

Newsletter April 2016



The importance of ID badges

Please can we take this opportunity to stress the importance of you carrying your in-date Careline ID badge with you at all times? We issue all staff with an ID badge (providing we have a passport photograph of you) at the time of registration with the agency. If we are chasing you for a photograph, please send this to us ASAP. If you have misplaced your ID badge, or you



notice that it is out of date, please inform the office. We have recently had a couple of occasions in which Careline staff have needed to liaise with the police on shift and have been expected to present their identification. Staff will also need to be able to provide their ID when going to services, or supporting people out in the community. If you require an ID badge, please contact the office.

Work, work and more work!

We currently have an abundance of work on all sections of Careline, in numerous locations during various different times of day/night. Please contact the office if you are looking for anything extra, as we may have something that suits you!

Opening Times

Monday-Friday 7am-7pm, Saturday 9am-5pm and Sunday 10am-2pm. We are open 365 days a year, 7 days a week. You should always be able to contact a member of office staff during these times. If you don't get through first time, please keep trying as it may just be that we are on the other line. Please note that voicemails & texts don't always get picked up, so please always speak to someone.

Welcoming Helen to the team!

Helen Anderson will be joining our office team on Monday 11th April. Helen is going to be covering Amy's maternity leave and will be working alongside Amy and Jenna on the Care and Support section for the next few weeks. Your patience would be greatly appreciated whilst Helen is learning the ropes and I'm sure you'll join us all in welcoming Helen to the office!

Let us take this opportunity to clarify the different sections of the Careline office:

Care are responsible for Day Services, Residential and supported living services.

Care & Support are responsible for providing bespoke care packages to individuals and/or families - within their own home or in the community.

Nursery section is responsible for all Day Nurseries, Pre-schools and family centres.



Congratulations to **AMY HYLAND** who has been awarded our Careline Staff of the Month and will receive a letter of congratulations. Well done! This award is given for many different reasons such as staff going the extra mile, having a flexible approach, giving an outstanding service to our clients and their families and many more.

Make Time For A Cuppa

Thank you to everyone who came along to our Make Time For A Cuppa morning! Our charity pot is



brimming and we also made over £30 within the office on the sweepstake and the 'guess how many chocolates are in the jar' game! Here is a picture of our Sian enjoying a cup of tea and some cake! We are looking to hold some more fundraising events over the next few months, especially with the warmer months fast approaching, so if you would like to

get involved, please contact Amy in the office for more information. If you would like to learn more about Dementia UK and what they do, [click here](#).

Cancellations

Careline has a no-cancellation policy. Once you have accepted a shift, you must complete it. Therefore, please check your schedule and diary before accepting work. Services use agency because they do not have enough staff of their own to cover shifts. It is imperative that Careline staff are reliable.

Please can we stress again - if you have an issue with a shift, call the office and speak to someone.

Please don't leave a voicemail, send a text or send an email as these don't always get picked up! High levels of cancellations will inevitably affect the work that you are offered in the future. Please also remember that cancellations can have a particularly adverse effect on 1:1 clients who will be anticipating your arrival.



Our next training session is:

Saturday 23rd April

9.30am–11.15am

Manual Handling

11.30am–1pm

First Aid/Epilepsy Awareness

1pm - 3pm

Administration of Buccolam

First Aid, Health & Safety, Safeguarding Adults/Children, Mental Capacity Act and Personal & Professional Boundaries are mandatory when working for Careline and if these are not up-to-date, it could affect the work that is offered to you. If there is any training you would like to request, please [email Amy](#).

Careline polo shirts

Please can you ensure that if you work in a nursery setting (also some elderly/learning disability services) that you wear your Careline polo shirt? Not all services will expect staff to wear a uniform, so please check with your co-ordinator if this applies to you and your setting? We provide FREE Careline polo shirts to staff who require them and have a range of sizes in either black or white, with a pink or green logo. We can also provide Careline tabards for staff who work in elderly or cleaning services. Please contact the office if you require a polo shirt?

The Careline Team

www.carelineagency.co.uk

enquiries@carelineagency.co.uk