

Dear Carer

You are now booked to come to the best carer training course in the country, we look forward to seeing you.

Please find below, a list of things to bring, and instructions on how to reach Christies Care.

Why are you coming on the training course?

- So that you can learn how to be the best carer possible. Also, you can learn about Christies Care, how we operate, and whether this is indeed the place for you, in the future. We are confident that you will enjoy it, and your future career with us.
- Also, so we can learn about you, how good a carer you are likely to be and whether Christies Care is indeed the place for you. We are confident that you will be a success but we do want to get to know you better, to be sure.



What you MUST bring:

Documents

- **Important documents you MUST bring. All documents MUST be originals and all DBS documents MUST be in the same name.**
- **We have to apply for an Enhanced Disclosure from the DBS for you.**
- You **must** bring the DBS I.D. documents with you. Your covering email we sent tells you which documents you need. If you have lost this, please contact the team who will remind you.
- The cost of applying for an Enhanced disclosure is currently **£50.00**.
- **If you already have a DBS which is registered with the DBS Update Service, please make sure you bring the original with you, as we will need to see this for our records.**
- **If you are travelling from overseas, please ensure that you also bring the police check from your country and an official translation (if required).**
- Right to work documents (such as UK/EU Passport, Ancestry Visa or Indefinite leave to remain, UK Driving licence or provisional and original birth certificate for the UK.)
- Driving Licence (If you have an international driving permit you **must** bring your current driving licence as well)
- Police Check (if applicable) and official translation.
- Marriage Certificates/Divorce decrees/Change of Name Deed Polls to support any different names across documents.
- Any other documents outlined in your covering email.
- Any care work related certificates you have obtained i.e. NVQ gained in Health and Social Care

Equipment

- **Mobile Phone** You must have a mobile phone, with a UK telephone number. You can't buy mobiles in Saxmundham but the two supermarkets do sell SIM cards. If you contact existing carers on our carer's Facebook page (<https://www.facebook.com/carersatchristiescare>) they will be able to give you advice on the best deals.
- **Tablet or Laptop** You will need to bring a Wi-Fi enabled tablet or laptop for your training. They are also very useful while at work for entertainment and further training. Almost all of our clients have Wi-Fi.

Clothing

- The way carers look when first meeting the client will be the biggest impression they make on them.
- Personal appearance should be acceptable, pleasing and give a professional impression to the client. Flat soled shoes, full skirts or trousers, and smart comfortable practical shirts, jumpers or blouses should be worn. Jewellery should be kept to a minimum. Large rings and earrings can be dangerous and should not be worn whilst working. Long hair should also be tied back neatly. Body and face jewellery (including microdermal implants) should also not be worn whilst training and working and tattoos should be covered up
- Remember that the UK is a temperate climate, and the weather can change from sunny and calm in the morning to freezing and raining in the afternoon.
- Also, please remember that you are going to be working with other people and so your appearance should fit into *their* life-style. It may be useful therefore to have a pair of slippers for inside (some people don't like shoes to be worn inside).

Luggage

- Not too much! You are going to be travelling throughout the UK by train, so don't take more than you need. You can store luggage here at the guest house if you want.

Money

- You will need to bring enough money to support yourself during the training course (we provide bed and breakfast but you will have to buy the rest of your meals). Plus you will need enough money for travel to your first client, and enough to keep you, should things go wrong.

Travel Insurance

- It is a good idea to take out travel insurance if you are not a UK resident.

Opening a Bank Account in the UK

- You will need a UK bank account. Our team will help you to open one if you don't have one already.

When to come and an overview of the training

- Christies Care offers an in-house 2 week induction training course which runs consecutively throughout the year. The training is free and is located at our head office in Saxmundham, Suffolk. The first 6 days include training in Medication, Personal Care, Manual Handling, End of Life Care and various other subjects required in your role. The second week you get specialised training in Dementia, Learning Disabilities and First Aid. You would have to complete 3 tests on Food Hygiene, Medication and Manual Handling which all have to be passed by 75%. You will also need to complete the practical side of the training to our standards. Your training will not be continued if

you fail any of these tests or the practical aspects so it is recommended to have a backup plan. You will be given reading material once you are booked for training to help you study for the tests. Two workbooks will be given to you during induction training one being for Learning Disabilities, the other would be Dementia which are part of your Care Certificate.

