

# NEWSLETTER

February 2019

Staff of the month for January has been awarded to...

**Marcela Partridge-Ignaczova**

For her flexibility with the bookings she takes and her hard work.  
We have had wonderful feedback from all her clients.



## Meet the office teams:

Lorraine Lucas—Registered Manager

**Managed Care Team**—This team deals with bookings for 1:1 clients.

Heather—Managed Care Team Leader

Jessica—Managed Care Co-ordinator

Lorraine S—Managed Care Co-ordinator

**Care and Nursery Team**—This team books for services and settings

Tegan—Business Manager (over see Care and Nurseries)

Eleanor—Care Co-ordinator

Kelly—Care Co-ordinator

Amber—Nursery Co-ordinator and Training Co-ordinator

**Recruitment Team**—This team processes applications and DBS's.

Emma—Lead Recruitment Officer

Nicky—Recruitment officer

**Payroll and Finance**—This team deal with accounts and payroll

Rhean—Lead finance Officer

Wendy—Finance officer

## Staff Feedback

*.....Danielle is a fantastic asset to the team and undertakes any task presented to her. Danielle gets on well with the staff team and all children in the service....*

*....Lorraine is excellent and very caring....*

*....Evie made a good relationship with our young people while on site...*

## Online Courses we offer:

- Moving and Handling of People
- Learning disability awareness
- Food Hygiene
- Mental health awareness
- Administration of Medication
- Catheterisation
- Epilepsy Awareness
- Dementia Awareness
- Fire Safety
- Paediatric First Aid
- Anaphylaxis awareness
- Fluids and Nutrition
- Privacy and dignity
- Diabetes Awareness
- Duty of care
- Autism Awareness

## Certificates

We need to hold valid certificates on file for us to be able to evidence you having this training. We appreciate it can be tricky getting certificates from other places of work so we have lots of training options available that are all free for you to access. It never been easier to get your training up to date!

If you need certificates for any of the training you have completed with us we are happy to provide you with the original certificate for a cost of £4.50.

Getting in touch with Amber at:



Find us on  
**Facebook**

Tel: 0118 9585858

Email: [admin@carelineagency.co.uk](mailto:admin@carelineagency.co.uk)

## Training Profiles

We had a great response to last months newsletter with lots of staff sending in certificates and signing up for training courses. This is fantastic as we are updating your staff profiles so clients can see what great quality workers you all are.

Staff profiles are how we show clients your experience and training. What does your profile look like? Does it represent your skills and training?

Call or email Amber at the office to receive a copy of your profile. If you would like to discuss how to improve it please speak to a coordinator.

## Mandatory Training

We ask all our staff to complete mandatory training so we are able to offer you work. If you do not have these certificates on file it is important you get these up to date as soon as possible.

Amber our training co-ordinator will be getting in touch to speak with you regarding all mandatory training. The spaces are on a first come first served basis so please get in touch and get booked in for your preferred training method.

Mandatory Training	Valid for
Basic Life Support	3 years
Health and Safety	3 years
Infection Control	3 years
Safeguarding Adults	3 years
Safeguarding Children	3 years

## Next In-house training dates:

**Saturday 16th February:**

Manual Handling with equipment - 9.30-12.00

Basic Life support - 12.15-13.45

**Saturday 16th March:**

Medication - 9.30-11.30

Manual Handling with equipment - 11.45-13.15