

# Newsletter May 2017



## Monthly Pay



Please remember that Careline now pay monthly. The pay day for May will be **Friday 26<sup>th</sup> May**. Do bare in mind that the cutoff date for timesheet processing is the 12pm on Tuesday of the week before so cutoff date for May is **Tuesday 16<sup>th</sup> May**. Any timesheets received after this date will not be processed until the following month. If you have any queries regarding pay please do not hesitate to contact us at the office on **01189 585858**.

## Timesheets

Please continue to hand in timesheets on a weekly basis, for this you will receive a work schedule via email every Friday stating timesheets you have handed in so any mistakes or problems can be dealt with in a timely manner before pay day. If you do not hand in timesheets weekly there may not be time to deal with any issues before payday.

## Bank Holiday

Are you looking for some inspiration for activities on the bank holidays? If so please check the link below for some good ideas!

[www.berkshireeventsguide.co.uk/berkshire-events/](http://www.berkshireeventsguide.co.uk/berkshire-events/)

## Bank Holiday



As we are in the midst of bank holiday season please can I take this opportunity to remind you that Careline office support is available on Bank Holidays and we are contactable on the usual office number of **01189 585858**. Opening hours for all bank holidays are 10am-4pm.



Congratulations to **Belinda Duffy** 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.

## Welcome to the team!



Amber Puri has joined the office team and will be working alongside Julie and Elenor on the care section.

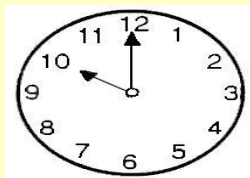
Your patience will be greatly appreciated whilst Amber is learning the ropes and I am sure you will all join us in welcoming Amber to the team!

## Business Insurance

Please remember if you provide transport to any clients you support using your own vehicle you must have your vehicle insured for business use. Careline require a copy of your insurance certificate on file to ensure you can provide transport to clients.

When you update your insurance please remember to send us a copy of your new certificate to ensure continuity of work.

## Punctuality



Please endeavour to be on time for all assignments! Punctuality is key to building successful relationships with clients.

Our clients rely on us to be on time and arrive when expected.

If you are for whatever reason running late for duty it is absolutely essential you let us know as soon as possible so we can keep clients informed and updated.

Continued lateness may affect the work that is offered to you.



Our next training sessions are:

### Saturday 6<sup>th</sup> May

9.30am-11.15am First Aid

11.30am-1pm Infection Control

### Saturday 13<sup>th</sup> May

9.30am-11.15pm Manual Handling

11.30am-2pm Medication

Please give Tracy a call at the office if you would like to be booked on the training as spaces fill up fast or [Email Tracy](mailto:tracy@carelineagency.co.uk)

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](mailto:tracy@carelineagency.co.uk)



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