

Care Worker of the Month for January is Cheryl Stacey, from our Gravesend Branch



Congratulations Cheryl, your £100 is on it's way to you, with a small presentation lunch on 24th February, at the Gravesend offices.

Thanks for all the nominations and your dedication as a Home Choice care worker. Keep up the good work and good luck for next month.

Cheryl Stacey - Gravesend

We would like to nominate Cheryl Stacey for Care Worker of the Month.

Cheryl joined the team a year ago and has always been a popular staff member with both Service Users and Care Workers. Cheryl enjoys training new Care Workers and is always helpful and friendly.

Cheryl will also always try and pick up additional calls where she can and worked throughout the Christmas and New Year period. Although she only had 2 calls on Christmas day, Cheryl would not allow us to cover these, to enable her to spend time at home, as she wanted to spend some valuable time with her Service Users to whom she is very dedicated.

Donna Bainbridge - Sheffield

Donna 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 the Mar sheet and client record books is excellent. Donna has NEVER missed a visit.

Karen Beale - Essex

Karen has picked up extra calls at short notice and covered work. She is a god send to us.

Slawomir Konopka - Cambridge

We would like to nominate Slawomir Konopka for all his dedication and willingness to help with extra call's. He is always willing to help out in any area in need no matter how far the distance from home.

Trina Murray - Hunts

Trina has been nominated for care worker of the month. One of Trina's regular service user emailed us about how dedicated she is.

Trina has been with the company since 1996 and in the past 2 years has not had a day off sick, she cycles around St Ives carrying out her care calls. Trina likes her regular round and always attends training and meetings as scheduled.

Trina carries out her care calls with the highest standard of care and is well liked by all of her service users.

Kerry Lanighan - Oxford

Kerry is a fairly new young care worker with no previous experience in care. We have had several comments from both SU's and CW's alike commenting on how quickly and efficiently Kerry has learnt to deal with all types of problems as well as general care. Kerry always picks up extra work if she can and is a very pleasant person to have around. Her timesheets are always in on time and complete. Although she is basically doing what we ask of all CW's Kerry does it with no fuss and shows a great desire to learn.



Home Choice Care

Open Door

bringing choice back into your life

Gravesend • Winter • Feb 2009

Welcome to the February 2009 edition of Open Door



I am pleased to say that during my time at Home Choice Care I have already had the opportunity of visiting every branch on a number of occasions and meeting many employees face to face, I will have the chance to meet more people as, Justin and James and I attend team meetings. There are a lot of really positive changes just around the corner such as Award Ceremonies for NVQ achievers, new uniforms, slight change to the company logo, enhanced training and a number of possible new service developments. I am also very excited about the Community Projects which are being developed right now. It is our chance to give a little back to our communities whilst having some fun at the same time.

We all know someone at Home Choice who deserves particular recognition for their commitment. We want to take every opportunity to celebrate and reward excellence and so I want to be sure that we achieve local and national recognition for Home Choice Care and those who really make it happen. I am looking for nominations for our Carer of the Month Award, the National Home care Awards, NHS Dignity Champions and local Business Excellence Awards. Nominations are welcome from within the

business and from people who are supported at home by Home Choice Care. Please speak to your local branch for details.

I am delighted to welcome the newly acquired Lilac Care to the Home Choice Care Group. Lilac Care is based in Leighton Buzzard and delivers care in Bedfordshire and Buckinghamshire. Sharon Hillyer is the newly appointed Care Director for Lilac care. Please join me in welcoming the whole team to the group.

I would like to take this opportunity to thank you all for your ceaseless commitment during the recent weeks' bad weather and difficult travelling conditions. It is a credit to all of you both in branch and in the community that your dedication ensured that some of the most vulnerable people in our communities were safe and well cared for during this time. There is more about this in this Open Door, with some great stories.

Debbie Niell

Message from the Care Director Lyn Wilson



I would like to take this opportunity to thank all of you for the continued hard work over the past few weeks, well done to you all. An extra thank you to those of you have attended your appraisal's, I hope you have found them useful, I did, as I now have a better understanding of you all.

