

PC07 - Employee Handbook



**Employee Handbook
Welcome to**

Tel: 08448247788

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Introduction

Welcome to . We are extremely proud of our organisation and the team we have assembled to service and promote our business. It is fully understood and readily accepted, that our staff are a most valuable asset and the key means by which we can achieve our goals of growth, profitability and ongoing success.

In order for us to continue providing our customers with the highest quality standards of service and best value for money, it is essential that we all share a common philosophy in the way we approach and perform our individual and collective duties and responsibilities.

We will ask nothing of you that we would not ask of any member of staff, that being; loyalty, honesty, commitment to high quality of service provision and hard work. Each of us has an important part to play and all of us are reliant upon one another making a full contribution, towards generating a harmonious and efficient working environment.

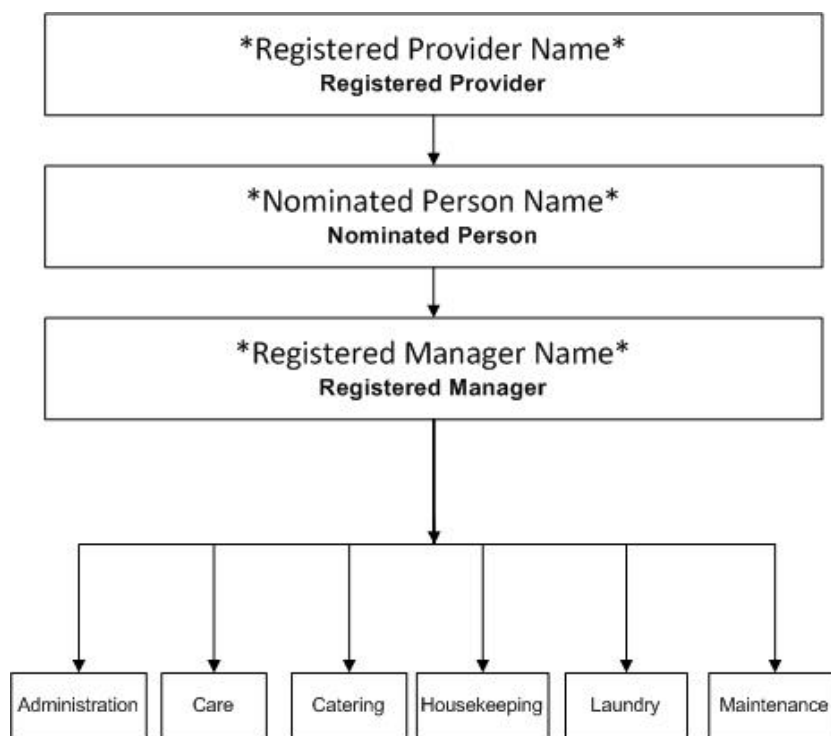
We set out in this handbook, the policies and procedures, by which we have attained our present status and with which we will seek to pursue our commitment to maximise and develop the potential of all our staff, whilst maintaining lasting and mutually beneficial working relationships.

We sincerely hope that you will enjoy a long and fruitful career with us. Please read this handbook carefully and address any queries that you might have to Registered Manager.

Our Background

Wellbeing Residential started in the winter of 2005, and has developed 3 residential sites with an accompanying home care service in Lincolnshire and Manchester

Our Organisation Chart



You, Your Contribution and Our Promise to You

You, as part of the care team, are a key member of our organisation. It is through your commitment and expertise that vulnerable people can continue their life with the maximum of dignity and independence. We would like you to have the freedom to respond to the wishes of the Service User. However, it is important always to recognise that you have a professional relationship with the Service User and it is always best to check out unusual requests with your supervisor or manager. In your capacity as _____, you have to negotiate a delicate balance between being a friend

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to the Service User and your professional context. You should always be aware that you support your Service User in a professional and paid capacity. This will mean that you should engage in activities with Service Users in a reflective manner. It will be important for you as an individual worker to be able to discern when you may be crossing the boundary of professional good practice. This is not easy. We recommend that you talk to your supervisor or manager in charge if you have any doubts in this area.

You should always act in such a way as to promote and safeguard the wellbeing and interests of Service Users. You should also avoid any act that might bring The Home into disrepute or diminish the public's confidence in . More particularly, you must act with honesty, integrity and respect for a Service User's property and their residence.

Workers should at all times safeguard the wellbeing of the Service User, themselves and their colleagues. When visiting new places or premises other than The Home, carrying out new procedures, or using new materials or equipment, a risk assessment must be carried out. If in doubt as to whether a risk assessment has been carried out, the worker must discuss the matter with the Registered Manager. In cases whereby an assessment has already been carried out, the Manager will inform the worker of the identified risks and the methods of controlling those risks. Where a risk assessment has not been carried out, the Manager will either prohibit the un-assessed activity or carry out a risk assessment and inform the worker of the identified risks and the methods of controlling those risks.

