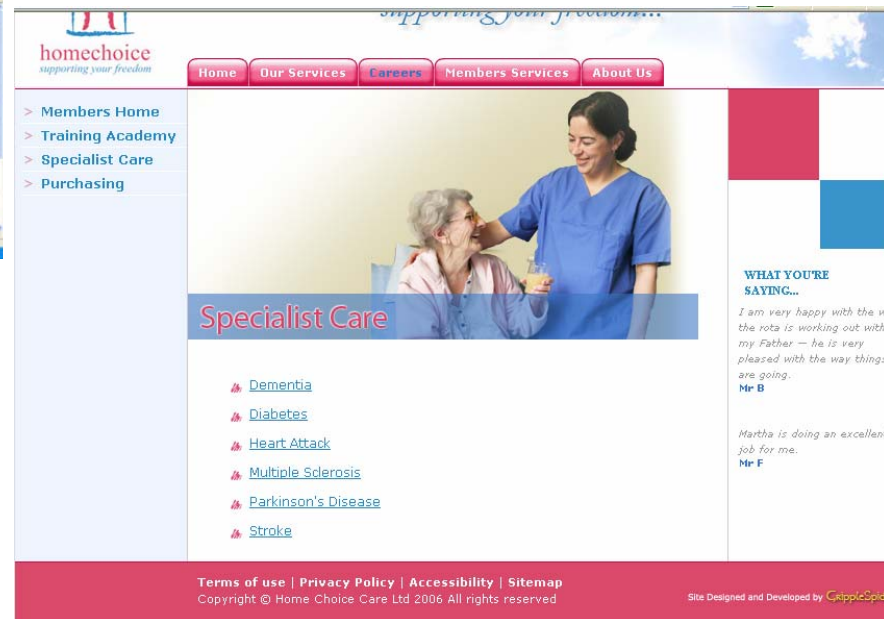
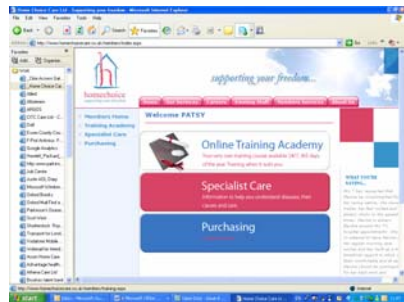
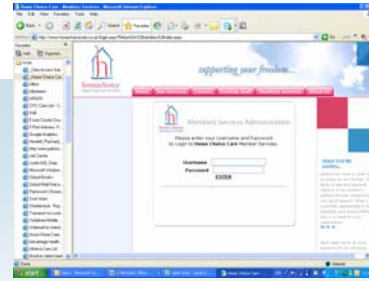


Home Choice Care ON LINE

Our website www.homechoicecare.co.uk is currently under development with some fantastic additional features for you all to enjoy. We will have information and training on various diseases, illnesses and conditions (see sample below) and our care workers will soon be able to train on line, gain certification and even view their very own training log.



In the very near future we'll have our very own chat rooms and even shopping on line. If you have any other ideas of services, or use for our website please call me on **07920 752041** – I would like to hear from anyone who wants to be part of the development discussions on the our website - **so don't delay, call me today.**

*Patsy Daeche
Marketing / Communications Manager*



Home Choice Care **HITS** on Radio

This year we decided to try radio advertising, starting with Q103 FM in Cambridge and Huntingdon. Our first radio advertising campaign began on 7th January with 2 ads running every day for 2 weeks. One ad was directed at existing care workers wanting a change and the other at local people wanting to become a care worker. The ad was so successful we decided to move it to Essex FM, from early February, for a 3 weeks advertising campaign. We had a staggering 134 enquiries in total from both ads.

If you haven't heard the ads then log on to our website at www.homechoicecare.co.uk . Take a couple of minutes to listen to them.



home choice
supporting your freedom

Open House

CAMBRIDGE APRIL 2008

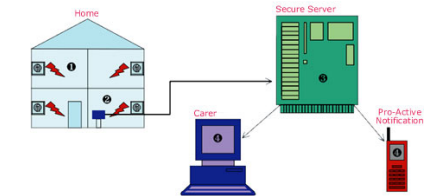
ISSUE 09

Welcome to Open House, the Newsletter especially for Service Users. It's our way of letting you know what's happening right now - the latest news and event where you are.