OUT OF HOURS TELEPHONE EMERGENCY ONLY 01474 365594

Please remember that the out of hours telephone is for an emergencies only and not to find out what's on your timesheets, or to answer your holiday or pay queries. This line must be kept free for all times for our services users, in case of an emergency.

Texting is an unacceptable way to tell us that you're not well. You must call us and verbally inform us that you're unable to cover your shifts due to illness. We only use texting facility to confirm shifts, or for urgent information.

Now the colder weather has set upon us we need to ensure that our Service User's are warm. Please check doors and windows are closed and leave a cardigan and blanket to hand so if they get chilly they can cover up. Please prompt hot drinks at each visit.

I would like to again remind you all that Time Sheets MUST be in the office by no later than Tuesday of each week. The majority of you are all very good but there are a few who are not, and you know who you are. LATE time sheets can hold up ALL of payroll if they are not handed in and confirmed by us. You can post the Time Sheets through the office door at the end of your working week, or you can post them (with the correct stamp value on) to us. Any Time Sheets received via the post with under payment of stamps on will be deducted from your pay.

Lyn Wilson

New Branch Structure

I am please to you about a new branch structure that is now in place;

Sukhdeep Kallu is now the Deputy Care Director • Tanya Reynolds is now a Field Care Supervisor • Suzanne Atkinson is now a Field Care Supervisor

I wish them all the best in their new positions.

Confidentiality

It is extremely important that you do not breach confidentiality by discussing any details about a service user to anyone outside of those directly involved with providing the care service. As an example, even revealing who you are going to visit next, or who you have just completed a visit for, to a service user, friend or interested acquaintance is regarded as a serious breach of confidentiality and would be subject to disciplinary action by the company.

Compliments and Complaints

Many Thanks to those of you that have called or written in with compliments for your Care Workers. It has been a pleasure to pass on your thanks and praise to the care workers in Question. Please continue to let us know if you're happy with the service that is being provided and/or if we can improve on the way it's performed. We're here to listen!

Cancellation of Calls

I would like to remind you that if you need to cancel your services because you have a visitor or a hospital appointment please let the office know as soon as possible. We need to be informed verbally or in writing. Failure to cancel without giving 24hrs notice will result in a charge being made.

New Care Workers

I am pleased to introduce Mandy Wild, Michaela McBryde, Holly Hearn, Carol Hills, Yvonne Alexander, Rosemarie During, and Bukola Ademola as our new care workers. Please join me in welcoming them to the team.

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 and you require some extra time with someone from our team then please contact me at the office and I will be happy to look into it for you.

Birthdays

Care Workers - February

Suzanne Atkinson 19/02 • Catrinna Collins 17/02 • Moreblessing Dingwiza 23/03 • Kath Harris 02/03 • Kim Pritchard 22/02 • Maureen Sakalli 30/03 • Clare Notorianni 05/02 • Jackie Emblen 09/03 • Elizabeth Oloo 15/02 • Thandile Solontsi 27/02 • Trish Morris 21/03

January - Jan Dangerfield 03/01 • Jackie Young 29/01 • Seun Olatoye 17/01 • Gina Devenney 27/01 • Adeyinka Adeoye 02/02 • Carol Hills 03/01 • Mandy Wild 06/02

Service User Birthdays - January

Nigel Munro 25/01 • Sylvia Millin 27/01 • John Crowley 18/01 • Franziska Crussell 25/01 • Marion Acott 30/1 • Jean Young 17/01

February and March - Bridie Leydon 16/02 • Howard Pearson 23/03 • George Stanley 20/03 • Ivy Dunford 25/02 • Winifred Tubb 06/03 • Dulcie Thomas 05/02 • Ellen Smith 20/03 • Pamela Blanchard 26/02 • Dorothy Johnson 17/02 • Diane Sutch 16/02 • Ethel Nettingham 02/03 • Janice Eve 06/02 • Irene Collyer 11/03 • Marie Dafrietas 16/03 • Joan Irons 05/03 • Donald Wells 19/03 • Jessie Smith 09/02 • Teresa Smith 16/02

NVQ 2

Good luck to the following Care Workers who have enrolled onto their NVQ 2; Sabrinna Guilluame and Moreblessing Dingwiza.