When working within the team, _____s should act professionally towards colleagues and other social care professionals and indeed all concerned with wellbeing of Service Users. When care workers feel that another worker is acting in such a way as to threaten the wellbeing of a Service User they should discuss the matter with the person in charge.

Under the Health and Social Care Act 2008 you are required to comply with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers - set out by Skills for Care. A copy of the Code has been issued to you on your employment. You are accountable and responsible for ensuring that you understand and follow the Code of Conduct as a social care worker.

When a _____ receives a complaint from a Service User, he/she should inform the Service User of the Complaints Procedure and notify the Registered Manager immediately.

_____s have a responsibility to report to their manager with regard to any marked change in the physical, behavioural or social condition of the Service User; to any perceived lack of resources, help or advice, or any action by persons or organisations which may be harmful to the Service User.

You should not, under any circumstances, act as signatories to the wills, lasting powers of attorneys or similar legal documents of Service Users, or be beneficiaries of Service Users' wills, nor should you accept gifts of any kind except with the express authority of the Registered Manager.

We are committed to giving you training and regular supervision.

In the context of regular supervision, we believe that you will grow in your understanding of how best to support your individual Service Users.

COMMENCING WORK

Confirmation of Employment

- | You will have been interviewed and have received a formal offer of employment providing some basic details of your job, pay and hours etc. We cannot incorporate all employment conditions in this offer and we shall therefore issue you with a Statement of Main Terms and Conditions within the first eight weeks of your employment. This document, together with other details within this handbook covers all of the conditions of employment applicable to you in this employment. You should therefore familiarise yourself with the Policies and Procedures referred to in the employee handbook which are available in the QCS manual held in the office, with a further copy in the staff room as well as being available online. These policies and procedures are non contractual unless stated otherwise. You have been provided with a job description of the position to which you have been appointed, but amendments may be made to your job description from time to time in relation to our changing needs and your own ability.
- | Under the provisions of the Health and Social Care Act 2008, and because you will be working with vulnerable people, you have been asked to authorise us to check your status on the register of persons considered to be unsuitable for employment with vulnerable people (the "DBS" check) and to carry out a criminal record check on you. You have given us the necessary authorisation on the application form, and your employment is conditional

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on satisfactory information being received. You may not be employed until and unless a satisfactory response in respect of the DBS check, and should the information with regard to criminal records checks indicate that you should not, in the opinion of the Registered Provider, be employed working with vulnerable people, your employment will not be confirmed and will be terminated with immediate effect. During the time before your criminal record check is received and judged to be satisfactory, you are not able to work with Service Users on your own.

Personal Details

- 1 Please keep us informed of any changes in your personal circumstances e.g. new address, telephone number and next of kin. It is important that we keep such information up to date in order to make contact with you whenever appropriate.

Probationary Employment

- 1 You join us on an initial probationary period of three or six months. During this period your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work is not up to the required standard, or you are considered to be generally unsuitable, we may either take remedial action or terminate your employment without recourse to the capability procedure or, if in relation to a matter of conduct, the disciplinary procedure. At the end of your probationary period you will again be assessed and, if satisfactory, you will become a member of our regular staff. If you have not reached the required standard we may either extend the probationary period such that remedial action can be taken, or we will terminate your employment without recourse to the capability or disciplinary procedures. In the event of you failing to improve during the extended probationary period your employment will be terminated without recourse to the capability or disciplinary procedures.

Job Description

- 1 Your job description will have been issued to you together with your job start forms. You are required to fulfil the terms of your job description to the best of your ability and with reasonable care and diligence. To reflect the changing needs of the business there may be adjustments made from time to time to your job description. You will be fully consulted over such changes.

Job Flexibility

- 1 It is an essential condition of your employment that you are prepared to adopt a flexible approach to your work pattern, and if necessary carry out alternative duties in other departments. We are dependent on this flexibility, not only to allow us to adapt to the changing nature and volume of work, but to protect the future of the business and its employees.

Flexibility of Working Patterns and Hours

- 1 Providing you have worked with us for a continuous period of 26 weeks or more, employees have a right to ask the employer to consider proposals for flexible working hours. However, whilst we will consider any flexible working request properly any request will be considered against the needs of the business and dependant on those needs we may have to decline any request you make.
- 1 The Flexible Working Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Mobility

- 1 Your Statement of Main Terms and Conditions will indicate your normal place of work, however it is a condition of your employment that, given reasonable notice, you will be willing to transfer to any other site on which we operate (temporarily or permanently), if this is deemed necessary and within reasonable travelling distance. This mobility is essential to the efficient operation of our business, and you will be fully consulted prior to any such transfer.

