

# staff News

Our Corporate Services department would like to wish Karen Matthews good luck in her new job and a big thank you for all your hard work and dedication throughout your time with us.

Welcome to two new team members Shirley Davis payroll assistant, who joined Live Well at Home on the 25th August, and Marcin Soltysik who joined corporate service from care Services on the 1st September.

We'd also like to join the rest of the staff in wishing Wendy Burns and Josie Woodley who are both retiring this year.

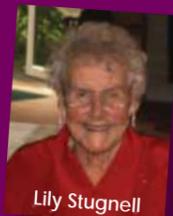
We've had a number of compliments from a number of Social Workers commenting on the professionalism of the Live Well at Home staff, so well done and a big thanks for all your hard work.

## Easy Living welcomes Mo Wainwright

A warm welcome to Mo Wainwright who joined us in July and will be running the Easy Living shop alongside Joe Sanders. Good luck to both with the launch!

## Special Birthdays

Birthday wishes for Pat Wilks on her 60th, on Sept 17th.



Lily Stugnell

And very special birthday wishes to Edith Cushing who turned 100, Lily Stugnell on reaching 105 in August and Ruth Davies on her 100th birthday this October.



Edith Cushing

## Baby Booming at LWH

Huge congratulations and best wishes to Sam Mcdonald on the birth of baby Bella, Anna Stublely on giving birth to twins Mikey and Riley, Aneta Ryba and Natash Minto who happily delivered baby Natalia and baby Shania – and yes, there's more to come! Nicola Tranter and Samantha Williams will both shortly be going on maternity leave so we wish you both the very best over the next few months.

## Wedding Bells

Wedding bells were heard this year for Ross Robinson from Finance who married Nicola in July, Chris Vernau, now Chris Lee got married in August and most recently, Sarah Nichols from Independent Training married Ian Mcinnes this October. Congratulations to all!

## A BIG WELCOME TO ALL OUR NEW RECRUITS

Tess Olczack (Cheltenham Co-ordinator)  
Nick Miles (Gloucester Co-ordinator)

And our new carers:

Julie Pointer  
Zoe Summerell  
Patricia Ricalton  
Carla Ray  
Barbara Bridges  
Roxanne Goral  
Sarah Lancett

Rebecca Saddington  
Kerry Riddiford  
Angela Savage  
Natalie Atkins  
Joanne Bevan  
Angela Terdik  
Sandra Goulding

## Charity News *Jeans for Genes*

Many thanks to all staff who joined in the Jeans for Genes fundraising activities. Together we've managed to raise a total of £240.15.

## Wear it Pink for Breast Cancer

On Friday 30th October we'd like to encourage all our staff to join in the Wear it Pink campaign to help raise money for breast cancer. From pink hair to pink toenails, go on, be outrageous and help us raise as much money for this well deserved charity as possible. Send us your pics and we'll include the best of them in the next newsletter.

## Staff Training

Just a reminder to all staff that there are a number of training courses open to you (and to anyone outside of LWH) who want to further develop your skills and career through our Independent Training company.

Congratulations to the following who passed their NVQ Level 2 or NVQ Level 3 in Health & Social Care:

Jacqueline Aston Burley  
Tammy Renouf Preece  
Rose Nash  
Rachel Carpenter  
Jacqueline Edwards  
Caroline Layton  
Yvonne Kornitschky  
Kelly Dee  
Sheila Cruickshank  
Maxine Law

Susah H Roberts  
Samantha Maniscalco  
Victoria James  
Amanda White  
Kevin Buffrey  
Dawn Pardoe  
Joanna Turkiewicz  
Jacqueline Young  
Natasha Martin  
Graham Howley

# living

Winter 2009



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news and articles  
brought to you by  
*Live Well at Home*

Providers of domiciliary care services across the County  
Caring for you

Live Well at Home

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Live well at Home is the trading name of Independent Home Life Services Ltd



# Welcome to Live Well at Home's Winter newsletter

Since our last issue, there have been some really exciting new developments including the launch of two new services, not to mention our new name! Customers and staff have seen the introduction of new marketing material, a new website and new uniforms.



We've also had our fair share of media interest with an interview on BBC Radio Gloucestershire and articles in the local press. As you can imagine it's been a pretty hectic time and that looks set to continue with more new services on the

cards for both this year and 2010!

We'd like to thank everyone for all your compliments on the quality of the care we provide and for your patience whilst we've undergone our new re-branding. We may have a new name, a new look and new services, but our philosophy to help people stay in their own homes for as long as possible remains steadfast!



## Your right to choose a care package that meets your needs

If you find it difficult to manage day to day you are entitled to a free assessment of the type of care you need by local Social Services. You can contact the council social services department yourself or a relative, carer, GP or Nurse can ask for a care assessment on your behalf. Support may be provided directly by the Social Services department or arranged via private domiciliary care companies or care homes.

### Direct Payments Scheme

You can choose to arrange your own care and support by using the Direct Payments scheme. Rather than receiving council services directly, a cash payment is made into an account, which you then use to arrange

## New Services

### Rapid Response

Rapid Response removes the need for regular care-workers or constant help from relatives and gives carers peace of mind if they need to leave the home for any length of time.

