

Gemma & Antoinette Curry

Dates to remember for October:



Domestic Violence month started in 1987, not only educate and raise that awareness but bring the support and strength that domestic violence victims need.

* **10th October 2023** - World Mental Health Day.

* **12th October 2023** - World Arthritis Day.

16th October - JB goes to Northern Ireland with Abhi & Jobin

* **28th October** - Ofsted deadline for all providers who run a supported living accommodation for under 18's.

31st October



Refresher Training, Supervisions & New staff

We have two new members of staff to welcome to our team - Alexandra & Praful.

Everyone completed their supervisions on care control - the answers were very brief, next time we hope to gain more feedback from you all. We did give individualised feedback to you all, if any of you have not checked, please do so.

All staff should have completed the accredited face to face Medication Level 2 and Moving & Handling Level 2 training in September.

Training is a yearly requirement and ensures we all stay up to date - Thank you for attending.

As you all know, this month we received feedback that the pictures on the website did not represent happy staff and obviously we are all happy 😊

Please can you all remember to send us new pictures of yourselves smiling so we can replace the ones on the website.

Our Senior Marie has suggested we have a team meeting which we think is a amazing idea and one we shall be implementing once we sort out dates & the rota as we would like to ensure all staff have the option to attend.

Check-in & Check-out

We believe it would be beneficial for you all to fully understand the reasons that the check-in & check-out through care control is so important. As you all know, in July we received a complaint from a client regarding the time staff were arriving. This was upsetting for us and upsetting to staff.

Our clients, their families and the LA have access to the care control portal, they can view what time the staff attend, the location of the staff when they check-in and the tasks the staff do.

Its important that you all understand the importance of being punctual and checking in on time - it is not in place to track your hours and deduct any wages from you - we understand that public transport and/or any other issues cause you to be late & when this is communicated, everything works better. It is a safeguarding measure that we have taken and it also reassures our clients, their families and the LA that we do monitor our staff punctuality & attendance.