



NEWSLETTER



September 2020

★ **Staff of the month** ★
Josette Smith

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



Fancy earning an extra £30? Refer a friend to Careline and once they have complete their first shift, we will pay £30 directly into your bank account on pay day! Please call the office if you would like some more information.



September is World Alzheimer's Month

World Alzheimer's Month is the international campaign every September to raise awareness and challenge the stigma that surrounds dementia. September 2020 will mark the 9th World Alzheimer's Month. The campaign was launched in 2012. World Alzheimer's Day is on 21st September each year.

Cancellations

Please remember that Careline has a strict no cancellation policy and you must make every effort to get to shifts you have agreed to. If you are struggling with a shift it is essential that you speak to us in person. If you book shifts directly with a client you **MUST** still call Careline to inform us of changes. It is not acceptable to cancel shifts by voicemail, text message or email.

We are available on the phones Monday to Saturday 8am-5pm, Sunday 10am-2pm and Bank Holidays 8am-4pm

Training of the month... Dementia Awareness

If you feel that you would benefit from this training please call Lorraine at the office or email Lorraine

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



REGISTER YOUR DBS ON THE UPDATE SERVICE!

Did you know that for just £13 a year you can sign up to the DBS Update Service?

Signing up to this service means that your certificate can be checked by different organisations, therefore eliminating the need to apply for multiple certificates which cost £40 each (we like saving money!).

You can apply online (even when you first apply for your initial DBS check) but you only have 30 days to complete your registration once you have been issued with a certificate.

Why pay £40 every year for a new DBS when you can pay £13 a year to keep it updated???



Care Plans

Do you work with any of our 1:1 clients? If so do you have a copy of the Care Plans for all 1:1 clients you support?

It is essential that Care Plans are followed at all times when providing support to our 1:1 clients. If you do not have a copy of your clients Care Plan please give us a call at the office and we will get a copy out to you.

If you do have a copy of all the Care Plans you need but feel information is incorrect or out of date please don't hesitate to contact Jessica or Sam to discuss it.

WHERE IS YOUR ID BADGE?

Do you know where your Careline ID Badge is - do you have it to hand? It's really important to make sure that you carry it with you at all times when attending shifts and/or supporting clients in the community. If you don't have one or want to change your photo gives a call in the office!



Sending out this Newsletter always gives us the perfect opportunity to thank you all for your hard work and support. Careline has an outstanding reputation in our area for delivering high quality care and this is as a result of the staff we employ.

Thank you all once again for choosing Careline and for carrying out your duties so professionally!

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



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