

Newsletter September 2017



Uniform

Please remember that we can provide you with polo shirts and/or tabards to wear to work free of charge. If you choose not to wear uniform to work or it is not appropriate in your work setting please remember to dress appropriately and modestly for attending your shifts. If you have any questions about what is appropriate for your setting or would like to order any uniform items please give us a call on 01189585858.



Welcome to Heather!

With the departure of Tracy, we have a new Care & Support Co-ordinator working alongside Jenna! Heather McGregor joined us in July and has settled in wonderfully. I'm sure you'll join us in welcoming Heather to the team!

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 Careline's 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!

Meet the Careline Office Team



Name: Rhean Tattersall

Position: Finance Officer

A bit about me: I started in Careline in 2000 as a Recruitment Consultant originally for the teaching section Academy but over the years I have worked on all of the different sections. I left in 2007 to work nearer to home as I had a young son, but I always knew when I left that it wouldn't be forever and I would come back one day and then in 2011 I was asked to return to the team. I came back when the Care and Support section was being established for our 1:1 service users and was a Consultant on this section until I was eventually trained by Hazel on payroll and have been here ever since she retired in 2012.



Staff of the Month

Congratulations to **Philippa Webber-Gant** 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.

Employment History

Due to new regulations we must now have full employment history for all staff dating back to when they left school. In due course you will receive a call from either Amy or Emma asking for this information. Your co-operation 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 Emma or Amy a call at the office during the times stated below:

Tuesday's - Emma 9.30am-2.30pm

Wednesday's - Amy 8am-3pm

Thursday's - Emma 9.30am-2.30pm

Friday's - Amy 8am-3pm

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. Here's a reminder of our opening times:

Monday - Friday 7am - 7pm

Saturday - 9am - 5pm

Sunday - 10am - 2pm

Confidentiality

Just a little reminder about our policy on confidentiality. As professional carers, Careline staff should always respect confidentiality when information is obtained in the course of work. When working with several Service User's it is essential that one is not discussed while working with another. Agency workers should avoid casual comments/gossip about work with any third party.



Our next training sessions are:

Saturday 2nd Sept

9.30am-11.15pm First Aid

11.30am-1pm Safeguarding Children

Saturday 23rd September

9.30am-11.15am Health & Safety

11.30am-1pm Medication

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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