

A Big Hello to everyone reading this Summer Edition.

Before I go any further, we must thank all of you for the huge response to our recent Live Well at Home quality questionnaire. Your responses and comments have been invaluable in helping us to make decisions on how we make improvements so that we can continue to provide our customers and staff with the appropriate support. Your feedback has also helped us to investigate the possibility of providing other services requested such as transport to appointments and shopping trips.

Last but not least, thank you too for the compliments which are so important to us and prove to us that we are getting it right most of the time! These compliments are being communicated to all staff.

We're now providing a '**Rapid Response Service**' where we respond to **Telecare equipment** placed in and around the home. This has proved very popular in the Forest of Dean and is now available in most areas of Gloucestershire. The response team responds to alarm calls made once an alarm is triggered - if you think this service is what you need then please call Joe or Emma with your enquiry on 01242 258247. This service certainly gives you and your family 'peace of mind'. See below for more information.

Summer appears to have finally arrived. We hope you are enjoying the long awaited warmth, lighter and longer days and that you are getting enjoyment from your gardens.



Live Well at Home also offers these additional services?

- Personal Care and Support
- Rising and retiring to bed
- Shopping and Food Preparation
- Hospital to Home Discharge Support
- Rehabilitation Aftercare at Home
- Crisis Care at Home
- Telecare and Telehealth Equipment in your Home
- Emergency Response Service
- Planned Response Service
- Direct payments
- Sitting and Companion Support
- Respite Care Support
- Social Care Support
- Laundry and Light Cleaning
- Gardening and Home Repairs
- Training for Carers

For details and enquiries:
call 01242 258247

Winter Newsletter Competition Winner: Paula Davis, winner of the last newsletter competition. Well done Paula!

Rapid Response - When help's needed, fast.



With the right equipment you can continue to live safely in your home without the need of regular care workers or constant help from relatives.

If you already have **Telecare** or **Telehealth** equipment installed in your home, the sensors will be automatically linked to a dedicated call centre. If your alarm or sensor sends out an alert, the call centre contacts us immediately and we send a member of staff to your home.

Each member of staff is trained on how to respond to and how to use Telecare equipment and all staff are CRB checked, fully trained and qualified in the care they may need to give.

You can also contact the **Live Well at Home** care support service directly whenever you need help on our 24 hour service hotline.

For more information on the Telecare equipment that's available for your home and our Rapid Response service call Joe Sanders or Emma Russell on **01242 258247** for details and brochure.

In the Forest of Dean

The community hours have increased hugely since the New Year – so much so that Chris and Donna have become more office based. Chris' responsibilities include visiting new Service Users, carrying out reviews and organising Training for care staff. Donna not only manages the Springs and community but oversees the running of Hanover ESH in Cinderford. Keep up the hard work Donna and Chris.

A big **thank you** to Mary Brassington the estate manager for her continuing support. Donna Troughton, Care Co-ordinator would like to thank everyone for the continuing support they offer her and the company to make Springs an excellent place to live and work!

Announcements

Congratulations to the following Carers for passing their NVQ's

- Ian McNally NVQ Level 4 • Tammy Renouf-Preece NVQ Level 3, A1 Award • Vicky James NVQ Level 3
- Rose Nash NVQ Level 3 • Maxine Law NVQ Level 3 • Amanda White NVQ Level 2
- Kevin Buffrey NVQ Level 2 • Jacqueline Edwards NVQ Level 2 • Jacqueline Young NVQ Level 2
- Samantha Maniscalco NVQ Level 2 • Joanna Turkiewicz NVQ Level 2 • Susan Roberts NVQ Level 2

Corporate Services Department

Ross and Karen from the Corporate Services Department were short listed for Accountancy Team of the year at the PQ Magazine Awards 2009, held in London. They were up against: Greater Manchester West Mental Health NHS trust, Armstrong Watson, The Home Office, DWP, and Morrison. Unfortunately they did not win but they had a good time. Better luck next year!



Red Nose Day

This year **Live Well at Home** raised £234.46 combined total. A big thank you to everyone.



If there is anything you'd like to discuss based on the contents of **Living** Summer 09 please call 01242 258247