



Newsletter October 2017



The importance of ID badges



Please can we take this opportunity to stress the importance of you carrying your in-date Careline ID badge with you at all times? We issue all staff with an ID badge (providing we have a passport photograph of you)

at the time of registration with the agency. If we are chasing you for a photograph, please send this to us ASAP. If you have misplaced your ID badge, or you notice that it is out of date, please inform the office. We have recently had a couple of occasions in which Careline staff have needed to liaise with the police on shift and have been expected to present their identification. Staff will also need to be able to provide their ID when going to services, or supporting people out in the community. If you require an ID badge, please contact the office.

Keeping Us Informed

Please remember it is really important you keep us up to date is 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

Meet the Careline Office Team



Name: Eleanor Taylor

Position: Care Co-ordinator

A bit about me: I joined Careline back in November 2016 as a Care Co-ordinator working alongside Julie. The Care sections primary role is to cover shifts at various different settings ranging from residential elderly homes to day centres for children and adults with physical and learning disabilities. I am in charge of any administration duties that are required for this section. I also create monthly rotas for day centres supporting adults with varying levels of physical and learning disabilities on a 1:1 basis.



Staff of the Month

Congratulations to Rachel Graham 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.

Fall back



Don't forget! The clocks GO BACK one hour on **Sunday 29th October at 2am**. Unfortunately, this does signal the end of summer and we do all lose an hour in bed, but it also brings us closer to....Christmas!!

Booking in Work

When booking in work, please can you ensure that you have your diary and a pen with you? If you do not and cannot take down information correctly then you must phone back to take down all relevant information. We can always pass on information on to on-call/weekend staff later in the evening.

Congratulations to Eleanor!



Friday 22nd September saw Eleanor get married to her partner Nick. Eleanor will be on annual leave until the 11th October. I'm sure you will all join us in wishing Eleanor & Nick all the best for their future. Tegan and Julie will be covering for Eleanor whilst she is away so if you need anything, please feel free to call them at the office.



Our next training sessions are:

Saturday 7th October

9.30am-11.15pm Privacy, Dignity & Independence
11.30am-2pm Medication

Saturday 21st October

9.30am-11.15am Manual Handling
11.30am-1pm First Aid

Saturday 28th October

9.30am-12pm Medication
12.15pm-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](#).

Careline are proud to support Hounds for Heroes!



The Careline Team

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