lyn Wilson, Care Director / email: lwilson@homechoicerecare.co.uk

HCC Huntingdon - 01480 356219

Emma Pearson, Care Director / email: epearson@homechoicerecare.co.uk

Stay Cool this Summer

- * During any heatwave try and plan your day in a way that allows you to stay out of the heat.
- * Stay inside, in the coolest rooms in your home, as much as possible.
- * Close the curtains in rooms that get a lot of sun.
- * Keep windows closed while the room is cooler than it is outside. Open them when the temperature inside rises, and at night for ventilation. If you are worried about security, at least open windows on the first floor and above.
- * Take cool showers or baths, and splash yourself several times a day with cold water, particularly your face and the back of your neck. You could ask your Care Worker to leave you a cold flannel filled with ice, to help you keep cool.



* **Remember : Ask your Care Worker for help!**

Key advice from the Department of Health - if in doubt please do not hesitate to contact NHS Direct on **0845 4647**.

Feedback: We want to hear from you with comments and anything to include in our next issue of Open House. Please contact Patsy Daeche at Home Choice Care, Lindens Gate, Chantry Lane, Hatfield. Herts. AL10 9PH Tel: 07920 752041
www.homechoicerecare.co.uk



Open House

Cambridge Issue 4, August 2007

Welcome to the third issue of Open House, the newsletter especially for Home Choice Care Service Users.

Summer Time

I wish all of you and your families a very happy summer time. Don't forget to keep well hydrated at all times now that the warm weather is with us - a glass of water regularly sipped during the day can help you keep cooler and feel better than you otherwise might.

If you are planning any holidays or have family visits for the day don't forget to let the office know so that we can adjust your call schedule and advise your care worker. Also, our care workers have families as well so that many of them will be taking some well deserved holiday time over the next few weeks, we will try and minimise the disruption to you and hope that you will enjoy meeting any new carers during this time or seeing some friendly old faces. If you have any worries or concerns don't hesitate to call us at the local office.

Happy Summer holidays.

Justin Jewitt, Chairman

Home Choice Care will improve quality of life for every single one of our care service users. No matter how small or large the task, it can make all the difference allowing them to enjoy life in their own homes.



Message from James Hussey, Finance Director



It is a great pleasure to be writing this as the new Home Choice Care Finance Director. Although having been in the Company for only a few weeks it is clear that I have joined a fast paced, growing business, which is passionate about the provision of high quality care. This passion and enthusiasm will play an important part in the continued success of Home Choice, which I am excited to be a part of.

What is evident to me, after visiting 4 of the branches, is the need to standardise all procedures across the Company, to make day to day operations easier and in turn enhance the quality of our service.

A crucial element of this is the globalisation of the Care Worker database in all branches, that is planned for implementation over the next few months. I am certain this will assist with the administrative burden currently experienced in the branches. I will be lending my full support to Trish Lewis Smith in the implementation of the system.

I would like to thank Sue Halsall for all the assistance she has given to me during this handover period and I wish her well in her move to Cumbria.

I look forward to working with each and every one of you in the very near future and thank you for the warm welcome I have been given.

James Hussey, Finance Director, Home Choice Care

Home Choice Care now provide over 20,000 visits per week to clients and patients, delivering over 30,000 hours of care per

Branch Update

I will start by saying a good sunny afternoon to you all, yes the British weather has started to wind its way through to our doorsteps and shine down with all its glory. It is also that time of year when we need to be vigilant as we start to enjoy the summer sunshine. For most, the warm weather brings that time of doors being unlocked and windows left open to flow the air through. An important time of the year to remember to lock the ground floor windows at night time and ensure that all doors are secure.

Please feel free to ask our visiting care staff to assist you when checking safety and security at night time.

For our Cambridge Branch, the month has been a central hub of activity, we have secured a further ten health care sites in the city of Cambridge to be referring agents for our services, and we are sure that you will start to see our comprehensive service user brochures and leaflets in your medical surgery and practice ads the months unfold.

Once again, we have seen an increase this month in service users accessing the services of Home Choice Care and have a current active recruitment drive to meet the ever increasing demand of our services.

It is also that time of holidays for our care staff 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 are always pleased to receive your comments by phone, fax, email, or in writing, and as part of our quality assurance, our Field Care Supervisors will be contacting you all over the next few months to arrange home visits to update records and undertake our quality questionnaires.

Jonathan Ludd, Care Director

