

Dear Carer

You are now booked to come to the best carer training course in the country!

This document will tell you everything you need to know about our induction training.

What is covered:

- Documents to bring
- Equipment
- Clothing
- Luggage
- Money
- Travel Insurance
- Opening a UK bank account
- Overview of training – what to expect
- The role of a live in carer
- Accommodation and facilities
- How to arrive



Please have a good read through, if you have any questions please do not hesitate to contact us.

Have a safe journey here, we look forward to meeting you.

Documents to bring:

- You **must** bring the DBS I.D. documents with you. Your confirmation of induction email we sent tells you which documents you need. If you have lost this, please contact the team who will remind you.
- **Important documents you MUST bring. All documents MUST be originals and all DBS documents MUST be in the same name.**
- **If you do not bring the original documents we have asked, it could lead to termination of your training.**
- We need to see these original documents in order for us to submit your Enhanced DBS.
- The cost of applying for an Enhanced disclosure is currently **£46.00**. (this can be paid via cash or card)
- **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).**

Equipment

- **SIM Cards/ UK Telephone Number** – If you have travelled from overseas, you will need to obtain a UK telephone number. It is not essential for you to have this prior to your training, but you will be required to obtain one whilst you are here – this is because we need to have this information in order to contact you during your training and afterwards whilst you are out at work.

In order to obtain a UK number, you will need to purchase a SIM Card. These can be purchased from Martin's (newsagents) located in the Market Place and also Tesco.

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.

- You will need to bring a Wi-Fi enabled device for your training. If you have a laptop or tablet please do bring them along. They are also very useful while at work for entertainment and further training.

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. (but please be comfortable in what you are wearing!)
- During your training and whilst with your client:
 - Flat soled shoes, full skirts or trousers, 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 lifestyle. 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 need to.

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 to 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.
- We strongly recommend looking into some online banking options, if you follow the below link and look for the one that suits you the most.
<https://www.which.co.uk/money/banking/bank-accounts/challenger-and-mobile-banks-aj0mj7w688r5>
- Please let us know ASAP if you have been unable to open a UK bank account and we will assist. We will look at arranging an appointment for you at our local HSBC branch (Due to Covid-19 appointments are very limited)
- If the online bank requires a letter showing your UK address in order to open an account, please let us know and we will send this to you. If you do not have a UK base address to use, you are able to use our address.

Overview of the training

- You will be given a detailed timetable when you arrive.
- You will 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 course, we reserve the right in some circumstances to recover our costs at a rate of £2500. (Depending on the situation)
- Christies Care offers an in-house induction training course which runs consecutively throughout the year. The training is free and is located at our head office in Saxmundham, Suffolk. The training includes: Medication, Personal Care, Manual Handling, End of Life Care, Specialised training in Dementia, Learning Disabilities, First Aid and various other subjects required in your role.
- 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 is part of your Care Certificate.
- During your Manual Handling practical training you will be required to be in a kneeling position (like a traditional proposal position) and go from standing to this position and vice versa without using any support around you. If you feel you would not be able to do this please let us know before you arrive as this will lead to termination of your induction training.

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 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.
- You will be caring for a variety of clients with a range of different care needs. We are unable to guarantee companionship roles only, please be prepared to be flexible and adaptable with your clients. The induction training will teach you absolutely everything you need to know and if you are ever unsure of anything whilst you are with your client, the training team will be happy to talk you through it over the phone. Please remember you are never alone – there is always somebody to call at Christies Care should you need any help.
- 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 at 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 - £800 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 (<http://www.gov.uk/apply-national-insurance-number>)

Accommodation during the training course

- We give everyone here on the training course free bed and breakfast in our purpose-built accommodation blocks. (bed and breakfast includes bread, cereals, milk and fruit)
- 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.
- We ask you to label your food in the fridge or on the side (labels are provided)
- There are shared bathroom facilities (separate for male and females)
- There is a laundry room which is left unlocked free of charge to use. Housekeeping ask that you use this during afternoons or weekends due to the noise. There are detergents along with everything you need in the room, including access to a tumble dryer.
- There are also irons and ironing boards available for you to use.
- Housekeeping will come and talk to you to explain all of this and answer any questions you have.
- 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.
- Due to limited amounts of on site accommodation, you may be staying elsewhere during your induction training. Transport to and from induction training will be arranged at no cost to yourself. If this is the case, you will have been advised of all the details prior to you reading this, if you are unsure of anything regarding your accommodation please let us know.

