

Stay Cool this Summer - Helpful hints & tips



- * 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**.

HCC Website

www.homechoicecare.co.uk

If you have any ideas on ways to improve the site or anything you'd like to see please feel free to contact Patsy Daeche anytime on 07920 752041. The site is there for you to source information and will be continually developed/updated as the company grows.



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, Off College Lane, Hatfield, Herts. AL10 9PH. Tel: 07920 752041 or email : pdaeche@homechoicecare.co.uk



home choice
supporting your freedom

Open House

Huntingdon, Issue 2 - August 2007

Welcome to the second issue of Open House, the newsletter especially for Home Choice Care Service Users. In this edition you'll find out details of our new website, the results of the quality survey and tips on "How to Stay Cool this Summer".

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 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



Stay cool this Summer
(see back page)

Quality Survey Results



How well are the care workers really doing? Read on to find out what, you, the Service User really thinks about our service (see page 2).

Firstly, I'd like to take this opportunity to introduce myself as the new Care Director of CITC Care Ltd. It has been a busy year for CITC Care, as I am sure you are aware, on the 5th June 2007 CITC became a Home Choice Care company and Linda and Keith Knight are now taking a well earned rest!

This bi-monthly newsletter will be one of the ways we will be able to keep you updated on current information about the company and the services we provide. At the moment we are merging some of our systems and processes with Home Choice Care, so that we can continue to deliver a high quality service and hopefully make some improvements along the way. I hope that you find this newsletter informative.

Emma Pearson,
Care Director, Huntingdon

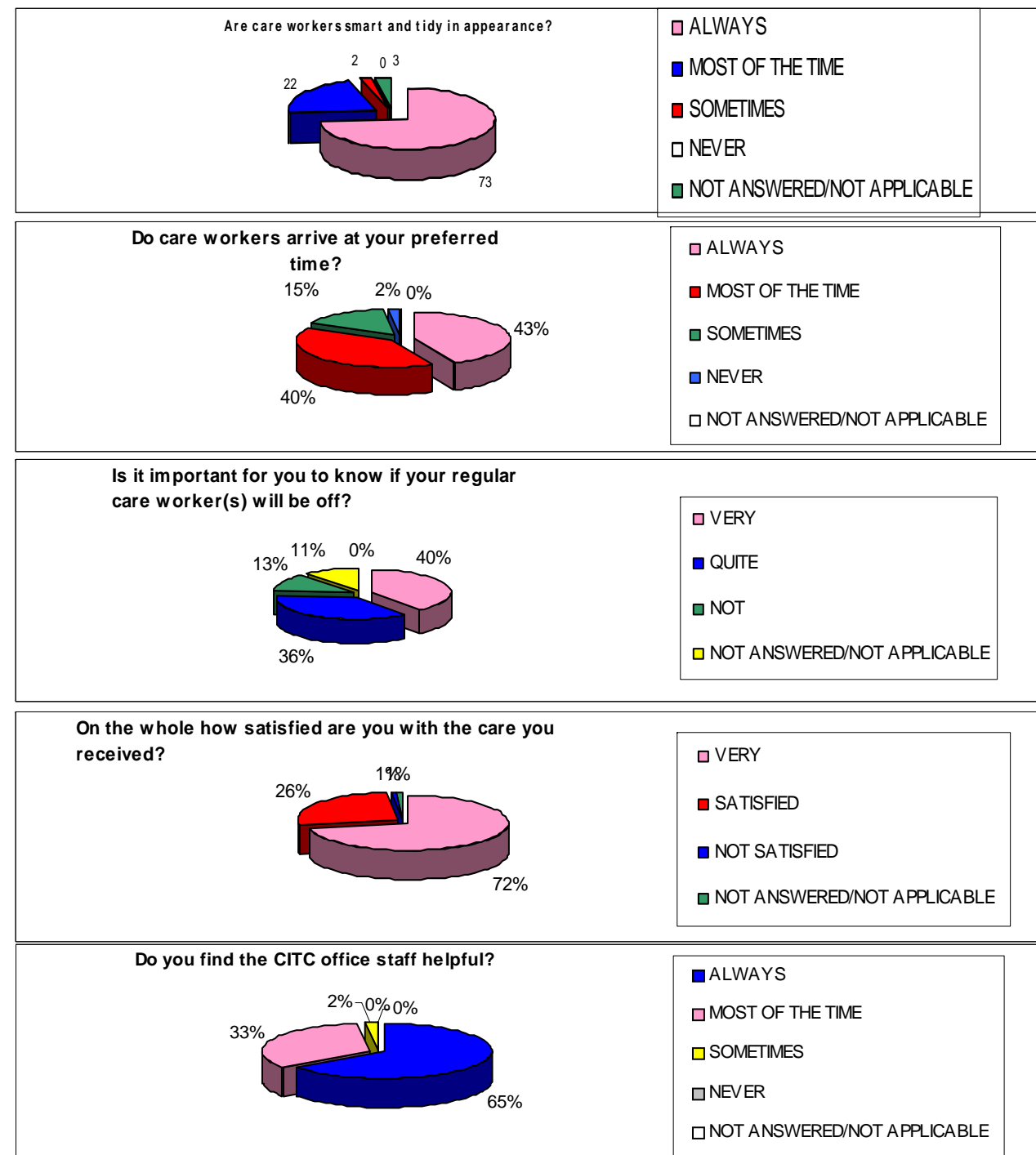


Home Choice Care helps people live independently in their own homes
by providing care workers to help with their daily needs

Quality Assurance Survey Results



The report provides summary statistics from the Home Choice Care Service User's Quality Assurance Questionnaires sent out in April 2007. From 148 questionnaires, 93 were completed and returned by Service Users or their chosen relative/representative. Listed below are just some of the results. Overall we're doing well but there is room for improvement and we will use these results to continue to monitor and improve our services. If you would like a full copy of the report please call 01480 356219.



Huntingdon Branch Structure



Emma Pearson
Care Director

Rachel Parker
Deputy Care Director

Elaine Huggins
Office Care Co-ordinator

Lesley Tee
Office Care Co-ordinator

Rapid Reponse Workers

Graham Gilbert
Jeanette McHugh
Helen Tottman
Tracey Turnbull

Senior Care Workers

Caroline Brett
Theresa Cooper
Claire Moulard

New Uniforms

Over the next couple of weeks you will see all our Care Workers wearing the HCC uniform along with the new style ID badges. Care Workers will be wearing Navy T-shirts with the Senior/Rapid Care Workers wearing light blue.



Care Workers



Senior/Rapid Care Workers

If you have anything to include in our next issue of Open House, please contact Patsy Daeche at Home Choice Care Ltd

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