Equal Opportunities

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- | recognises that discrimination in the workplace, in any form, is unacceptable and in most cases unlawful. We have therefore adopted an Equality and Diversity Policy and Procedure, to ensure that all job applicants and employees are treated fairly and without favour or prejudice. We are committed to applying this policy throughout all areas of employment; recruitment and selection, training, development and promotion. In all situations, people will be judged solely on merit or ability. The following sets down the key points of the policy, any breach of the policy will lead to disciplinary action, which may include dismissal.
- | The Equality and Diversity Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online. You will be requested to complete an equal opportunities monitoring form.

Non-Harassment Policy

- | recognises that harassment in the workplace, in any form, is unacceptable and in most cases unlawful. We are committed to ensuring that we are able to provide a working environment that is harmonious and acceptable to all.
- | The Harassment Policy is available in the QCS manual in the office, in the staff room copy, and is also available online.

Private Work for Clients

- | Private work for Service Users is strongly discouraged, as it conflicts with our contract of employment, and will very probably be regarded as financial abuse. In exceptional circumstances may authorise such work where it is clearly for the benefit of the Service User, subject to the approval of the organisation funding the support to that individual Service User, and subject to controls on charging and quality.
- | The Moonlighting Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

DURING YOUR EMPLOYMENT

- | The previous section dealt with aspects of your early employment. We now wish to draw your attention to certain aspects that will apply during the course of your employment:

Induction Training

- | You will be expected to work through 's induction training programme at a reasonable speed, and within the standards laid down in the Health and Social Care Act 2008. This process will begin on your first day when you will be given more details. If you feel that you can progress faster than the material and experience which is being presented to you, please speak to your manager.
- | The Induction Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Working Standards

- | The management of , and many of its working practices, are set out in the Compliance Management System supplied to us and maintained by Quality Compliance Systems Ltd. A copy of this system is made available to you at all times, and will be shown to you during your induction. It is a fundamental part of your contract of employment that you familiarise yourself with this system as soon as is reasonable, that you abide by the policies and procedures contained within it at all times, that you do not change, remove, or add to any of the documentation without the authorisation of the Registered Manager, and that you do not use unauthorised documentation i.e. documentation which does not have the standard format used by the QCS system), which denotes that the document is a part of the authorised system. You must report the existence or use of unauthorised documentation to the Registered Manager immediately.

Criminal Records

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- On appointment, a Criminal record check and DBS check will have been carried out on you, which you were informed of during your interview. You are reminded that it is a term of your contract of employment, which you have signed to confirm on your application form, that you will immediately inform your employer if your criminal status changes in any way, such as by the administering of a caution or a warning by the Police, a criminal conviction of any kind, or your referral to a register of barred care workers.

Training – Induction and Ongoing

- All employees are entitled to a minimum of three paid days per year of training, which description includes in-house training, staff meetings and supervisions.
- All employees must undergo induction training. As your employment progresses your skills may be extended to encompass new job activities within the business. You will receive notices through your payslips and notices will be displayed in your staff room indicating the various training topics. Certain training events are compulsory; the notice identifies these and payment for attendance will be received. Other training programmes will be on a voluntary basis and the notice indicates these. For further details relating to booking training sessions, please see Training Policy and Procedure. Failure to attend mandatory training could result in disciplinary action.
- You are reminded that in order for to satisfy its obligations under the Health and Social Care Act 2008 you are employed subject to certain contractual requirements with regard to training and qualifications, which are detailed in your Statement of Terms and Conditions and the Training Policy and Procedure.
- The Training Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

WAGES / SALARIES AND OTHER BENEFITS

Wages / Salaries

- Your Statement of Main Terms and Conditions will indicate your rate of pay and the frequency and method of payment. You will be issued with a pay statement indicating how your gross pay has been calculated, and the deductions that have been made (N.I., Income Tax etc.).
- If you encounter any problems with your pay, e.g. incorrect payment, underpayment, overpayments, incorrect deductions etc. then all such problems should in the first instance be raised with your Nurse/person in charge. Please note that in the event of an overpayment, the excess payment will normally be deducted in full from your next payment. You will be given advance warning of any such deduction and any individual hardship will be taken into account and may result in repayment over a longer period.

Pay – Rates, Frequency and Procedure

- Your rate of pay will generally be on an hourly basis. The general rates are indicated on Schedule 1 of your signed copy of your Contract of Employment.
- Wages are payable Monthly in arrears, by BACs. Wages will be in your bank account by 28th . However, please bear in mind certain banks and building society clearing systems may result in this being extended by a couple of days. It is obviously your choice with regards to which bank or building society you choose to use and cannot be held responsible for a delay that is due to your personal banking arrangements.

