

Newsletter April 2017



Phones

Please remember that Careline does have a mobile phone policy and you should not be using your phones whilst on duty with clients.

If you are working with children or vulnerable adults we expect the client to have your full attention.

If Careline call whilst you are working we do not expect you to answer but will leave you a voicemail asking you to get back to us.

It is important that we all strive to deliver a good service and that you adopt good practices - using your phone during your working hours is NOT good practice.

The majority of Careline staff do an excellent job - without you, we couldn't provide a service to our clients.

If you have any queries about our mobile phone policy please don't hesitate to contact us on

01189 585858



Care Plans

Please remember if you work on our 1-1 section you should have a care plan for all the clients you support.

If you do not have a care plan for any of the clients you support please give us a call and we will get one to you.

Also if you feel anything in a client's care plan is out of date or incorrect it is really important you let us know so we make sure all the information is up to date and correct.

Work Work Work

Are you getting enough work at the moment? If not please don't hesitate to give us a call and let us know your availability as we have lots of work available to suit everyone from nurseries to Residential homes to one to one care.

**STAFF
OF THE
MONTH**

Congratulations to **Lorraine Cass** 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.

Pay

Careline will be running payroll monthly instead of weekly from April of this year.

However that the routine of handing in timesheets will not be changing and you should deliver all completed timesheets to Careline by Midday Tuesday on a weekly basis. Only timesheets submitted by 18th April will be processed due to the extended time it will take to process the timesheets. Any timesheets submitted after this time will go onto the next months pay.

Last weekly pay was 31st March. First monthly pay will be 28th April and the last Friday of every month thereafter.

Recommend a friend

Do you have a friend looking for care work? If so please encourage them to get in touch with us as we have lots of work available for experienced care staff.

If you recommend a friend once they have completed their First shift for us you will receive a £30 reward so everyone's a winner!



Our next training sessions are:

Saturday 22nd April

9.30am-11.15am Manual Handling
11.30am-1pm Safeguarding Children

Please give Tracy a call at the office if you would like to be booked on the training as spaces fill up fast or [Email Tracy](#)

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 Tracy](#)

Change in Details

Please remember if you have any change to personal details such as Email Address, House Address or Bank Details it is really important you let us know as promptly as you can to ensure effective communication and safe payment of wages.



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