

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

01865 770412

or

visit www.homechoicecare.co.uk



Open House

OXFORD JULY 2008

ISSUE 07

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!





Oxford Branch News



Cancellation of Visits

Just a quick reminder to all about visit cancellations. Visits that are cancelled without 48 hrs notice will still be charged. To avoid this please call us at the office as soon as you are aware. (We are unable to take this information from your care worker) We realise that there are the odd occasions where you need to cancel at short notice; these can be looked at on an individual basis.



New Care Workers

I am pleased to announce that we have recruited several new Care Workers which I am sure you may have already met. Please join me in welcoming the following team members:

Tabitha Carter, Laura Morragh-Bernard,
Stephanie Gregory, Carol Harvey
Petrona Walcott, Laura Matthews, Enia Quadros,
Kinsi Sharif, Diane Williams,
Nicky Preston,

They are all highly qualified and very happy to help with your individual needs. We now have a total of 32 care workers within Home Choice Care Oxford. Should you feel that your care package does not meet your needs and you require some extra visits please contact the office and we will be happy to discuss any requirements that you may have.

CM2000 – This is by far the biggest achievement of the quarter. Our AURA call percentage has risen from 53% to 72%. This is fantastic and is heading in the right direction – only 10% to go and we will be perfect!



NVQ 2

Good luck to the below as they have recently enrolled on their NVQ Level 2 in Care.

Laura Holmes, Charis Smith, Sona Petkova, Kinsi Sharif, Rhona Wilmer.



Thanks for reading. Laura and the branch team

Office Availability

The main office is open between 9:00hrs and 17:00hrs Monday to Friday and can be contacted by dialling 01865 770412. We also run an emergency out of hour's service using the same number if you need to contact us when the office is closed. This is available 17:00hrs – 23:00hrs Monday to Friday and all day on weekends.

01865 770412
is our **MAIN** and
OUT of HOURS



Compliments and Complaints

Thank you to those of you that have passed on compliments regarding your Care Workers. It has been a pleasure to hear your comments and confirms the high level of service we are providing. It is also important to hear of any improvements you feel can be made to the service. We take all gripes and complaints extremely seriously and can be treated in absolute confidence should the need arise.

OXFORD HOURS OF CARE

Period 1= 1814 hours
Period 2= 1887 hours
Period 3= 2093 hours

We are now providing an average of 483 hours of care per week. This is a fantastic achievement as every hour has been provided by our highly trained and skilled care work-



I would like to wish 'Happy Birthday' to following members of the team:

Many Happy returns to all those listed below:

D Hewitt, W Fletcher, D Barson, S Gartmayer, C Kilgariff, W Webster, M Lloyd, S Phillips, B Wakenell, C Augar, L Cowell, D Burden, E Nanson