

# Newsletter July 2016



## Welcoming Marie to the team!

Marie Conrad will be joining us in July as our new weekend Co Ordinator. Marie will be working alongside the rest of our weekend Co Ordinators so I'm sure you will all be hearing from her soon! Your patience would be greatly appreciated whilst Marie is learning the ropes and I'm sure you will join us in welcoming Marie to the office.

## Congratulations Amy!



We are delighted to announce that Amy has given birth to a healthy baby girl! I'm sure you will all join us in wishing Amy and her husband Richard the very best of wishes and welcome to their new addition.

## Cancellations!

Please remember that we do not accept cancellations via email. If you have a problem attending a shift you have booked it is vital you call and speak to someone in person so we receive information as soon as possible and can keep clients up to date.

Our opening times are -

Monday-Friday 7am-7pm

Saturdays 9am-5pm

Sundays 10am-2pm

## Self-Booking Work

We encourage our staff to book work directly with unit managers as this offers consistency for service users.

When booking shifts directly with a unit 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 we can put them on your rota.

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



Congratulations to **Michelle Aparicio-Holland** 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.

## Timesheets!

Please remember that all timesheets are a legal form of documentation and must be filled out accurately and factually. You must clearly state your full name, postcode and the name of the client you were supporting or the unit you were working at. You must record the time you actually worked on your timesheet not the time you were booked for you if you for any reason were running late for shift this must be recorded on your timesheet please.

## Contact Forms

It is a CQC requirement that we provide written recordings for all shifts worked with 1-1 clients. If you work with 1-1 clients please provide contact notes for all shifts worked along with your timesheet to ensure prompt payment for shifts completed. If you have any questions please don't hesitate to contact the care and support team on the office number or- [email Jenna](#), [email Chantelle](#) or [email Eileen](#)

## Annual Leave



Summer is upon us and we understand that everyone wants to take their annual leave as they wish. Can we ask that if you do book a holiday if you could please let us know as soon as possible, especially if you work with 1-1 clients so we can start organising rotas. If you are unsure of how much paid leave you are entitled to please or if you are entitled to paid leave at all please [email Rhean](#)



Our next training session is:  
**Saturday 2<sup>nd</sup> July**  
9.30am-11.15am Health & Safety.  
11.30am-1pm Manual Handling.

Please give Chantelle a call at the office if you would like to be booked on the training as spaces fill up fast.

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](#)

## Dress Code/ Uniform

Please can we remind all staff of the importance of adhering to our dress code? It may not be appropriate to wear jeans and/or trainers in residential settings or nurseries so we recommend black trousers and black shoes with a modest top or Careline uniform. If you require Careline polo shirts or tabards please do not hesitate to contact us with your requirements. Careline uniform is free of charge. If working with 1-1 clients more casual clothing may be more appropriate and uniform is not usually required.



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