

Newsletter May 2016



Please call us!

If you have an issue with a shift i.e. if you are sick, have an emergency, have a problem with your car/public transport or if there is any other reason



that you cannot make it to a booking that you have already agreed to, please make sure you **call the office and**

speak to someone. If you are unable to make a quick

phone call, please ask someone else to do this on your behalf. Emails, texts and voicemails ARE missed and this leaves us and our clients in an extremely difficult situation. You can find our openings times below - please call within these times and if you don't get through straight away, please keep trying. Sometimes there is only one member of office staff on (on-call/weekends) so you just need to bear with us. Thank you.

Payslips

Please note, Rhea endeavours to email payslips out to all staff on a Wednesday. If she is having a particularly busy day, these may not be sent out until the afternoon, evening or sometimes (but less occasionally) a Thursday. Please only chase up payslips if you haven't received it by Thursday evening? Thank you.

Opening Times

Monday-Friday 7am-7pm, Saturday 9am-5pm and Sunday 10am-2pm. We are open 365 days a year, 7 days a week. You should always be able to contact a member of office staff during these times.

Welcoming Louisa to the team!

Louisa Lechner will be joining our office team on Wednesday 4th May. Louisa is going to be working alongside Sian on the Care section. Your patience would be greatly appreciated whilst Louisa is learning the ropes and I'm sure you'll join us all in welcoming Louisa to the office!

Care are responsible for Day Services, Residential and supported living services.

Care & Support are responsible for providing bespoke care packages to individuals and/or families - within their own home or in the community.

Nursery section is responsible for all Day Nurseries, Pre-schools and family centres.

Goodbye to a care professional

It is with great sadness that we have to inform you that Liz Brindley passed away suddenly on Thursday 21st April 2016. Liz was a much valued member of staff who had worked for Careline since September 2013. Many of you who have worked with Liz over the years will share our sadness at losing such a competent professional. Our thoughts are with her family at this time.

Liz's funeral will be held at Easthampstead / Downshire Crematorium in Bracknell on Wednesday 18th May at 1.30pm and afterwards at South Hill Park Arts Centre. For those that wish to, flowers can be sent directly to the crematorium. Click hereto see a lovely tribute to Liz from South Hill Park.

Our charity co-ordinator

Amy has been our charity co-ordinator and has been arranging various fundraisers to collect money for our charity of the year. Amy leaves us on Friday 3rd June to have her baby and so we now have a new charity co-ordinator! Lorraine Sands, who is also our



nursery co-ordinator, will now be organising various days, games and activities to raise money for Dementia UK. If you would like to know what is in the pipeline, or if you would like to be involved in anything that we have coming

up, please call the office or email Lorraine. If you would like to learn more about Dementia UK and what they do, [click here](#).

Contact Notes/Reports

Please can we remind everyone of the importance of contact notes/reports? These should be sent in with corresponding timesheets after every single shift that you complete on a 1:1 basis (excluding clients who have diaries in the home that you already fill out). If we receive your timesheet but no contact notes, **we cannot process your timesheet(s)**. You can email your notes or write them on some paper if you run out of the forms, but they must come in before 12pm noon on a Tuesday if you are submitting the timesheet(s). Please let us know if you are running low on forms and we will send you some more.

If you are supervising a contact visit you will be required to type up a contact report, for which you get paid an extra hour. These reports must be much more detailed and recorded on a specific form that we require within 48 hours of the visit taking place. These forms are used in a court of law and are extremely important. Again, timesheets for these supervised visits cannot be processed if we do not have the corresponding report. If you have any queries about the above, please contact Amy, Jenna or Eileen at the office.



Our next training session is:

Saturday 7th May

9.30am–11.15am

Manual Handling

11.30am–1pm

First Aid/Epilepsy Awareness

Saturday 21st May

9.30am - 11.15am

Safeguarding Adults

11.30am - 1pm

Safeguarding Children

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 Jenna](mailto:Jenna).

Dress Code

Please can we remind all staff about the importance of dress code? If working in a setting such as day services, an elderly home or nursery, jeans and trainers may not be appropriate whereas on a 1:1, casual clothing may be more acceptable. Please ensure that you wear plain black trousers and a Careline polo shirt/tabard or a plain t-shirt if working in a setting that requires a uniform. With the warmer weather approaching, please don't ever turn up to work in shorts, flip-flops or summer dresses. If you're ever unsure, speak to your co-ordinator!

The Careline Team

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