



# NEWSLETTER



August 2020

## ★ Staff of the month ★ Kelly Daniels

**Opening Hours**  
Monday to Friday 8am to 5pm  
Saturday 9am to 5pm  
Sunday 10am to 2pm  
Bank Holidays 10am to 4pm



### LET'S WELCOME SAM.....



Sam is the newest staff member to join our Careline family in the Managed Care Team. Sam has been with us since mid-June and is learning and growing everyday getting to know the company and our lovely staff and clients. Sam joined Careline from a role in hospitality and has previous experience in the care industry so is excited to get to know everyone and continue to learn the ropes. Sam is fabulous and we consider her to be an amazing asset to the team. If you have any questions for the Managed Care Team, Sam will be delighted to help. Please give her a call on our main landline number.

### Social Media Alert!!



For up-to-date and useful information please check out Careline's social media feeds. Feel free to ping us a tweet or message - we'd love to hear from you! We can be found on Twitter, Facebook and Instagram so head on over and give us a like and a follow!



**NEED A NEW POLO SHIRT??  
GIVE US A CALL AT THE OFFICE!**

### The importance of ID badges

Please can we take this opportunity to stress the importance of carrying your in-date Careline ID badge with you at all times. We issue all staff with an ID badge at the time of registration with the agency. If we are chasing you for a photograph, please send this to us ASAP. If you have misplaced your ID badge, or you notice that it is out of date, please inform the office.

*"...Thank you for sending an excellent Care Team to help us - we are very satisfied with this service"*

Feedback received recently from a family member of a service user.

## What to Wear?

We've had a couple of occasions recently where some staff have been unsure as to what clothing is appropriate to wear when on duty. This seems like a good opportunity to confirm what the requirements are:

All Careline staff who are required to wear the uniform (Careline polo shirt) will have it supplied to them by Careline. The following uniform must be observed when on duty or representing Careline:

Careline polo shirt, black smart trousers (that allow ease of movement), black, blue or neutral coloured socks, washable cardigans may be worn but not when delivering care and plain black shoes, pumps or trainers with a rubber non-slip sole and low heel to give adequate top foot support (e.g. no ballet type shoe, sandals or flip flops) and be strong enough to prevent damage to toes should anything be dropped on the feet.

### The following attire is not permitted:

Clothes that are revealing and may cause embarrassment or offence, (e.g. shorts or miniskirts), clothes with logos or advertisements, sports clothing, leggings, clothing that could be interpreted as intimidating or threatening, (e.g. combat clothing), ripped or torn clothing, denim clothing and open toe shoes or sandals and mules must not be worn as these constitute a hazard.

Careline staff who wear their own clothes should ensure that they are suitable for work purposes; are clean and in a good state of repair and should look professional at all times. Clothing should allow sufficient hip and shoulder movement for the safe moving and handling requirements of the job. Whilst it is understood that Careline will respect an individual service users' wishes concerning appropriate clothing and appearance for the staff supporting them, the following guidelines should be adhered to by staff as a minimum expected standard:

Clothing that is revealing and may cause embarrassment or offence is not permitted (e.g. shorts, miniskirts or low-cut tops), clothing that could be interpreted as intimidating or threatening is not permitted (e.g. combat clothing) and open toe shoes or sandals and mules must not be worn as these constitute a hazard.

If you need any PPE then give us a call as we have some in the office that we can send out to you



Remember to keep checking the Government website for COVID-19 updates  
<https://www.gov.uk/coronavirus>

