

Newsletter October 2016



Office Move



Careline will be moving to a new office on **22nd October**.

Our new address will be - 6 Arkwright Road, Reading, Berkshire, RG2 0LU.

The office telephone number will remain the same. However, we have been told to expect some disruption to our telephone service on the day of the move. Therefore, if you do need to contact us on **Saturday 22nd October** and you are unable to get through on one of our normal numbers then please call our office mobile number on 07473 854535

New Team Member!



We are very pleased to announce that **Julie Deacon** has now joined us on a permanent basis as the team leader for the Care section of Careline. I'm sure most of you know Julie already and will join us in welcoming Julie as a permanent member of the office team!

Miles for Smiles!

Thank You!

Our Charity Co Ordinator Lorraine Sands organised a walk from Henley to Reading which took place on 11th September 2016.

All proceeds from the walk will go to our charity for this year Dementia UK

Lorraine would like to thank everyone that took part in the walk and donated money for the charity.

The total raised for Dementia UK is £106.00

Thank you Lorraine for organising such an excellent event.



Congratulations to **Val Gibbs** 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

Refer a Friend!

Do you know anyone who is looking for some additional work especially at evenings or weekends?

If you do why not give them Carelines details and encourage them to get in touch as we have lots of work available in all aspects of care with flexible hours available so we have something to suit everyone with experience in the care industry looking for some top up work that fits in with their life.

Don't forget if you refer anyone to us to make sure they mention who referred them as you could earn yourself £30 referral fee if they are successful!

Self-Booking Work

Please remember whilst we encourage you to book yourself into work you are offered at units it is vitally important you let the office know what shifts you have booked and where so we know you are ok for work on those days.

It is a great compliment to be offered work directly from you units you attend and shows that the clients think you fit in well, do a good job and they trust you so please only say yes to shifts you know you can completely commit to as to not let the unit down.

Bare in mind that Careline does have a strict no cancellation policy and it is not acceptable to cancel work you have booked either through us or directly with a client.

On Call

Please remember our on call that runs 7am-8am and 5pm-7pm Monday to Friday is manned by only one co ordinator.

If you try to call us and no one answers please leave a message so we can call you back as soon as we are available.



Our next training session is:

Saturday 1st October

9.30am-11.15am Manual Handling

11.30am-1pm Infection Control

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)

Halloween!



As you probably already know Halloween falls on Monday 31st October this year.

If you taking the children out trick or treating and want some ideas for quick and simple costumes check out the link below!

[Quick and Easy Halloween Costumes](http://www.quickandeasyhalloween.com)



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