

Newsletter March 2016



Social media - please read carefully!

Please may we remind all staff that if you use any form of social media (e.g. Facebook/Twitter) that you keep your profile private? Please check your settings and ensure that you cannot be searched for



or found by service users or their families. In the industry that you work in, personal and professional boundaries are extremely

important and staff **must not** be friends with, or have contact with any clients, service users, or their families over any social media sites or out of hours. It will be really difficult for you to unfriend someone once you have accepted/added them, so it's much easier if you just avoid it to begin with. If you have any concerns or queries about this, please can you give the office a call?

The difference between 999, 111, 101 & 112?

When working in the care industry, staff must be aware of how to access emergency services. There are now various different emergency and non-emergency numbers that all Careline staff should familiarise themselves with. [Click here](#) to swat up on your emergency numbers! Remember - you must also have the local Emergency Duty Team (EDT) number to hand at all times - call the office to confirm which number you would need.

Opening Times

Monday-Friday 7am-7pm, Saturday 9am-5pm and Sunday 10am-2pm. We are open 365 days a year, 7 days a week.

Easter Timesheet Deadlines

We have two Bank Holidays this month on Friday 25th and Monday 28th. Timesheet deadlines remain the same although everyone will be paid one day earlier week ending Friday 25th. A notification will be running on the bottom of pay slips and on Facebook:

Timesheets in by 12pm noon TUESDAY 22nd MARCH (as usual) will be paid on THURSDAY 24th MARCH.

Timesheets in by 12pm noon TUESDAY 29th MARCH (as usual) will be paid on FRIDAY 1st APRIL.

Please may we ask all staff to remain on top of their timesheets and ensure that you submit them as soon as is convenient? Processing really old timesheets can cause issues for our clients, so the sooner we get them processed the better. Thank you.



Congratulations to **PHILIPPA RIFFERT** 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

To kick off the month of chocolate, 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.

Cancellations

Careline has a no-cancellation policy. Once you have accepted a shift, you must complete it. Therefore, please check your schedule and diary before accepting work. Services use agency because they do not have enough staff of their own to cover shifts. It is imperative that Careline staff are reliable.

Please can we stress again - if you have an issue with a shift, call the office and speak to someone. ***Please don't leave a voicemail, send a text or send an email*** as these don't always get picked up! High levels of cancellations will inevitably affect the work that you are offered in the future. Please also remember that cancellations can have a particularly adverse effect on 1:1 clients who will be anticipating your arrival.



Our next training session is:

Saturday 19th March

9.30am–11.15am

First Aid/Epilepsy Awareness

11.30am–1pm

Manual Handling

1.30pm - 4pm

Medication

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).

Easter Holiday work/training

If you support children/young people and would like some extra work over the Easter half term, please call the office and speak to Jenna or Amy, as they will have lots of hours to offer you! They also have some specialised training that would look great on your profile and could potentially widen the variety of work they could offer you. They also have an abundance of family support and contact visit work available over the Bracknell/Maidenhead/Windsor areas. Call them and see what they can offer you!



The Careline Team

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