

# Newsletter March 2017



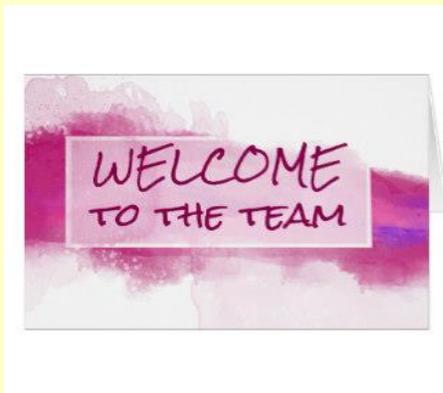
## Hospital Support

There are times when accompanying a service user to hospital will be expected of staff, for example taking a service user to A&E if they have been in an accident or an emergency or accompanying a service user to a hospital appointment; however if a service user is admitted on to a ward (or already on a ward) there has to be a specific agreement with the hospital to continue supporting the individual. The service user's usual funding will cease once admitted into hospital (with the exception of A&E and hospital appointments).

In the event a service user is admitted to hospital (other than A&E) please check with Careline what support is or needs to be in place.

## Welcome to the team!

Tracy Bayliss has joined the office team and will be working alongside Jenna and Eileen on the Care & Support section. Your patience will be greatly appreciated whilst Tracy is learning the ropes and you will all join us in welcoming Tracy to the team!



## 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



This month there will be no staff of the month award. Instead we are awarding a team of the month award to staff members. **Tracy Obler, Danielle Johnson, Eve Allen, Sue Moorhouse, Victoria Hockham Anayi & Cherine Atkinson** who all showed a magnificent amount of compassion, sensitivity, understanding and support to a client and her family during an incredibly difficult time. All members of the team will receive a letter of gratitude for their hard work and dedication during this time.

## Pay

Careline will be running payroll monthly instead of weekly from April of this year.

This is to let you know, however that the routine of handing in timesheets will not be changing and you should deliver all completed timesheets to Careline by Midday Tuesday on a weekly basis.

Why is it important to continue to hand them in weekly?

The Careline office has to enter all timesheets onto the computer system, which takes quite a long time. If a large number of timesheets were held back by staff and all handed in near the month end, then it would be impossible to enter them all in time to pay on the last Friday.

This could mean waiting a whole extra month for pay, so it is very important to continue to hand in timesheets by the Tuesday deadline.

## Charity



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

One of our lovely members of staff has kindly volunteered to make some knitted goods to raise money for our nominated charity. There will be easter gifts available, Halloween and christmas gifts later in the year.

All goods will be knitted using acrylic wool in case anyone is allergic to wool or following a vegan lifestyle.

Please feel free to come and see us here at the office and pick a gift that takes your fancy! Cost per gift will be approximately £2 each.



Our next training sessions are:

### Saturday 11<sup>TH</sup> March

9.30am-11.15am Safeguarding Adults  
11.30am-1pm Health and Safety

### Saturday 25<sup>th</sup> March

9.30am-11.15am Manual Handling  
11.30am-2pm Medication

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 Tracy](#)

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 Tracy](#)

## Change in Details

Please remember if you have any change to personal details such as Email Address, House Address or Bank Details it is really important you let us know as promptly as you can to ensure effective communication and safe payment of wages.



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