

Newsletter November 2017



Christmas timesheets

December timesheet deadline is **SATURDAY 16th DECEMBER 12PM**

December pay day is **FRIDAY 22nd DECEMBER**

Keeping Us Informed

Please remember it is really important you keep us up to date if you are having trouble getting to a shift. If you are running late for any reason whatsoever please let us know as soon as possible so we can keep clients updated and reassured.



Careline phone number is 01189 585858

Opening hours are

Monday-Friday 7am-7pm

Saturday 9am-5pm

Sunday 10am-2pm

Employment History

Due to new regulations we must now have an employment history for all staff dating back to when they left school. In due course you will receive a call from either Amy, Emma or Tegan asking for this information. Your cooperation in gathering this information would be greatly appreciated.

If you would like to call us at a convenient time for you to give us this information please feel free to give Amy, Emma or Tegan a call at the office during the times stated below:

Tuesday's - Emma 9.30am-2.30pm

Wednesday's - Amy 9am-3pm

Thursday's - Emma 9.30am-2.30pm

Friday's - Amy 9am-3pm

Meet the Careline Office Team



Name: Amber Puri

Position: Nursery Co-ordinator

A bit about me: I joined Careline in April this year working alongside Julie and Eleanor on the Care Section as a Care Co-ordinator. I've since changed my role to Nursery Co-ordinator and work with Tegan. I help all of our staff find work that fits around them and also works for our Nursery clients.

Welcome to Nikki

We have a new Admin officer working alongside Amy & Emma! Nikki Chandler joined us in October and is currently learning the ropes. Nikki will be working part-time as part of the admin team, with a view to cover Amy's maternity leave from April next year. I'm sure you'll join us in welcoming Nikki to the team!



Staff of the Month

Congratulations to **Sue Gair** 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.

Workplace pensions - a change in the law that affects you

You should have all been sent an email from Rhean about the workplace pensions. It's important that all staff read this, as you will be automatically enrolled on to this scheme, if you meet the criteria. If you have NOT received this, please call the office.

Note from the Manager

I was sat in Costa recently and I noticed a local gentleman (who has learning disabilities) sitting with someone who I assume was his carer/support worker. I observed from a distance and the whole time I was there, she did not interact with him once instead she sat texting on her phone. It struck me just how unprofessional this was and how sad for the gentleman. I am glad to report that this was not a Careline worker. I know that clients do not want to interact all of the time, sometimes they want their space too but being on your phone gives the impression to them and others that your client is not your priority. Our clients should always be our priority.

Lorraine Lucas

Timesheets

Don't forget to submit your timesheets to us as soon as possible after the work is completed - pay day is the last Friday of every month - timesheet cut off is Tuesday of the week BEFORE pay.

Dress Code

Please remember that we do have a dress code and we expect our staff to dress appropriately for their working environment. It is strongly advised that staff wear black trousers black shoes and either a Careline polo shirt or a modest top for attending duties. Please remember that jeans and boots are not appropriate for attending shifts. If you are unsure of our dress code or need more polo shirts please don't hesitate to contact us.



Our next training sessions are:

Saturday 4th November

9.30am-11.15pm Safeguarding Adults

11.30am-1pm Safeguarding Children

Saturday 18th November

9.30am-11.15am Manual Handling

11.30am-2pm Medication

Saturday 25th November

9.30am-11.15am First Aid

11.30am-1pm Infection Control

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

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 Tegan](#).

The Careline Team

www.carelineagency.co.uk
enquiries@carelineagency.co.uk