

AILSAPATTER

Ailsa Care Services— Newsletter

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WELCOME

Welcome to the July 2019 issue of our Ailsa Patter newsletter! We have a lot to cover in this edition and hope you find the information provided useful and informative.

If you have any ideas or stories you wish for us to include in future editions, let us know on 01418863100 or contact abbi@ailsacare.co.uk.

Employee of the Month



John Ewing
Glasgow

Ailsa Care believe in rewarding our staff for their hard work. As part of this commitment, we implemented an Employee of the Month scheme in 2018, in which the winner receives a gift voucher.

This months winner is **John** who has been nominated by his managers.

Nominated for:

“John has made a massive positive impact on a clients life.”

“His extensive work he has committed to our client has been impeccable and life changing for the client”

“John has made the client go from very limited mobility to walking around the block and up to the local shops. The client has been encouraged by John to continue to work hard with his mobility, this has built up his confidence and helped massively with the clients mental health. The client also can now eat independently and make some meals which he could not do over a year ago!”

Well done John, thank you for all your hard work!

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SSSC Registration

Have you been with Ailsa Care for more than 3 months?

Are you registered with the SSSC?

Have you paid your annual fee?



Scottish
Social Services
Council

Please remember that you are required to be registered with the SSSC within the first 6 months of your employment. Once your application has been submitted, endorsed and you have paid your fee it can take up to 60 days for you to be registered. Please take this into account when you are approaching the 3 month mark of your employment, failure to register within 6 months of commencing employment with Ailsa Care Services will result in your termination as stated in your contract.

Staff that have been employed with Ailsa Care Services before October 2017 are required to be registered by 30th September 2019.

If you are currently registered with the SSSC it is your responsibility to make sure that you pay your annual fee so that you remain on the SSSC register. Failure to do so will result in you being removed from shift immediately.

If you are unsure of anything SSSC related please contact the SSSC via phone on **0345 60 30 891** or online at <https://www.sssc.uk.com/registration/>

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National Living Wage



You should all now be getting issued your confirmation of wage change!

As of May 1st 2019 your hourly rate has gone up from £8.75 to £9 per hour. Please note that payroll was run from the 6th of May, but we have backdated it to the 1st of May.

Please remember that with a wage rise of 25p per hour your wage may increase by £25 if you work 100 hours within the pay period. Remember to take into account your tax when working out your wage.

12 hours x 25p = £3 extra

60 hours x 25p = £15 extra

150 hours x 25p = £37.50 extra

Please stop by the office to sign your confirmation form.

Current Vacancies

Due to company expansion, we have a range of available positions at the moment across all divisions within Ailsa Care. Please see these vacancies below:

Support Workers—Falkirk (various hours)

Support Workers—Glasgow (various hours)

Support Workers—Renfrewshire (various hours)

Field Supervisor—Renfrewshire (Full time)

Assistant Manager—Falkirk (Full time)

If you wish to apply for one of these vacancies or would wish to recommend someone, please contact the recruitment team at info@ailsacare.co.uk

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Care Inspectorate

Did you know that in March Ailsa Care Services had their annual Care Inspectorate visit?



Every year the Care Inspectorate carry out an unannounced inspection to all Care providers. All parts of the business such as Care and Support, Staffing and Management and Leadership are all scored on a six—point scale to describe the quality they see:

6 Excellent—Outstanding or sector leading.

5 Very Good—Major Strengths.

4 Good—Important strengths, with some areas for improvement.

3 Adequate—Strengths just outweigh weakness.

2 Weak—Important weakness—priority action required.

1 Unsatisfactory—Major Weaknesses—urgent remedial action required.



Ailsa Care Services West inspection was carried out in March 2019 and we received **5's** for all areas which is rated as 'Very Good' across the 3 services.

Ailsa West covers our Renfrewshire, Stirling and Falkirk services. As you all know our Glasgow services are under Ailsa Assist and we are currently expecting the Care Inspectorate back in for Glasgow at any time.

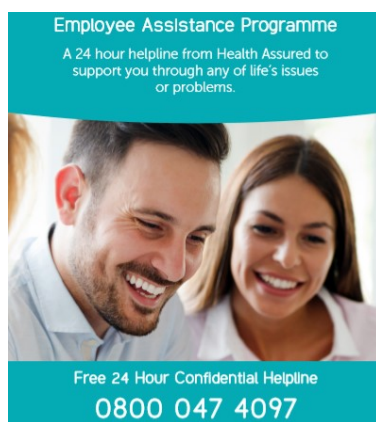
We would like to take this time to say a massive thank you to all staff for their hard work over the past 12 months, lets push for achieving 6's next year!



