

Stay Cool this Summer

Helpful hints and tips

- 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 with ice to help you keep cool
- Have access to plenty of fresh fluids to avoid possible dehydration.
- Remember, where required ask your care worker for help.

Record Updates

One of the key functions performed by our Field Care Supervisors (those with the light blue t-shirts) is to ensure that the details contained in your "blue books" accurately reflect your current needs. Please advise the office if you feel that your circumstances or needs have changed and are no longer accurately reflected within these documents. Emergency contact numbers or change of address of next of kin etc are equally as important and should be updated as circumstances change.

Diversity & Equality

Let's face it we are all different, different habits, opinions, religions, lifestyles and needs but in so many ways so similar.....we want to be respected, to feel valued, treated with dignity and not to be judged to name but a few. Does it matter where someone comes from, their ethnic origin, their belief systems as long as they value and treat each of you with the respect, dignity and value you as an individual and acknowledge your individual needs. Care workers too have similar needs and aspirations and they too deserve to be treated with similar respect.

I would be the first to complain if my service expectations were not met, communication is important and an essential part of any care delivery therefore this is a critical skill that is required. If someone was unable to communicate with me then this would be the focus of my concern, if they could not follow my instructions to meet my needs then this would be the focus of my concern, likewise if I were disrespected or treated with a lack of dignity then that too would be the focus of my concern. It would not be because they were "black" "Asian" Irish or "English" for that matter it would be because they lacked the required skill level to meet my needs, it just so happens that they may be "black", "Asian", Irish or English!



Open House

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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

What's Important / What's New?

We are aware just how important continuity of care is to you and HCC is committed to achieving this objective. To this end we have now launched specialised double teams in both Chelmsford and Brentwood to achieve this key standard for our service users who require such a critical intensive service. Staff appointed to these Teams are salaried and are provided with cars by HCC to enable them to travel extensively, as required, in an attempt to deliver your care services within an extended geographical area. Feedback to date has been very positive.



John Giffney, Care Director





Essex Branch News



Well summer is well and truly upon us and Wimbledon has drawn to a close for yet another year. I am sure that we would all be a little happier if we could at least have a few days of sunshine to provide us with a bit of summer cheer. I really don't know what is happening, as the seasons all appear to merge into one.

On a positive note I would like to thank you for your compliments which I have great pleasure in passing on to our dedicated staff team. It really does make a difference to people to have positive feedback to let them know just how much you value them.



Summer Holidays

Many of our staff will be embarking on a well deserved summer holiday and we are aware that this can impact on your normal service delivery. We ask that you are patient if the service is delivered slightly earlier or later than you have come to expect with your regular care worker during this time and that it may well take care workers who may not have been to you before slightly longer to deliver your service. That is why it is so important to have your current needs and care requirements fully up to date in your service user records "blue books" held within your home.

Help Us, Help You!

HCC is committed to reducing cross infection and minimising the risks to both service users and care workers alike. All our care workers are provided with disposable gloves and aprons and are expected to wear them in the delivery of your service.

I am aware that at times this may not happen and if you have any concerns in relation to this please do not hesitate to contact the office, in confidence.



COMPLIMENTS

Call from Mrs C complimenting Fiona on her politeness and being helpful, kind and caring.

I also remain grateful for your feedback on the occasions when things have not gone as well as you would have expected and hope that you are reassured to know that we take this feedback seriously in order that we can learn from this, to ensure that the necessary improvements can continue to be made to your service delivery.

Like all customer care focused organisations we strive for excellence in our service delivery however we are realistic enough to realise that at times we don't always meet your expectations. We will however listen and I would like to reassure you that we are truly committed to achieving an effective resolution.

To this end we continue to invest in the development of our staff and continue to roll out our extensive training and development programmes relating to such issues as infection control, food hygiene, first aid, medication awareness and adult protection to name but a few. This ensures that our care workers maintain their level of skill in these areas, which in turn reflects in the high standard of care that can be provided to you. I hope that the current poor weather

Welcome - New Recruits

We continue with our recruitment drive to ensure that we have the resources to effectively deliver and meet your service requirements and changing needs. I would just like to thank you all for your patience and understanding whilst we put our new recruits "through their paces" and your co-operation with the shadowing process is invaluable to their ongoing development.

I am very pleased to welcome:

Samantha Jefford, Sharon Davis, Andrea Monro, Epiphania Muindisi, Angela Pettit, Donna Rayner, Deborah Barber, Tracey Jarvis, Cassie Henderson, Stacey Trunks, Samantha Brown, Lisa Thompson, Premyslaw dabek, Magdalena Golinska, Kelly Hale, Fiona Crawford, Claire Bryne, Malwina Galat, Teresa Piekarczyk, Idir Benbourenane, Patrycia Urban-Benbourenane, and Maria Poole

The feedback received not only by our experienced care workers but also from you gives me confidence that we have yet again got a pool of talent that is able to compliment our existing dedicated team.

Out of Hours Emergency Service

Our dedicated On Call Team are available to support both you and our care workers outside of our normal office hours of Monday – Friday 08.00 – 17.00.



Our On Call Service operates from 17.00 – 23.00 Weekdays and from 07.00 – 23.00 on Weekends and Public Holidays. As you are aware we maintain our service continuity by the provision of one contact number which is: - **01245 450995**

Please remember that outside of our normal office hours the On Call Service is in place to deal with emergency enquiries, resolving potential service failures, no response calls and generally ensuring that the service is maintained in order that all planned visits are achieved.



Are you aware of what you are signing?

For every visit that we ask our care workers to deliver, we also ask them to obtain a signature from you, where able, to confirm that the scheduled service was delivered. The timesheets should accurately reflect the arrival and departure time together with the time actually spent with you in the delivery of your care.

It is our expectation that timesheets accurately reflect the times recorded on your daily care records within your "blue books".

We appreciate that at times visits may well be shorter or indeed longer dependant on your changing needs but we have a very clear expectation that all tasks required to be provided to you, as outlined in your agreed care plans, are provided to the best of our ability.