Home Choice Care now provide over **20,000** visits per week to clients and patients. We deliver over **30,000** hours of care per month.

Some good news this spring is that Home Choice Care are introducing more training courses for your care workers to help them get more knowledge about a variety of illnesses and conditions-we are launching our own training Academy on our website www.homechoicecare.co.uk, please look at it or get any of your family to look if they are interested.

We are also looking at new services that can include the use of Telecare monitors and aids. There will be a lot more news about these services after May.



Justin Jewitt, Chairman

Due to our recent expansion and growth we care currently delivering over 2,000 hours of care per week.



Jonathan Ludd, Care Director

Cambridge Branch News

Care Worker Team

We have Currently 75 Careworkers in our local areas and we are currently recruiting more staff to enable us to provide a quality care service. All Care Workers are trained to meet common induction standards to enable us to ensure the standard of care is met, also training is ongoing with regular courses to enable careworkers to maintain knowledge within their working role. The Courses which care workers receive and obtain yearly updates are Moving and Handling, Medication, protection of Vulnerable Adults, Health and Safety and Food Hygiene and Dementia.

We also Source NVQ Level 2 training through Cambridge Regional College in which currently care workers are undertaking.

A Little Reminder

If you require to cancel any care calls as you are going out with your family etc please could you let your local branch know....as if we are unaware this can lead to us calling the emergency services to gain access to your property.

Summertime is coming

Our Clocks have gone forward, so Summer time is round the corner... can you please ensure that all your windows are closed at night time...please ask a care worker to assist you as your safety is paramount.

Service Quality

Dissatisfaction with the service delivery continues to reduce and regular compliments continue to be received. Please do not hesitate to contact the office if you have any queries or complaints. Don't feel you have to 'suffer in silence'. We really are interested in everything you have to say and can only fix things if you let us know what the problems are.

As well as any concerns you may have, I would love to hear from any of you who have praise or would like to thank any one of our Care Workers.

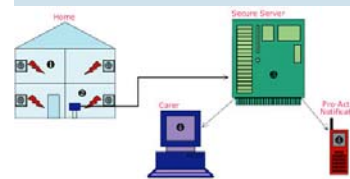
Compliments

Mrs. M complimented Care worker Radka Samplikova...very kind and helpful and it's a pleasure to have Radka.

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

Telecare



In these days of rapid technological advancement this is an emerging market which can supplement existing traditional care delivery to support Individuals to exercise their freedom to choose to remain as independent as possible within their own home.

HCC's own Remote Care service functions as a 24/7 early detection and warning system that lets care workers and family members know that a loved one is safe. It recognises emerging problems before they become full blown emergencies. The system utilises small, unobtrusive, strategically placed wireless sensors to monitor the person(s) in their own home. It is virtually invisible. No video, camera or audio intrudes on the person(s) life. Changes to the persons activities are analysed so care workers can be alerted to problems by call centre professionals, or via e-mail, phone, text message or pager or by checking a password protected web site.

We would like to welcome the Following Care workers on board:-

Vikki Bennians, Marie Brisebos, Monika Bruch, Magdalena Celli, Emily Easton, Anna Gorecka, Eva Gstottner, Artur Jarzynski, Anna Kawiak, Andrzej Milweski, Barbara Rogowska, Waldemar Rogowska, Radka Sampalikova, and Michelle Smyth.

Care plan updates

You will all be receiving a call from our Field Care Supervisors if you have not done so already, to come out and see you, this enables us to update your Care plans held within your Property, also this will give us the opportunity to update your details if they have changed.

In Addition you will also be receiving a Telephone Monitoring Call to ensure you are happy with the Service you are receiving. This will enable us to improve the service you receive from Home Choice Care as we strive to provide our Service Users with high standard of quality care. We appreciate your comments at any time.