Hours of Work

- Your Principal Statement will also refer to your normal weekly hours, and you have a legal right not to work more than an average of 48 hours per week, but you may volunteer to waive the right and agree when required to work in excess of this average. Where such a situation is likely to occur we shall ask you if you wish to make a written declaration to waive this right. Please note Bank Holidays are considered to be normal working days for all direct care staff.
- The Working Time Regulations Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

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Additional Hours

- It is a condition of your employment that you may be requested to work additional hours as authorised and as required by the needs of the business.

Tax Year Details

- The tax year changes over in the first week of April each year, and following the end of the Tax Year, we will issue Form P60 which indicates the total pay you have received over the previous tax year and the relevant deductions that have been made for National Insurance and Income Tax. Form P60 is issued as a legal requirement for us, and we are unable to provide duplicate copies. Please ensure that you retain this document in a safe place.

P11D

- As appropriate to your individual contractual circumstances may have to complete a form P11D to recover tax paid upon expenses incurred in the course of business. You must collate correctly all receipts which must then be submitted sufficiently early to before the P11D becomes due to the Inland Revenue.

State Pension Scheme

- As we do not operate a separate pension scheme you will be automatically contracted into the State Earnings Related Pension Scheme, unless you elect to contract out and take out a private personal pension plan. We do not hold a contracting out certificate.

Stakeholder and/or Auto-Enrolment Pension Scheme

- If applicable, access to a Stakeholder pension scheme is provided through Nest.
- Where we have reached our staging date for pension auto-enrolment, then eligible employees will be automatically enrolled into the pension scheme used by us for pension auto-enrolment. You have a right to opt out and full details of the pension scheme and/or your eligibility and rights will be provided to you upon commencement of your employment or during employment if later.
- If you require information on the stakeholder or pension auto-enrolment scheme at any other time, please contact administration.

Business Expenses

- We will reimburse you for authorised and legitimate expenditure, reasonably incurred by you, during the proper performance of your duties, i.e. travel, accommodation and other pre-agreed out-of-pocket expenses. You will be required to complete an expense claim form and support such a claim by submitting valid receipts.

Alterations and Modifications to the Employee Handbook

- reserves the right to make reasonable alterations to this Handbook and any other terms and conditions of service. Minor changes of detail, such as relating to procedure, may be made with a general notice being provided to you. Significant alterations will only be implemented following full consultation with all affected employees.
- Such changes will be implemented at the end of that notice period subject to any written objections having been lodged with the Registered Provider.

ANNUAL HOLIDAYS, HOLIDAY PAY AND PROCEDURES

Holiday Entitlement

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- | The Annual Holiday Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Public / Bank Holidays, Pay & Procedures

- | The Public Holiday and Statutory Time Off Work Policies and Procedures are available in the QCS manual in the office, in the staff room copy, and is also available online.

Payment on Public / Bank Holidays

- | Where the above days are worked, payment will be made as indicated in your Principal Statement.

SICKNESS / INJURY ABSENCE PAYMENTS AND CONDITIONS

Notification of Absence

- | The Sickness Absence Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online. A failure to follow the Sickness Absence Policy and Procedure may result in absences being treated as unauthorised and could give rise to disciplinary action.

Maternity

- | The maternity regulations are somewhat complicated in relation to the calculation of individual benefits and leave which are based upon length of service and average earnings. Recent legislation has extended the employment protection afforded to pregnant employees, and care should be taken to distinguish the qualifications for Statutory Maternity Pay from those relating to Maternity Leave.
- | The Maternity Policy and Procedure is in available the QCS manual in the office, in the staff room copy, and is also available online.

Adoption Leave

- | The Adoption Leave Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Shared Parental Leave

- | The Shared Parental Leave Policy and Procedure is available in the QCS manual in the office, in the staff room copy and is also available online. In essence, Shared Parental Leave allows a mother or adoptive parent to share their maternity or adoptive leave entitlement with their partner including any entitled to statutory pay.

Paternity Leave

- | The Family Leave Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

GENERAL RULES AND REGULATIONS

Using your Own Car

If a Service User requests that you take them somewhere in your own vehicle, you should refuse. You are not insured if you do. We must point out that you are not insured by the company when using your own vehicle during working hours.

- | If you only use your car to travel to your permanent workplace, and then use other transport, or walk, between clients, "**Social and Commuting, Comprehensive**" is required.

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- | If you use your car to travel to different workplaces, from which you then onward travel by other means, you need "**Business Class 1, Comprehensive**".
- | If you travel between clients using your own car, you need "**Business Class 2, Comprehensive**".
- | If you carry Service Users in your car, you need "**Business Class 3, Comprehensive**", but you also need to speak directly to your insurers to confirm that cover is valid.

