

# CARDDIFF HOMCARE SERVICES

Staff Handbook

## **Welcome to Cardiff Homecare Services**

Our role in the care sector is to provide care and support to those in our community who need help to stay in their own home as long as possible when they become vulnerable through illness or old age and infirmity.

It is our aim to provide a service of the highest quality possible by using a trained workforce and giving them the time and tools to carry out what is required in the correct manner.

As a company we aim to specialize in caring for those with dementia, and for those who need continuing health care to end of life. If you wish to become one of the specialist team members, approach a member of the management team to discuss your future training.

### **Administration.**

The work rota you are issued with, was carefully programmed by the coordinator to meet the service users' needs, and for the staff to be able to complete the work in the time required. Changes can only be made by the co-coordinator at the office. Your Rota will be completed each Friday and issued either at the office for collection or via tx or email.

Key safe numbers should be requested at the time you receive your rota and kept in a secure manner.

Timesheets should be handed in by Monday midday for processing to ensure wages are completed by Friday for payment.

Sickness must be notified to your supervisor or the office as soon as you are aware you will be unable to attend work, it is important the company has as much notice as possible to help minimise disruption to our service users.

Any member off sick must attend a return to work interview this is to determine if you are fit for work and to inform you of any changes in the care you are to deliver.

### **Personal Development.**

One to one supervisions will be held on a three monthly basis following your induction, your line manager will conduct these meetings, and there will be opportunity's to discuss any issues you may have or to request any further training to move your career forward.

Cardiff Homecare Services aims to train all its staff beyond the level 2 that is required by legislation and pay structures and terms and conditions will reflect this to encourage our staff to go that bit further in their career.

On an annual basis all staff will receive an end of year appraisal where staff can be measured against the objectives they set themselves during the previous year's Supervisions.

## **Training.**

The in house training program is supplemented by an independent training agency who are able to offer training to QCF level, from level 2 to level 5 for all staff wishing to move forward with their career within the care sector.

Speak to the training manager or your in line supervisor for more information on courses that are available at the end of your probationary period.

## **Home Visits.**

Before you set off to work check,

- You have your PPE (gloves aprons and uniform), and wear sensible flat footwear.
- Remember you are the face of the company LOOK SMART AT ALL TIMES, wear the uniform provided and remain respectful of the service user's needs.
- Carry your Rota, this gives you information on your calls and doubles up as your time sheet for you to claim your wages.
- I.D. badge you are required to have this at all times.
- Mobile phone (charged) you need to be in contact at all time for your own safety and so we can contact you should the need arise.
- In winter months carry a torch (we issue these at the change of British summer time).

## **Cardiff Homecare Services Expects.**

That staff will at all times strive to give a high quality of care giving our service users the dignity and respect they deserve.

We will also expect our carers to regularly read the service users care plan and care delivery plan to be abreast of any changes or to refresh themselves of the needs of our service users.

Smile and maintain a cheerful disposition towards the service user at all times.

Listen to the service users' needs at all times and report back to the supervisor/ Office of any changes you feel may need to be made to the care plan.

Remain smart at all times and wear the uniform provided and use the PPE you have been issued with, (gloves, aprons), always wear sensible footwear.

## **Staff Conduct/Whistleblowing.**

During the training at the start of your employment you were given access to our policies and procedures, within these was our policy on whistleblowing

Policy No: 61. this policy states that we have an open door policy and that any individual can feel free to raise a concern regarding any issue that they observe within the agency at any time, of any concerns they may have about practices that fall below acceptable standards. All staff have a duty of care and a moral obligation to report all incidents that they may witness without any recourse from the agency. These policies are available for you in the office at any time.

When attending a service users home Cardiff Homecare services expect all staff to act in an appropriate manner and conduct themselves as representatives of the agency, staff should remember at all times that they are in the privacy of someone else's home so should never take with them any animals or pets, or other family members, or non-employees.

### **Disciplinary procedure.**

The purpose of the disciplinary procedure is to ensure that unacceptable behaviour or conduct by a member of staff is addressed promptly and appropriately. Our disciplinary procedure no: 63 is available for staff to copy or read at the office in our file on policies and procedures. Stages of the procedure:

1. First written warning (or improvement note)
2. For incidents of misconduct or unsatisfactory performance, the warning will be disregarded after 12 months' satisfactory service.
3. Final written warning
4. For further continued unsatisfactory performance or further misconduct or if an incident of serious misconduct occurs, the warning will be disregarded after 12 months' satisfactory service.
5. Dismissal with notice
6. If there is no satisfactory improvement following stage 1 and 2 warnings, or if further serious misconduct occurs, you will be dismissed.

Penalties other than dismissal:

There may be circumstances where we consider alternative disciplinary action to dismissal to be appropriate. Such disciplinary action could include suspension without pay, demotion (which may result in a reduction in pay for the employee), or transfer to another position which may result in a reduction of pay.

