



Open Door

Welcome to our Autumn newsletter

As you are no doubt all aware by now, we are in a process of change in the branch, with several long standing staff members having moved on. I would like to personally thank you all for supporting Marilyn, Gill, Kirsty and I during this transitional phase. Your patience and understanding has helped us to ensure our clients have continued to receive the excellent service they have always had.



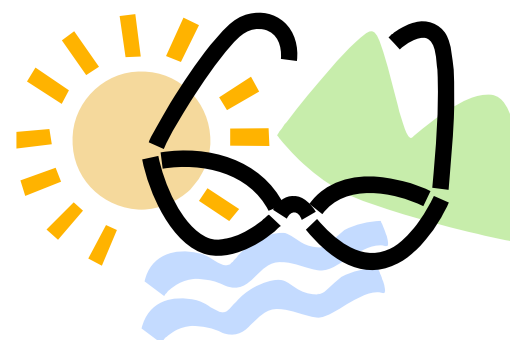
I am delighted to announce that from 29th October we have appointed a new trainee Care Director, Laura Cambray. Laura brings with her a wealth of experience in business and administration and is very excited about her move into the Care Sector. I would like to welcome Laura and wish her all the best as she settles in.

In addition to this, Gill Stasiak will now be full time in the office, concentrating on quality control and assisting Marilyn with scheduling. Gill has a huge amount of experience, having worked with Angels for many years in the field. I would like to congratulate Gill and will look forward to working alongside her in her new role.

Finally, a huge personal thank you to Marilyn whose steadfast approach to her role has ensured that the branch has run smoothly. I have thoroughly enjoyed spending more time in Oxford and am very excited about the future. We have had some very positive feedback from Oxford Social Services and with the new team in place, things can only get better!

Thank you again for your support and continued hard work.

*Julie Green
Regional Care Director*



HAPPY HOLIDAYS !

Great news for all our Care workers.

From Oct this year HCC will be allocating extra holidays to care workers in recognition of your hard work. The level of holiday is rising from **20** days to **24** days for a full holiday year.

This means if your holiday year ends in April you may take another **2** days paid leave this holiday year. If you are unsure when your holiday year starts/ends please contact your local branch. This action is effectively raising your pay by 2% and we are delighted to be able to recognise your efforts in this way.

*Justin Jewitt
Chairman - 07970 287743*

*Jane Orr Campbell
National Care Director - 07795 403298*

CARE WORKER MESSAGE BOARD

CARE WORKERS - £200 Reward



Don't forget if you have a friend with NVQ 2 qualifications, recommend them to us and they are successful, you could receive £200 once they complete their probationary period.

Recipe of the Month Wicked White Chocolate Torte

Serves: 8
Prep time : 20 mins plus chilling time
Cooking time: 10 mins
Cals per portion : 500

Ingredients :

- 75g/3oz. Ratafia biscuits crushed
- 450g/1lb white chocolate broken
- 140g jar liquid glucose
- 3 tbsp apricot brandy
- 500g tub fromage frais

To decorate:

- Cocoa powder for dusting
- Chocolate coated coffee beans



Grease and line a baking tray with baking parchment. Grease 6 individual 7.5cm/3in metal rings and position them on the baking parchment or grease and line a 23cm/9in loose based cake tin.

Sprinkle all of the crushed ratafia biscuits over each base of the six prepared rings or over base of the cake tin.

Put the white chocolate with the liquid glucose into a heatproof bowl. Place the bowl over a pan of simmering water to melt, but do not stir until the chocolate has completely melted. Remove from the heat.

Gradually add the apricot brandy and the fromage frais to the melted mixture and stir thoroughly to combine. Pour mixture over ratafia biscuits and leave to chill overnight. To serve, ease away metal rings or remove torte from tin. Arrange thin strips of paper to form a cross on top of each torte and dust liberally with cocoa.

Remove the paper strips and decorate each torte with chocolate coated coffee beans.

