



NEWSLETTER



Careline Newsletter

November 2019



So it didn't happen.....

I'm sure many of you are aware that BREXIT is yet again been delayed until January 2020. Who knows if we will ever actually leave the European Union but good news for our European staff is that there is longer to obtain "Settled Status" or "Pre-Settled"

Status. If you would like to apply, the link to do so online is here: <https://www.gov.uk/settled-status-eu-citizens-families/applying-for-settled-status>

Human Rights - Are you up to date?

The Human Rights Act 1998 came into force in October 2000 and incorporates most of the rights protected under the European Convention on Human Rights (ECHR). It is important that the Human Rights principles and standards are at the heart of everyone's care practices.

Do you know the FREDA principles?

In essence, a human rights-based approach is the way in which human rights can be protected in organisational practice by adherence to the underlying core values of fairness, respect, equality, dignity and autonomy (FREDA).

Fairness - This principle demands that due consideration is afforded to the person's opinion, giving them the opportunity to have that point of view expressed, listened to and weighed, alongside other factors relevant to the decision to be taken.

Respect - Respect is the objective, unbiased consideration and regard for the rights, values, beliefs and property of other people. Respect applies to the person as well as their value systems and implies that these are fully considered before decisions which may overrule them are taken.

Equality - Many facets behind the principle of equality, including non-discrimination, overlap with respect.

Dignity - Dignity has been defined as 'a state, quality or manner worthy of esteem or respect; and (by extension) self-respect. Dignity in care, therefore, means the kind of care, in any setting, which supports and promotes, and does not undermine, a person's self-respect regardless of any difference'.

Autonomy - Autonomy is regarded as one of the four fundamental ethical principles of healthcare. It is the principle of self-determination whereby a person is allowed to make free choices about what happens to them – that is, the freedom to act and the freedom to decide, based on clear, sufficient and relevant information and opportunities, to participate in the decision-making.

We are currently running a programme to raise awareness of the FREDA principles and what we expect of our care staff. Our Training Coordinator will be in contact with you shortly to offer training and share our expectations with you.

1:1 Managed Care Staff

All our Managed Care staff who support one of our clients on a 1:1 or 2:1 basis you are required to complete a set of Contact Notes at the end of each session.

Contact Notes must be submitted with your timesheet.

Contact Notes are a record of the care provided by you to the client. It is essential that Contact Notes are submitted as soon as possible so issues can be resolved promptly.

A Timely Reminder!

All timesheets should be submitted WEEKLY.

A really good habit to get in to is to post or hand deliver your timesheets every Friday so that the office can process them.

It is extremely important not to hold timesheets back and submit them in bulk.

Any staff doing so are in danger of not being paid on time, therefore, please submit your timesheets weekly!

Is your training up-to-date?

If not please contact us on your local number or training@carelineagency.co.uk

Reading 0118 9585858

Bracknell 01344 868990

Woking 01483 772977

Oxford 01865 722221

Swindon 01793 616263

Slough 01753 535358

Newbury 01635 524524

Southampton 023 8076 8686

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