

Contact Details

If you have any questions or queries or just need some advice please do not hesitate to contact Shelley, Marilyn, or Gill in the office on **01865 770412**. Alternatively you can contact our Out of Hours number, **07900 223002**, and speak to Marilyn.

Home Choice Care Branches



Essex	1277 354111 John Giffney, Care Director email: jgiffney@homechoicecare.co.uk
Cambridge	01223 264944 Jonathan Ludd, Care Director email: jludd@homechoicecare.co.uk
Oxford	01865 770412 Shelley Nelms, Care Director email: snelms@homechoicecare.co.uk
Gravesend	01474 365594 Lyn Wilson, Care Director email: lwilson@homechoicecare.co.uk
Huntingdon	01480 356219 Emma Pearson, Care Director email: epearson@homechoicecare.co.uk

We are now in Autumn, doesn't time fly?

The nights are lengthening and the days getting shorter. Help our care workers by making sure that your outside lights are working and bright.

Please help us to improve the quality of our service by taking part in our Service Quality Survey that comes to you once a year. Any ideas, comments or compliments from you, or your family are welcome at any time.

*Justin Jewitt
Chairman*



home choice
supporting your freedom

Open House

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

We are getting to the time of year where we are starting to think about the Christmas period (I am sure it gets earlier every year) and as I am sure you



can appreciate, most care workers take some annual leave over this time to spend with families and loved ones. It is approaching us with great speed...I have seen that the retail industry has stepped up the 'festive buzz' to ensure that there are millions of cards and gift wrapped already strategically placed within supermarkets, ready for the 'rush' of the modern' commercial' Christmas Event.

You may notice that I have sent out a letter in respect of services that you require over the festive season. I look forward to all your responses so that we can provide a smooth service over the Christmas and New Year. Please feel free to call me on **01865 770412** to discuss further.

British Summer Time



The clocks go back one hour at 02:00am Sunday 28 October 2007 but already the days are getting shorter.

Do you know anyone that's in need some extra help?

Is there someone near you who lives alone, and might be glad of some company?

We are here to help anyone who needs just a little extra support - from Preparing breakfast, lunch, or dinner to going out and getting some fresh air.

Call us today **01865 770412**

*Shelley Nelms
Care Director*

Oxford Update

New Care Workers



We are currently recruiting for new care workers to cover the busy holiday period!! The new recruits will be coming to meet you in the coming weeks to see what we do and how you like things done. We want to continue the high quality care that you currently receive and the best way to do this is to show them how it's done!!

DIRECT DEBIT PAYMENTS

We are now able to offer you the opportunity to settle your account with us by Direct Debit. You will continue to be invoiced every four weeks on actual hours of care delivered but will no longer need to be concerned about sending in your remittance to finance by the agreed date. The invoice will show the amount that will be debited from your account 14 days after the invoice date. If you have any concerns you will be given plenty of time to query it with us prior to your payment being taken. If you haven't already had a Direct Debit form we can arrange for one to be sent to you, just call us a call on 01474 365594.



BLUE SERVICE USER BOOKS - if you need any replacement sheets, additional forms please let your care worker know.

Happy Birthday to the following Service Users

Mr C Jones

10th October

Mrs Ellen Cripps

29th October

Mrs Phyllis Dolton

3rd November

Mr Michael Inston

29th November

WINTER WARMERS

Keeping warm is a vital part of keeping well in winter. This is

particularly true for those who may be particularly vulnerable, such as older people, people with chronic illness, or young children.

Amongst other things, the food you eat, the clothes you wear and the way you heat your home are very important. You may be at risk if suffering from chronic bronchitis or emphysema.

KEY POINTS FOR KEEPING WARM AND WELL

- Try to **keep a constant temperature of 21c (70f) in all rooms**, including the bedroom, bathroom, and passages. If this is not possible or affordable, keep one room warm but **preheat the bed and bedroom** for several hours before retiring for the night.
- Make sure your home is **well insulated**
- **If you have problems with fuel bills or are worried about disconnection, seek help straight away** – for example from the Citizens Advice Bureau, your electricity company or gas company.

- Make sure you **know what the temperature is in the rooms in your home** by buying room thermometers or ask for one from your local age concern, or electricity board.
- Use **draught excluders** and keep curtains closed but make sure you do not block up air vents as **fuel-burning appliances need fresh air to burn properly**.
- Make sure you have some **hot food and drink every day**.
- Take a **little exercise every day** (if possible)
- **Wrap up warmly** before going out – no matter how short the trip.
- Always wear gloves and a hat, cap or headscarf out of doors.
- **Keep warm in bed at night**.
- Wear **several thin layers** instead of one thick layer.



Seek help if you experience the danger signs of hypothermia, unusual drowsiness, no longer feeling cold in a cold room, slurring speech, very cold skin in parts of the body normally kept covered (e.g armpits, stomach). If in doubt call NHS Direct on **0845 4647**.