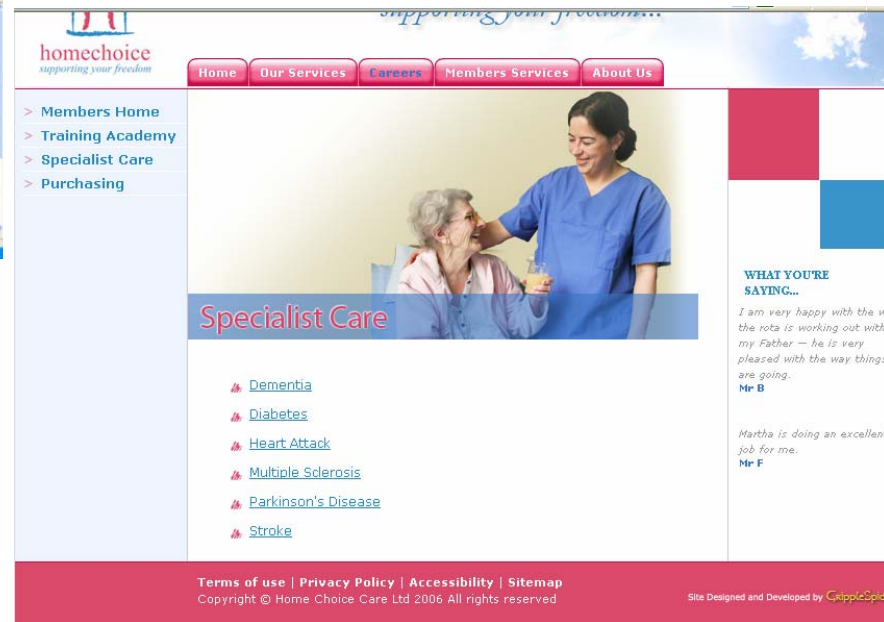
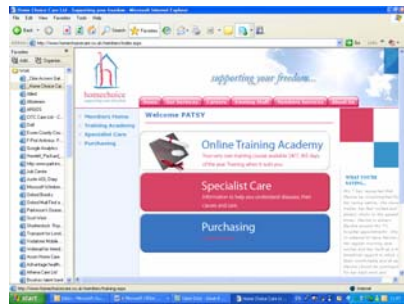
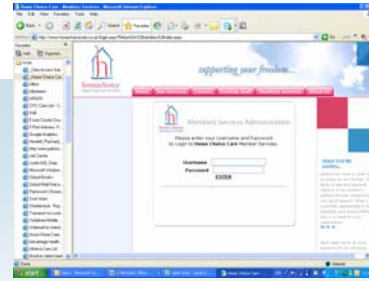


Home Choice Care ON LINE

Our website www.homechoicecare.co.uk is currently under development with some fantastic additional features for you all to enjoy. We will have information and training on various diseases, illnesses and conditions (see sample below) and our care workers will soon be able to train on line, gain certification and even view their very own training log.



In the very near future we'll have our very own chat rooms and even shopping on line. If you have any other ideas of services, or use for our website please call me on **07920 752041** – I would like to hear from anyone who wants to be part of the development discussions on the our website - **so don't delay, call me today.**

*Patsy Daeche
Marketing / Communications Manager*



Home Choice Care **HITS** on Radio

This year we decided to try radio advertising, starting with Q103 FM in Cambridge and Huntingdon. Our first radio advertising campaign began on 7th January with 2 ads running every day for 2 weeks. One ad was directed at existing care workers wanting a change and the other at local people wanting to become a care worker. The ad was so successful we decided to move it to Essex FM, from early February, for a 3 weeks advertising campaign. We had a staggering 134 enquiries in total from both ads.

If you haven't heard the ads then log on to our website at www.homechoicecare.co.uk . Take a couple of minutes to listen to them.



home choice
supporting your freedom

GRAVESEND ARIL 2008

ISSUE 06

Open House

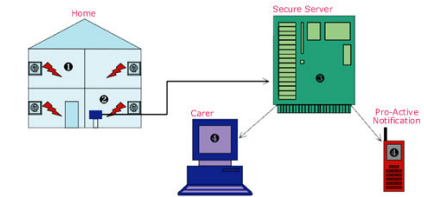
Welcome to Open House, the Newsletter especially for Service Users. It's our way of letting you know what's happening right now - the latest news and events where you are.

