

Newsletter November 2016



Timesheets

Please remember that your timesheets need to be filled in correctly.

Clearly put your full name on your timesheets so we can identify you correctly.

In the staff address box please put your postcode only so you're not leaving your full address with clients.

Please state the name of the unit, nursery or 1-1 client clearly so we can identify completed shifts correctly and provide their address or postcode in the allocated box.

Please ensure you are putting details of shifts completely correctly and dates/times completed are correct and factual to what you actually worked.

Please retain for your own records the blue copy of your timesheet in case there are any problems or issues over pay.

Lastly it is absolutely crucial you get your timesheet signed as prove that you completed your shift, if this is not done we cannot pay you until we get your timesheet authorised so your pay may be delayed.

Please remember that timesheets are a legal document and may be used in a court of law. Please do not alter a timesheet that has already been signed or fill in a timesheet before you have completed your shift,

If you have any queries about completing your timesheet please give us a call and we will happily advise you on the correct way to fill in your timesheets.

Contact Forms

Please remember that if you work with 1-1 clients you are expected to complete contact forms and send them in with the corresponding timesheet.

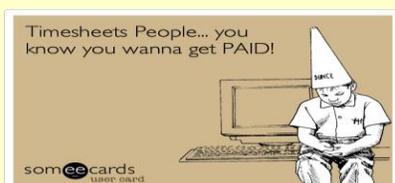
This is part of our CQC requirement so are an essential part of what we do. Contact forms are a legal document and must be completed neatly, with all the headings completed and be completely factual.

We advise you complete your contact forms as soon as possible after you have completed your shift.

Please do not complete contact notes before you have completed your shift.



Congratulations to **Eve Allen** 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



Work Work Work!

Are you looking for some extra work before Christmas and have a few hours to spare? If so please do give us a call to discuss what you are looking for and how we can help.

We have many 1-1 support packages looking for new staff.

Many of our 1-1 packages are mornings, evenings and weekend work so are great if you are looking for a bit of top up work around other commitments.

We also have nursery work available and work in day centres, residential and supported living units with elderly clients or adults with learning disabilities.

So, we have something to suit everyone!

Cancellations!

Please remember if you are struggling to attend a shift you have booked in is essential that you speak to someone in person.

It is not acceptable to cancel shifts by text or email.

We are open Monday- Friday 7am-7pm, Saturdays 9am-5pm and Sundays 10am -2pm so there is every opportunity to discuss any issues you may be having with someone.

We Have Moved!



Please remember that as of the 22nd October our head office is no longer based on Kings Road Reading.

We are now based at 6 Arkwright Road, Reading RG2 0LU

All contact numbers and email addresses remain the same.



Our next training sessions are:

Saturday 5th November

9.30am-1pm Medication

Saturday 19th November

9.30am-11.15am First Aid

11.30am-1pm Manual Handling

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 Chantelle](mailto:chantelle@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 Chantelle](mailto:chantelle@carelineagency.co.uk)

Bonfire Night!

As Guy Fawkes nights is approaching are you looking for a good display to attend with your own children or someone you are supporting?

There are some fantastic displays locally so if you are looking for ideas please check out the this link www.getreading.co.uk/...on/...bonfire-night-displays-berkshire-6148680



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