Right of Appeal

An employee has the right of appeal against formal action, including dismissal.

Should an employee wish to appeal they must do so, in writing, to the responsible individual of the agency (contactable at the organisations head office address) within five working days of being informed in writing of the formal action.

### **Gifts and Gratuities.**

Occasionally you may be offered gifts by a service user you care for our policy on gifts and gratuity's makes it clear that you should never accept gifts from members of the public service users or other organisations such as other home care agencies,

see our policy no:22 on Gifts and legacies in the office file.

## **Alcohol and drug use**

At Cardiff Homecare Services our policy on alcohol and misuse of drugs by staff and contractors has the following aims, to maintain a safe working environment for staff and service users alike, to minimise drug and alcohol related injuries to persons or property, and to comply with all applicable laws and legislation. As with all our policy's this information is available in full in our policies and procedures manual in the office.

## **Lone working/ unsocial hours.**

There will be times when you will be required to work late or alone make sure you always carry your mobile phone and you are aware of your surroundings and entry methods before attending a call, these details are all recorded in the risk assessment setup at the start of the contract.

## **Mobile Phones.**

While we ask you have a fully charged mobile with you at all times to help with your own safety we ask you to never use it in a service user's home unless it is regarding work or in an emergency.

## **Running Late.**

If you are running late on your visits it is important you inform the office or the on call as soon as possible. This will enable them to inform the service users, or arrange another member of staff to take on a call for you, to allow you to catch up.

## **Our Service Users.**

When you visit someone's home, it is important you are sensitive to the fact you are in their home, and that you are there to help them with their needs, we work with a wide variety of people from differing sectors of the community and they all have differing needs and cultures, always take this into account when visiting a service user.

Some of our service users may be suffering from Dementia, this is a slow decline of the brains ability to carry out some basic functions, such as:

- Thinking.
- Language.
- Memory.
- Understanding.

- And judgment to name a few.

People with dementia sometimes have problems with their emotions or with controlling their behaviour appropriately, see our policy on dementia or refer to the company policy on training, information and courses are available for you, speak to your in line supervisor if you require further help with any of the above.

### **Whilst you are visiting.**

When in a person's home be aware of the following, electrical safety, if you use any appliances check they are safe to do so, if in doubt do not use, note it in the daily log sheet and report back to your in line supervisor.

### **Food Safety.**

You will have completed the basic food hygiene course during your induction training, always use food in date order, always return food to the fridge wrapped or covered, wash your hands before and after handling food, have long hair tied back, do not wear jewellery bracelets drop earrings necklaces are not only hazardous in food preparation areas but also when carrying out personal care, and always wear an apron over your uniform, refer to our infection control policy, and booklet both available at the branch office.

### **Medication**

It is the company's policy to prompt medication not to administer, if this is required a further training course will be offered prior to commencement of the contract so that suitable protocols can be followed.

See the company's procedure and policy on medication 1 and 2.

### **Keys.**

To gain access to a client's home in most cases a key will be located in a key safe box, the location of this will be noted in the care plan, key codes should be obtained when you receive your rota.

Never mark keys with the service users name and address and keep separate from the service users details, return all keys to the key box on leaving the premises and make sure the key box is securely locked.

Should you be unable to gain entry for any reason it must be reported to the on-call or the office immediately they will be able to contact next of kin to determine if the service user is at home or if the emergency services may be needed to help.

## **Personal care.**

Part of the job is administering personal care:

- Hair care.
- Mouth care.
- Shaving.
- Bathing/showering.
- Incontinence care.

It is good practice to regularly check with the service user as to how much they can independently carry out themselves.

Remember to carry out personal care with dignity for the service user and respect their wishes at all times.

Always follow infection control procedures and wear appropriate PPE at all times.

## **Paperwork.**

Service users home File, each service user will have a file containing, a care plan, a care delivery plan, a daily record sheet, medication sheet and a sheet for general notes. This must be completed on every visit, Please write clearly and complete each section of the daily visit log.

It is important to give accurate observations and note any changes seen in the day to day activities of the service user.

Time sheet, the rota forms your time sheet ask the service user to sign to say you have attended at the correct times. If a person is unable to sign this will be noted in the care plan and UTS is acceptable in the relevant box.

In order to ensure that processing of time sheets is completed on time to allow payroll to complete and pay all staff it is important that all staff hand their time sheet in as required, any staff not handing in their time sheets by Monday P.M. will be liable to a fine of £7.50 to discourage a repeat of this behaviour.

## **Contact numbers.**

Office day time: 029 21880786

029 21880787

Supervisor

On call: 077599367773 (number is operable after office hrs.)

Registered manager: Rose-Marie David.

Coordinator: To be decided.

Office administration manager: Jeff Greenman.

Payroll: To be decided.

Notes: *(This section for you to make notes to assist you in your duties.)*