

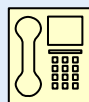
Branch Directory

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

HCC Huntingdon - 01480 356219

Emma Pearson, Care Director / email: epearson@homechoicecare.co.uk

Summer Is Finally Here

As the summer is finally here, I am hoping that we can begin to put behind us the devastating effects suffered by many people in the Oxford area following the recent floods. The disruption caused by the floods varied from minor annoyances such as transport delays to water shortages and damage to property. Many of you also suffered the personal tragedy of having to leave your homes until such time as it is safe for you to return.

I would like to say a special thank you all of our staff spent many hours wading through flood waters to ensure our clients were safe and well cared for. A big thank you to Shelley and Rachel for assisting in the evacuation of 3 of our clients whose homes were no longer secure.

On behalf of all of us at Home Choice Care Oxford we hope that you remained safe and well. To those who suffered loss we would like to offer our condolences.

Please do not hesitate to ask for help if you have been affected by the floods. In the mean time let's hope the sunshine continues.

Julie Green - Regional Care Director.

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 3, August 2007

Welcome to the third issue of Open House, the newsletter especially for Home Choice Care Service Users.

Summer Time

I wish all of you and your families a very happy summer time. Don't forget to keep well hydrated at all times now that the warm weather is with us - a glass of water regularly sipped during the day can help you keep cooler and feel better than you otherwise might.

If you are planning any holidays or have family visits for the day don't forget to let the office know so that we can adjust your call schedule and advise your care worker. Also, our care workers have families as well so that many of them will be taking some well deserved holiday time over the next few weeks, we will try and minimise the disruption to you and hope that you will enjoy meeting any new carers during this time or seeing some friendly old faces. If you have any worries or concerns don't hesitate to call us at the local office.

Happy Summer holidays.

Justin Jewitt, Chairman

Home Choice Care will improve quality of life for every single one of our care service users. No matter how small or large the task, it can make all the difference allowing them to enjoy life in their own homes.



Message from James Hussey, Finance Director

It is a great pleasure to be writing this as the new Home Choice Care Finance Director. Although having been in the Company for only a few weeks it is clear that I have joined a fast paced, growing business, which is passionate about the provision of high quality care. This passion and enthusiasm will play an important part in the continued success of Home Choice, which I am excited to be a part of.

What is evident to me, after visiting 4 of the branches, is the need to standardise all procedures across the Company, to make day to day operations easier and in turn enhance the quality of our service.

A crucial element of this is the globalisation of the Care Worker database in all branches, that is planned for implementation over the next few months. I am certain this will assist with the administrative burden currently experienced in the branches. I will be lending my full support to Trish Lewis Smith in the implementation of the system.

I would like to thank Sue Halsall for all the assistance she has given to me during this handover period and I wish her well in her move to Cumbria.

I look forward to working with each and every one of you in the very near future and thank you for the warm welcome I have been given.

James Hussey, Finance Director, Home Choice Care

**Home Choice Care now
provide over 20,000 visits
per week to clients and
patients, delivering over
30,000 hours of care per
month**

TRAINING

At Home Choice Care our care workers are a very important asset. It is from the quality of care they deliver on each and every visit to your home that you will form impressions about the quality of the company and its services overall. That is why we want to ensure that we have the best trained care staff working for us.



At Home Choice Care all care workers undergo a structured induction training programme before they undertake any care duties. This programme consists of the induction standards laid out by the Training Organisation 'Skills for Care' and complies with both legislative requirements and the requirements specified by your local Social Services.



We undertake induction training through a formal course of learning. This includes training on the principles of care, moving and handling, health and safety, first aid, food hygiene, fire and infection control. Additionally, there are workbooks and checklists that are completed throughout the care workers learning.

The formal training is supported by working alongside an experienced colleague (this is known as shadowing). This is a statutory requirement for all new care workers to the company.

At Home Choice Care Oxford, we recruit and train on an ongoing basis to ensure we have enough care workers to provide you with a seamless service. This means that should we ever need to cover your regular care worker for holidays or sickness, we have a high quality, well trained care worker available who knows your requirements.



I would like to take this opportunity to thank you for your help in supporting us to provide our care workers with the best possible start. Having a care worker shadowing gives you the opportunity to ensure you tell them at the outset what is important to you. Your comments are extremely valuable as the people who know best what makes a care worker special, are those of you who use our service.

Many thanks for your continued support.

Julie Green