



## **Important Information for New Carers**

### **Office Contact Details:**

Our telephone number is: 01539 730 777

My email (Laura Percival Care Manager) is: [laurap@spinalhomecare.co.uk](mailto:laurap@spinalhomecare.co.uk) (I am your first point of contact should you have any problems)

Jane's email address is: [jane@spinalhomecare.co.uk](mailto:jane@spinalhomecare.co.uk) (for availability and contracts)

Emma's email address is: [emma@spinalhomecare.co.uk](mailto:emma@spinalhomecare.co.uk) (for travel and expense claim forms)

**The office is open Monday to Friday 9am to 4.30pm (the office is closed from 12.15pm to 1.30pm each Friday)**

### **Availability:**

Please update the office with your availability regularly, placements are arranged in date order, so we always need to know your exact availability. You can call this into the office or send it by email.

### **Contacting Client's:**

- Once you have confirmed a placement with the office, please contact your client's that day to introduce yourself and to find out what time they would like you to arrive.
- Please then contact your client two days prior to the placement starting to confirm that you are still going, and to let them know what time you will arrive into the train station.
- If you are delayed on the day you travel due to train delays or cancellations, traffic etc, please contact your client and the office to make everyone aware.

### **Contact with the office:**

- Please always keep your mobile switched on.
- Check your messages and emails regularly.
- If there are any periods you are unable to work, please inform the office as soon as possible.

### **Emergency Phone:**

There is always a manager on-call when the office is closed. **Please only call the manager on-call in an emergency**, if you feel it can wait till the following day, please call the office in the morning after 9am. To get in touch with the manager on-call, you must call the office number on 01539 730 777, then select option 1, if the call is unanswered, please leave a clear message with your name, contact number and a short summary of the problem. If no one calls you back within 20 minutes, please call

the office number and select option 1 again, if no one answers, please call the office number again and select option 2. This will take you through to the Domiciliary service and they will be able to reach someone on the Spinal side who will be able to help you. **DO NOT send texts to the on-call phone**, it is often diverted so texts don't go through.

### **On-Call:**

We always try to have a carer on-call, if you would like to go on-call during your time off, please contact the office to request on-call. It isn't always available, but where we can, we will put you on-call. You are paid ½ days pay for being on-call and that goes up to a full day's pay when you are set out to work. You need to be willing to work with any client and be happy to go anywhere in the country. We ask that you always have a bag packed ready to go and your phone with you on loud. If you become ill during the on-call, please inform the office as soon as you become ill so we can take you off on-call. If you are asked to go out whilst on call and refuse, you will not be paid for any on-call. If you call in sick whilst on-call, you will be paid for any on-call you have already completed. You are actually under contract whilst on-call, so you must not have any alcohol or drugs/medication that may impair your ability to do your job safely.

### **Pay Day:**

- We are payed on the 30<sup>th</sup> of each month, unless this falls on a bank holiday or weekend. If it does, we will be paid the Friday before.
- Our pay period is from the 20<sup>th</sup> of one month to the 20<sup>th</sup> of the next month. if you work from the 15<sup>th</sup> to the 25<sup>th</sup> of January, you will be paid 5 days (15<sup>th</sup> to the 20<sup>th</sup> January) on the 30<sup>th</sup> January and then the remaining 5 days (20<sup>th</sup> to the 25<sup>th</sup> January) and whatever else you work until the 20<sup>th</sup> February on the 30<sup>th</sup> February.
- Payslips will be emailed to you the day before you are paid.

### **Travel:**

- Please contact your client to ask what time they would like you to arrive to the placement.
- Then contact the office to ask us to book your travel, we need to know where you are traveling from, what time the client would like you to arrive, what client you are going to and what dates you are working with the client.
- If the travel is under £30, we will ask you to book your own travel and then claim it back on your expenses form. Please make sure you are booking the cheapest ticket; we always recommend booking an off-peak return ticket rather than two single tickets.
- For any reason you have insufficient funds, please contact the office to ask for a travel advance, you must do this before lunch time on a Friday.
- If you are eligible for a 18-25, or a 26-30 railcard, you will need to purchase this from this website: <https://www.railcard.co.uk/> it costs £30 and you can use it for your personal travel as well. You can claim the cost back by sending the proof of purchase and we will arrange for you to be reimbursed.
- We are unable to book busses and tubes, so you will need to make sure you have enough money to use the tubes and busses. You can claim this back on your expense, you must fill out the expense form correctly and send in all your tickets. If we don't receive the tickets, we won't be able to refund you the ticket cost.

- **DO NOT** use taxi's unless it states on the client profile or unless you seek authorisation from the office.
- If you are traveling by car, we pay 30p a mile, or the cheapest train ticket. If it is cheaper to go on the train, we will reimburse you the train ticket cost. When filling out the expenses sheet, you need to state how many miles you have travelled. You need to ensure that the client has parking available for you to use.
- We pay travel expenses to and from your home address, if you are flying in and out of the country, you need to make sure your traveling from the same airport.

### **Travel Expenses:**

If you have a UK bank account, we will pay your expenses at the end of the week once we receive them, if we have the ticket or proof of purchase. However, if your expenses are under £10, we will wait till we receive future expenses from you to bring the value to over £10. If you don't have a UK bank account, expenses will be paid to you with your wages at the end of the month.

I have included a sample expense form so you know how to fill it out properly, please make sure they are completed properly to ensure you will be reimbursed. We are unable to reimburse travel expenses if we don't have the ticket or proof of purchase.

### **Contract:**

You will be emailed a contact from Jane stating the dates of your placement, the client's address and their contact details. You don't need to return this to us, it is just for your records.

