

Home Choice Care

“Supporting Your Freedom”

Our Care services are all about good people who provide high quality care and are committed to working in partnership with you.

Our Care Workers have undergone extensive police and reference checks prior to employment, and are fully trained to ensure that they are of the highest calibre. **Our promise to you is ...**To provide a first class quality care service, by employing the best trained care staff and operating to the highest standards of care delivery on each and every care visit we undertake.

We offer the following services:

- ** Personal Care including washing and bathing
 - ** Medication Visits
- ** Domestic Services including housework, cleaning, ironing and preparing meals
 - ** Rehabilitation Support Companionship
 - ** Palliative Care
- ** Enablement Care for Chronic Long Term Illnesses
 - ** 24hr Live in Care

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These services are more affordable than you think.
For more details of additional services from Home Choice Care
please call on 01474 365594
or visit www.homechoicecare.co.uk

GRAVESEND HOURS OF CARE DELIVERED

Period 1= 5895 hours
Period 2= 6250 hours
Period 3= 6817 hours

We are now providing an average of 1800 hours care per week. This is a fantastic achievement as every hour has been provided by our highly trained and skilled care workers. This in turn, provides you with the excellent level of service you deserve.

Thanks for reading and we wish you a happy and healthy next quarter.
Lyn Wilson, Care Director and the branch team



Open House

GRAVESEND JULY 2008

ISSUE 07

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.

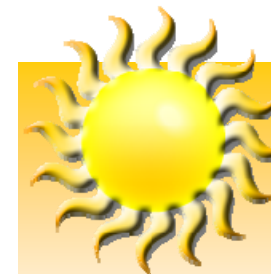
What are the conditions that you have that you think they should know more about?

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



With the summer approaching, remember to drink plenty of water and open your windows to help you keep cool. You can ask your Care Worker to do this when they visit, but remember to ask them to close them again on leaving so that your home is safe and secure. We also suggest that you choose light weight clothing to wear and keep a cardigan close at hand just in case you start to feel chilly. Our Care Workers are also happy to ensure fresh drinking water is left for pets so please, just ask!



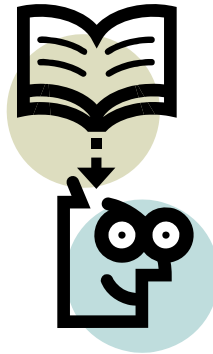


Gravesend Branch News



Cancellation of Visits

Just a quick reminder about visit cancellations. Visits that are cancelled without 48 hrs notice will still be charged. To avoid this please call us at the office as soon as you know of any changes to your regular visits as we are unable to take this information from your care worker. However, we realise that there are the odd occasions where you need to cancel at short notice; this can be looked at on an individual basis.



Compliments and Complaints

Thank you to those of you that have passed on compliments regarding your Care Workers. It has been a pleasure to hear your comments and confirms the high level of service we are providing. It is also important to hear of any improvements you feel can be made to the service. We take all gripes and complaints extremely seriously and can be treated in absolute confidence should the need arise.

Welcome - New Care Workers

I am pleased to announce that we have recruited several new Care Workers. Please join me in welcoming the following team members:

Kemi Usman, Judith Cox, Carley Heaver, Elizabeth Oloo, Sabrina Guillaume, Sandra Linsdell, Jane Jere, Aisosa Efeiti, Denise Carle, Jane (Liz) Woodward, Tina Carter, Amanda Fulager, Annetoinette Harvey, Kerry Saunders, Felistas Zivave

They are all highly qualified and very happy to help with your individual needs. We now have a total of 63 care workers within Home Choice Care Gravesend. Should you feel that your care package does not meet your needs or you require some extra time please contact the office and we will be happy to look into it for you.



New Office Care Supervisor

I am pleased to announce to you our new Office Care Supervisor, Heather Alleyn. Heather joined our team on 16th June 2008 and is settling in really well. Heather is currently preparing to meet you all, so she can be more familiar with your needs.





Suzanne has moved to a new role outside of the company and I hope you will join me in wishing her the best of luck for the future; she will be sadly missed by the whole team.

Birthdays in July and August

Many Happy returns to all those listed below

Mrs I Groves, Nellie Humphries, Edward Windeatt, George Whyte, Edith Lancaster, Di-anne Walker, Cyril Newman, Ernest Blanchard, Shirley Lockyer, Jessie Williams, Kenneth Tutton, Joyce Hill, Jean Chamberlain

Ellen Clabon
Alfred Vousden
Barbara Thatcher
Madge Crockford
Winifred Luck



NVQ 2

Congratulations to the following team members for completing their NVQ Level 2 in Care.

Annie Gadama, Perseverance Nkala, Kath Harris, Jackie Sherwood.

Good luck to the below as they have recently enrolled on their NVQ Level 2 in Care.



Vicky Taylor, Claire Notorianni, Daljit Kaur Jhaggi, Maureen Sakalli, Kate Umokop, Adebayo Adebimpe, Karen Royal, Gina Devenney, Nicola Pater-son, Marianne David, Cheryl Stacey

Office Availability

The main office is open between 9:00 and 17:00, Monday to Friday. Our main number is **01474 365594**. We also run an emergency out of hour's service on the same number, in case you need to call us after hours.

This service is available from 17:00hrs – 23:00hrs, Monday to Friday and all day on weekends.

Sukdeep will be on hand should you need assistance.



01474 365594 is our MAIN and OUT Of HOURS Number