

AILSA PATTER

Ailsa Care Services— Monthly Newsletter

In this issue:

- Welcome
- Employee of the Month
- Current Vacancies
- Foodbank
- Deadly Sins
- Do you know?
- Who are we?

WELCOME

Welcome to the September 2018 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



**Stephen Scott
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 last year, in which the winner receives a gift voucher. This months winner is Stephen Scott. He has worked with Ailsa Care since December 2009 and has been an extremely loyal employee.

Nominated for:

“Stephen is very considerate when it comes to a wide range of clientele and their needs.”

“Very hard worker”

“Stephen always finds points of common when it comes to different clients.”

Well done Stephen for all your hard work!

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)
- On Call Responders—Renfrewshire
- On Call Responders—Glasgow
- Glasgow Supervisor—Renfrewshire Office
- Renfrewshire Supervisor—Renfrewshire Office

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

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Ailsa Care Services– Monthly

Collecting for Food Banks.

Ailsa Care have decided to do a collection for Renfrewshire Foodbank run by The Trussell Trust over the next few weeks. We will be doing our collection throughout October.



If you would like to donate please drop your donation off to the Ailsa Care Renfrewshire Office. We would love for everyone to get involved. All donations are welcome no matter how big or how small, everything is appreciated.

1 in 5 of the UK population live below the poverty line and require the help from local foodbanks. Food parcels that foodbanks provide are made up of nutritionally balanced, non-perishable tinned and dried foods. We're always first to think that the first thing we should donate is food, but foodbanks provide essential non-food items as well. Toiletries and hygiene products are also extremely important.

If you wish to donate, but are unable to drop your donation off at the Renfrew office you can find locations near you by visiting:

Glasgow— www.glasgowse.foodbank.org.uk/locations

Falkirk— www.falkirk.foodbank.org.uk/locations

What Can We Donate?

Food Products.

A typical food parcel includes:

- Cereal
- Soup
- Pasta
- Rice
- Tinned tomatoes/ pasta sauce
- Lentils, beans and pulses
- Tinned meat
- Tinned vegetables
- Tea/coffee
- Tinned fruit
- Biscuits
- UHT milk
- Fruit juice

What they often run out of:

- UHT Milk
- Juice
- Tomatoes
- Potatoes
- Sugar

What they have plenty of:

- Pasta
- Beans
- Soup

Non-Food Products.

Toiletries:

- Deodorant
- Toilet paper
- Shower gel
- Shaving gel
- Shampoo
- Soap
- Toothbrushes
- Tooth paste
- Hand wipes

Baby supplies:

- Nappies
- Baby wipes
- Baby food.

Household items:

- Laundry liquid detergent
- Laundry powder
- Washing up liquid

Feminine products:

- Sanitary towels
- Tampons

Extras.

- Good quality clothes, shoes, belts, bags, hats and jewellery
- Good quality bric-a-brac
- Books, DVDs and CDs
- Toys, puzzles and games.

AILSA PATTER

Ailsa Care Services– Monthly Newsletter

Deadly Sins—Wrath Communication and Absence Reporting.



All staff must ensure you're communicating clearly with your line manager and that you always follow the correct procedures if in the event you are absent.

We have a duty of care to our clients and must ensure that they receive their visits each day, by reporting your absence correctly it ensures that we have adequate time to cover each client.

Absence Reporting.

- You must contact Ailsa Care as soon as possible in regards to absence on either 01418863100 or 07703611444.
- Text messages and/or emails will NOT be accepted as notification of absence, you must phone.
- If you are absent you are responsible for updating your manager of your sickness on a daily basis BEFORE 10am.

Availability and Rotas.

- If you change your availability you should email your manager and your request will be reviewed. You are required to fill in a change in availability form.
- Rotas are completed 3pm Friday. Rotas are sent out via email or post on Friday afternoon.

Holidays.

- For 1 day of Annual Leave requests should be submitted with at least 2 weeks notice.
- For 2+ days requests should be submitted with at least 4 weeks notice.
- Forms can be requested from the office and should be completed and returned as soon as possible. You will be contacted with the outcome to your request.

Uniform.

Appropriate uniform should be worn at all times.

- Black or navy trousers
- Black comfortable shoes
- ID badges MUST be on display at all times.

Uniform should be clean and ironed. Long hair must be tied back.

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Ailsa Care Services– Monthly Newsletter

Do You Know?

Do you know when you need to register with the SSSC?



If you were employed with Ailsa Care before 2nd October 2017, you are not required to be registered until 2020. Your line manager will liaise with you in regards to timescales of when you should begin your registration.

If you have commenced employment since 3rd October 2017, you are required to be registered with the SSSC within six months of employment. As the registration process can take up to 60 days, you should ensure that you begin the registration process at the beginning of your employment.

Do you know how to register with the SSSC?

You should register with the SSSC using their online registration form. It is crucial that you fill this in accurately. When asked on the registration form if you would like to be on more than one part of the register, you should tick yes and select Combination 5 for Care at Home and Housing Support. If you do not have internet access at home, please arrange with your line manager to use the designated laptop in the office.

Do you know who endorses the applications?

Natalie Paterson (Compliance Manager) can endorse SSSC applications.

Do you know what happens after your application is endorsed?

Once your application is endorsed, you will be notified and will be required to pay the registration fee. Once you have paid the registration fee, your application will then be processed by the SSSC.

Do you know what happens once you get registered?

Depending on your qualifications, the SSSC may put a condition on your registration that you must obtain a specific qualification within a specific timescale. Ailsa Care will support you to access qualification and external funding, where applicable.

Any questions please contact your line manager.

AILSA PATTTER

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Who are we?

Ailsa Care Services have been adding to the team over the past few months with the new management structure and with a few members of the teams moving elsewhere.



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
- Natalie Paterson– Compliance Manager
- Erin McDonald – Trainee Assistant Manager
- Angela Kerr - Trainee Assistant Manager
- Amanda Thornton—Supervisor
- Jennifer Chitsaka—Supervisor
- Jade Staniforth – Compliance Officer
- Alan Callaghan – Finance Administrator
- Abbi Easton — Administration Assistant

Division Contact Number: 0141 886 3100

Falkirk and Stirling:

- Nadinne Maitland—Service Manager
- Lynette Scott—Trainee Assistant Manager
- Jasmine Crawford—Supervisor
- Kirsty Wilson—Supervisor

Division Contact Number: 01324 230111

Response:

- Karly Stewart—Office Manager
- Courtney Tennant—Senior Coordinator
- Susan Sangster—Resource
- Robyn Laidlaw—Account Controller

Division Contact Number: 0141 428 3008