

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



# Newsletter



To all staff, as most of you will know from your handbook training, Careline has a policy around mobile phone use, when on shift supporting clients. If you are unsure of our policies or our expectations from our staff, please contact your Careline contact who will be happy to give guidance.

It has come to our attention that unfortunately we are having an issue with some staff that are not submitting timesheets weekly. We wanted to take this opportunity to remind our staff of the guidelines for timesheets. Timesheets should be submitted once you have finished your last shift that week with that particular client. You should not hold on to your timesheets and submit them all at once. Timesheets can be submitted by post and to our timesheets email—

[timesheets@carelineagency.co.uk](mailto:timesheets@carelineagency.co.uk)  
Our staff are paid on the last Friday of every month, the last date to submit a timesheet for that month's pay is 10 days before the last Friday, by midday. For example, for March, payday will be Friday 28th March, the last date for submitting timesheets for March payday will be Tuesday 18th March by midday.

If you are unsure about our policy surrounding timesheets, please pop us a call at the office and we will be happy to advise.

When staff are running low on timesheets, please let us know and we will pop some in the post for you.



Our staff of the month for March is **Absatu Carew!** Absatu always has such a friendly and warm approach when supporting our clients, which our clients have recognised.

Absatu has recently been introduced to several pre-existing staffing pools and we have received fantastic feedback, commending her professionalism and positive approach to all her work.

A big thank you from us all at Careline The Agency.

To all our staff that support our managed care clients, please remember the expectation is for you to submit your contact form after every shift, or at the very least when you submit your timesheet. It's important that our clients' communications are kept up to date so that if there has been an issue raised we are able to promptly address it at the time. We would like to thank all our staff that promptly submit their contact forms.



## Pancakes

1 cup self-raising flour  
1 cup milk  
1 Egg

## Crepes

1½ cups milk  
4 large eggs  
1 cup flour  
3 TBSP butter  
¼ tsp salt  
2 TBSP sugar

## Directions

Pick 1 recipe from above  
Combine all ingredients  
Rest in fridge for 30 minutes  
Cook & Enjoy

Pancake day is Tuesday 4th March 2025.

Pancake Day is celebrated on Shrove Tuesday, the day before Ash Wednesday, the start of Lent. It's a day of indulgence before Lent, when people traditionally gave up rich foods like butter and eggs.

We hope you get time to enjoy a tasty pancake treat! Follow the simple recipe included.

We have noticed our staff have all been working so hard recently to get training completed promptly. Not only is it good practice to have our staff's training up to date but also for your own personal records. We encourage our staff to purchase training certificates once completed. The training certificates can be purchased for £4.50 each and you will receive your training certificate electronically via email, making it easily accessible for you. You would have the option of paying via bank transfer or the value being taken out of your pay. For more information or to purchase your certificates please email [training@carelineagency.co.uk](mailto:training@carelineagency.co.uk) or give us a call on 0118 958 58 58.