

Newsletter August 2016



DBS Certificates

Please can I remind you all of the importance of keeping your DBS certificate safe. Careline no longer receive a copy of DBS certificates so only you have an original certificate. So places require you to take your DBS certificates with you when arriving for duty, if you no longer have your certificate this can affect the work we can offer you.

If you have lost your certificate DBS will not issue a new certificate and you will need to apply for a new one at a processing charge of £44.

We also recommend that you subscribe your DBS certificate with the update service for an annual fee of £13 per year so you don't have to apply for a new certificate every year. Please remember that you only have 19 days to do this from the date your certificate was issued. The link for registering with the update service is <https://www.gov.uk/db-update-service>

If you need to apply for a new DBS or have any queries regarding DBS please [Email Emma](#)

Bank Holiday Work



Please bare in mind that Monday 29th is a bank holiday. Some of our work does come in at double time etc for bank holidays so if you are free and looking for work please don't forget to let us know you are available.

Keeping Us Informed

Please remember it is really important you keep us up to date is you are having trouble getting to a shift. If you are running late for any reason whatsoever please let us know as soon as possible so we can keep clients updated and reassured.



Careline phone number is 01189 585858

Opening hours are

Monday-Friday 7am-7pm

Saturday 9am-5pm

Sunday 10am-2pm



Congratulations to **Masoud Borifia** 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.

Office Staff

We understand that you may get several calls from us on a regular basis from different people and it can be confusing who we all are and what we do so here is an introduction to the office staff and which section we usually work on -

Care Section - Sian, Louisa, Julie
Care & Support Section - Jenna, Chantelle, Eileen
Nursery Section - Lorraine S
Early Morning Coordinator - Wendy
Weekend Coordinators - Pearl, Ashley, Marie
Accounts and Payroll - Rhean
Registered Manager - Lorraine Lucas
DBS/Recruitment - Emma

Miles For Smiles - Charity Walk



Lorraine Sands our charity fundraiser is organising a 9 mile charity walk for Dementia UK.

The walk will take place on 11th September and will start at Henley Lock at 9.30am promptly and will finish at Tesco, Kings Meadow Reading at approximately 2.30pm.

You are welcome to make your own way there and meet at Henley Locke or if you would like there may be some transport support you can book onto.

You will need to bring some refreshments with you for on the way as this is a rural walk.

Dogs are welcome and if you wish to bring your dog you will need to bring provisions for them as well.

There is a donation charge of £5 per person to attend (dogs go free) All donations will go to Carelines Charity of the year Dementia UK.

If you would like more information or to book onto the walk please call Lorraine Sands at the Careline office 01189585858 or [Email Lorraine](mailto:Lorraine@carelineagency.co.uk)



Our next training session is:

Saturday 6th August

9.30am-11.15am Manual Handling

11.30am-1pm Safeguarding Children

Please give Chantelle a call at the office if you would like to be booked on the training as spaces fill up fast or [Email Chantelle](mailto:Chantelle@carelineagency.co.uk)

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 Chantelle](mailto:Chantelle@carelineagency.co.uk)

Summer Holidays

Many of us find it difficult to keep children occupied during the long summer holidays, if you're struggling for ideas this link as some great ideas of fun activities and days out. [Summer holidays in Berkshire: 37 things to do with the children - Get Reading](http://www.getreading.gov.uk/summer-holidays-in-berkshire-37-things-to-do-with-the-children)



www.carelineagency.co.uk

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