

# embrace



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HOMECARERS

Quality Home Care To Meet Your Individual Needs

ELITE HOMECARERS NEWSLETTER  
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## Call Monitoring: a help or a hindrance?



**With careful planning and a smooth transition it will definitely assist, says Anna Maher, Elite HomeCarer's operations director.**

The introduction of Call Monitoring services key aim is to ensure the safety of both service users and carers. It will no doubt make the delivery of care at home services more accountable and auditable.

Call Monitoring ensures the safety for carers who may be working alone, late at night or with people who have challenging behaviour. For clients, it means the provider is alerted if a carer fails to turn up as scheduled – an especially important factor for less able clients who might be on medication, for instance.

From the provider's point of view, when a carer logs the time they arrive and leave a client's home, it means that all visits are accounted for and therefore invoiced accurately. From the carer's point of view they can be sure they have delivered the care on time agreed - as outlined in the care plan.

As we know, any form of operational 'change' can be difficult but, if introduced correctly, is usually beneficial in the long run. In this case, carers will have to remember to log in on arrival, then again on leaving, this is necessary to maintain reliability standards.

As demand for Care at Home grows, care providers must increasingly find ways of being more flexible and efficient, while maintaining the quality of service. It's not an easy juggling act.

At Elite HomeCarers we manage home visits ranging from 15 minutes up to 10 hours. We already ask staff to phone the office or on-call if they are running more than 15 minutes late, so we can then let the client know. Similarly, clients are asked to call us if their carer hasn't arrived within 15 minutes of the allotted time.

We also carry out 'spot checks' to make sure carers are adhering to time slots and tasks as shown in the clients'

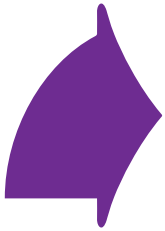
care plan. Carers' time-keeping is also addressed in our client satisfaction questionnaires and at carer supervision.

These are systems we already adhere to, and we are confident they will enable a smooth transition to a formalised Call Monitoring system which we will be implementing soon.



As open communicators we make a point of discussing any operational changes with both the people we work for, and the people who work for us. We welcome input and ideas, especially from frontline staff who are, as much as possible, included in any decisions which are likely to affect them. Effective communication makes for better understanding.

Call monitoring may be complex, but by enhancing time- and cost-effectiveness, quality standards and client care, we believe everyone will ultimately benefit.



## We've moved!

Two additional local authority contracts and an anticipated boost in staff numbers have prompted a move for Elite HomeCarers to bigger, more functional office premises.

Still in South Queensferry, our headquarters are now in Stoneycroft Road, where we have a lot more space for meeting rooms, storage facilities and, of course, an in-house training suite.

As Elite's client base continues to grow, so has the need for more administrative staff and homecare co-ordinators. Elite's operations director, Anna Maher, will continue to be based here, together with principle home care co-ordinator Barbra McEwan and home care co-ordinators Peggy and Siobhan.

Elite's state-of-the-art networked communications technology is now housed within a much more user-friendly office layout, ensuring that excellent communications – vital to the smooth running of Elite's operation – are still at the forefront.

"Having everything under one roof, makes for better staff relations, more privacy when required and a more efficient overall office structure," says Anna Maher. "We're also pleased to have found better office premises still in South Queensferry, as we've found this to be an excellent central point within our main catchment area of the central belt and Fife."



## 55 and counting

Recruitment and training are both on-going activities at Elite HomeCarers, and more so recently as we expect to employ an additional 20 staff over the next 12 months!

This represents an increase in almost 40% in our headcount and will bring our total number of staff from 55 to around 75. This considerable increase is due partly to our winning new contracts, but also because the outsourcing of home care services to the independent sector, especially from local authorities, is an increasing trend.

### Elite Soundbites

**I believe we've won a number of new contracts as we represented best value for the client based on 70% quality and 30% price scaling. This is a huge endorsement of the quality of our service and integrated management approach, where our focus is on the needs and aspirations of individuals, whether they are service-users or staff.**

Anna Maher  
Operations Director, Elite HomeCarers



## Our Core Values

### Person Centred

We aim to ensure that the focus of our work is on the needs and aspirations of individuals, whether they are service users or staff.

### Quality Assured

We aim to ensure that the service we deliver is of the highest possible quality given the resources available.

### Open Communicators

We aim to ensure that our decision-making processes are as open and inclusive as possible, and that those we work for, and with, are included in as many relevant decisions as possible.

### Commitment

We aim to ensure that staff at all levels work as part of a team towards commonly agreed objectives.



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