

Home Choice Care

“Supporting Your Freedom”

Our Care services are all about good people who provide high quality care and are committed to working in partnership with you.

Our Care Workers have undergone extensive police and reference checks prior to employment, and are fully trained to ensure that they are of the highest calibre. **Our promise to you is ...**To provide a first class quality care service, by employing the best trained care staff and operating to the highest standards of care delivery on each and every care visit we undertake.

- **Personal Care including washing and bathing**
- **Medication Visits**
- **Domestic Services including housework, cleaning, ironing and preparing meals**
- **Rehabilitation Support**
- **Companionship**
- **Palliative Care**
- **Enablement Care for Chronic Long Term Illnesses**
- **24hr Live in Care (available at limited branches only)**

Our Care Workers have undergone extensive police and reference checks prior to employment, and are fully trained to ensure that they are of the highest calibre.

These services are more affordable than you think.
For more details of additional services from Home Choice Care please call on

01480 356219

or

visit www.homechoicecare.co.uk



Open House

HUNTINGDON APRIL

ISSUE 05

Home Choice Care - “A 3-Star Provider”



Home Choice Care have achieved 3 star status, the best you can get, in a recent inspection by CSCI. Our Essex branch is the first to be visited since CSCI changed its measurement system to a star rating - and was rated excellent.

Welcome to this edition of Open House.

I am pleased to say that Home Choice Care is continuing to grow and develop. We are very keen to continually review our services and make improvements where we can, so in this newsletter I would like to ask for your help.

We told you last time about our Training Academy where our Care Workers can learn about the things that affect you as individuals when you have certain conditions. We have worked with many of the ‘societies’ like the Parkinson society and Diabetic groups to gather the information they need and want to learn. We would also like to hear from you.

What are the conditions that you have that you think they should know more about?

What is your experience of having the things that affect many of us as we mature? How can our Care Workers learn how to support you better.

We want to ensure that we provide our Care Workers with much, much, more than the basic training that we are required to provide, and you can help us by sharing your experiences with us (anonymously if you wish).

Please write to me by email or post at jorrcampbell@homechoicecare.co.uk OR Jane Orr-Campbell, Sweetbriar Farm, Old Warden, Biggleswade, Bedfordshire SG18 9HG.

Thank you - Jane



With the summer approaching, I would like to give a quick reminder to everyone to drink plenty of water and open your windows to help you keep cool. You can ask your Care Worker to do this when they visit, although remember to ask them to close them again on leaving so that your home is safe and secure.

We also suggest that you choose light weight clothing to wear and keep a cardigan close at hand just in case you start to feel chilly. Our Care Workers are also happy to ensure fresh drinking water is left for pets so please, just ask!





Huntingdon News



I am both sad and excited to announce a change in the Care Directors role. From the 21st July I will be moving on to a new role with a different organisation which I hope will be as interesting and rewarding as working for Home Choice Care Ltd.

I am pleased to announce that the new Care Director will be Rachel Wheatley who has been with the company for over seven years. Rachel has many years of experience within domiciliary care as well as being a qualified trainer.

I would also like to welcome a new addition to our team, Claire Bedford, who is currently based at the Cambridge branch. Claire also has a wealth of care experience and will be joining our team as Training and Quality Director.



Emma Pearson, Care Director



I would like to congratulate Judy Gao who has recently completed her NVQ Level 3 in care.

I would also like to wish those who are about to start or who are currently completing their NVQ's. Good luck with their studies, Sue Maltby, Elaine Jacobs, Gemma Street, Claire Copson, Lisa Dawkin, Mona Knight and Teresa Gaynor.....keep up the good work!



Welcome to New Care Workers who have joined us over the past month :-

Fiona Smith, Kimberley Watts, Vicky Saunders, Karina Whittington, Louise Marks, Robert Elliott, Hayley Smith, Kenneth Fairbairn. Kerry Conlan, Agnieszka Blazkow, Malwina Paulus and Samantha Cameron

Our Contact Number

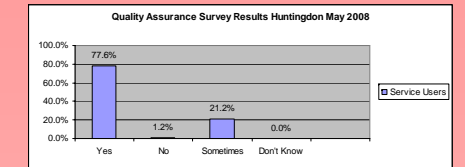
01480 356219 is the only contact number you need to remember! To make life easier for everybody we now divert our office phone to the "emergency on call" mobile, so whatever time of day you are ringing, you just need to dial the same number – **01480 356219**

The office is open from Monday to Friday 9.00am to 5.00pm, outside of these hours we have an on-call service for both care workers and service users to ring should they have any queries/worries of a more urgent nature.

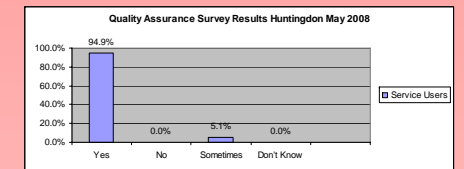
Results of our Quality Assurance Survey

Firstly a big thank you to all of you who took part in the survey. After analysing the questionnaires I am really happy to see that there are lot of positive things that the service we provide brings to you:

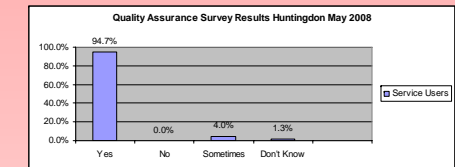
Q36. **98.8%** of people who completed the survey are mostly happy with the service provided



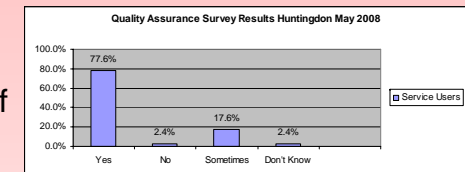
Q23. **94.9%** feel that they are physically well looked after



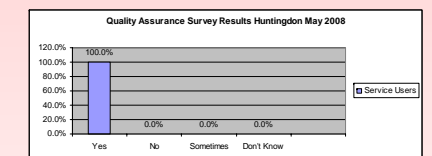
Q24. **94.7%** feel that their personal care is completed with dignity



Q16. **97.6%** say that their care worker usually arrives within 30 minutes of preferred call time.



Q10. **100%** of those who have contacted the office feel they were dealt with politely and with respect



Unfortunately we are not quite perfect yet! and the great thing about the survey is it allows us to see what things matter to you most and which areas we can really improve in.

Q15. 50.6% feel that they do not have a regular care worker
Q17. 2.1% say they are not contacted if their care worker is running late.

I am please to inform you that we have already focused on scheduling care workers on a regular basis. To give you some idea of how this has improved already, 2 months ago 88% of care visits were allocated to a regular worker, today 97% of care visits are allocated to a regular worker. We still have some work to do and with over 2900 individual visits occurring each week this is a mammoth task but I hope that you are already seeing some improvement. In the near future we are looking to publish the full results of the survey on our website www.homechoicecare.co.uk

Our quality assurance survey also highlighted the 21.2% of you were unaware how to contact our office out of hours. The office number is 01480 356219. The number is the same both during and out of hours office hours to make life simpler and one less number to remember!