

OPEN HOUSE & DOOR



Essex - December 2008

Welcome to the special combined edition of Open House and Open Door, the newsletter from Home Choice Care Ltd.

I am delighted to have the opportunity to introduce myself to you all.

I joined Home Choice Care on 10th November as the Chief Executive of the company, and feel extremely honoured to be here. Home Choice is a great company with a real sense of pride and commitment running through the whole organisation. We all want to support our service users in the best possible way in order to ensure safety, dignity, choice and the ability to live at home for as long as possible



I have had a great career to date and in particular have gained a whole lot of experience in the homecare business over the last 5 and a half years. I was, previously, the Managing Director of Careforce Group plc which is the 3rd largest homecare company in the UK. I was lucky enough to see Careforce through 5 years of phenomenal growth and development from a handful of branches in 2003 to 51 by November this year. The focus, in Careforce, was always on the quality of the service, managed through the training and support of the workforce. I have learnt a great deal along the way and intend to use that experience and knowledge to make Home Choice even better and bigger than it currently is.

Communication is so very important to all of us and that is why I think a newsletter, such as this, is vital to let you all know what the company is about. But, communication is a 2 way thing and so I urge you all to let the management team know what you are thinking, how we could do things better and how good we are at supporting both service users and employees. We are going to see some exciting developments over the coming months, some of which you can read about in this newsletter.

I would like to take this opportunity to wish you all a happy and peaceful Christmas and to say a special thank you to all those fantastic care workers who are going to be out there over the Christmas and New Year period ensuring everyone is safe and well cared for.

Debbie
[Debbie Neill, Chief Executive](#)





ESSEX LOCAL

Hello my name is Sharon Pops, New Care Director for the Essex branch. I have worked in Health and Social Care for 20 years and began my career in the care environment by working in an elderly person's home in the Basildon area.



After 6 years my career led me to work with the mentally ill in a hospital in the Wickford area. I then worked for a Domiciliary Care Company for 7 years of which after several promotions I became Branch Manager. Throughout my career I have learnt a great deal, with numerous training courses attended and an excellent background knowledge of both Domiciliary and Residential care. I intend to use that experience and knowledge in Chelmsford and look forward to working with you all. My door is always open should you have any problems or if you would just like to come and say hello.

Care Worker of the Month

As from 1st December 2008 Home Choice Care will be awarding a special award across the company for "**Care Worker of the Month**". Each branch will nominate a care worker that goes above and beyond the call of duty. Someone who makes your day and ours! We would love to hear from any Service User who feels that their Care Worker stands out from the rest. Please nominate your this special person by either dropping us a line or ringing the office, we would love to hear from you.

[See back cover for December results.](#)

Be Safe - We want you to be safe this holiday. If the weather takes a change for the worse and you are unsure of what to do please feel free to call us on **01245 450995**. The key thing to remember is to stay inside and wrap up warm.

Keeping Warm and Well This Christmas

[Up To 100% Home Insulation Grants - Tackling Rising Energy Bills](#)

Did you know, in an un-insulated home, around 35% of all the heat is lost through the walls and 25% through the roof?

A Government initiative to reduce the UK's energy consumption means that all homeowners/occupiers and private tenants, regardless of income, can benefit from grants of up to 100% towards the cost of installation. So, if you want to avoid another costly winter, take action and claim your home insulation grant now.

Don't wait until the weather turns cold again before you think about applying, you could be too late - **Call 0800 612 1062** or visit : www.homeinsulationgrants.com. **Remember** it is essential to keep warm and well during winter. As the weather gets colder, we are all more likely to catch colds or flu; and if your body temperature drops then the risks of a heart attack, stroke or breathing difficulties increase.

ICAL NEWS



Congratulations to our NVQ Achievers

The following have passed their NVQ2 in Health Social Care.

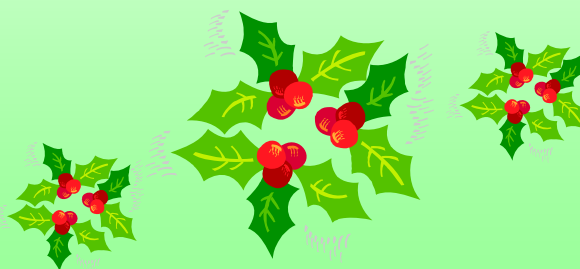
NVQ 2

Mandy Wade
Kim Mixture
Emma Young
Hayley Thake
Rebecca Hayes
Joanne Jones
Nicola Bruno
Anita Evans
Karen Beale
Karen Smith
Nancy Udall
Michelle Covington
Teresa Cross

The following have enrolled on the NVQ3 - Health and Social Care Qualification.

NVQ3

Jennifer Edler
Lyn Groves
Sheila Hayes
Teresa Paoli-burke
Anita Aske



Rapid Response - New Service for HCC Essex - We are able to respond to emergency calls from Social Services within 4 hrs of notice. More detailed information to follow in the new year.



Christmas Cover - Please telephone us if you have any changes to your existing care needs over the Festive Season. We have dedicated Care Workers for Christmas/Boxing Day if you require extra care please let us know as soon as possible.



Merry Christmas and a Happy New Year to all our Service Users, Care Workers and their families.

From Home Choice Care Essex.

Care Worker of the Month for December is: Sheila Goodbody, St Ives, Huntingdon.



Well done and thank you, to all the nominations across HCC.

Sheila, your prize of £100 is on it's way to you and you will be entered into Care Worker of the Year for HCC.

Nominations received:

Donna Bainbridge - Sheffield. She has proven to be an excellent Care Worker in many ways. We have never received a single complaint in all this time. Her time keeping, her sickness, and recordings in Mar sheet and client record books is excellent, and has NEVER missed a visit.

Daljit Kaur Jhaji - Gravesend. We have chosen Daljit because she has been the most flexible and helpful member of our team for many weeks, also we have not received any complaints regarding her ability.

Caroll Smith - Cambridge. Due to her commitment and willingness to assist with extra shifts and change of schedule at the last minute in a time of need. Her efforts and dedication have not gone un noticed.

Rhona Wilmer - Oxford. She has shown dedication to the job for 8 years now. Rhona regularly takes extra clients, does night sits and helps to shadow new care workers. She is the first there is there is a crisis and can be called upon even on her days/nights off to help if we require it.

Sheila Goodbody - St Ives, Hunts. This month we would like to nominate Sheila, she is our oldest care worker at the age of 79. She does a full time role and always is willing to come out to work on her days off and pick up extra calls as required. She has a very good rapport with all of the service users and deals with all issues that arise during visits and keeps us well informed of any changes.

Anna Arain - Essex - We would like to put Anna forward for care worker of the month, she never go's sick, always picks up calls, even when its her day off. Anna works her area more or less on her own, and always does more then she should for the service users.

Do you want to know what causes a "Stroke" - you can find out more on our Training Academy/Specialised Care pages of our website. Visit: www.homechoicicare.co.uk now.

Did you know that every year, an estimated 150,000 people in the UK have a stroke. Most people affected are over 65, but anyone can have a stroke, including children and even babies. A stroke is the third most common cause of death in the UK. It is also the single most common cause of severe disability. More than 250,000 people live with disabilities caused by stroke.

It could happen to you, or someone you care for. If it does, you'll want to know as much as you can about strokes. The following information tells you how The Stroke Association can help you if stroke affects your life.

For further information on how to recognized and deal with a stroke visit our website on www.homechoicicare.co.uk - there are other titles available too.