



Outstanding Employer

Better at Home is Highly Commended at the Learning & Skills Council Awards 2009

Better at Home has been Highly Commended as Outstanding Employer of the Year at the LSC South East Learning and Skills Awards 2009. The awards ceremony took place on 20th May at the Copthorne Hotel near Gatwick and was hosted by Claudia Winkleman. The award was collected by Mike Smith, Director, Debby Page, Registered Care Manager and Katy Gilbert, Training Manager. Mike Smith commented "We are delighted to receive this award. What makes it particularly rewarding is that the award covers all businesses in the South East, not just carer agencies so we were up against some stiff competition. Our thanks go to Sarah Jacques of Guildford College for initially nominating us for the award and to Katy for all the hard work and investment she has put into training".

Our 2nd Birthday

Better at Home celebrates its second birthday

Better at Home celebrated its second birthday on 1st May. Some of our achievements in the past year are:

- Moving to our larger office in the Lansbury Estate (yes it was only a year ago we moved!)
- Winning our first contract to provide care into a sheltered housing scheme
- Being awarded the contract to provide care into Brockhill Extra Care Scheme in Woking
- Being Highly Commended as Outstanding Employer of the Year at the Learning & Skills Council Awards 2009
- Opening our office in Ewell Village.

Price Freeze for Private Pay Clients

Private pay prices frozen until 1st April 2010

We are delighted to formally announce that we have frozen our private pay prices for 2009. We recognise that in the current economic climate many of our clients have seen a fall in the value of their investments and we have worked hard to keep our prices on hold until 1st April 2010.

We would like to remind all of our clients that our invoices are payable within 7 days. If we do not see an improvement in time to pay, then we will be forced to move to bi-monthly billing from the Autumn. We will of course give you four weeks notice if we move to more frequent billing.

New Website & Branding

www.betterathome.co.uk is relaunched

Based on feedback from clients and carers we have revised our branding to use more vibrant colours. You will now see our logo in blue. Our rebranded website is now live at www.betterathome.co.uk and includes a lot more information for our clients and potential job applicants.

We have also launched our live-in care brochure. If you would like to receive a copy of this, please contact Mary Field our live-in care consultant on 01483 485836.

Care Quality Commission

Commission for Social Care Inspectorate

The Care Quality Commission has taken over the Commission for Social Care Inspectorate (CSCI). Their website is www.cgc.org.uk.

Joiners and Leavers

New arrivals and departures

Angela Chance will be joining us as the Care Coordinator for our Ewell office starting on 6th July.

Sadly Debby Page, our Registered Care Manager will be leaving us at the end of August to pursue a career as a training assessor at Guildford College. Debby originally founded Bluebird Care at Home, the agency that Better at Home took over in 2007 and has known some of our staff and clients for 8+ years. Debby will be sorely missed, especially by our longer serving carers and our longer term clients and we all wish her well in her new role. As we work closely with Guildford College on our NVQ programme, I am sure many of you will continue to see her in her new role from time to time.

Finally we would like to congratulate Cindy Harden (Woking office) and Lisa Joy (Ewell office) on their promotion to training senior.

Training Update

Induction Training

Our induction training now runs for a full 5 days and includes some additional modules including continence care. Furthermore all new carers will now undergo dementia training and communication training within their first 12 weeks (normally during weeks 5 & 6) of joining us. Our new training seniors, Cindy and Lisa (see article above) will soon be qualified to help us deliver our update training courses.

NVQ Training

We have secured additional government funding and are seeking to enrol more staff onto NVQ2 training in the next few weeks. In the past year we have signed up around 30 staff for NVQ courses and many have already successfully obtained their qualification. Congratulations! We are hoping to sign up around 20 more carers in the next month. If you are interesting in studying for your NVQ2 qualification, please contact your team leader or Katy as soon as possible so we can register your interest and schedule an enrolment session.

Buddying of New Staff

Extra support for new staff

Based on feedback from clients and carers we will be piloting a new buddying scheme from our Woking office from August. Our buddying system aims to enhance our shadowing policy and give new carers more support in the field during their first 12 weeks. As part of this scheme all new carers will be required to complete practical care skills training within 12 weeks of joining us. Further details will follow.

Satisfaction Surveys

Your feedback is important to us

We have recently sent out our staff and client satisfaction surveys. We would be grateful if you could return these asap so we know where we are doing a good job and know where we need to make further improvements. If you require another copy of the survey please contact your local office.

Swine Flu

Infection Control more important than ever

We are continuing to monitor the position with Swine Flu. We have issued government guidance to all carers and are keeping abreast of the latest guidance notes.

Key Contact Details

Essential contact details

Woking 01483 480078 (office hrs)

Tel: 0845 0945 999 (out of hours*)

Email: woking@betterathome.co.uk

Ewell 0208 393 3318 (office hrs)

Tel: 0845 0945 664 (out of hours*)

Email: epsom@betterathome.co.uk

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