

WANTED!



CARE WORKERS up to £200 Reward

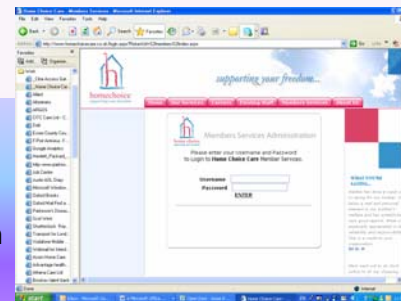
We are re-launching our "Recommend A Friend" scheme. That means that you could get from **£100** to **£200** for every Care Worker you recommend to Home Choice Care who is successfully employed and then works for us for 3 months. There are no limits to how many people you can recommend. It could be one, or it could be one a week. They just need to be the right kind of people to work in homecare. Please contact Jane Furnival on **07823 447187** for further information.

So don't delay – Earn that extra money right away!

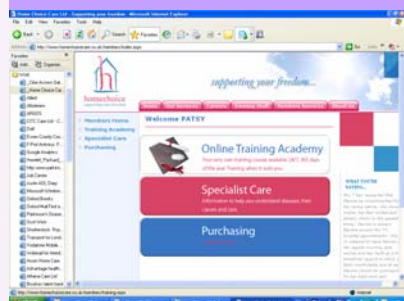
Home Choice Care is an Equal Opportunities Employer

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. You'll soon be able to train on line, gain certification and even view your very own training log. We will have information and training on various diseases, illnesses and conditions..



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.



Don't delay, call me today.

*Patsy Daeché
Marketing / Communications Manager*



home choice
supporting your freedom

Open Door

Welcome to your tenth issue of Open Door, the newsletter especially for Home Choice Care Workers. Thanks to everyone who gave feedback on the last issue, we need you, so keep your ideas coming in.

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. **Thank You** for helping us achieve this. By working together and covering all those extra shifts and sickness/absences you have helped maintain our hours. Well Done!

Welcome our first newsletter of 2008. It's going to be a great year for the Essex Branch – Lots of focus on building on our successes of last year with the focus clearly on growth and building on our improvements in delivering quality service provision for our service users both local authority and our expanding private base.

Complaints are greatly reduced and compliments for our staff are now the norm and continue to increase.

This has been ratified by Essex County Council who have just awarded us a "green light" for the improvements in the overall quality of our service. You should all be very proud of your achievements in securing this recognition as it would not have been possible without your dedication and hard work.....**Thank you all!**

As you may be aware, we have plans afoot to move the main office to a new modern, high spec environment, situated in Springfield Lyons Business Centre, Chelmsford. In addition we are also actively seeking a small office/drop in centre in Brentwood and as you know we are offering a "bounty" to anyone who can help us secure a suitable site..... so keep your eyes peeled and keep me posted with your suggestions.

Springfield Lyons
Business Centre,
Chelmsford



John Giffney, Care Director



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 – show them to your friends, remember if you recommend a friend you could earn up to £200 per person! 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

As you know we are constantly reviewing the ways that we communicate with you and I would be grateful if those of you with e-mail addresses could forward the details to me at :- jgiffney@homechoicecare.co.uk to assist in the development of the electronic transfer of information which I am sure would be of benefit to all of us.

In addition, further training and development opportunities are currently being developed together with exiting changes on our Website, which I would encourage you all to check out. I will of course keep you posted in relation to the development of the e-learning opportunities as they roll out.

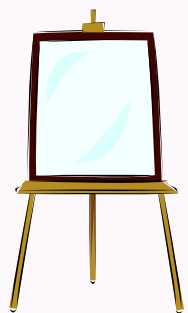
This is a really exciting time with so much growth ahead of us this year, keep up the great work and please remember you are crucial to the future development of the Branch and together with your continued commitment and dedication, I'm sure that 2008 will be our best year yet. Together we can make a difference and I'm sure we will all see the benefits from continued growth in the coming year.

