

Care Worker of the Month for January is Cheryl Stacey, from our Gravesend Branch



Congratulations Cheryl, your £100 is on it's way to you, with a small presentation lunch on 24th February, at the Gravesend offices.

Thanks for all the nominations and your dedication as a Home Choice care worker. Keep up the good work and good luck for next month.

Cheryl Stacey - Gravesend

We would like to nominate Cheryl Stacey for Care Worker of the Month.

Cheryl joined the team a year ago and has always been a popular staff member with both Service Users and Care Workers. Cheryl enjoys training new Care Workers and is always helpful and friendly.

Cheryl will also always try and pick up additional calls where she can and worked throughout the Christmas and New Year period. Although she only had 2 calls on Christmas day, Cheryl would not allow us to cover these, to enable her to spend time at home, as she wanted to spend some valuable time with her Service Users to whom she is very dedicated.

Donna Bainbridge - Sheffield

Donna has proven to be an excellent Care Worker in many ways. We have never received a single complaint in all this time. Her time keeping, her sickness, and recordings in the Mar sheet and client record books is excellent. Donna has NEVER missed a visit.

Karen Beale - Essex

Karen has picked up extra calls at short notice and covered work. She is a god send to us.

Slawomir Konopka - Cambridge

We would like to nominate Slawomir Konopka for all his dedication and willingness to help with extra call's. He is always willing to help out in any area in need no matter how far the distance from home.

Trina Murray - Hunts

Trina has been nominated for care worker of the month. One of Trina's regular service user emailed us about how dedicated she is.

Trina has been with the company since 1996 and in the past 2 years has not had a day off sick, she cycles around St Ives carrying out her care calls. Trina likes her regular round and always attends training and meetings as scheduled.

Trina carries out her care calls with the highest standard of care and is well liked by all of her service users.

Kerry Lanighan - Oxford

Kerry is a fairly new young care worker with no previous experience in care. We have had several comments from both SU's and CW's alike commenting on how quickly and efficiently Kerry has learnt to deal with all types of problems as well as general care. Kerry always picks up extra work if she can and is a very pleasant person to have around. Her timesheets are always in on time and complete. Although she is basically doing what we ask of all CW's Kerry does it with no fuss and shows a great desire to learn.



Home Choice Care

Open Door

bringing choice back into your life

Oxford • Winter • Feb 2009

Welcome to the February 2009 edition of Open Door



I am pleased to say that during my time at Home Choice Care I have already had the opportunity of visiting every branch on a number of occasions and meeting many employees face to face, I will have the chance to meet more people as, Justin and James and I attend team meetings. There are a lot of really positive changes just around the corner such as Award Ceremonies for NVQ achievers, new uniforms, slight change to the company logo, enhanced training and a number of possible new service developments. I am also very excited about the Community Projects which are being developed right now. It is our chance to give a little back to our communities whilst having some fun at the same time.

We all know someone at Home Choice who deserves particular recognition for their commitment. We want to take every opportunity to celebrate and reward excellence and so I want to be sure that we achieve local and national recognition for Home Choice Care and those who really make it happen. I am looking for nominations for our Carer of the Month Award, the National Home care Awards, NHS Dignity Champions and local Business Excellence Awards. Nominations are welcome from within the

business and from people who are supported at home by Home Choice Care. Please speak to your local branch for details.

I am delighted to welcome the newly acquired Lilac Care to the Home Choice Care Group. Lilac Care is based in Leighton Buzzard and delivers care in Bedfordshire and Buckinghamshire. Sharon Hillyer is the newly appointed Care Director for Lilac care. Please join me in welcoming the whole team to the group.

I would like to take this opportunity to thank you all for your ceaseless commitment during the recent weeks' bad weather and difficult travelling conditions. It is a credit to all of you both in branch and in the community that your dedication ensured that some of the most vulnerable people in our communities were safe and well cared for during this time. There is more about this in this Open Door, with some great stories.

Debbie Niell



Message from the Care Director, Laura Cambray

Welcome to your February newsletter. A very chilly few months has been had by all and is set to continue! While the weather is so grim please remember that good car maintenance is essential along with a few bits in the boot which may well see you through a tough time. Try to gather a 'survival kit' to go in the boot, a blanket, torch, spade, non perishable food supplies, water etc.

We appreciate the snow looks lovely but it can be very hazardous to both you, and our care workers. If you are starting to feel the cold, even with the heat on, please let someone know. Either a family member or your care worker can help resolve any issues that you may have. Our care workers are there to ensure you're warm, fed and have plenty of hot drinks available throughout the day, if you need any extra blankets/clothing – just let them know.

I would also like to announce that HCC Oxford has grown nearly 100% in 16 months; we are now delivering 745 hours of care per week. Well done to both care workers and office staff for this fantastic achievement.

Although we are now delivering more hours I can assure all that the quality of care provided is still second to none. This was backed by our recent CSCI and Social Services inspections, details of which will be available soon.

Thanks again for all your hard work; it would not be possible without you.

Laura Cambray
Care Director

Community Projects

As part of a new initiative with HCC, all branch members will undertake a certain amount of voluntary work within the local community. We feel that this will give us more insight into what our Service Users want and also send us 'back to our roots' in order to understand the role of a care worker better.

To show willing I will be starting the initiative by spending a few hours helping at a local day centre. We will be looking for other ideas in the future so all suggestions are welcome.

NVQ

Good Luck to all who have recently enrolled on their NVQ. This will only aid your job and assist in providing better, more specific care; it will also look great on your CV. I understand that there is an amount of work involved but I urge you all to complete the course. I can sympathise as I have also enrolled, so even the office staff don't get away with it!

On Call

Calls to on call have been on the increase again recently with our care workers calling. While the system is there to assist your roles and help in emergencies' it has come to my attention that quite a few unnecessary calls have been coming through. Please remember that this "Out of Hours" service is for emergencies only. We will, as always, be there to help during office hours.

The main office is open between 9:00 and 17:00 Monday to Friday and can be contacted by dialling 01865 770412. For our "OUT OF HOURS EMERGENCY SERVICE" please use the same number if you need to contact us when the office is closed. This is available 17:00 – 11:00 Monday to Friday and all day on weekends.



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.

Care Worker Birthdays

A very happy birthday to the following members of the team, Marilyn Imrie, Gill Stasiak, Kath James, Della Whiter, Charis Smith, Mima Nixey, Hayley Webster, Linda Cooper, Jemma Webb and Alison Levy.

New Starters

Welcome to the team to the following new members, Jemma Webb, Dawn Yardley, Shose Katende, Karen Macer and Alison Levy. I wish you all the best for your promising future with HCC Oxford.

I would also like to welcome back Tracy Berry to the team. Tracy is now the proud owner of a new baby boy and I think she is looking forward to coming back to work for a rest! Congratulations Tracy.