Arrival

- You will arrive on the Sunday, before the training course, you will be able to access your room from 3pm. 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.
- Please feel free to help your self to hot drinks when you arrive.

(If you have extra accommodation booked prior to induction then the Sunday arrival will not apply to you)

How to get here

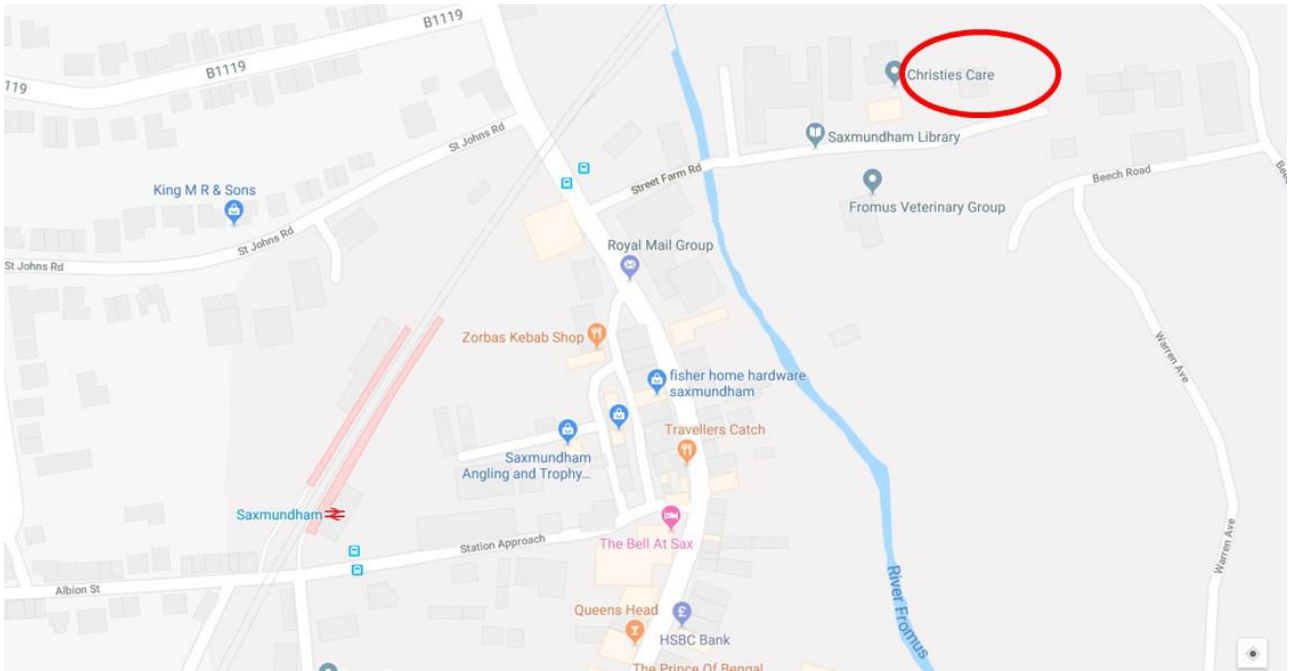
- **By train from London Liverpool Street Station to Saxmundham:** Train is the fastest way to get to Saxmundham, from London Liverpool Street. Take the Norwich-bound train and change at Ipswich onto the Lowestoft line, and get off at Saxmundham. Please look on www.nationalrail.co.uk for up to date train 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.

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 the 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