Additional Time Off Work

- | We recognise that there will be occasions when you will request time off for medical/dental appointments or indeed for domestic reasons. Every effort should be made to arrange such appointments outside normal working hours. Where this is unavoidable, then appointments should be arranged to minimise disruption to your working day/rota and you should follow the Family Leave Policy and Procedure.
- | The Family Leave Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Personal Property

- | Please avoid bringing valuable personal items to work and do not leave any valuables either unattended or overnight. We cannot accept liability for the loss of, or damage to such personal property brought onto either our premises, or Service Users' premises. Lockers are provided in the staff room.

Lost Property

- | All items of lost property should immediately be reported to the manager. Similarly, any unidentified article should be handed to the manager whilst attempts are made to discover ownership.

Personal Telephone Calls

- | Such calls are only allowed in the case of emergency and with the prior permission of Management. Please remember that 's telephones are provided solely for business use and abuse will not be tolerated. Personal mobile phones should be switched off during working hours.

Mail

- | Private mail should not be sent care of our address. No private mail may be posted at our expense except in those cases whereby a formal recharge arrangement has been made.

Buying or Selling of Goods

- | You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

Friends and Relatives Contact

- | We discourage friends and relatives from making contact with you at work either by telephone or in person, except in the case of an emergency.

Political and Religious Activities

- | Although we have no political or religious bias, we are not prepared to allow you to arrange any political or religious activities on our premises without our express permission.

Uniforms, Personal Appearance & Appropriate Dress

- | The Home will purchase appropriate uniforms for your use. All uniforms will be returned on leaving, and where uniforms are not returned in reasonable condition, a charge will be made to cover the cost of replacement.

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- | The Employee Appearance Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Smoking

- | This is a no smoking establishment. Smoking is not permitted within the premises. Your manager or supervisor will advise you of the designated smoking area at your place of work.
- | The Smoking at Work Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Alcohol & Drugs

- | The Alcohol and Drugs Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Attendance & Time Keeping

- | Good time-keeping and prompt attendance is paramount in the lives of the people to whom we provide support. Please advise the person in charge/Registered Manager if you are running late in attending work. We would also request that you inform the person in charge/Registered Manager with as much notice as possible about any intended absence due to sickness. This is critical as it allows us to sensitively and proficiently replace you if you give us the maximum amount of notice.
- | The Absenteeism Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.
- | Staff that are absent without notifying the person in charge/Registered Manager may be subject to disciplinary action.

Record of Attendance

- | We operate a clocking-in system. This enables us to confirm that attendance has occurred. It is also the information we rely on to complete invoicing and wages. It is therefore important from your perspective that you fulfil this task. Failure to do so may result in non-payment of money due to you.

Handling Service User's Money

- | If during the course of your work, you are required to handle a Service User's money, you must follow the procedures as laid out in the Service User's Care Plan and the Service User's Finances Policy and Procedure.

Information About Service Users

- | Information about all Service Users is held in the Care Plan. If you are attending a Service User for the first time, please make yourself familiar with the Service User's needs through reading the Care Plan. If you have any doubts, contact the person in charge/Registered Manager. All information to which you have access regarding a Service User must be treated with the utmost confidentiality (see Code of Confidentiality). On each occasion on which you attend to the Service User you should record on the daily living sheets brief details of duties carried out and general information regarding the Service User's situation. Please also use this daily living sheet as a means of communicating information to the next Carer on duty with your Service User, or as a reminder for yourself.

Parking

- | Private vehicles parked on or around our premises are done so at the owner's risk and we accept no liability for any damage caused to such vehicles. Employees' cars must be parked at the furthest distance available from the main entrance to allow visitors to use the nearer spaces.

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Housekeeping

- | Please keep your individual work area clean and tidy at all times.

Protective Clothing or Equipment

- | *(Issued under Health & Safety or Hygiene Regulations).*
- | Where protective clothing or equipment is issued to you, this is done for your protection and should therefore be worn or used at the appropriate times. Remember that you have a personal responsibility for your own health and safety and that of others and you should ensure that you exercise this responsibility carefully both through your actions and in the maintenance and care of such clothing or equipment.
- | The Health and Safety Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Infectious/Contagious Illness

- | If you are suffering from such a condition you must not report for work without your doctor's clearance. If in any doubt please notify us and consult your doctor. All employees must adhere to the organisations infection control policy and procedure.

Loss, Damage and Wastage

It is important to maintain efficient and cost effective routines in order to ensure that resources are appropriately focussed on Service User services. For this reason please take extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are examples of this:

- | Handle machines, equipment and stock with care;
- | Turn off any unnecessary lighting and heating. Keep doors closed whenever possible and do not allow taps to drip;
- | Ask for other work if your job has come to a standstill;
- | Start with the minimum of delay after arriving for work and after breaks.

