



Carelink

Issue 10



Welcome to the latest edition of the Careline newsletter. In this issue we'll be updating you on the Careline Manifesto, reporting on our Team Building Day, taking a look at some of the other local services we liaise with, as well as all the usual features and puzzles.

STAFF FOCUS - AN APOLOGY

Last time we focused on three of our part-time staff, and managed to give one of them the wrong name. Michelle Evans is really Michelle Ellis. Our apologies to Michelle. This issue's Staff Focus is on Page 3.



The real Michelle Ellis

ANNUAL REPORT

This issue features an addition in the form of Careline's Annual Report for 2004/2005. This is a shortened version of the Report.

Anyone wishing to see the full version, please contact us via any of the ways listed on Page 4.

OUTSIDE AGENCIES

From time to time, Careline finds itself in need of a little "outside assistance". Over the next few issues we'll be looking at some of the other agencies and groups we liaise with. This time round we're looking at the Citizens Advice Bureaux.

For some clients, paying for our service can be a bit of a struggle. In these cases, we contact the Citizens Advice Bureau and arrange for them to run a benefits check on the person concerned. This can often mean someone receiving a benefit or entitlement they were previously unaware of, and being able to continue to have a Careline alarm.

Also, if someone is unsure about an issue concerning pensions, or benefits, or their legal rights, we can put them in touch with their local Citizens Advice Bureau.

And if the CAB is unable to deal with the issue themselves, they'll "know a man who can".

COMPETITION

Last issue we asked you to spot the two famous people who had been born abroad. We needed to be more exact as it turned out, as there were actually *three* famous foreigners in the list. The two we were looking for were Hawley Crippen (born in the US) and Vivien Leigh (born in India). But as some of you were aware, Oscar Wilde also counted as he was born in Eire, which isn't part of the UK.

Despite this, several of you got one of the three, but there wasn't anyone who got two out of the three. As a result, it's a rollover and the prize is doubled. So this issue you can win a £20 voucher for the store of your choice.

This time we have a word search puzzle for you. To be in with a chance of winning, all you have to do is find the Essex towns in the list, then from the letters which haven't been used, work out the names of two more Essex towns. Answers need to reach us by the end of December 2005.

M	D	T	K	C	O	T	S	R	Y
A	N	D	L	O	I	O	R	E	Y
H	S	G	N	L	T	A	L	E	B
D	Y	H	B	D	G	K	S	R	E
L	A	U	D	N	C	M	A	H	I
E	R	M	O	O	A	I	A	W	N
Y	G	A	H	R	N	R	U	H	O
T	H	R	A	T	L	B	T	E	D
A	G	D	R	O	Y	A	M	G	G
E	I	E	W	N	E	S	N	D	N
R	E	N	I	H	A	I	O	E	I
G	L	A	C	E	P	L	D	T	H
T	Y	S	H	P	A	D	L	X	S
S	A	H	E	O	N	O	A	O	A
T	R	O	P	W	E	N	M	B	G

- | | |
|---------------|-------------|
| Ashdon | Hockley |
| Ashingdon | Maldon |
| Basildon | Marden Ash |
| Boxted | Newport |
| Braintree | Old / Heath |
| Cold Norton | Ongar |
| Epping | Ramsey |
| Grays | Rayleigh |
| Great Yeldham | St Osyth |
| Harlow | Stock |
| Harwich | Tilbury |

QUESTION AND ANSWER

Why does someone from Careline visit us when we've just tested our pendants?

This is good old Coincidence at work. Our visits are to check the

actual alarm, and to update our records (health details, key holder details etc.). With the monthly pendant testing, it's always going to happen that someone will get a visit in the same week they've tested, and sometimes, the very next day! But both are equally important in ensuring clients get the best response possible in an emergency.

STAFF FOCUS

In this issue, the spotlight falls on one of our relief staff, Julie Bowry.



Julie has been with us since December 2003, and is one of a dozen members of staff who are able to work, often at short notice, and help cover sickness, holidays etc.

When she's not helping us out, Julie likes gardening and cooking, and she is currently renovating both her home here and a place in France.

CUSTOMER FOCUS GROUP – WE STILL NEED YOU!

Yet another reminder about the Customer Focus Group. For further information, please contact either Frances Barbour or Nigel Burris (see Page 4 for contact details).

TEAM BUILDING DAY

On June 9 2005, fourteen plucky, if not downright mad, Careline staff, went to Stubbers Adventure Centre in Upminster for a Team Building Day. They took part in abseiling, and also braved the Challenge course. And while, by the end, some staff looked a bit more flushed than usual, the initial cries of “I can't do that!” soon gave way to “Well, that was easy!”.



And as everyone enjoyed it so much, we're going to make it an annual event.

CARELINE MANIFESTO

As we reported last issue, we are preparing a list of Do's and Don't's that relate to the service e.g. we *will* contact district nurses/we *won't* come round to close a window.

This will be included in our Information Packs for new clients, and will be given to existing clients when we next visit them.

THE QUIZ

Here are this issue's brain teasers. Answers next issue.

- Q1 What is a jacinth?
- Q2 Where is your clavicle?
- Q3 How many letters in the Greek alphabet?
- Q4 How many fluid ounces in a pint?
- Q5 Who wrote *Brighton Rock*?
- Q6 Hydrophobia is a fear of...?
- Q7 Where is Kathmandu?
- Q8 What colour is an azalea?
- Q9 Who was Frances Gumm?
- Q10 What is kohlrabi?

Last issue's answers:

- 1. Young Women's Christian Association.
- 2. Canada.
- 3. Four.
- 4. A poem or song.
- 5. Cliff

Richard. 6. No one – there wasn't a George VII. 7. High fashion. 8. To catch food. 9. A woman (it's a handbag). 10. Fencing.

THE NEWSLETTER

If there is anything you would like to see included in the newsletter – jokes, poems, articles on specific subjects, more pictures – please let us know via the ways listed below. Maybe you'd like to contribute something. If so, contact us via any of the ways listed below.

Any views, comments and/or suggestions are always welcome.

CONTACT US

You can get in touch with us by either phoning on 01268 418656 or 01268 294438, or by e-mail to: careline@basildon.gov.uk

Or write to us at:

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That's all for now!