

STAFF OF THE MONTH

Bethany Stephens

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



CARELINE
The Agency For Care Staff



August 2022



NEWSLETTER

Fancy earning an extra £50? Refer a friend to Careline and once they have complete their first shift, we will pay £50 directly into your bank account on pay day! Please call the office if you would like some more information.



Welcome to the world Theo James Hotson!

No sooner had Jess left the office then little Theo made his way into the world! Jess had no time to put her feet up having left the office to go on maternity leave on Friday 8th July as Theo arrived on Monday 11th July! Jess, Theo and her partner, Karl, are all doing well and settling down into life as a family of three! We've already had the chance to meet little Theo for cuddles in the office which has been lovely!



POLO SHIRT ALERT!

Nursery staff: All nursery staff are required to wear a Careline polo shirt when working (unless told not to by the nursery)

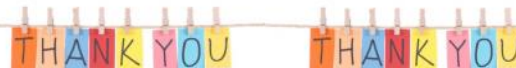
Care Services staff: May be required to wear a Careline polo shirt when on duty. Please contact Kim for confirmation as this can vary by service

Managed Care Staff: Not normally required to wear a polo shirt when on duty. If you are required to wear a polo shirt this will be communicated to you when you are booked

If you need a polo shirt or if you have any queries please contact the office on 0118 9585858.

Keeping Us Informed

Please remember it is vital that you keep us up to date with your availability or any changes to your contact details so that we can make sure you're kept in the loop and offered work!



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 exceptional service 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!

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!

We have a huge stock of PPE available at the office for all staff. Please give us a call if you want some - there's plenty to go round!!

CALLING ALL HOMECARE STAFF

Please make sure that if you have been asked to take COVID-19 LFD tests that you let the Careline office know the results so that we can keep this information for our records!

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 Friday 8am-5pm, Saturday and Sunday 8am-4pm and Bank Holidays 10am-4pm

DBS Update

When you have a new certificate you have 30 days from the date of issue to load it onto the DBS update service. Having a DBS on the update service costs £13 per year and allows Careline the ability to status check your DBS annually which is a requirement in order for you to continue working through Careline. Having a DBS on the update service also allows other organisations to check your DBS.

It is really important that you put your DBS on the update service and keep your subscription up annually to avoid having to pay for a completely new DBS.

If you don't put your DBS on the update service you will need to complete another DBS check after 12 months in order to work with Careline which will cost you £49.99 - I am sure you will agree it would be good to avoid having to pay this so please make sure that you take advantage of the opportunity to prevent this from happening.

For more information please contact Lorraine, Emma or Tineka on 0118 9585858 or email recruitment@carelineagency.co.uk

It's SUMMER Time

