



J.C MICHAEL GROUPS LTD NEWSLETTER

SEPTEMBER ISSUE

Communication Books

During calls Carers must document factual information in their Communication book and ensure they stay for the full duration of the call. Under no circumstances must carer complete communication book before the call.

Shifts Cancellation

Please note that 48 hours' notice is required before you can cancel your shifts unless there is an emergency.

Carers Timesheets

All timesheets must be submitted to your individual branches no later than 12.00 pm on a Monday of your payment week to avoid non-payment.

Recruitment and Promotional Opportunities

We are always looking to recruit kind and experienced people to add to our team of dedicated Carers. If you know anyone who would like to make a difference to somebody else's life, please ask them to contact HR. We reward your referrals; ask your manager for incentive details.

Care Planner

All Carers must log in via care planner. Please note that payment will now be processed via Care Planner login. Where log in is not in use, Carer must not sign in prior to their calls.

Health and Safety

Ensure the service user environment is tidy and clean, where there are issues discuss with your Registered Manager.

Change of Bank Accounts

Inform your staff that regular changing of bank details is no longer allowed. There is a limit and should not be more than twice a year due to various issues.

CONTACT US: Office Address: 2nd Floor, 56 Marsh wall Docklands E14 9TP

Email: admin@jcmichaelgroups.com

HR: hr@jcmichaelgroups.com.

Complaints: Complaints@jcmichaelgroups.com

EDITORIAL

We are almost in the last quarter of the year and I want to thank all staff for your hard work so far.

To maximise our result, it is important to use Care Planner effectively. Please do ensures staff login in and out at client's house.

Always remember your duty of care and keep all our service users safe. Remember we have zero tolerance on missed and late visit.

Let's keep putting in our best to achieve outstanding result.

Congratulations to Basildon Branch which achieved "GOOD" in recent CQC inspection.

Florence Acquah

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