



NEW  
Telecare services  
see inside

# choices

care  
whenever  
whatever  
and  
wherever  
it's needed



April 2012

As care professionals we are all working towards the same goal of giving our patients and clients choices regarding their care. We're giving them the information to make informed decisions and we're striving to help build personal agendas.

**Inside this issue of Choices** we present you with an update on the Cleeve Hill Healthcare services and introduce our new Brain Injury Unit.



# Telecare Safety and Emergency Response

To complement our Cleeve Link care in the home service we now offer a comprehensive Telecare service. Available to anyone whether they are a Cleeve Link client or not, the service combines typical equipment such as telecare pendants with preventative care measures such as Welfare Check Calls. Prices start at just 0.75p a day.

Our aim is to help keep the elderly population in our counties as safe in their homes as possible. Here is a summary of Cleeve Link's 'Emergency' Services:

- We will respond 24 hours per day, 7 days per week
- Dedicated 24 hour telephone numbers when clients need help
- A trained, CRB checked care-worker is sent to assist immediately (2 carers at night for a minimum of call duration of 2 hours)
- Works with or without Telecare equipment
- We will respond to all emergencies irrespective of whether it is from an existing Cleeve Link client or not
- With our fleet of wheelchair access vehicles we can help with hospital returns during the day and night
- Off road fleet ensures access during bad weather and flooding
- Our maintenance team can assist with emergency household repairs

**COMING SOON**

## Brain Injury Unit in Cheltenham



Based at Cleeve Hill Nursing Home, Cheltenham, the Brain Injury Unit provides a comprehensive service for adults suffering from acquired brain injury or neurological disorders with an emphasis on rehabilitation where appropriate.

With a multi-discipline team including registered nurses, medical practitioners, physiotherapists and occupational therapists, the care is completely focused and adapted to the client's needs. The social, psychological and leisure needs of our clients also form a large part of our programmes.

# On Stand-by with Gloucestershire NHS

You might have seen the Cleeve Hill Healthcare Rescue Ambulance around the county. We're pleased to announce that it is now in service and has been on stand-by with Gloucestershire NHS as part of our routine stand-by arrangements, and out to Cirencester Hospital to fetch night staff during February's snow.

We're in talks with Great Western Ambulance Service and Gloucestershire Police has expressed an interest, particularly for rescues on Cleeve Common. No doubt this decommissioned fire engine will come into its own during bad weather and floods.

**For more information please contact  
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## Forest of Dean

Cleeve Link Forest of Dean team goes from strength to strength as locals learn more about the services available.

## EU Praise

We are pleased to announce a win of first prize from the European Union for Mobility of Workers and Cooperation Across Borders Best Project. The project, funded by the EU was to provide a 4 week training period for 6 students from the Nowy Sacz Medical School in Southern Poland but it was so well received by the students, carers, residents and clients we decided to completely commit to the project and in the end put an impressive 72 students through the course.

Named 'Project Leonardo Da Vinci', the students were based at Cleeve Hill Nursing Home in Cheltenham where they attended our in-house training school; experiencing the standards that Cleeve Hill Healthcare demands. In the EU report mention is made about how the students learnt very high standards of care, learnt how to operate specialist equipment and gained a recognised UK professional qualification.

Some of the students joined Cleeve Link on permanent contracts and some of Cleeve Link's staff have visited Nowy Sacz for training at the care school and their local care homes.



## Service Update:

Many of our care at home clients enjoy respite care at Cleeve Hill Nursing Home



We offer all these services throughout Gloucestershire, Worcestershire, Wiltshire, Oxfordshire, Warwickshire and Herefordshire

- 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
- Dementia Care
- Palliative Care
- Brain Injury Unit
- Transport
- Meals on Wheels\*

# 24HR

advice and consultation for the professional

# CALL NOW



## When you need to get in touch with us locally

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