I am delighted to inform you that following recent efforts, we have increased from 24% compliance to approx 65% compliance with all log ins from clients homes. This is a much more acceptable figure but could be better. The office is currently inputting 10% of all visits. This figure should be 0 and my target is to achieve that within the next 4 weeks.

There are one or two individuals who continue to let the side down (you know who you are!) This is not fair on your colleagues who are using the system as it should be.

Some reminders

- You must log in and out at the clients home wherever possible.
- If you are unable to do this it is YOUR responsibility to remotely log in giving a reason for this. This must be done on the DAY of the visit.
- If you experience difficulty logging in, you must notify the branch of any problems immediately.
- For those clients where you cannot log in, you must remotely log in for the exact time you have attended the client.
- In several instances, I have had to investigate the remote log ins from the double up teams, as according to the system the 2 care workers have attended at different times! Clearly this is impossible and I will be monitoring this closely from now on.
- If you receive a new client, please ensure you have the clients PIN number prior to the visit.
- You must not change scheduled visit times significantly without notifying the office and getting approval for this
- If you go over the scheduled visit time significantly, you must notify the office immediately so we can contact the Care Manager and get the payment approved. Regardless of the reasons, without approval we cannot pay extra. The system will not allow us to.

Anyone who does not understand their responsibilities is more than welcome to contact me at any time to schedule an appointment for information and training. I would like you thank those Care Workers who have consistently given 100% to ensure they are using CM2000 correctly. This has been noted and I will be in contact with you to personally thank you for your excellent standards.

Personal Safety



As the clocks have now gone back and the days are getting shorter, please make sure you take adequate precautions regarding your own personal safety.

Always tell someone where you are going, what time you are leaving and when you expect to return home. If driving try to park as close as possible to the premises you are visiting. Keep to well lit areas and do not take short cuts. Ensure you have means to contact somebody in an emergency, such as your mobile phone. Use a torch in poorly lit places (contact the office for information on borrowing company torches).

Take a whistle or personal alarm (contact the office for information on borrowing company alarms) and do not leave valuables or confidential information on show in your car.



FESTIVE ARRANGEMENTS



The festive season is fast approaching, a time of family, presents and fun. However, we must all remember that the service users we visit still have the same needs whatever the date. This year the bank holidays fall on normal weekdays and we will therefore be expecting all staff to work as normal. BUT we are identifying now the calls that service users will not require so that we may offer staff at least part of the festivities off. It is our aim to ensure that every member of staff who wants it can have some time off either over Christmas or New Year. In order to do this and be fair to everyone we cannot allow paid holidays to be booked for the full period unless there are extenuating reasons and the leave has already been approved.

I would also like to remind you that the bank holiday rates will apply and if you are willing and able to do a little extra work at this time it may mean that one of your colleagues can have some extra time off. Please let your branch know as soon as possible.

There will be no shopping or housework calls on Christmas day, Boxing Day or New Years day. These may be rescheduled for another day or cancelled for the relevant weeks depending upon the needs of the Service User.



TIMESHEETS – AN IMPORTANT REMINDER

All timesheets (schedules) must be completed accurately, legibly and handed in by Tuesday am the latest EVERY WEEK.

I would like to re-iterate one of the messages we have stressed at the Care worker meetings, specifically timely submission of timesheets. Late timesheets can result not only in late invoicing to the Local Authorities but potentially in late payments to you if they miss a payroll run. We want you to get paid on time for all your hard work so please ensure you meet the deadlines in getting them to the

*James Hussey
Finance Director*



FLU JAB - GET YOURS NOW!

As a care worker you are entitled to a FREE flu jab, contact your local GP surgery NOW.

You may have seen a new face in the office recently. Jane Furnival, Home Choice Care Customer Service Manager, has been seconded in to assist with recruitment of Care Workers. This is an extremely important role and I would like to thank Jane for her input at this crucial time.

