



THE COMPLETE GROUP NEWS BULLETIN

July 2006

Staff News

We would like to wish two of our Independent Living Managers Gemma Brown and Katie Robinson all the best as they start their maternity leave.

Congratulations to Michelle Powney, Kate Pearson and David Hughes who have been appointed Independent Living Managers – we wish them well in their new roles.

Congratulations to Darren Jones and his wife who have had a baby boy. We also wish all our expectant parents best wishes as they await the new arrivals.

If you have any news that you would like to share, please contact Anita Joslin at Head Office.

Rotas

First of all from Dave Joslin, thank you to everyone in understanding the needs to move forward using the bookings list. The attention to detail is paramount to ensure we have accurate information at all times and this will speed up the process of timesheets and provide information for the on call emergency service.

I would like to introduce Janet Battersby and Michelle Lowe to the department. This will now make up a complete team consisting of - Carmen Tamayo, Yvonne Reece, Janet Battersby, Michelle Lowe, Michael Simms, Dave Joslin - Rota Project Manager, and myself. And not forgetting the Rapid Response team who are the silent workers who help out at the last minute - Sandra Fenton, Pauline Perry, Fedile Dlamini and Sheila Stewart.

Louise Profetto
Rota Manager

Recruitment

WHY NOT RECOMMEND A FRIEND TO CPA!!!

We are currently recruiting for hourly and live-in vacancies nationwide. Complete's policy is to recruit in the UK and Overseas. **DON'T FORGET!!!** that the Complete Group offer a **£500** incentive for every successful candidate recommended.

Our recent combined trip to Belarus and Lithuania proved to be very productive. We are therefore in the process of planning another trip at the end of this month. Serena Easy (Mobile Recruiter) and Dave Peatroy (Independent Living Manager) have just returned from a trip to Prague, which has been just as successful as previous visits.

Sarah Mullinder
Recruitment Manager

Training

Dates for July:

- 3rd – 7th** Combined Overseas & UK Induction
- 10th** High Dependency
- 11th – 14th** UK Induction
- 18th** First Aid Updates
- 24th – 28th** Overseas Induction

In our last issue we stated that general brain injury training sessions were no longer taking place, however we are pleased to announce that our team of specialists will be offering basic information on the Induction Course and then offer specific training for packages. Please contact Harvey Kynaston for further information.



Personnel

The HR department will be issuing all employees with new contracts soon; this is to meet our obligations with regards to new legislation etc. It will not affect continuity of employment in terms of length of service. I will be writing to everyone individually before the contracts are issued.

I have to bring up the perennial vexed issue of nails again. It seems that some employees feel it is ok to flout Company procedures with regard to this; I want to advise all concerned that if you have been asked to cut your nails as per Company requirement and you fail to do this, it WILL lead to disciplinary action. I am requesting all Independent Living Managers, Complex Care Managers, Nurses and M&H Advisors to make this a priority when they are visiting clients. They will monitor and feed back to the Senior Team where there are clear breaches of Company policy. Any refusal to comply will not be tolerated.

Can we also remind all PAs about footwear. Comfortable, closed toes shoes should be worn, eg. trainers. Flip flops and sandals are not acceptable.

Sharon Withers
Personnel Officer

International Driving Licence

If any international staff have been in the UK for over 12 months and are driving, can we please remind you to apply for UK driving licences. International licences are only valid for 12 months from date of entry into the UK. Application forms can be obtained from the Post Office.

Office Inductions

Office Inductions are available for any new Complex Care Managers, Independent Living Managers and Care Co-ordinators. These provide the opportunity to meet office staff and find out about the paperwork and administration requirements. If you would like to request an Office Induction this must be done either by email or in writing to the Training Department at least one week before the induction date. Dates for the remainder of this year are:

5th July 2006
26th July 2006
16th August 2006
6th September 2006
27th September 2006
18th October 2006
8th November 2006
29th November 2006
13th December 2006

Vikki Penny
Training Administrator

Contact Details

The Complete Group
Grosvenor House, Central Park, Telford,
Shropshire, TF2 9TW

Tel: 01952 293449
Fax: 01952 293191
Email: enquiries@compleategroup.co.uk
Web: www.compleategroup.co.uk