NEW MEMBERS

I am sure that you would like to join us in welcoming the latest batch of recruits to HCC. They are, Gerry Knight, Branch Administrator, Lucy Voice, Charlotte Brewster, Keeley Foster, Sharon Brooker, Gail Bone, Lisa Halliday and Angela Pettit.

Gemma Anderson is currently providing maternity cover for Akua's post in finance.

Training & Development News



Wendy Dockrill, as always, is actively evaluating our training and development programme to ensure that you all continue to maintain the minimum standards, enhance your knowledge and skill level. This is particularly important if we are to have a

workforce who are suitably qualified to meet the changing and challenging needs of our service users.

Our core programme continues to be rolled out from Induction, Core Skills refresher programmes to securing NVQ2/3 and beyond.

It is important that you maintain your skill base, to ensure your continued professional development and to facilitate this Home Choice Care are now delivering all our core skills training annually.

We endeavour to give you as much notice as possible of training dates to maximise attendance but we also know that at times you may not be able to attend due to prior commitments. Please, in these circumstances advise Wendy directly giving as much notice as possible, together with you reasons, we can then reschedule you, if necessary, to an alternative date. Delivering our training programme is critical to the success of our business and to ensuring that we meet the National Minimum Standards outlined by the Commission for Social Care Inspection (CSCI) which is our regulatory body.

If there are any areas or topics that you feel that we should consider in relation to your ongoing training and development needs, then please forward your suggestions directly to Wendy.



See the Real Person

When you visit your service users do you ever see photos of them as young people? If you haven't then please try to look at them - person as they the person that



Understanding helps provide their needs and a better quality of life. I know many of you know your service users well but perhaps this is a short cut for those colleagues new to care work — or with brand new service users when you are first introduced?

Easter is fast approaching so we need to make sure that all the rotas are correct and meet the holiday needs of our service users. Please work closely with your local office to make sure that Easter bank holiday passes smoothly for everyone concerned.

Best wishes
Professor Justin Jewitt, Chairman

Timesheets

A big thank you to, all of you who are getting your timesheets in on time and fully completed! Remember, timesheets must be in by no later than **Monday at Midday**. If the Branch has not received your timesheet by this time, we cannot calculate your wage payments, meaning that payments can be affected! Please ensure that signatures are obtained to enable timesheet submissions to be processed smoothly – no signature = no payment!! We don't want that for any of you... so please ensure you meet the payroll deadline.

Please also ensure that the reasons for "Fruitless" or "Cancelled calls" are clearly highlighted on your timesheets as this helps speedy processing and stops Janet and Gemma pulling their hair out in frustration and despair!!



Going on a Summer Holiday?

Remember, the Branch generally needs a minimum of 4 weeks notice for all holiday requests... Please ensure that you complete the HCC Holiday Request Form and submit the form to Val for approval.

Your holiday is not guaranteed and should never be booked in advance – Your Holiday is only approved at the point where you receive a signed photocopy in the post!! As we have to ensure the service to our users continues to be delivered, regrettably we may have to reluctantly decline requests. So help us, help you, by ensuring you plan and submit all leave requests with as much notice as possible!



Congratulations

Well done to the following staff on the successful completion of their NVQ 2 programme: - **Theresa Cross, Carly Exley and Anthea Last.**

A special mention for those who are within touching distance of completion, **Michelle Covington, Anita Evans, Lorraine Hardy, Pam Feathers, Mark Norman, Karen Smith and Donna Warner.**



Support from a new Assessor from Braintree College is now imminent!! HCC will also have two new groups embarking on our next NVQ programme in March.

Compliments

A special Thank-you to the following staff received compliments for the quality of the service provided to their service users since the last Newsletter.

Anna Arain, Julia Brown, Kim Mixture, Maria Annabelle Moss, Margaret Watt, Emma Young, Graham Lohr, Sarah Freeston, Carly Exley, Donna Warner, Joanne Apsey, Jacqueline Taylor-Goodridge, Beverley Collinson, Karen Beale, Teresa Cross, Julie Watson, Kerri Hill-Burton, Laura Ship, Tina Hull, Carlene Clarke,

