

Newsletter September 2016



Timesheets

Please can we remind you all of the importance of filling in your timesheets correctly to ensure you are paid correctly and promptly.

Please ensure you provide your full name on your timesheet so we can identify you and most importantly provide the full name of the client you were supporting or the unit you were working at and the correct dates and times of your shifts.

You must also get your timesheet signed at the end of your shift(s), as this is prove you have done your shift. If we receive unsigned timesheets we need to get them authorised before we can pay you which may delay your payment.

Please remember that timesheets must be with us by 12 noon on a Tuesday to be paid on a Friday, timesheets received after this time will not be processed until the following week.

If you have any queries about filling in your timesheets correctly please do not hesitate to contact us on 01189 585858.

Postage

If you post your timesheets to us please remember to check the weight of your package and you have paid correct postage. If correct postage is not supplied your timesheets will not reach us in time for wage processing which will result in you being paid late for your work.



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.



Congratulations to **Carmen Cross** 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.

Cancellations!

We are still struggling with receiving cancellations via email!

May I remind you that this is not an acceptable way of informing us you are struggling to attend a shift as some of us are not always in the office and don't necessarily check our emails all the time.

It is absolutely crucial you make sure you speak to one of us on the phone if you are unwell or having a problem.

There is someone available to talk to you and it only takes a moment to let us know -

Monday - Friday 7am-7pm

Saturdays 9am-5pm

Sundays 10am-2pm

Bank Holidays 10am-4pm

Miles For Smiles - Charity Walk



Please Remember Lorraine Sands our charity fundraiser is organising a 9 mile charity walk for Dementia UK.

The walk will take place on 11th September and will start at Henley Lock at 9.30am promptly and will finish at Tesco, Kings Meadow Reading at approximately 2.30pm.

You are welcome to make your own way there and meet at Henley Locke or if you would like there may be some transport support you can book onto.

You will need to bring some refreshments with you for on the way as this is a rural walk.

Dogs are welcome and if you wish to bring your dog you will need to bring provisions for them as well.

There is a donation charge of £5 per person to attend (dogs go free) All donations will go to Carelines Charity of the year Dementia UK.

If you would like more information or to book onto the walk please call Lorraine Sands at the Careline office 01189585858 or [Email Lorraine](mailto:Lorraine@carelineagency.co.uk)



Our next training session is:

Saturday 10th September

9.30am-11.15am Manual Handling

11.30am-1pm First Aid/Epilepsy awareness

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)

Work Work Work!

We have many opportunities available providing bespoke care to children and adults on a 1-1 basis with our Care & Support section. If you have some free time on evenings or weekends this may be just what you are looking for!

If you would like to know more about working with clients on a 1-1 basis and some of the opportunities we currently have available please call Jenna or Chantelle



www.carelineagency.co.uk
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