

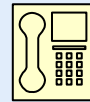
# Branch Directory

**HCC Essex** - 01277 354111

John Giffney, Care Director / email: jgiffney@homechoicecare.co.uk

**HCC Cambridge** - 01223 264944

Jonathan Ludd, Care Director / email: jludd@homechoicecare.co.uk




**HCC Oxford** - 08165 770412

Shelley Nelms, Care Director / email: snelms@homechoicecare.co.uk

**HCC Gravesend** - 01474 365594

Lyn Wilson, Care Director / email: lwilson@homechoicecare.co.uk

## Stay Cool this Summer

- \* During the heatwave try and plan your day in a way that allows you to stay out of the heat.
- \* Stay inside, in the coolest rooms in your home, as much as possible.
- \* Close the curtains in rooms that get a lot of sun. 
- \* Keep windows closed while the room is cooler than it is outside. Open them when the temperature inside rises, and at night for ventilation. If you are worried about security, at least open windows on the first floor and above.
- \* Take cool showers or baths, and splash yourself several times a day with cold water, particularly your face and the back of your neck. You could ask your Care Worker to leave you a cold flannel filled with ice, to help you keep cool.

\* **Remember : Ask your Care Worker for help!**

Key advice from the Department of Health - if in doubt please do not hesitate to contact NHS Direct on **0845 4647**.

**Feedback:** We want to hear from you with comments and anything to include in our next issue of Open House. Please contact Patsy Daeche at Home Choice Care, Lindens Gate, Chantry Lane, Hatfield. Herts. AL10 9PH Tel: 07920 752041

[www.homechoicecare.co.uk](http://www.homechoicecare.co.uk)

# Open House

Gravesend Issue 2, June 2007

## “Supporting Your Independence” Personalised Care for Individuals



Home Choice Care provides practical support services to enable people to live safely in their own homes for as long as possible. Our mission is to be the UK's first choice provider to deliver high quality care. See inside cover for more details.

### Gravesend Branch Update

I am proud to have this opportunity to introduce our team at Home Choice Care Gravesend.

Suzanne Caller is our Office Care Supervisor. Suzanne has the very important role of ensuring that your care is provided by the right Care Worker . She has been a Care Worker herself for many years and as a local girl she knows your area extremely well.

Karen Laming is also an Office Care supervisor, allocating Care Workers who provide a 'live in' service. Karen has the added responsibility of ensuring that your invoices are accurate and reach you in a timely manner.

Catrinna Collins, our Field Care Supervisor, has been a Nurse for over 20 years and brings with her a wealth of knowledge and experience. Many of you may have seen Catrinna as she has been responsible for delivering your updated care plans (the blue folders). Catrinna also monitors the delivery of your care and will recommend any improvements you feel will add to your satisfaction with our service.

With over 40 years of experience between us, we are here to ensure that your service is of the highest possible quality.

**Lyn Wilson, Care Director**

**Call us anytime on 01474 365 598**



## Personalised Care for Individuals

Washing, Oral Care, Wet and Dry Shaving, Dressing.

Toileting & Continence care, Feeding, Assistance with medication.

Assistance with getting up or going to bed.

Making or changing your bed, Shopping, Paying Bills, Collecting Pensions.

Assistance with Laundry, Ironing, Preparing Meals, Vacuum Cleaning.

Light domestic tasks, Washing dishes, Dusting.

Cleaning of toilets and bathrooms, Night sleeper.

Waking night care, Two person care team — for hoist and track transfers.



## Our Packaged Services

### Starter Pack

The Home Choice Care Starter Pack is a good way of trying the service to see how it will work for you and your family.

### Home From Hospital

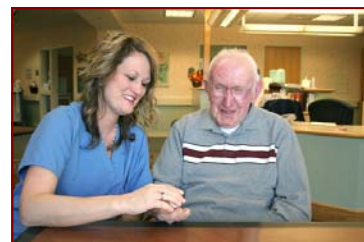
Following emergency or elective surgery—extra help is often needed whilst people regain their strength.

### Going Away on Holiday

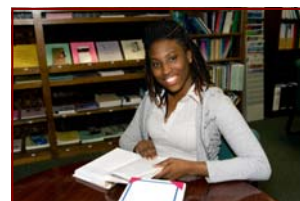
Home Choice Care can help ensure your holiday is an enjoyable one without any worries. Holiday Cover Packages vary from Care Worker visits daily to 24 hr live in care.

### Flexicare

With this package we can incorporate all the services listed into one package. YOU then decide on what item you want and when you want it. All delivered by high calibre Care Workers.



## Our Care Workers



The company has a comprehensive training and development programme that all care staff undertake from the start of their employment with us. The training they receive is vital to ensuring that they are equipped with all of the skills necessary to carry out their care duties to the extremely high standards expected from us by our Service Users.

## How to Finance your Care

### Private Payers (PP)

People who either fall outside of the Social services eligibility criteria or who choose to pay for their own care. Care needs are assessed by the provider and the Service User is responsible for paying for their own care.

### Individual Budgets (IB)

A pilot project for individual budgets is currently being undertaken as a cross government initiative and is led by the Department of Health who are working with the Department for Works and Pensions and the Department of Communities and Local Government. Individual budgets are designed to provide individuals who currently receive services greater choice and control over their support arrangements. All care agencies will be provided with more information once the outcomes of the pilot are known.



**All packages are tailored to suit the individuals needs of the Service Users.**

**Call us now on  
01474 365594**

### Supporting People

A separate government fund (housing support grant) which is to be spent on non domiciliary care tasks which enables Service Users to remain in their own homes. For example, help with filling in forms, claiming benefits and social activities. This is very often used to provide support to Users with learning disabilities although it is becoming more broadly based. Providers must be specifically accredited to provide this care. HCC is undergoing accreditation.

### Direct Payments (DP)

People who meet the SS eligibility criteria, whose care needs are determined by Social Services. SS pays the Service User an amount of money each week which the Service User may spend as they wish to get their care needs met.

### Social Services (SS)

People who meet the SS eligibility criteria, whose care needs are determined by Social Services. Social Services sources and pays for their care approved by the Local Authority. Social Services pays for their care and commissions it from approved Care Providers.