The following provision is an express written term of your contract of employment:

- | Any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
- | Any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss;
- | In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

SECURITY AND CONFIDENTIALITY

Confidentiality

- | This section on Confidentiality is an express term and condition of your employment with us.
- | You must not disclose any trade secrets or other information of a confidential nature relating to or any of its associated companies or their business or their clients/Service Users and employees in respect of which owes an obligation of confidence to any third party during or after your employment except in the proper course of your employment or as required by law.

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- | You must not remove any documents or tangible items which belong to or which contain any confidential information from 's premises at any time without proper advance authorisation.
- | You must return to upon request, and, in any event, upon the termination of your employment, all documents and tangible items which belong to or which contain or refer to any confidential information and which are in your possession or under your control.
- | You must, if requested by , delete all confidential information from any reusable material and destroy all other documents and tangible items which contain or refer to any confidential information and which are in your possession or under your control.
- | Under the terms of the Patents Act 1977, an invention or discovery made by you will become our property if it was made:
 - | In the course of your normal duties or in the course of duties specifically assigned to you; or
 - | In the course of your duties, and at the time of making the invention, because of the nature of the duties and the particular responsibilities arising from those duties, you have a particular obligation to further our interests.

Use of Computer Equipment

- | Use of computer equipment within , use of email and of the Internet are controlled for security reasons.
- | The Computer Email and Internet Usage Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Competition Agreement

- | It is a condition of your employment that, when your employment is terminated, for whatever reason, you may not, for a period of 12 months after the termination of your employment, approach any individual or organisation who has, during the period of your employment, been a customer, if the purpose of such an approach is to solicit business which could otherwise have been undertaken by us.

Rights of Search

- | We have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or conducting business on our behalf. These searches are random and do not imply suspicion in relation to any individual.
- | If you should be required to submit to a search, and if it is practicable, you will be entitled to be accompanied by a third party to be selected only from those who are on the premises at the time that a search is taking place. This right also applies at the time that any further questioning takes place.
- | You may be asked to remove the contents of your pockets, bags, vehicles, etc.
- | Whilst you have the right to refuse to be searched, refusal by you to agree to being searched will constitute a breach of contract, which could result in your dismissal.
- | We reserve the right to call in the police at any stage.

Communications or Statements to the Media

- | Only the Registered Provider is authorised to make any communication or statement to the media in matters relating to the business.

Other Employment

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- | The Moonlighting Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online. See also "Private work for clients", and "General Conduct at Work", in this document.

STANDARDS OF CONDUCT / PERFORMANCE

- | Throughout this section we shall give an indication of the required standards of conduct or performance expected from all of our employees. It must be appreciated that any judgement of whether those standards have not been observed will depend very much on the specific circumstances of each particular case. It is important, however, that we set out certain standards for the guidance of all employees. A failure to work to these standards may result in disciplinary action on grounds of misconduct or poor performance. The following sub-sections are examples only and must under no circumstances be considered as an exhaustive statement of all potential misdemeanours.

General Attendance (Absence / Timekeeping)

- | Ensure that you arrive at work sufficiently early to be ready to commence work at your official starting time.
- | You must comply with any time recording procedures relating to your job.
- | If you wish to leave work during normal working hours you must receive authorisation from your immediate supervisor. Failure to do so will result in such absence being treated as unauthorised.
- | Lateness and absence will be recorded and unacceptable records of attendance will render you liable to disciplinary action.

General Conduct at Work

- | At all times during your employment, the needs of the business are paramount and you should ensure that, at all times, your efforts and energies are concentrated on achieving this objective.
- | You are expected to conduct yourself in a reasonable manner with fellow employees, customers, Service Users or members of the public. We will not tolerate rude and insulting behaviour, nor foul or objectionable language. Sexist, racist or harassing behaviour will result in disciplinary action, which may result in dismissal.
- | You are not, either during or following the termination of your employment, permitted to disclose confidential information relating to the business to any person or organisation without our prior written consents.
- | You are expected to comply with any reasonable instruction or request given to you by an authorised person.
- | Under no circumstances should you present yourself for work whilst under the influence of alcohol, intoxicants, or non-prescribed drugs. Any attempt to work whilst in such a condition will be regarded as a serious breach of the rules (see Gross Misconduct).
- | You must not enter into any other form of work or activity whilst in our employment which could be construed as being in direct competition with us or presents a conflict of interest with our business.

Conduct Outside Working Hours

- | Whilst we have no intention or wish to intrude upon your activities or interests outside work we would expect that none of our employees would be engaged in any activity outside working hours which could result in adverse publicity to the business, bring the business into disrepute or which would cause us to question their integrity. Doing so may result in disciplinary action.

