

Newsletter February 2016



A big welcome to 2016!

So we are all well and truly into the swing of the year! If you're still trying to recover from the expense of Christmas, why not give us a call and see what other hours we have on offer? Amy and Jenna have some lovely work with children and adults with



learning and/or physical disabilities in and around the South East. Just want a little bit to top up? This would be perfect for you! If you're looking for elderly work,

waking nights or day time hours in a day centre, give Steph and Sian a call to see what they could offer you. Alternatively, call Lorraine S for any nursery work. We have lots!

Would you like £30?

We have work coming out of our ears! We're looking to have a massive recruitment drive over the next few months and we need your help! Do you know someone who is looking for a bit of top-up work? A change of job? Some part-time hours to work around a change of circumstance? Are they reliable, dedicated and passionate about people? If so, give them our details! Once they complete their first shift, we will pay £30 straight into your account. Not bad for a day's work! We do ask that they have a minimum of six months UK experience within the field they would like to apply for.

Please read carefully...

Unfortunately, we've had numerous problems throughout January with staff emailing to cancel a shift. We cannot stress enough the importance of calling the office! On a couple of occasions, these particular emails were missed or didn't come through (we are an extremely busy little agency) leaving clients (including young children with learning disabilities) waiting for their support to arrive, only for them not to show up. This has a massive effect not only the person waiting for their support, but on the whole agency. Families and services lose confidence in us, and that has a knock-on effect for everyone involved in Careline. Please think about this before you email/text/leave a voicemail? Please, **call in and speak to someone.** If the line is busy, try again until you get someone! If you're poorly, or tied up, or have an emergency, ask someone to call on your behalf. A 30 second phone call is all that is required.



Congratulations to **MARINA PACHECO** 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

We are raising money for Dementia UK and we're holding a [fundraising event](#) on Tuesday 8th March.



We'll be supplying cakes and tea at the office, and requesting a small donation for this wonderful charity. We'll also be holding a few games and sweepstakes throughout the day and everyone is welcome! We'd love it if you could

pop in for a cake and a cuppa whilst perhaps dropping off your timesheets. Of course, we'll also welcome a delicious batch of cookies or cupcakes! If you'd like any more information on this event, or future events that we'll be holding please contact [Amy](#) at the office.

Careline polo shirts & tabards

Careline are able to provide all staff with a short sleeved polo shirt in either black or white, displaying the Careline logo. We now also have Careline tabards available 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 a Careline polo shirt or tabard, please contact [Wendy](#) in the office and let her know the size and colour you would like and she will order one for you.

Opening Times

You can speak to someone from the office [Monday-Friday 7am-7pm](#), [Saturday 9am-5pm](#) and [Sunday 10am-2pm](#). We are open 365 days a year, 7 days a week. If you have an issue/query, big or small, you can always call in between these hours and speak to someone.



Our next training session is:

Saturday 20th February

9.30am–11.15am

Manual Handling

11.30am–1pm

First Aid/Epilepsy Awareness

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](#).

Availability

If you've given a co-ordinator your availability and this changes, please can you just let the office know? The co-ordinators seek work specific to the dates you have requested to work, so if your plans change, the co-ordinators know not to request work for then. They are then not left with uncovered work and unhappy clients.

The Careline Team

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