- The first week of your training (including medication and moving and handling) will be from **Monday – Saturday** (though please be aware that our training takes place on a **Tuesday – Saturday** following a Bank Holiday). There is no training on the Sunday, however you will need to stay at our guesthouse as you must contribute to group work over the weekend.
- The second week consists of specialised training on Dementia, First Aid and Learning Disabilities and will run from **Monday – Friday**. Your training will end on Friday of week two no later than **5.30pm**. You will be given a detailed timetable when you arrive.
- You will also be monitored for your interaction, attitude and behaviour during induction training. If we feel that you do not meet the standards to become a carer, then we have the right to terminate your training.
- Please note if you decide not to work for us after completing our 2 week course, we reserve the right in some circumstances to recover our costs at a rate of £2500.

The Work

- This is a live in care role so you are expected to live in the clients home for 24 hours a day, 7 days a week for a minimum of 2-4 weeks at a time. We do try and allocate you at least 2 hours off a day, but this is not always guaranteed. You are required to be flexible to travel anywhere in the UK, to work with all client conditions and both genders in order for you to be successful and have frequent introductions.
- Your bookings will be from Wednesday to Wednesday, meaning you will always start an introduction on a Wednesday and leave on a Wednesday. It is not recommended to book any travel arrangements or appointments on these days as you must be covered by a carer before you leave your clients to move onto your next booking or before you have time off as it is important the incoming carer receives a good handover from you. It is also important to be punctual and have good timekeeping skills as if you are late to a booking, you would then cause delays to the carer you are replacing and all carers after that arriving to their clients/going to off on time due to your lateness.
- You will be working on either a self-employed or employed basis. This means you could have to deal with your own National Insurance and Tax contributions but our accounts team will give more information on this once here on training. You would get paid weekly by your clients and the wages would range from £500 - £700 per week. Christies Care is an agency so we can never guarantee work. It is your responsibility to let us know your availability and we will try and offer you work for these weeks. If you do not have a National Insurance Number, you will be provided with a letter at the end of your induction training to help assist you with obtaining one. You should aim to get your National Insurance number as soon as possible.

Arrival

- You will arrive on the Sunday before the training course (or the Monday if there is a Bank Holiday). You will get room codes by email or text. If you do not receive these you must let us know by 5pm on the Friday prior to your training
- We look forward to meeting you on the first day of your training where a member of staff will greet you in the Guest House kitchen.

How to get here

- **By train from London Liverpool Street Station to Saxmundham:** Train is the fastest way to get to Saxmundham, from London Liverpool Street. Take the Norwich-bound train and change at Ipswich onto the Lowestoft line, and get off at Saxmundham. Please look on www.nationalrail.co.uk for up to date train times and costs. Advanced fares are much cheaper than buying a ticket on the day. You can buy advanced and off-peak fares via the national rail website. You can also apply for a Network Rail Card and save up to a third on railway prices in a particular area. Find out more here: www.network-railcard.co.uk/about-the-railcard/the-benefits/
- **By coach:** Coach is cheaper than the train. However the National Express coaches stop at Ipswich Train Station, so from there you need to take a train from Ipswich to Saxmundham. More information can be found here: www.nationalexpress.com
- **By Car:** We have free car parking at the guesthouse. Put IP17 1AL into your satnav and it will direct you to Street Farm Road. Christies Care is at the bottom of Street Farm Road on the left hand side.