Social Media

- | In line with our expectations that you will not engage in any activity outside working hours which could result in adverse publicity to the business or bring the Company into disrepute, we require all our staff to avoid and refrain

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from engaging in any conduct on social media (ie Facebook, Twitter, Whats App etc) either during or outside working hours which:

- i Brings the company in to disrepute; or
 - i Is derogatory or critical of the business; or
 - i Results in adverse publicity; or
 - i Could constitute any form of bullying or harassment of a colleague or service user; or
 - i Would be a breach of our equal opportunities policy; or
 - i Would cause us to question your suitability to be working with our service users.
- i The above list is no exhaustive and employees should be careful to avoid any inappropriate or adverse references to the business or work colleagues.

Stock/Property

- i Our property (and/or that of our customers) must only be used for the purpose for which it is intended and must not be removed from site without prior approval.
- i All employees have a duty to report to management any damage to, or loss of stock or property.
- i If, as a result of your carelessness, or negligence, we (and/or our customers) suffer loss or damage to property or stock, (including vehicles) this will be construed as a serious breach of the rules. Where this is construed as particularly serious then this may render you liable to pay the full or part of the cost of repair or replacement, or insurance excess if appropriate. If you fail to pay, we reserve the right to deduct the costs from your pay.

Work Performance

- i Your performance at work will be regularly reviewed and unacceptable standards due to individual negligence or carelessness may be referred to the disciplinary process.
- i Similarly, if there is deemed to be an unacceptable volume of work produced in relation to agreed targets or by general comparison to other employees this will be the subject of further investigation. Whilst such investigation may lead to referral to the disciplinary process, we shall also consider whether training or other forms of assistance would offer more appropriate remedies.
- i The Poor Performance Policy and Procedure and Development Appraisal Policy and Procedure are in the QCS manual in the office, in the staff room copy, and is available online.

Health and Safety

- i The Health and Safety Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Harassment

- i The Harassment Policy and Procedure and Non-Harassment Policy and Procedure is attached in the appendix to this document. A breach of this policy may result in disciplinary action.

LEAVING

- i The Employee Termination Record Keeping Policy and Procedure is attached in the appendix to this document. You are reminded that your employer is entitled to rely on you to work cooperatively and to full capacity during your notice period, unless you are requested to cease work before your notice expires, or your employer agrees

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for you to leave before your notice expires. Failure to meet this obligation, which is for the benefit of your Service Users and colleagues, opens you to the possibility of claims for excess costs of replacement by the employer.

Terminating Employment Without Giving Notice

- | If you terminate your employment without giving or working the required period of notice, as indicated in your individual statement of the main terms of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractually accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

Resignation

- | If you wish to voluntarily terminate your employment you are required to do so in writing. Such letters should be submitted to your Registered Manager, in accordance with the notice periods set down in your Principal Statement of Terms and Conditions of Service.
- | Due to the nature of your position may, at its absolute discretion, require you not to perform certain duties. Furthermore, you may be required to serve your notice at home, but at all times to remain available for work.
- | may report your conduct to the CQC, and/or the General Social Care Council, and the Protection of Vulnerable Adults DBS register if your conduct while employed by is such as to suggest that you should not be employed in a position with access to vulnerable people.
- | The Employee Termination Record Keeping Policy and Procedure and Notice Periods Policy and Procedure are available in the QCS manual in the office, in the staff room copy, and are also available online.

Redundancy

- | The Redundancy Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Return of 's Equipment / Property

- | You must return such organisation property as may have been entrusted to you during your employment, at least 2 working days before your official leaving date. In the case of summary dismissal such property must be surrendered immediately (organisation property is defined as being documents, including the employee manual, disks/data/other records, equipment, stock etc.)
- | If, on leaving, for whatever reason, you fail to return the organisation's equipment/property as may have been entrusted to you during your employment, at least 2 working days before your official leaving date, an amount equal to the cost of the property/equipment will be deducted from any final monies due to you.

PRINCIPLES AND VALUES UNDERPINNING OUR SERVICE

- | We are committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities. Because of this, in the first instance, is committed to meeting the needs of those people entrusted to our care. Usually we see no conflict between meeting the needs of Service Users and those of workers. Where such conflict exists, the needs of Service Users must take precedence. The basic principles underlying our support to vulnerable people include:

The Home aims to: *Offer skilled care to enable people who live here to achieve their optimum state of health and well-being. *Treat all people who live and work at The Home and all people who visit with respect at all times. *Uphold the human and citizenship rights of all who live, work and visit here. *Support individual choice and personal decision-making as the right of all Service Users. *Respect and encourage the right of independence of all Service Users. *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and

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staff.