Home Choice Care now provide over **20,000** visits per week to clients and patients. We deliver over **30,000** hours of care per month.

Some good news this spring is that Home Choice Care are introducing more training courses for your care workers to help them get more knowledge about a variety of illnesses and conditions-we are launching our own training Academy on our website

www.homechoicecare.co.uk, please look at it or get any of your family to look if they are interested.

We are also looking at new services that can include the use of Telecare monitors and aids. There will be a lot more news about these services after May.



Justin Jewitt, Chairman

Bexley

I am very proud to announce that Home Choice have just been accepted as an approved provider in the London Borough of Bexley. So we have a lot of new Service Users and their families and I would like to say a big WELCOME!

Thanks for reading and we wish you a happy and healthy next quarter.

Lyn Wilson (Care Director) and the Kent Team



Lyn Wilson, Care Director

Gravesend Branch News

Times are changing and the days of paying by cash are well and truly in the past. You may have also read in the papers recently that most major businesses (i.e. Tesco) are no longer accepting cheques as a method of payment. I would like to advise those of you that pay for your services weekly by cheque an easier option.

Direct debit is now our payment method of choice. Payment via direct debit is a safe and paper free way of settling your bills. You will still receive an invoice every 4 weeks detailing the services you are being charged for, and the money will not leave your bank account until 10 days after the invoice date. This gives you time to contact us should you have any queries about your account prior to payment. If you have any questions about Direct Debit then please do not hesitate to contact me at the office on 01474 365594 or alternately you can speak to Catrinna (Field Care Supervisor) when she comes to update your Blue Folder

Blue Communications Folder

A year has now past since Home Choice Care acquired V Care and you all should have the Blue Communication Folders in your homes.



The time has come again for us to make appointments with you, at a convenient time, so that our Field Care Supervisor Catrinna can update your daily Care Routines. She will also check that we have the correct information for your Next of Kin and Doctors. It will also be a time that you can speak to us about any queries you may have or if there is any further assistance that you may

Care Worker sickness or absence

Even with the best intentions there may be times where your regular care worker is unable to attend due to illness, holidays or unexpected emergencies. I would like to reassure you all that if your regular Care Worker is unable to attend, we have Care Workers in your area who are suitably trained and willing to cover all of your calls. Wherever possible, they will visit you at the same time as your regular Care Worker so please do not feel the need to cancel just because your regular Care Worker requires time off. It is very easy for us to re-allocate your call. If you have any further question please do not hesitate to contact the office.

Cancellation of booked shifts

I would like to give you all a gentle reminder that if you need to cancel your Services (because you have a visitor or a hospital appointment) could you please give us a call the office as soon as possible to let us know. Cancellations made via our care workers cannot be accepted without confirmation from either you or your next of kin so it is best to call us directly if you would like to make any changes.

Compliments or Complaints

Many of you may have met them, but for those who haven't, I am sure that over the coming weeks and months you will. It is very important for us to receive any feedback you may have on both our existing and new Care Workers. Please do not hesitate to contact the office if you have any queries or complaints. Don't feel you have to 'suffer in silence'. We really are interested in everything you have to say and can only fix things if you let us know what the problems are.

As well as any concerns you may have, I would love to hear from any of you who have praise or would like to thank any one of our Care Workers. You can do so by putting it into a letter addressed to the office, giving us a call in the office or letting Catrinna know when she visits you.

Summer Time

With the clocks going back last week and the evenings getting lighter, a good mood is upon us all. In the high summer spirits I would still ask you to be extra vigilant when answering the door. Do not be afraid to ask to see your care workers Identification badge before you let them in; our main priority is that you are safe in your home and this is just one precaution that we urge you to follow through.



Happy Birthday' to those celebrating this month and belated wishes to those that celebrated last month.

Birthdays in March - Mr Pearson 23/03, Mrs Brennan 17/03, Mrs Adams 15/03, Mr Stanley 20/03, Mr Puxley 28/03

Birthdays in April/May - Mr Brimble 8/04, Mrs Blake 9/04, Mr Barry 10/04, Mrs Garland 26/04, Mrs Jarvis 10/05, Mrs Seagar 12/05, Mrs Coghill 22/05, Mrs Beeton-Biggs 23/04, Mrs Parmenter 04/05, Mr Harrison 05/05, Mrs Fowke 05/05

01474 365594 is our Out of Hours Telephone Number