



## Training—important

We would like to take this opportunity to stress the importance of training. CQC guidelines state that ALL staff should have the mandatory pieces of training to work in care. These are First Aid, Safeguarding Adults/MCA/DOLS, Safeguarding



Children, Health & Safety and Personal & Professional Boundaries. If these are not completed/up-to-date, it will affect

the work that is offered to you. We offer FREE training two Saturday's per month that cover all of these and more. We ask that you endeavour to attend these so that your training profile is kept updated. You can source your own training elsewhere, however most companies will charge you. If you have in-date certificates from other employers, please send us a copy ASAP!

## Rotas & bookings

Please can we ask that staff be more vigilant with the work that they book? We've had a few issues with staff not writing shifts down correctly/at all, resulting in people not turning up for work and leaving services in extremely difficult positions. Please make sure that you take the phone number for the service you are going to in case you are running late or have an issue when you arrive. We pride ourselves on our reputation and having the best, most reliable staff. Can we ask that you help maintain that reputation for everyone?

## Would you like £30?

Do you know an experienced care professional/nursery nurse looking for full time or part time hours? Refer them to Careline, and once they have completed their first shift with us, we will transfer £30 straight into your bank account!

## Change of season

We're coming into the colder, darker months. Please make sure that you dress appropriately for the service that you are booked into. Please also ensure that the people you are supporting are kept warm and comfortable. Take extra care on the roads, especially as it gets darker and more icy. If you have any concerns about the people that you are supporting, please call the office.

## Timesheets

When filling out a timesheets, please ensure that you only put your postcode and not your full address. The green carbon copy remains with the client and it is not appropriate for parents and/or service users to know where you live.



We are still collecting donations for the Make A Wish foundation. If you would like to contribute to the great cause, pop into the office and see Amy.



Congratulations to **JANE CROOK** 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.

## Regulations & guidance

How confident are you in your caring role? Do you know the Mental Capacity Act like the back of your hand? Do you know about good practice and how to



keep people safe? What would you do if you if you witnessed bad practice, or had concerns for the safety and wellbeing

of a vulnerable person? Skills for Care is guidance for support workers and employers. Here you can find out about CQC regulations and how to comply with their [Fundamental Standards](#). It also gives you information about the [Social Care Commitment](#), which Careline are now a part of.

## Thank you!

As always, thank you all for your on-going dedication, hard work and support. At Careline, we value each and every one of our staff and have built our fantastic reputation around the reliability and professionalism of our care staff.



Our next training sessions are:

### Saturday 10th October

9.30am–11.15am

First Aid/Epilepsy Awareness  
11.30am–1pm Manual Handling

### Saturday 24th October

9.30am–11.15am

Safeguarding Adults/MCA/DOLS  
11.30am–1pm  
Infection Control/Catheter Care

First Aid, Health & Safety, Safeguarding Adults/Children, Mental Capacity Act and Personal & Professional Boundaries are mandatory 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 Amy](#).



# The Careline Team

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