



NOVEMBER ISSUE

Good Practice

Cancelling shift due to emergency; Call all the service users on the carers Rota to inform them that their carer has an emergency and will be unable to attend and they might get a late visit due to this

- When you have found a cover; please call the service users again to inform them the name of the carer who will be carrying out their call and how late or early the carer might be
- Inform the cover carer who they will be attending to and what they are supposed to do for each of the service user they are covering
- Let the cover carers please present their ID cards on arrival at the service user's home and be pleasant to them
- The cover carers should ensure that they log in and out of each visit and write in the communication book as well as fill in the MARS chart where applicable
- The culture of JCM is Zero tolerance to missed visits and being RUDE or UNPLEASANT to our service users

Congratulations

Congratulations to Basildon and Wandsworth who achieved **GOOD in their recent CQC Inspection!! Well done**

Employee Recognition

Congratulations to Prajitha from our Stratford Branch for winning the employee of the month. She used her initiative and gained extra package worth of 189 hours.



If you think a staff deserves recognition, inform HR giving details.

CQC Preparation

Bexley, Docklands, Brent and Stratford- be ready for the CQC Inspection!! Start your preparation from now on and be prepared. Let's follow the trend of **Good** rating.

Christmas Arrangements

Start your preparation for Christmas cover and transportation form now. Let the Head office know your plans

Operation No log-in, No Pay

Inform Carers to log-in otherwise it will affect their pay.

Care Coordinators Meeting

Please note there is a Care Coordinator on Wednesday 20/11/19 at 10.00 am. Watch out for email!.

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EDITORIAL



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