



Newsletter March 2018



Easter Timesheet Deadline

We have a Bank Holiday on Friday 30th March. Timesheet deadline remains the same although everyone will be paid one day earlier on Thursday 29th March.

Timesheets in by 12pm noon TUESDAY 20th MARCH (as usual) will be paid on THURSDAY 29th MARCH.

Please may we ask all staff to remain on top of their timesheets and ensure that you submit them weekly?



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

Monday-Friday 8am-5pm
Saturday 9am-5pm
Sunday 10am-2pm

ID Badges

All Careline staff should hold a Careline ID badge that is taken to every shift. If you don't have one, or your current one is out of date, please contact the office to request one.



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.

Spring Forward!

Remember the clocks go forward on **Sunday 25th March!** This means we gain an extra hour in bed, and it also brings us closer to....Summer!!



Staff of the Month

Congratulations to **KIRSTY FRANCOIS** 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.



Training changes - please note!

We have made some changes to the training we hold at the office to make it easier for all staff to complete the mandatory training required to be booked as a support worker. We now run the four courses; Basic Life Support, Health and Safety, Infection Control and Safeguarding (adults and children combined) on one day every month so you can complete them all in one day and only have to attend one Saturday every three years to stay compliant.

We also run a second day every month that includes Manual Handling, Medication and Food Hygiene if you require these for settings or clients we place you with.

If you have not completed Medication training in the last year and we do not hold an in date certificate for this training you **MUST NOT** administer any sort of medication to service users.

If you have any in date certificates from any other employment, please **ensure that the office hold a copy**. If we do not have a copy, you are not covered for it! If you do not have a certificate for any of the mandatory training please check the next available dates which I have listed below and get yourself booked in. Places do get booked up so make sure you book in before your certificates go out of date as this may affect the work we are able to offer you.

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

Please give Tegan a call at the office if you would like to be booked on the training or [email Tegan](#).



Our next training sessions are:

Saturday 3rd March

Basic Life Support 10am-11.15pm
Health & Safety 11.30am-12.15pm
Infection Control 12.45pm - 2pm
Safeguarding 2.15pm - 4pm

Saturday 17th March

Medication 10am - 11.45am
Manual Handling 12pm - 1.30pm
Food Hygiene 2pm - 3pm

7th April 2018

Basic Life Support 10am - 11.15am
Health and Safety 11.30am - 12.15am
Infection Control 12.45pm - 2pm
Safeguarding 2.15pm - 4pm

21st April 2018

Medication 10am - 11.45am
Manual Handling 12pm - 1.30pm
Food Hygiene 2pm - 3pm

5th May 2018

Basic Life Support 10am - 11.15am
Infection Control 12.45pm - 2pm
Safeguarding 2.15pm - 4pm

19th May 2018

Medication 10am - 11.45am
Manual Handling 12pm - 1.30pm
Food Hygiene 2pm - 3pm

