

**Christies
Care**

Est. 1987

Living independently at home

YOUR 14 WEEK PACKAGE

You may take up this welcome pack at a cost of £55.00, paying by cash or card.

Your 14 Week Package Includes:

A Guarantee of Earnings

Our support and guidance service, especially over your first weeks

Post Forwarding

This service is provided to our active carers who do not have a UK base address, and is included in the 'package' free of charge for the first 14 weeks, after induction training, and up to a maximum of £3.45 per item. You will be charged the difference for any item of post that costs over £3.45 to send. After 14 weeks you will be expected to telephone the Accounts Department, the Post Forwarding Department or your Carer Support Team if you wish to subscribe to the post forwarding service. If you leave Christies your post will no longer be forwarded on, regardless of if payment had already been received.

Covering the cost of accommodation (terms and conditions apply)

We will cover the cost of your accommodation if you are available to work, have taken your due weeks off and we have not been able to find you work.

6 months of Carer Insurance

Personal accident and illness

Free Luggage Storage

We are able to store luggage for a limited amount of time and subject to availability should you need to do so. Please speak to your Support Team for terms and conditions.

A document case

For keeping your Christies Care paperwork in.

14 WEEK PACKAGE

THE FOURTEEN-WEEK EARNINGS AND STANDBY ACCOMMODATION GUARANTEE FOR ALL CARERS

The aim of this double guarantee is to secure you a sufficient number of weeks of introductions over the 14 week period to ensure that you will earn a guaranteed figure of £6,000.00 (subject to the terms and conditions set out below) and covers the cost of accommodation providing you are available to work and we have been unable to offer you a suitable introduction.

There are conditions attached to these guarantees. Please read them carefully to make sure you understand them. Please note also that this is a guarantee: not our expectation of how much you will earn. We believe you will be able to do better than we indicate. This guarantee is just what it says: a promise to make sure we can introduce you to clients for the right number of weeks for you to earn the guaranteed figure, if you comply with the following terms and conditions.

Terms and conditions for complying with the Christies Care guarantee of earnings

1. The period of guarantee is fourteen weeks up to the end of the **fourteenth** working week (WEDNESDAY TO WEDNESDAY) after completion of your training with Christies Care.
2. If there is a delay in getting your DBS clearance, your guarantee period will start from the Wednesday following receipt of the DBS clearance by us.
3. We will provide you with sufficient weeks of work for you to earn the guaranteed figure of £6,000.00 during the fourteen week period.
4. You are available for work for twelve weeks of the of the fourteen weeks period, if necessary including part weeks. Two weeks may be taken as "off" in the fourteen week period without penalty. If you choose to take more than two weeks off the guaranteed figure will be reduced by one twelfth for every extra week taken as "off". "Off" dates must be agreed with Christies Care in advance and we may also tell you which weeks you have to take off. You will be responsible for your own accommodation costs during "off" time.
5. If you turn down work with a client it will reduce the guaranteed figure by one twelfth for each week you refuse.
6. You must pass all tests of competence to a minimum standard of 75% or above whilst on induction training, including Moving and Handling theory and practical, Medication and Food Hygiene.
7. Weeks taken as sick during the fourteen week period will not count and the guaranteed figure will be reduced by one twelfth for each week taken as sick.
8. You are a success with clients for whom we consider you to be suited.
9. You must be prepared to work for a part-week if we ask you to. We expect you to be available at short notice for the week we ring you about, if you are not booked to a client.

How does the guarantee work?

- When you successfully complete your training and pass all relevant checks, we agree that you are eligible for the guarantee.
- If, after fourteen weeks (by which we mean the end of the fourteenth week starting the first Wednesday after your eligibility starts, usually the week after you complete training), you have not earned the guaranteed figure, you can submit a claim for the balance due.
- The guaranteed figure is $12 \times £500 = £6,000.00$ (subject to any reductions for weeks taken off as sick or for refused bookings etc., as set out above.)
- Provided you have fulfilled the requirements [4-8] above, we will give you free accommodation until we find you a suitable introduction.

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The Standby Accommodation Guarantee

We offer free accommodation for any week or part-week during the guarantee period when you are not taking an agreed week off, and we have not been able to offer you a suitable introduction through no fault of your own.

Terms and conditions relating to the accommodation:

Location of Accommodation

The accommodation is likely to be in Saxmundham but can be in other parts of the country (at our choice) but no further away from where you are than Saxmundham. If you are offered accommodation in another part of the country other than Saxmundham, Christies Care will only pay up to a maximum of £40 per night.

Alternative Accommodation

We reserve the right to offer you free accommodation by asking you to go to one of our clients who likes having a second carer for a short time. This should be an advantage for you, as your food costs would be paid, although you would have to do some work, helping the resident carer.

Restrictions on Offer

We are not responsible for your food costs. We are not responsible for your travel costs. Also, a part-week must be for more than two days. If you are without work for a period of 48 hours or less – say you finish with a client on a Wednesday and you are not needed until the Friday – the free accommodation offer is not applicable.

Standby Clause

While enjoying your free accommodation, you must be ready to go and work for any client Christies Care offers you. You must be available by voice or text message to your mobile telephone, or by another agreed method. You are not earning money for this week and our objective is to try and find you a client. Therefore, you must be available. If you are offered a suitable client and refuse, your free standby accommodation comes to an end and you will be charged a market rate for it.

Dismissal or Suspension

If you are without work as a result of dismissal by a client or because we are unable to introduce you to other clients as a result of an allegation, we will do our best to resolve the issue which has caused your dismissal or referral, but we reserve the right for you to stay out of work until the issue has been resolved. During this period, as you will not be at work through fault of your own you will not be eligible for free accommodation. You will not have the opportunity to earn money through Christies Care while you are unable to be introduced to clients.

14 WEEK PACKAGE

Our support and guidance service

Once you are trained by us, you are a care professional, registered as self-employed and ready to be introduced to a suitable client. However, we know that a carer can feel uncertain when starting caring for the first time, or with a new client. With the package, we offer you our support and guidance service.

With over 25 years of experience, we can be useful to you in lots and lots of ways:

- We want to be useful.
- We want you to enjoy your work more, to do a better job, to be more successful.
- Let's make it clear what we will NOT do. We won't tell you how to do your job. We won't try to manage, control or supervise you in any way.
- But we will ring you during your first few assignments, to help you through the difficult parts of your work – those are the bits around anxiety, loneliness, ...
- We will offer hints and guidance.
- And, we are on hand. So, please ring us if you want more support.

I wish to enrol in the 14 Week Guarantee

Name: _____

(Applicant)

Signature: _____

(Applicant)

Date: _____

Name: _____

(Christies' Care representative)

Signature: _____

(Christies' Care representative)

Date: _____

14 week Package

Claim form

Name:

Carer Number:

As stated in the 14 week package, the guaranteed figure for the package is: £6,000.00. This equates to 12 weeks of work at £500. The package commences from the first Wednesday following the completion of your induction training.

Please complete the table below giving details for each week of the 14 week period, for example which client you were with or off time, sick etc. Please include your calculation of monies owed.

Week	W/C Date	Client (name)/off/available/sick	Recommended fee/wage (£)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
		TOTAL:	

Further Information:

We aim have a response to your claim within 14 working days.