

Newsletter January 2016

HAPPY★NEW★YEAR



Weddings, babies and everything in between...

So this year holds some very exciting events! June will see the arrival of a Careline baby - Amy and her husband Richard are very much looking forward to meeting their bundle of joy - pink or blue? Place your bets! And just a few short weeks after that on 16th July, we'll see Sian marry her partner Steve in the long-awaited Careline wedding of the year! Let the countdown begin!

Facebook

Have you checked out our [Facebook page](#)? You might have a mention on it...! Head on there and like it, share it with friends and family. Social media is a great way to reach out to potential new staff and clients, so share share share!



Congratulations to **VIKKI WALLIS** 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.

A big welcome to 2016!

We want to kick off this month's newsletter by wishing you all a Happy New Year! 2015 was a fantastic year and we're very excited to see what 2016 has in store for us! Thank you all so much for your hard work last year—we are growing and developing with each year that passes and we are extremely proud of what Careline has achieved. Here's to another prosperous year ahead!



Calling all weekend & evening workers!

We have an abundance of weekend and evening work available in the Windsor, Maidenhead, Ascot, Slough areas. This is mainly supporting children out in the community so a car and business insurance is essential, although some may be able to access public transport. If you know anyone that is looking for a few hours work at the weekends, [refer them to us and claim £30](#) after they have completed their first shift!

Careline's CQC inspection

We had our CQC inspection on the 1st October 2015 and we received a rating of "good" across all five Key Lines Of Enquiry (KLOE). The full report is now available to [see here](#). We would like to say a big thank you to all our care staff, who provide excellent care day in day out, without you we wouldn't have such an amazing service!

Charity of 2016

In 2015, we made an amazing £211.54 for Make A Wish UK. This year, we are going to hold various charity events to raise money for Dementia UK. We'll be kicking off the new year with a fundraising event of the baking kind. If you are interested in taking part, please call Amy at the office.



We will keep you posted with all the upcoming events that we would love staff to partake in! We also have a money pot

here at the office, so if you'd like to donate any loose change whilst popping in with timesheets, please see Amy.

Smoking breaks - please note!

If you choose to smoke on your break at a service or when supporting a client, please take a change of shirt/jacket to smoke in. Some clients are sensitive to odours, especially children and smoke lingers on clothes. We want to do all that we can to ensure that we all of our clients receive the best care possible. Also, if you are due to take a client out in your car, please make sure you avoid smoking in your car before you collect them.

Staff mobile phones

Please make sure that you DO NOT give your personal mobile number out to clients. Staff must not be using their personal mobiles at work, unless on a contact visit and/or needing to use it for an emergency whilst out in the community. If clients need to contact you, they must call the Careline office, or provide staff with a work mobile. If we call you while you're at work, we will expect to leave you a voicemail.



Our next training sessions are:

Saturday 9th January

9.30am–11.15am

Dignity & Respect

11.30am–1pm

Manual Handling

Saturday 23rd January

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).

Contact Visits

If you currently do any contact visit work, you must have a set of specific contact visit guidelines. If you do not have a set of these guidelines, please call the office of email [Jenna](mailto:jenna@carelineagency.co.uk) or [Amy](mailto:amy@carelineagency.co.uk).

The Careline Team

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