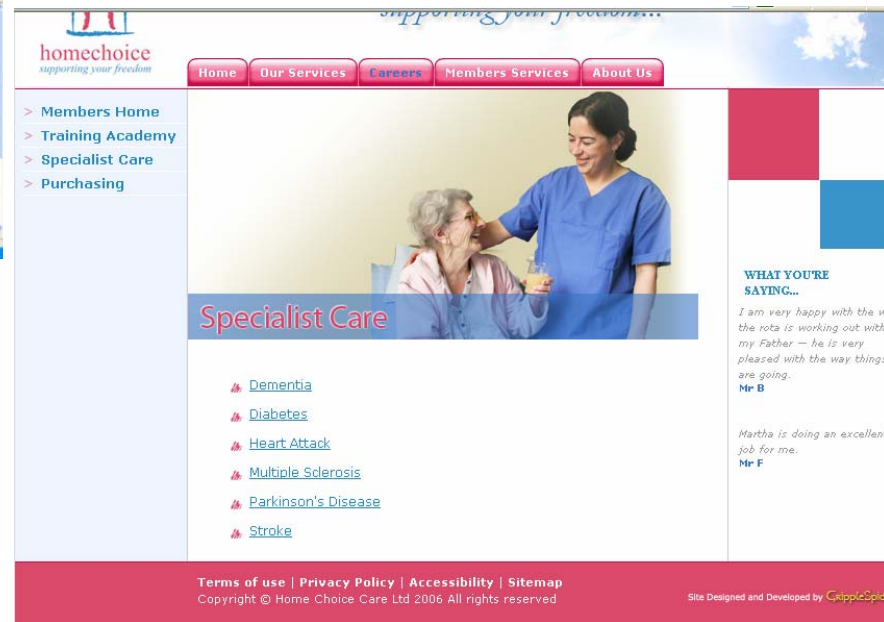
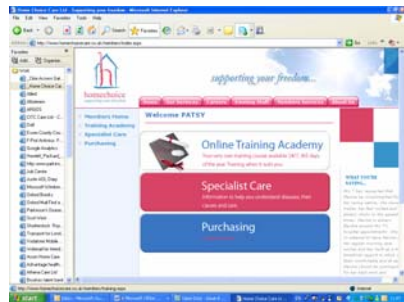
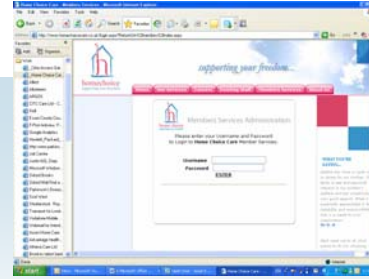


# Home Choice Care ON LINE

Our website [www.homechoicecare.co.uk](http://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 7<sup>th</sup> 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](http://www.homechoicecare.co.uk) . Take a couple of minutes to listen to them.



home choice  
supporting your freedom

HUNTINGDON APRIL

ISSUE 05

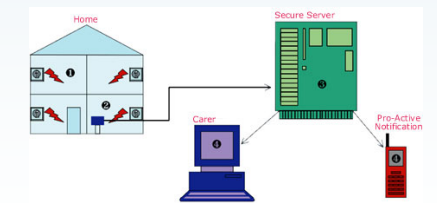
# Open House

**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 event 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](http://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

## Dear Service User

The days are getting longer and the weather is getting warmer (well hopefully that's the case). I would just like to mention security in your homes. Sometimes it feels as though because it's light outside its less crucial to keep doors and windows locked. Please make sure your doors and windows are kept locked at all times, you can always ask you care workers can check this for you before they leave.



Emma Pearson  
Care Director

# Huntingdon News

## Working Together As a Team

Sometimes we get feedback from our Service Users requesting that they would like to see the same care worker all the time, we would to be able to offer this too as it allows the care worker to get to know the service and to have an understanding of they way they like things done, and vice versa. However, when scheduling a care worker to a care package we have to consider the following:

- ✘ Not all care workers work full time (we have some workers that work full time and other workers that are only able to work one evening a week).
- ✘ We need to cover care workers days off, holiday periods and any periods of sickness or absence.

This is why we need to allocate a team of workers so that in all circumstances we are able to send a skilled care worker. We also hope that this widens the social experience for both service user and care worker.

## NVQ Workers

We currently have 6 care workers working towards an NVQ Level 2 or 3 and 6 further workers due to start working towards an NVQ in May/ June.

This means that 76% of our care workers are NVQ qualified or working towards a qualification.



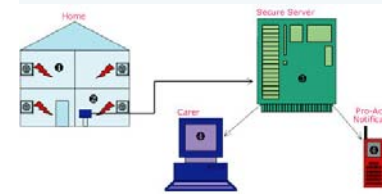
## Whats New?

In order to improve the service we are now offering, we are now able to send SMS or "text" messages from our computer software to care workers, confirming conversations/ instructions and basic information. We have a strict code criteria so that confidentiality isn't breached if the message were to fall into the wrong hands. This allows both office staff and care workers to have a log of what has been requested thus avoiding any confusion or mistakes.

## Telecare

In these days of rapid technological advancement this is an emerging market which can supplement existing traditional care delivery to support individuals to exercise their freedom to choose to remain as independent as possible within their own home.

HCC's own Remote Care service functions as a 24/7 early detection and warning system that lets care workers and family members know that a loved one is safe. It recognises emerging problems before they become full blown emergencies. The system utilises small, unobtrusive, strategically placed wireless sensors to monitor the person(s) in their own home. It is virtually invisible and pt no pot video camera or audio intrudes on the person(s) life. Changes to the persons activities are analysed so care workers can be alerted to problems by call centre professionals, or via e-mail, phone, text message or pager or by checking a password protected web site.



## 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.

## NVQ Candidates

We currently have 6 staff who are currently working towards an NVQ qualification. Judy Gao, Gemma Rata, Mona Knight, Lisa Dawkin, Claire Hills & Teresa Gaynor.



**Congratulations to Rachel Parker**  
**Rachel Parker will be getting married on**  
**Saturday the 5<sup>th</sup> April at the Belfry Hotel in**  
**Cambourne, we wish her a great a day!**

