

Gemma & Antoinette Curry

## A BIG HAPPY BIRTHDAY TO HANNA ON THE 1<sup>ST</sup> MAY

### Accidents & Incidents

Reporting and recording is very important, understanding when, what and who to report is just as important. If a client informs you that he doesn't feel well - please make a doctor's appointment or enquire as to what symptoms he/she may have, please do not record and report this as an **incident**. The training we have available on our website is **free** for anyone to access and will allow you to understand what accidents & incidents are as well as when to report & record one 😊



### New clients

We have recently accepted two new clients who are lovely people - please view log my care for more details.



### Availability changes

As you all know, there have been a few 'trial' changes with client's care times recently which may have caused some of you to lose hours and some of you to gain hours - this is on-going until we find the right timings to suit both the client and the staff - Thank you all for your flexibility and your patience.

**There are times when our team has additional availability which changes weekly or becomes available last minute.**

Antoinette would appreciate everyone giving their availability to her on a weekly basis. This availability will be shared with our clients to enable them in booking you (staff) if they suddenly need care & support and this will benefit you in increasing your hours.

### OFSTED - The latest updates

Today, Quality Care Time will be registering with OFSTED to follow the correct legal guidelines & new framework for supported living accommodations.

[Ofsted to start registering supported accommodation providers from April - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/ofsted-to-start-registering-supported-accommodation-providers-from-april)



### Pay rate

The National Living Wage in the UK increased to **£10.42 per hour** from 1<sup>st</sup> April 2023 - all of you get over this but it is useful to know. Gemma & Annie will be reviewing everybody's pay rate over the next few months to ensure you all remain happy working with us!

[Minimum wage rates for 2023 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/minimum-wage-rates-for-2023)