

# Newsletter February 2017



## Mobile Phones

Many of you are fully aware of our policy regarding mobile phones. However, there are one or two of you who are letting the team down - please turn your phones off when working and please do not use your phone when supporting clients.

If you have any concerns or queries about our mobile phone policy please contact Eileen at the office or email [Eileen](mailto:Eileen)

Thank you.



## Availability

If you are looking for some extra work please let us know your availability and what you are looking for.

It is really helpful to us here at the office to know who is looking for work and when so we can match you to shifts that come in.

No matter how big or small the amount of work you are looking for we can find something to suit you so don't hesitate to give us a call.

## Punctuality

Please remember how important it is to be on time for your shift! Wherever you are working someone is relying on you getting there on time.

If you are going to a new assignment and are unsure of the way please ensure you leave yourself plenty of time to get there.

If you are running late for whatever reason please let us know here at the office as soon as possible you we can keep your clients updated.

## Cancellations

Please remember that Careline have a strict no cancellation policy and you must make every effort to get to shifts you have agreed to.

If you are struggling with a shift it is essential that you speak to us in person.

If you book shifts directly with a client you **MUST** still call Careline to inform them of changes.

It is not acceptable to cancel shifts by voicemail, text message or email.

We are available on the phones -

Monday - Friday 7am-7pm

Saturday 9am-5pm

Sunday 10am-2pm



Congratulations to **Dariusz Bandura** 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

As you know Careline has for many years maintained weekly wage payments, while the majority of employers went over to monthly payments some time ago.

However because of the increasing complexity of running a payroll, including the requirement for submitting real time PAYE information to HMRC and the upcoming auto enrol pension system, it will not be possible for us to continue running payroll weekly in the next financial year.

Although the new financial year does not begin until 6<sup>th</sup> April 2017, we are writing now to give you advance notice that Careline wages will be paid monthly from that date.

## Smoking

Please remember that if you smoke cigarettes the impact this can have on the clients we support. Please try to avoid arriving for shift smelling of smoke.

Also, if you are required to take clients out in your car please try to avoid smoking in the car before taking your client out and do not smoke when out in the community with clients.

There are many health implications linked to passive smoking and we should be doing our utmost to protect the people we support.

## Charity



Just a reminder that this year we are fundraising for Hounds for Heroes.

If you have any good fundraising ideas, would like to make a donation or simply would like some more information about the charity please contact Julie here at the office or email [Julie](mailto:Julie@carelineagency.co.uk)



Our next training sessions are:

### Saturday 18<sup>th</sup> February

9.30am-11.15am First Aid/Epilepsy Awareness  
11.30am-1pm Moving and Handling

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)

## Valentines Day

Don't forget to show those you love how much you appreciate them this valentines day.



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[enquiries@carelineagency.co.uk](mailto:enquiries@carelineagency.co.uk)