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Employee Assistance Programme.



Ailsa Care Services would like to introduce you to the new Employee Assistance Programme ran by Peninsula.

The Peninsula service provides:

- 24/7/365 Freephone counselling line.
- Up to 6 sessions of structured telephone, online, video or face to face counselling per employee, per issue, per year (inclusive of face to face CBT at no extra cost).
- Medical Information.
- Legal and Financial information.
- Eldercare and Childcare support.
- Manager Consultancy and Support service.
- Critical incident telephone support.
- Day 1 intervention for stress—reducing absence via occupational health nurse intervention, combating the sick note.
- Online help and advice—issues such as: Alcohol/ Drugs, Debt, Family Issues, Bereavement, Tax, Child-care and other Citizens Advice Bureau type advice.
- Health e-hub app—Unique content, relevant support and preventative wellness programmes straight from your phone.

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About your Employee Assistance Programme (EAP)

Sometimes it can be difficult to balance the pressures of work and home life. Health Assured provide caring support to both you and your immediate family so you can give your best in life.*

What can I use this service for?

- | | | |
|------------------------|-----------------------|-------------------|
| Family issues | Financial information | Legal information |
| Medical information | Relationship advice | Housing concerns |
| Alcohol or drug issues | Childcare support | Stress & anxiety |
| Gambling issues | Domestic abuse | Retirement |
| Consumer issues | Tax information | Bereavement |

24/7 Confidential Support

Your call will be handled by an experienced therapist or advisor, who will offer support in a friendly, non-judgmental manner.

Online Health Portal: healthassuredeap.com

- | | | |
|---------------------|--------------------|----------------------|
| Webinars | Health e-hub app | Four-week programmes |
| Nutritional advice | Health checks | Fitness advice |
| Financial wellbeing | Medical factsheets | Budgeting |

Employee Assistance Programme



- Stress & anxiety
- Debt
- Work
- Lifestyle addictions
- Relationships
- Legal

**FREE 24 HOUR
Confidential Helpline
0800 047 4097
healthassuredeap.com**

Download the Health e-Hub now



*Dependents must be in full time education, aged 16 to 24, living in the same household.

If you have any questions at all please feel free to contact the office.

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Have you met the new office staff?

Demi Barnes — Glasgow Supervisor



Hi my name is Demi, I am 24 years old and I am one of the new supervisors for Glasgow at Ailsa Care. I have worked in the care sector for around 5 years. I also attended university for 5 years in which I gained an honours degree in Social Science (politics and sociology) along with a post graduate certificate in Applied Social Science going down the global social work and social policy route, which I thoroughly enjoyed. I am always happy to help with any type of enquiry and I look forward to meeting everyone.



Kirsty Logan - Glasgow Supervisor

My name is Kirsty and I am one of the new supervisors for Glasgow. I have worked in the care sector for the last 5 years. I am looking forward to meeting everyone. I enjoy getting out into the community to meet both support workers and clients. I help out where I can so please don't hesitate to contact me and I will help you when needed.

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Who are we?

Please see below a list of who all the senior staff and management are at Ailsa Care Services Ltd:



Renfrewshire and Glasgow:

Claire Burns—Registered Manager

Rachel Graham—Service Manager Renfrew & Glasgow

Natalie Paterson—Compliance Manager

Claire Finnan-Brown—HR Advisor

Jade Staniforth—Compliance Officer

Abbi Easton — Compliance Administrator

Alan Callaghan—Finance Administrator

Angela Kerr— Assistant Manager Glasgow

Demi Barnes—Field Supervisor Glasgow

Kirsty Logan —Field Supervisor Glasgow

Jennifer Chitsaka—Assistant Manager Renfrew

Nakita Rush—Field Supervisor Glasgow

Tracy Duers—Trainee Assistant Manager Renfrew

Division Contact Number: 0141 886 3100

Falkirk and Stirling:

Katie Scott—Assistant Manager Stirling

Kirsty Shankland – Stirling Supervisor

Kelly Stringer— Falkirk Supervisor

Laura Snedden— Falkirk Supervisor

Theresa McCarrol— Falkirk Supervisor

Emma Gallacher—Office Manager

Division Contact Number: 01324 230111

Response:

Karly Stewart – Office Manager and Finance/Payroll

Courtney Tennant – Senior Coordinator

Susan Sangster – Senior Recruitment Consultant

Lyndsey Riddell – Account Controller

Gemma Nicol – Account Controller