



# HCC Branch Info

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**HCC Gravesend** - 01474 365594  
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**A big thank You** to all care workers for attending the recent training. We hope you enjoyed the opportunity to update your professional development plans. HCC is very keen to ensure your training is practical and of a high standard so we would appreciate your comments and suggestions for the future.

Don't forget if you have a friend who you think would enjoy care work please refer them. If they are successful you could receive £100 once they complete their probationary period.

## CARE WORKERS £100 Reward



**Feedback:** We want to hear from you with comments and anything to include in our next issue of Open Care. Please contact Patsy Daeche at Home Choice Care, The Lodge, 13 High Street, Ingatestone. Essex. CM4 9ED. Tel: 01277 354111 Fax: 01277 355811 / www.homechoicecare.co.uk



home choice  
supporting your freedom

# Open Care

**Kent Issue 2 - Feb 2007**

**Welcome** to the quarterly newsletter from Home Choice Care Ltd, the home care provider in Gravesend and the surrounding areas. HCC Ltd is a new kind of home care provider. Owned and run by all the staff. Our vision is **"Supporting Your Freedom"** for our Service Users.

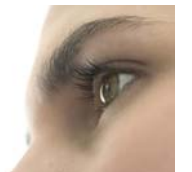


**Between us we provide over 6,500 visits per week. We NOW need to ensure that the visits are delivered on time, for the full length of time allocated and that we are providing high quality support during these visits.**

**Thank you for your continued support!**

### Your Meetings - Watch out for a date!

Over the next 3 months you will be able to meet Jane and I at the branch. We plan to hold a day of meetings to suit you. One at 11am, one at 2pm with the last one at 6pm. These are 1 hour meetings for you to attend and let us know what you think about any of the services, your ideas, criticisms or praise!



We will let you know the date by putting it on your pay slip and repeating it with your service rotas. So watch out!

I really look forward to seeing you all.



**Working Together** delivering excellent care to people in their own homes is all about partnership.

Home Choice Care helps people live independently in their own homes by providing care workers to assist with their daily needs.

# Working Together



## Our Promise...



We promise a warm welcome in the branch and over the telephone. Our staff will be professional, courteous and friendly at all times. We will communicate in a professional manner and expect the same in return. All of this is in the best interests of both yourselves and the Service Users.

If you contact the office to say you're running late we will ensure that the service user is informed at all times. If the call itself is taking longer than scheduled let us know, we may need to call the Social Services and ask for a review of the care needs in place.

In the sad event of one of our service users passing away - we will send a card, flowers where appropriate and allow you to attend the funeral wherever possible.

Remember: Please let us know how the office is operating, tell us if we are improving or if there are concerns that you still have. You can call Lyn or Julie on their mobiles anytime. Lyn 07717 860172 and Julie Green 07825 327826.



## How can I earn a £50 bonus? Ways to increase your wages

Now the team at HCC are welcoming Private Payers and people in receipt of Direct Payments. The benefits to you will be more work available and more variety of work. Privately funded people often want longer visits, companionship or someone to stay with them overnight.

If you know someone who needs support to remain at home but who is not eligible for social service purchased care then do let them know about the help we can offer. There is a **£50** bonus (to our care workers only) for any referral that buys services from us for a minimum of **100** hours.

If you know anyone or are asked about what we can provide, ask permission to pass the persons details on to your Team Leader. The Team Leader will register with the branch that you have made the referral and we will let you know when your bonus is due.



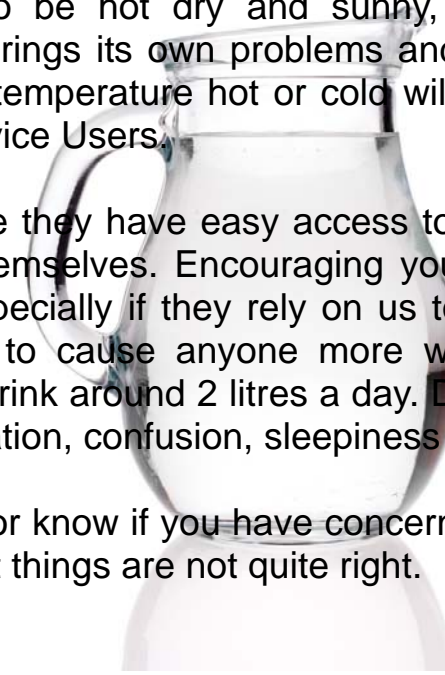
## Lyn Wilson, Care Director

What Glorious weather we are having.....

This year is forecast to be hot dry and sunny, what a lovely thought. However nice weather brings its own problems and we all need to be very aware that extremes of temperature hot or cold will affect the way in which we need to help our Service Users.

Remember to make sure they have easy access to fluids, especially if they cannot get drinks for themselves. Encouraging your service users to drink more can be difficult especially if they rely on us to help them to the bathroom. They don't want to cause anyone more work but even in normal weather we all need to drink around 2 litres a day. Dehydration is dangerous and can cause disorientation, confusion, sleepiness and ultimately death.

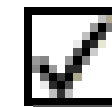
Please let your supervisor know if you have concerns about anyone as soon as you get an inkling that things are not quite right.



## Holidays/Public Holidays



We need to give you and your family a break but we must remember that if a bank holiday falls on your normal working day you are expected to work, unless you have booked paid leave. Our commitment to **YOU** is to grant as much leave, on a first come first served basis, as possible without affecting the care to the Service Users.



## Spot Checks

We will be carrying out spot checks, but it is very important that each and every Care Worker wears their uniform and their ID badge. The uniform is reassurance to our Service Users that you are a trained professional. You do not choose to wear the uniform - it's what we want you to wear. You represent the quality of care to your Service Users - Uniforms to be worn at all times with no exceptions.

**No uniform, no pay!**