

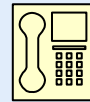
Branch Directory

HCC Essex - 01277 354111

John Giffney, Care Director / email: jgiffney@homechoicecare.co.uk

HCC Cambridge - 01223 264944

Jonathan Ludd, Care Director / email: jludd@homechoicecare.co.uk




HCC Oxford - 08165 770412

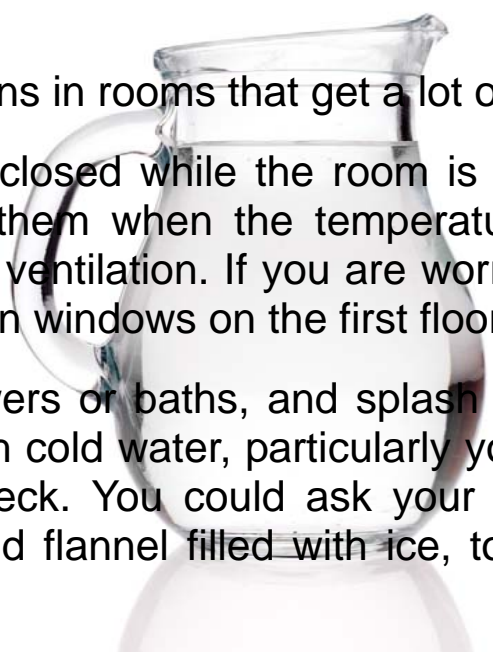
Shelley Nelms, Care Director / email: snelms@homechoicecare.co.uk

HCC Gravesend - 01474 365594

Lyn Wilson, Care Director / email: lwilson@homechoicecare.co.uk

Stay Cool this Summer

- * During the 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**

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, Hatfield. Herts. AL10 9PH Tel: 07920 752041

www.homechoicecare.co.uk

Open House

Oxford Issue 2 , June 2007

“Supporting Your Independence” Personalised Care for Individuals



Home Choice Care provides practical support services to enable people to live safely in their own homes for as long as possible. Our mission is to be the UK's first choice provider to deliver high quality care. See inside cover for more details.

New Computer System in Oxford

I am delighted to be able to tell you all about the new system and how it affects you, our service user. All of Home Choice Care's rostering, client and care worker records, and day to day operating details are contained on this system.

Key attributes of **our new system (called Coldharbour)** are the flexibility with rostering, excellent management and operational reports, it's ability to interface with all known payroll and invoice applications, user-friendly presentation of screens, and ease of implementation.

So what does it mean to you? Well, first of all, you will receive weekly schedules confirming which care worker has been allocated and you will get to see the face you know more often than not!

We hope that improving our systems will enable us to continue to deliver a high quality service to you, the people that matter to us.

Shelley, Rachel and Marilyn



Personalised Care for Individuals

Washing, Oral Care, Wet and Dry Shaving, Dressing,
Toileting & Continence care, Feeding, Assistance with medication,
Assistance with getting up or going to bed,
Making or changing your bed, Shopping, Paying Bills, Collecting Pensions
Assistance with Laundry, Ironing, Preparing Meals, Vacuum Cleaning,
Light domestic tasks, Washing dishes, Dusting,
Cleaning of toilets and bathrooms, Night sleeper,
Waking night care, Two person care team — for hoist and track transfers,



Our Packaged Services

Starter Pack

Home Choice Care Starter Pack is a good way of trying the service to see how it will work for you and your family.

Home From Hospital

Following emergency or elective surgery we often need a lot of help whilst we regain our strength.

Going Away on Holiday

Home Choice Care can help ensure your holiday is an enjoyable one without any worries. Holiday Cover Packages vary from Care Worker visits daily to 24 hr live in care.

Flexicare

With this package we can incorporate all the services listed into one package. YOU then decide on what item you want and when you want it. All delivered by high calibre Care Workers.



Our Care Workers



The company has a comprehensive training and development programme that all care staff undertake from the start of their employment with us. The training they receive is vital to ensuring that they are equipped with all of the skills necessary to carry out their care duties to the extremely high standards expected from us by our service users.

How to Finance your Care

Private Payers (PP)

People who either fall outside of the Social services eligibility criteria or who choose to pay for their own care. Care needs are assessed by the provider and the Service User is responsible for paying for their own care.

Individual Budgets (IB)

A pilot project for individual budgets is currently being undertaken as a cross government initiative and is led by the Department of Health who are working with the Department for Works and Pensions and the Department of Communities and Local Government. Individual budgets are designed to provide individuals who currently receive services greater choice and control over their support arrangements. All care agencies will be provided with more information once the outcomes of the pilot are known.



All packages are tailored to suit the individuals needs of the service users.

**Call us now on
01865 770412**

Supporting People

A separate government fund (housing support grant) which is to be spent on non domiciliary care tasks which enables Service Users to remain in their own homes. For example, help with filling in forms, claiming benefits and social activities. This is very often used to provide support to Users with learning disabilities although it is becoming more broadly based. Providers must be specifically accredited to provide this care. HCC is undergoing accreditation

Direct Payments (DP)

People who meet the SS eligibility criteria, whose care needs are determined by Social Services. SS pays the Service User an amount of money each week which the Service User may spend as they wish to get their care needs met.

Social Services (SS)

People who meet the SS eligibility criteria, whose care needs are determined by Social Services. Social Services sources and pays for their care. Social Services pays for their care and commissions it with providers