

HCC Branch Info

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CARE WORKERS - £200 Reward



Don't forget if you have a friend with NVQ 2 qualifications and they are successful you could receive £200 once they complete their probationary period.

Open Door

Two important things are happening right now for all Care Workers in the country let alone Home Choice care.

Firstly, the **No Smoking** ban has come into effect from 1st July and quite rightly Service users have a right to smoke in their own home but it is a place of work for us. Please let us know if you feel that any particular visit worries you in regard to a smoking environment.



From 1 July businesses must have removed any existing indoor smoking rooms, and must display no-smoking signs. They must also take reasonable steps to ensure that staff, customers and visitors are aware that the premises is required to be smoke free, and that no-one smokes in those premises. Company vehicles or those used for work (including voluntary work) should be smoke free if more than one person is using them and regardless of whether those persons are in the vehicle at the same time. Please take time to look at the dedicated website : www.smokefreeengland.co.uk

Make sure you have your sign displayed clearly. Smoke free premises sign must be at least A5 in area (210mm x 148mm). You can obtain your Free Sign from the website above.

Secondly, its the school holidays coming up. We know that many care workers want to enjoy some of the holidays with their family. Let's make sure that holidays have been booked well in advance. Our Service Users need us 7 days a week and often 52 weeks a year so we must make sure all your calls are covered.

Don't forget to benefit from **"Recommending a Friend"**, you can get up to **£200** for introducing an experienced, level 2 NVQ trained Care Worker. Let your branch know of any friends as soon as



Shares in Home Choice

Finally, make sure you get your shares in Home Choice care this year. Cambridge branch Care workers will get their **FREE** shares during July, Essex, Kent, Oxford and Huntingdonshire will all get theirs in October/ November. You will be offered 1 **FREE** share option for every 250 hours worked (average over the past 6 months), its our way of saying we want you to benefit by owning part of the company you work for.

Details will be sent to each branch as the shares become available.

Professor Justin Jewitt

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

Compliments

It is with great pride, that I would like to recognise the many compliments we have received over the last two months about Home Choice Care care workers, who were individually named for the outstanding care and service they provided

In May we received a total of 45 compliments. The following care workers were individually named: Nicola Bruno (x3), Anita Aske, Kevin Langham, Mark Norman (x2), Brigid Murphy, Mandy Wade, Margaret Watt, Margaret Watt, Nancy Udall, Jo-ann Saye (x3), Sarah Freeston, Ruth Gordine, Lesley Hurley, Lorraine Hardy, Teresa Paoli-Burke, Pam Feathers, Lenka

Dudasova, Sheila Hayes, Rebecca Hayes, Graham Lohr, Anna Arain, Cathy Aske (x2) Lucy Critch, Lynne Groves, Dawn Humphreys, Michelle Covington, Dawn Humphreys, Nicola Batson (x2), Karen Cooper, Carrie Morgan, Nicola Barker (x2), Beverley Collinson, Hayley Thake, Sheila Murrell, June Yussuf, Sarah Freestone, Amanda Taylor, Donna Shelley and Julia Brown.

In June we received a total of 22 compliments. The following care workers were individually named: Tracey Walker (x2), Merelyn Collins, Pauline Mason, Margaret Watt (x2) Carolann Pozzi, Sheila Murrell, Emma Balch, Pauline Clarke, Donna Warner, Graham Lohr, Cathy Aske (x2) Rebeka Embry, Carley Exley, Mary Hatwell, Michelle Ireton, Julia Brown, Kim Mixture, Lilian Brockwell and June Yussuf.

Thank You!

Essex Branch Update

Dear Colleagues

Over the last few weeks since I took up my post, I have had the pleasure of meeting several of you and hope to have the opportunity to catch up with those I have yet to meet in due course.

Even within the short time that I have been here I can see what a good job is being done by the majority of carers and this is certainly appreciated by both the Service Users and Home Choice Care.

I am however concerned over the level of repeated short term absence and sickness together with incidents of missed and late calls. I am currently looking at these issues and continue to speak with individual staff in relation to them.

These issues obviously have a negative impact on our ability to ensure that we can consistently meet the needs of our Service Users and unfortunately gives the impression that we are failing in our overall service delivery. I am confident however that by addressing these issues we can make a difference.

I will shortly be issuing further guidance in relation to "fruitless calls/frustrated visits" as a high proportion of these calls can be viewed as "no response calls". There needs to be a very clear process followed to ensure we are meeting the needs of our Service Users. In the interim if when you visit a Service User and get no response or if you access their home and they do not appear to be there, you must without exception contact the office or on call for advice before leaving the clients home.



Finally, I am confident that by working together and communicating effectively we can really make a difference to the quality of care offered by Home Choice Care.

John Giffney, Care Director

Holiday Season/School Holidays

With the holiday season and school holidays round the corner, I would like to remind everybody that annual leave must be requested and approved before anything is booked and so avoid any disappointment or problems. There may be occasions when annual leave cannot be approved, as it is vital we ensure there is a sufficient available pool of care workers who can deliver a quality service to all service users at all times.

By working together as a team, our service users will always receive the care and support they need and for which we can all be proud. The more we care, the more we will grow and the more our shares will be worth.

Best Wishes - Debbie Bennett

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