

Newsletter February 2018



Timesheets

Please can we advise all staff to submit timesheets weekly rather than saving them up to submit them? This can not only cause the clients issues with their invoicing, but also staff are potentially at risk of receiving no payment at all for the month if there are incorrect stamps for the weight of the envelope, staff post them too close to the deadline or if Royal Mail misplace them.

Keeping Us Informed

Please remember it is really important that you keep us up to date if 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. Equally if your availability changes, or your contact details change - we need to know!



Careline phone number is 01189 585858 and our opening hours are:

Monday-Friday 8am-5pm

Saturday 9am-5pm

Sunday 10am-2pm

Mobile phones

We would like to remind staff that the use of mobile phones whilst at work is not permitted. If we call you during your working hours, we expect it to go to voicemail so that we can leave you a message, requesting that you call us back when on a break or at the end of your shift.

Meet the Careline Office Team



Name: Heather McGregor

Position: Care Co-ordinator

A bit about me: I have been working in the Careline office since July 2017. I work full time on the Care and Support section which manages all of our 1:1 clients that we support either at home or in the community. My role is varied and busy as we currently offer support workers to in excess of 50 clients on our section. I really enjoy working with such a great team and thank you all for your ongoing support!



Jenna's New Arrival!

We're pleased to announce the safe arrival of Jenna & Omary's baby boy born on Thursday 18th January weighing a healthy 7lbs 1oz! We wish them all the best as they embark on their journey as a little family.



Staff of the Month

Congratulations to **Anne Quinn** 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.

Self-booking work

We like to encourage our staff to book work directly with the services they're working in, as this offers consistency for service users. When booking shifts directly with a service, please only accept shifts you are absolutely sure you can do. Do not accept the shift if there is any doubt whatsoever you may not be able to commit. Inform us here at the office as soon as possible of shifts you have self-booked, so that we can update our paperwork.

For staff to provide the best care possible you should not overwork. Please ensure you take regular rest days.

Refer a friend - earn some money

Fancy earning an extra £30? Refer a friend to Careline and once they have complete their first shift, we will pay £30 directly into your bank account on pay day! Please call the office if you would like some more information.



We currently have the following vacancies:

Nursery Staff - qualified and unqualified to work with nurseries and pre-schools.

Support Workers - to work with our 1-1 clients. We have a wide variety of clients looking for 1-1 support including children and adults.

Care Workers - to provide temporary cover to care homes and residential services for elderly clients, adults with learning disabilities and children's services.



Our next training sessions are:

Saturday 3rd February

9.30am-11.15pm Safeguarding Children
11.30am-2pm Medication

Saturday 17th February

9.30am - 11.15am First Aid
11.30am - 1pm Manual Handling

Please give Tegan a call at the office if you would like to be booked on the training as spaces fill up fast or [email Tegan](mailto:Tegan@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 will affect the work that is offered to you. If there is any training you would like to request, please [email Tegan](mailto:Tegan@carelineagency.co.uk).

Original copies of your training certificates are now available at a cost of £6 per certificate. Please contact the office for more information.



Second Chance Animal Rescue are an amazing charity who aim to rescue and rehome, where appropriate, ill-treated or abandoned animals to rescue, treat and return to the natural environment sick and abandoned wildlife and to educate the public on care of animals.

The Careline Team

www.carelineagency.co.uk
enquiries@carelineagency.co.uk