

Newsletter December 2016



Timesheets

Please remember that your timesheets are a legal document and must be completed as accurately and factually as possible.

Please remember to state the date the week ends. No shifts that take place after that date may be added to that timesheet.

You must state your full name clearly, provide your postcode in the address box and sign the staff signature box.

You must provide the full name of the service you were working at or the person you were supporting and at least their postcode in the address box.

Please be careful to ensure you correctly date the days on the shift grid and accurately record the times you worked. This must be hours you actually worked not what you were booked for.

Staff should not be filling in the "client authorisation box" at all. You must fill in your timesheet and give it to your client asking them to check the details and as long as they are happy to complete the client authorisation box.

We are currently working on getting timesheets completely properly at all times so you may receive an email with any alterations we would like to see you making in the future. If this happens and you have any queries please don't hesitate to contact the office and we will go through it with you.

Christmas Timesheets

During the Christmas period the deadline for timesheets will remain Tuesdays at 12pm for payment on the Friday but do bare in mind there will be no post 25th, 26th, 27th December so any timesheets will either need to be posted early or dropped in by hand.

Christmas Work



Our clients often need our support over the Christmas period.

If you are looking for work over the Christmas period please give us a call and let us know your availability so we are aware you are looking for work when clients call in.

If you self-book any work over the Christmas period please let us know so we can update your rota.



Congratulations to Philomena Hopkins 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 Team

We have had some changes to the office team. Sian no longer works in the office during the week but has joined the weekend team. Weekends are now covered by Marie or Sian.

Julie remains the Team Leader for the care section and has been joined by two new co ordinators Tegan and Eleanor who both started on 14th November. I'm sure you will join us in welcoming Tegan and Eleanor to the team and your patience is greatly appreciated whilst they are learning the ropes.

Lorraine S continues to coordinate the nursery section.

Eileen continues as Senior care coordinator of the Care & Support section with Jenna and Chantelle coordinating.

Lorraine L continues as the registered manager of Careline

Be Prepared!



I'm sure we have all noticed the weather is changing.

If you support people out in the community please be prepared and make sure you have your coat and boots with you if you think you might need them.

Also support your clients to be prepared if they are completing outdoor activities.

Our clients often need support with appropriate clothing when the weather changes so please make sure they have everything they might need before leaving the house so they can enjoy their activities.



Our next training sessions are:

Wednesday 7th December
10am-12.30pm Medication

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)

We Have Moved

Please don't forget that Careline head office has now moved.

We are now based at -
6 Arkwright Road

Reading

RG2 0LU

All email addresses and phone numbers remain the same.



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