### **Paperwork:**

I have included a sample daily record sheet, so you know what information we need on the daily record sheet. We have the monthly and personal paperwork that must be completed each day and then duplicated on to the other record sheet. We have two lots of paperwork and the monthly paperwork remains in the client's home until the end of the month so carers, District Nurses and Doctors can see what has been going on with the client's health over the last month. The daily record sheet needs to contain all information relating to the client's care, we don't need to know that you have been out shopping or going to the cinema etc.

You will also have a monthly and personal MAR (medication) chart, an expenses form, review sheet and a financial transaction sheet. Please make sure you are filling in these as well, if you don't need to use the financial transaction sheet, return it to the office with a line through it and signed so we can keep it on record.

Please make sure you are posting your paperwork back to the office at the end of your placement, please use a second class stamped envelope. We are unable to reimburse you for the stamp. If the monthly paperwork is all completed as you have started the following months monthly paperwork, please include the monthly paperwork when posting back the paperwork.

Please make sure that you aren't taking the monthly paperwork away with you, unless it is completed for the whole month. If you do take the monthly paperwork with you by accident, make sure you inform us at the office so we can send some more down to the client's address.

**Please return all paperwork back to:**

**Spinal Homecare LTD  
157 Stricklandgate  
Kendal  
Cumbria  
LA9 4RF**

**Changes to the client's Care Plan:**

- Please make sure you inform the office if there are any changes to the client's medication, we can then pass this onto the relevant Regional Managers so they can update the MAR (medication) charts.
- If you feel the Care Plan doesn't reflect the care the client is receiving, please let the office or Regional Manager know so we can arrange for a Care Review to take place.
- If a client goes into hospital, please inform us at the office and let us know when they are out of hospital, we can then inform the Regional Managers.

**Care Plan:**

Please make sure you are familiarising yourself with the client's care plan when you arrive to a placement. The care plan details all the care the client receives.

**Skin Marks and Pressure Sores**

Please make sure you are checking your client's skin daily for skin marks and pressure sores. If you notice anything, please make your client aware and then report it to the office by telephone or email. You also need to be documenting this on your paperwork daily until the skin mark or pressure sore has gone.

**Food Allowance:**

There are some placements where there is a food allowance, these are decided by the local authority and not us here in the office. The food allowance is between £4.29 to £8 per day and this is paid to you in your wages and is non-taxable, so you are not taxed on the food allowance. If the profile doesn't state that there is a food allowance, the client provides you with food and usually takes you shopping on the first or second day of your placement. Please think what a luxury item is, if you only drink a certain brand of coffee that is expensive, you will need to provide this for yourself. If you are on a special diet, you may need to provide some of your own things.

**Driving:**

Driving is essential, some clients do drive themselves, but most clients require you to drive their vehicles. All parking tickets, speeding fines and traffic offences are your responsibility, do not park in a disabled bay if the client isn't with you.

**Cleaning:**

Cleaning is an essential part of your role as a live-in carer. Cleaning must be done whilst on placement and to a good standard. Some of our clients are at high risk of infection and cleaning must be done on all placements, this is part of the job as a PA. Please make sure you are carrying out the cleaning tasks daily. It is NOT fair for the next PA to arrive and have clean up your mess. These are part of your clients care needs and should be done daily.

**Handover:**

Handovers are in place so that the previous carer can go through the client's routine, any medical changes, paperwork, shown around the house and shown where medication is stored, where personal care items are kept, cleaning products, bedding etc. It is an opportunity for the new carer to observe and ask questions while the other carer is there. It also gives the new carer coming in a chance to sit down and get to know the client, prior to starting the placement to start to build a relationship with the client. It is the outgoing carers responsibility to ensure that they have given a thorough handover. It is the new carers responsibility to ensure they understand everything that has been discussed during handover and to clarify on any points they are unsure of. It is essential that the carer goes in at 12noon and the other carer leaves at 2pm, unless it has been approved by the office.

**Don't leave until the next carer arrives:**

You shouldn't leave until the next carer arrives, we had an incident in the past where a carer left a client before the next carer arrived and the carer coming had an accident. This left the client on their own and we can't let this happen. If it is a two-carer placement, you must not leave until the second carer arrives as it is a two-carer placement due to the workload, it isn't fair to expect someone to do two roles.

**Mobile Phones:**

Please make sure you keep your mobile phones in your room unless you are expecting an emergency phone call. If you are expecting an emergency call, inform your client so they are aware. You have plenty of time on your time off to check your phones then. It is very unprofessional to be on your phone in front of your client.

**Pay Advances:**

Pay advances will normally be made available during the first two months of working for Spinal Homecare. After that time, pay advances will only be considered in exceptional circumstances, or where required to cover company travel costs, there will be an admin fee of £20 for any advances not relating to travel advances. Any advances will be deducted from your first wage.

**Change of Address:**

If you change your address, you must inform the office so we can amend your details and change the address on your wage slip.

**Meet the Team!!**

		
<b>Andrew Swanson – Director and Registered Manager</b>	<b>Tony Lyons – Finance Director</b>	<b>Laura Percival – Care Manager</b>
		
<b>Carol Bebb – Regional Manager (Midlands + North)</b>	<b>Michelle Howard – Regional Manager (Swindon)</b>	<b>Kirsty Sims – Regional Manager (South East)</b>
		
<b>Glyn Rose – Recruitment Manager</b>	<b>Laura Shallis – Finance Manager</b>	<b>Emma Stewart – Finance Assistant</b>
		
<b>Jane Wilkinson – Assistant Care Manager</b>	<b>Michelle Edwards-Midgley – Domiciliary Care Manager</b>	<b>Jordan Brough – Domiciliary Care Manager</b>

