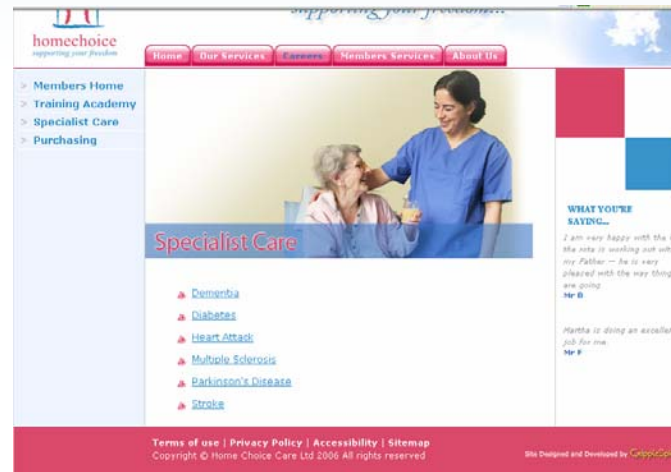
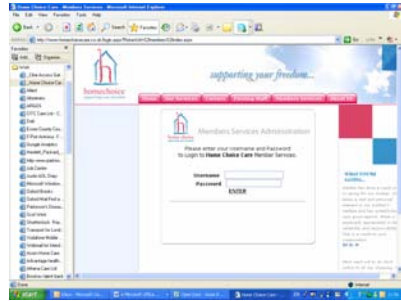


Home Choice Care ON LINE

Our website www.homechoicecare.co.uk is currently under development with some fantastic additional features for you all to enjoy. We will have information and training on various diseases, illnesses and conditions (see sample below) and our care workers will soon be able to train on line, gain certification and even view their very own training log.



In the very near future we'll have our very own chat rooms and even shopping on line. If you have any other ideas of services, or use for our website please call me on 07920 752041 – I would like to hear from anyone who wants to be part of the development discussions on the our website - **so don't delay, call me today.**



Home Choice Care **HITS** on Radio

This year we decided to try radio advertising, starting with Q103 FM in Cambridge and Huntingdon. Our first radio advertising campaign began on 7th January with 2 ads running every day for 2 weeks. One ad was directed at existing care workers wanting a change and the other at local people wanting to become a care worker. The ad was so successful we decided to move it to Essex FM, from early February, for a 3 weeks advertising campaign. We had a staggering 134 enquiries in total from both ads.

If you haven't heard the ads then log on to our website at www.homechoicecare.co.uk.

Patsy Daeche
Marketing / Communications Manager



home choice
supporting your freedom

OXFORD APRIL 2008

ISSUE 06

Open House

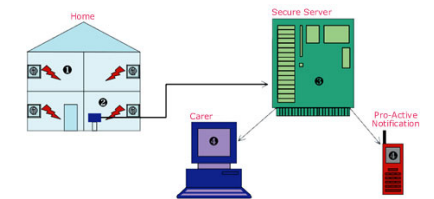
Welcome to Open House, the Newsletter especially for Service Users. It's our way of letting you know what's happening right now - the latest news and events where you are.

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

I hope you have enjoyed a happy peaceful Easter holiday time.

Some good news this spring is that Home Choice Care are introducing more training courses for your care workers to help them get more knowledge about a variety of illnesses and conditions - we are launching our own training Academy on our website www.homechoicecare.co.uk, please look at it or get any of your family to look if they are interested.

We are also looking at new services that can include the use of Telecare monitors and aids. There will be a lot more news about these services after May.



Justin Jewitt, Chairman



Welcome all to another edition of your newsletter. With the clocks going back last week and the evenings getting lighter, a good mood is upon us all. In the high summer spirits I would still ask you to be extra vigilant when answering the door. Do not be afraid to ask to see your care workers Identification badge before you let them in; our main priority is that you are safe in your home and this is just one precaution that we urge you to follow through.

Thanks for reading and we wish you a happy and healthy next quarter.

Laura Cambray, Care Director and the Oxford Team

Oxford Branch News

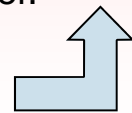
Direct Debit

Times are changing and the days of paying by cash are well and truly in the past. You may have also read in the papers recently that most businesses, shops and supermarkets are no longer accepting cheques as a method of payment. I would like to advise those of you that pay for your services monthly by cheque of the Direct Debit, an easier option.

Direct debit is now our payment method of choice. Payment via direct debit is a safe and paper free way of settling you bills. You will still receive an invoice every 4 weeks detailing the services you are being charged for, and the money will not leave your bank account until 10 days after the invoice date. This gives you time to contact us should you have any queries about your account prior to payment. If you have any questions about Direct Debit then please do not hesitate to contact me at the office on **01865 770412**

Employee of the Month

I am pleased to announce that HCC Oxford have now launched at 'Employee of the Month' scheme. The care worker will be chosen every month by the office staff and will be for a variety of reasons. We will announce the winners in monthly memos however will include a re-cap each quarter in the newsletter.



This scheme was successfully launched two months ago in Oxford. We have so far had two very deserving winners, Della Whiter and Kirsty Imrie. Both were chosen for various reasons but we believe they are a detrimental part of the exceptional service you receive.

Once again, well done and good luck to all of you for the future.



Kirsty Imrie



Della Whiter

Cancellation of booked visits

Please may I remind you all that if you need to cancel your visits for any reason, the office requires at least 24 hours notice prior to your booked time. Cancellations made via our care workers cannot be accepted without confirmation from either you or your next of kin so it is best to call us directly if you would like to make any changes.

CM2000 – This is by far the biggest achievement of the quarter. Our AURA call percentage has risen from 53% to 72%. This is fantastic and is heading in the right direction – only 10% to go and we will be perfect!

I would like to wish 'Happy Birthday' to following members of the team:

J. Witts, D. Murphy, R. Hall, R. Marriot, R. Hamadziripi, W. White, G. Thatcher, J. Walker, D. Jones, C. Newell, J. Inston, I. Lewis, F. Goodsell, M. Winters, B. Garlick, W. Bateman, K. Jones, I. Turner, K. Bustin, D. Chapman, J. Cox, G. Brown, F. Clifton, J. Fettes,



REMEMBER: 01865 770412 is our Out of Hours Telephone Number