Sensors around the home are linked to a dedicated call centre and if an alarm is triggered, a call is immediately placed to the home to assess the problem. **If there is the slightest cause for concern a member of our Rapid Response team is sent out to investigate.** All members of the team are qualified care-workers, CRB checked and fully trained to handle any emergency they might find. The service costs just £1 a day plus a charge per call out. Anyone can book onto our Rapid Response service, with or without the installation of home alarms.



your own care package giving you more flexibility and choice over how and who delivers your care.

### Individual & Personal Budgets

Similar to Direct Payments, Individual or Personal Budgets give you control over who provides your care and how it is delivered.

If you are a carer you are also entitled to an assessment which could help pay for extra help such as a sitting or companionship support service, or day care.

**For more information on any of the above and to find out how we could help you call 01242 258247.**

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

## Easy Living really useful things for the home

We'll soon be announcing the launch of an Easy Living shop which will be selling a wide variety of really useful products for the home. As well as stocking items aimed specifically at older people and those with mobility problems, we'll also be selling a fantastic range of soft



## Help & Advice Forum

Looking to talk to people in the same situation as you? Visit the Forum at [www.livewellathome.co.uk](http://www.livewellathome.co.uk) and share your experiences.

## Living Well Clubs

Plans are being drawn up to open a number of state of the art Living Well Clubs providing a social centre for people over 65 with a large exercise space for yoga, physical activities and general use, as well as a dining area, hair salon, holistic therapy rooms, bathroom and wet room for bathing. There will also be a range of innovative care services for older people and those suffering with Dementia, Stroke, Parkinson's Disease, Multiple Sclerosis as well as young adults with mobility problems and mental health problems. The Centres will be open 7 days a week and staffed by fully qualified care-workers and specialist care staff.

We'd like to hear from you if you'd be interested in using a Living Well Club, if you know someone who would benefit from attending a Centre like this, and where you'd like it located.

Please email your thoughts to [info@livewellathome.co.uk](mailto:info@livewellathome.co.uk) or write to us at the address on the back of this newsletter.

### Don't forget Live Well at Home also offers these services throughout Gloucestershire:

- Personal Care and Support
- Rising and retiring to bed
- Shopping and Food Preparation
- Hospital to Home Discharge Support
- Rehabilitation Aftercare at Home
- Emergency Response Service
- Crisis Care at Home
- Planned Response Service
- Telecare and Telehealth Equipment
- 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**



furnishings, home accessories and holistic therapies. Details on location have yet to be confirmed so keep an eye on the local press for more details nearer the time.

**Want to know more about Easy Living? Call Joe Sanders on 01242 258247.**

## Want to get in touch with us?

### Live Well at Home Contact Numbers

Care Services (new customers and enquiries)	01242 258247
Care Services (existing customers)	01242 255444
Corporate Services	01242 585973
HR, Sales and Marketing	01242 258247
Independent Training	01242 585975
Spring & Watermead	01594 843574
St Catherines Court	01452 304355
Hanover Court	01594 826288
Sherbourne and Hazelwood	01453 827076

If there is anything you'd like to discuss based on the contents of Living Winter 09 please give us a call on **01242 258 247**

## Live Well at Home Members' Club

We're in the process of putting together a Members' Club for all staff and Live Well at Home customers. Anyone who works for, or receives a service from the company will be entitled to a number of discounts and special offers from participating local businesses, retailers and leisure facilities.

Our first Membership Club Partners are:



**A-Plan Assurance, The Promenade, Cheltenham** who has agreed to give our club members a £50 Marks & Spencer voucher for anyone signing up for Life or Private Medical Insurance and £20 Marks & Spencer voucher for anyone taking out insurance against Accident, Sickness and Redundancy. Simply call A-Plan on **0870 234 0055** and quote Live Well at Home to take advantage of this offer.

### Charlotte Harrison, Holistic Therapist, Cheltenham

Is happy to give a 40% discount to Live Well at Home members on all holistic treatments. Charlotte is a fully trained therapist and specialises in Aromatherapy Massage, Indian Head Massage, Swedish Body Massage, Antenatal Massage, Reflexology and Facials. To book an appointment or for more information call Charlotte on **07766 980049** or email [charlotte\\_eharrison@hotmail.co.uk](mailto:charlotte_eharrison@hotmail.co.uk)



### Imperial Hearing Centre, 1 Imperial Square, Cheltenham

provides a wide range of hearing services and aids in branches across the County. From the latest in hi-technology to budget hearing aids they can provide you with the perfect aid to suit both your lifestyle and your pocket. **To obtain a 15% discount on all hearing aids, plus a year's free warranty on top of the initial two year manufacturer warranty, please call free on 08000 199 575 and quote Live Well at Home for more information and a free consultation. To find out more about Imperial Hearing's services visit [www.imperialhearing.com](http://www.imperialhearing.com)**



### A&L Taxis, 30 Hucclecote Road, Gloucester

is a council approved licensed taxi company covering the whole of the Gloucester City area. Disabled and multiple wheelchair access vehicles are available as well as an 8 seater. Live Well at Home Members are eligible to 10% off meter fares (to and from one destination) and any long distance runs will be charged at a set price and not on the meter. For more information call A&L on **01452 560455**. To claim your discount simply quote Live Well at Home.



We'll be issuing membership cards once we have more partners on board.