

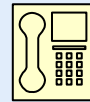
Branch Directory

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Stay Cool this Summer

- * During any 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



Open House

Gravesend Issue 3, August 2007

Welcome to the third issue of Open House, the newsletter especially for Home Choice Care Service Users.

Care Plan Update

In order for us to ensure that you receive the highest quality care, it is vital that we ensure that the information in your care plan is both up to date and accurate. As you know, Catrinna (our Field Care Supervisor) has been visiting you all to update your information.

I would like to take this opportunity to thank you for being so helpful in assisting Catrinna with this job. Your comments have been extremely useful and will help us to continue to provide you with the service that you want.

If you have any further comments please do not hesitate to contact us.

Lyn, Suzanne, Karen, and Catrinna
The HCC Gravesend Team

Summer Time

I wish all of you and your families a very happy summer time. Don't forget to keep well hydrated at all times now that the warm weather is with us - a glass of water regularly sipped during the day can help you keep cooler and feel better than you otherwise might.

If you are planning any holidays or have family visits for the day don't forget to let the office know so that we can adjust your call schedule and advise your care worker. Also, our care workers have families as well so that many of them will be taking some well deserved holiday time over the next few weeks, we will try and minimise the disruption to you and hope that you will enjoy meeting any new carers during this time or seeing some friendly old faces. If you have any worries or concerns don't hesitate to call us at the local office.

Happy Summer holidays
Justin Jewitt, Chairman



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, Finance Director, Home Choice Care

New Computer System



I am delighted to be able to tell you all about the new system and how it effects you. All of Home Choice Care's rostering, client and care worker records, and day to day operating details are contained on this system.

Key attributes of our new system (called Coldharbour) are the flexibility with rostering, excellent management and operational reports, it's ability to interface with all known payroll and invoice applications, user-friendly presentation of screens, and ease of implementation.

We hope that improving our systems will enable us to continue to deliver a high quality service to you, our Service User, the people that matter to us.

Lyn Wilson, Care Director

TRAINING

At Home Choice Care our care workers are a very important asset. It is from the quality of care they deliver on each and every visit to your home that you will form impressions about the quality of the company and its services overall. That is why we want to ensure that we have the best trained care staff working for us.



At Home Choice Care all care workers undergo a structured induction training programme before they undertake any care duties. This programme consists of the induction standards laid out by the Training Organisation 'Skills for Care' and complies with both legislative requirements and the requirements specified by your local Social Services.



We undertake induction training through a formal course of learning. This includes training on the principles of care, moving and handling, health and safety, first aid, food hygiene, fire and infection control. Additionally, there are workbooks and checklists that are completed throughout the care workers learning.

The formal training is supported by working alongside an experienced colleague (this is known as shadowing). This is a statutory requirement for all new care workers to the company.

At Home Choice Care Gravesend, we recruit and train on an ongoing basis to ensure we have enough care workers to provide you with a seamless service. This means that should we ever need to cover your regular care worker for holidays or sickness, we have a high quality, well trained care worker available who knows your requirements.



I would like to take this opportunity to thank you for your help in supporting us to provide our care workers with the best possible start. Having a care worker shadowing gives you the opportunity to ensure you tell them at the outset what is important to you. Your comments are extremely valuable as the people who know best what makes a care worker special, are those of you who use our service.

Many thanks for your continued support.

Julie Green
Regional Care Director