



Christmas Post

Please remember - due to the festive season, post will be much slower than usual! If you are going to use the Royal Mail to send us your timesheets, please allow plenty of time for them to get here.

We have no control over the Royal Mail. If your timesheets are delayed in the post and miss the deadline, your timesheets won't be processed. Please also be aware of how big/heavy your post is. If you are sending lots of timesheets/contact forms, it may need an extra stamp. If the correct postage is not put on your envelope, this will also delay its arrival.



At the heart of everything we do

Christmas Pay

Please be aware that over the Christmas period, most services will pay double time for the Bank Holidays however, this will not apply to all services. (PLEASE NOTE - the Bank Holidays are Friday 25th December, Monday 28th December and Friday 1st January. Boxing Day is not a Bank Holiday as it falls on a Saturday). If you would like to work over the Christmas period, please call the office to let us know.



Christmas & New Year timesheets

Christmas and New Year timesheet deadlines remain the same although everyone will be paid one day earlier. A notification will be running on the bottom of pay slips and on Facebook:

Timesheets in by 12pm noon TUESDAY 22nd DECEMBER (as usual) will be paid on THURSDAY 24th DECEMBER (Christmas Eve)

Timesheets in by 12pm noon TUESDAY 29th DECEMBER (as usual) will be paid on THURSDAY 31st DECEMBER (New Year's Eve)



Congratulations to **DEBORAH DEVINE** 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.

Tabards

We are now providing Careline tabards to staff who work in elderly services. Staff who work in home support/cleaning duties may also find these useful.



These will be available in either black or white and have a front facing pocket for gloves. If you would like to order a Careline tabard, please call the office and speak to Wendy to place your order.

Cancellations

It is imperative that Careline staff are reliable. Services use agency because they do not have enough staff of their own to cover shifts. If you have a problem with a shift, please call the office and speak to someone. Please **do not leave us a voicemail, text or email** as we don't always get them! Careline has a no-cancellation policy. Once you have accepted a shift, you must complete it. Please check your schedule and the route before accepting work.

If you are working for Care & Support on a 1:1, it is even more important that you carry out the shift you are booked for. Many of our service users are children and adults who don't cope well with change, or adults that rely on staff to assist them through the day/night. It's not always possible to find cover for a cancellation, as Care & Support clients have a specific pool of staff that they know and trust. If you have a problem with a shift, please make sure you call the office in plenty of time to discuss.



Our next training session is:

Saturday 5th December

9.30am–11.15am

First Aid/Epilepsy Awareness

11.30am–1pm

Manual Handling

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



The Careline Team

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