Our Aims & Objectives of and Philosophy of Care

- | All people who live and work at The Home and all people who visit will be treated with respect at all times. We aim to offer skilled care to enable people who live here to achieve their optimum state of health and well-being. We uphold the human and citizenship rights of all who live work and visit here. Individual choice and personal decision-making are the right of all Service Users and will be supported by all the people who work here. The right of independence will be respected and encouraged for all Service Users by the caring activities within the Home. The individual uniqueness of Service Users staff and visitors will be recognised and these people will be treated with dignity and respect at all times. The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner. We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.

GOOD PRACTICE STATEMENT

Mental Disorders

- | It is essential to be familiar with the Mental Capacity Act guidance and to recognise diminished or fluctuating capacity such as confusion, memory loss, aggression and changes in personality or behaviour are some symptoms that can be caused by some prescribed medications, other treatable causes for example a urinary tract infection of chest infection, dementia or other mental disorders. Medical advice should be sought. Sometimes changes will be permanent and progressive. People with mental disorders should be treated with the same respect accorded to any other Service User. They should be enabled to make decisions about their own lives to the fullest extent of their abilities, Service Users can be supported to complete Preferred Priority Care document which will enable them to make decisions about their preferred place of care as well as about details of daily routine and managing finances. Patience and sensitivity will be called for from the Carer who can help the Service User keep track of reality.
- | Exercising choice and control involves risk, and independence should not be unnecessarily curtailed because of others' fears. Restriction of rights and freedoms will be strictly limited, subject to agreed safeguards, in Care Planning. care workers supporting people with mental disorders will have education and training about mental health, and multi-disciplinary working will be encouraged. Instances of necessary denial of rights to restraints will be recorded and reported, restraint must be limited to exceptional circumstances only and in accordance with the Multi-disciplinary ruling Relatives, The Service User and advocates will be involved in making any decisions about the care service which restrict Service Users in any way, and will be notified of emergency actions.

Progressive and Multiple Conditions

- | Older and disabled people's need for care may not be stable and consistent. Some illnesses or disabling conditions, for example motor neurone disease, progress rapidly; Service Users will be confident that the care worker will respond quickly and appropriately when disability increases, i.e. by reporting change to the Registered Manager. Multiple disability disorders and chronic illness, including stroke and osteoarthritis, are common among older people, and a sufficient care service can prevent long-term residential, nursing or hospital care for Service Users, if that is the Service User's wish.

Terminal Illness

- | Our support workers will enable people who are terminally ill to maintain independence and be as comfortable as possible and support their decisions of where they choose to be at end of life . The Service User will be supported to complete the Preferred Priorities of Care document in line with the National End of Life Care Guidance. Not all relatives and friends feel able to care for someone who is dying, and this should be respected. The support worker will play an important role in supporting relatives and friends.

Isolation and Loss

- | Older and disabled people may experience loneliness or grief due to changes of lifestyle or location, loss of mobility, or loss of a close friend or relative. People may need to spend some time alone through personal choice, and this will be respected. care workers will have the training and past experience that will enable them to recognise symptoms such as depression, lethargy, or problems with eating or sleeping. care workers will

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also be able to listen and talk to Service Users and support them. care workers can also help the Service User obtain appropriate advice and counselling by liaising with the Registered Manager or person in charge.

Discrimination

- adopts a proactive anti-discriminatory policy and takes high regard of racial and cultural factors in full compliance with the Equality Act 2010. Similarly the care team will be sensitive to the needs of both male and female Service Users, particularly where personal care is involved. Again, full compliance of the Equality Act 2010 will apply.

Safeguarding

- Some older or disabled people may be vulnerable to abuse by their relatives or other visitors. Abuse may be described as physical, sexual, psychological or financial. care workers will be in a position to identify the possibility of abuse which may not be the result of an acute situation but of concern over a period. All care workers are/will be familiar with the indicators of abuse, and will report any suspicions to the Registered Manager or person in charge. The Safeguarding Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

DISCIPLINARY PROCEDURES

Discipline and Disciplinary Appeals

- The Discipline Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Grievance Procedure

- The Grievance Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online.

Whistleblowing

- The Whistleblowing Policy and Procedure is available in the QCS manual in the office, in the staff room copy, and is also available online. Given the nature of the industry we operate in, we encourage all staff to disclose any concern or issue they may have which they feel is wrong, unsafe, dangerous, illegal or a breach of any other regulations or obligations. Our only request is that such disclosures are made in response to a genuine concern and in good faith.

Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
R.S2 - How are risks to individuals and the service managed so that people are protected and their freedom is supported and respected?	✓		✓
R.E1 - How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?		✓	✓
R.C3 - How is peoples privacy and dignity respected and promoted?	✓	✓	✓
R.R2 - How does the service routinely listen and learn from peoples experiences, concerns and complaints?		✓	✓
R.W2 - How does the service demonstrate good management and leadership?	✓	✓	✓

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Note: All QCS Policies are reviewed annually, more frequently, or as necessary.