Accommodation during the training course

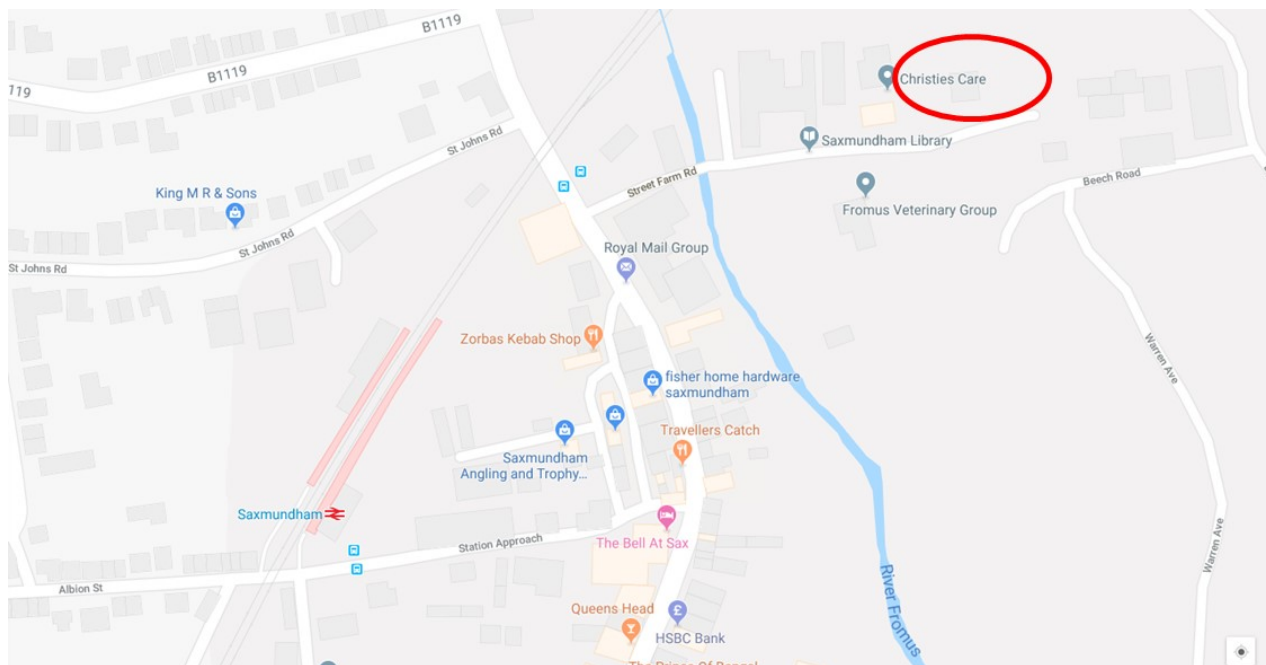
- We give everyone here on the training course free bed and breakfast in our purpose-built accommodation blocks. The guesthouse has full kitchen facilities, so you can cook. Some carers like to club together to cook meals, others like to cook alone, it is up to you.
- No staff are at the guesthouse at night, so you are responsible for your own security. It is up to you to be sure that the guesthouse doors are locked. If someone has a reservation in our Guesthouse, they will have been given the code to enter the building. If you notice anything suspicious, please ask to see their Christies Care ID card.

Directions from Saxmundham Railway Station to Christies Care Training Centre and Offices

- When you arrive at Saxmundham station, turn left to cross the tracks, walk past the station car park (behind the station building) and follow the road down. At the end of this road, you should reach the Market Place and on the corner you will see a café. Walk down the road between the shops. When you get to the end of this road look left, you will then see a railway bridge ahead. Walk towards the bridge and then take the last road on the right before you reach it– this is Street Farm Road. Continue down this road until you get to the last building on the left (Brook House). This is one of our accommodation blocks. If you turn left past Brook House you will see the Training Centre/ Guesthouse at the end of road.

More advice on getting here

The best source of advice on how to get here and what to pack is our existing carers. Ask them on <https://www.facebook.com/carersatchristiescare>



Christies Care Training Centre

Rose House
Street Farm Road
Saxmundham
Suffolk
IP17 1AL