Caretakers Southwest Ltd News Letter April 2019

**Key Code System is Live!**

For this of you who have not had your training yet, we are pleased to announce that our new key code system is now live on our website. This means that we will no longer handing out paper versions from the office. The codes will be updated weekly so please let the office know if you become aware of any changes. If you have not had the website training yet, please get in touch with Tracy so we can arrange this.

**Login Problems**

We are aware that some people are still having login issues on the website at present. If you are one of those people, can you please get in contact with Matt ASAP as we need to ensure you have access, this could very well affect you gaining access into clients properties if not working.

**Training and the Latest CQC inspection**

Our new website is now up and running where it now includes a new staff portal as well as tools for clients to ask any questions they may have, this can also be used for complaints and compliments. For staff, we will be holding training sessions, but for any of our clients, please pop in during our coffee mornings and we’ll guide you on how to use the website. Our website address is: www.caretakerssouthwest.co.uk

**Holidays**

Just a quick reminder for staff, the holiday season is now approaching. Please remember to book your holiday dates with us prior to making your reservation, to avoid disappointment. We will try to accommodate as much as possible, but please remember that we have a duty to support our clients with continuity of regular staff.

**New Job Roles**

In line with our continual development, we now have three roles available. We are looking for a Client Welfare Champion for each area (1 in Torquay and 1 in Paignton). The person will receive extra training for the role as well as being given extra hours to accommodate the needs of the role. Our final role is for a Team Leader for the Torquay area. This role will include (on top of your normal job description) tasks such as Risk Assessments and Supervisions. Hours will be provided as necessary for this role. If you feel you would be a good choice for any of the positions please let Gail know.