

**CARDIFF  
HOMECARE  
SERVICES LTD.**

**Statement of Purpose**

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Cardiff Homecare Services Ltd.

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## **Aims and Objectives**

It is the objective of Cardiff Homecare Services Ltd to provide its service users with a service of care to the highest quality within the environment of their own home, supply its service users with a workforce of trained and competent care workers.

Cardiff Homecare Services Ltd aims to provide a flexible, tailor made, quality care service, to service users of all ages in their own home respecting their independence, privacy and dignity to ensure they enjoy the best quality of life at home.

Person centered care forms the core of the service we provide and our staff are committed to meeting our aims and objectives to ensure the agency:

1. Delivers a service of the highest quality.
2. Ensures the service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment, right to make informed choices and the right take risks.
3. Ensures needs and values of each service user is respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
4. Match's the nominated care worker as closely as possible with the service user, and respecting the need to change the care worker in the event of subsequent non-compatibility.
5. Manages the care service efficiently and effectively to make best use of resources and to maximise value for money for each service user.
6. Involves service users and employees in the provisions, management and development of services which will be monitored regularly ensuring the service operates in the best interests of our service users.

## **Office Address & Telephone Numbers,**

### **Cardiff Office - Covering Cardiff & the surrounding Area**

Address: Unit A21

Garth Works,

Taffs Well

Cardiff

CF15 7YF

Tel: 029 20813889 (24 Hour Line)

Office Hours: Monday to Friday 08:30 – 16:30

## **1. The Organisation.**

The agency is owned by a Ltd Company run by two directors of equal shares.

These are: Rose Marie David Registered Manager: Contact 029 20813889.

Jeffrey Greenman Responsible individual: Contact 029 20813889.

## **2. The nature of the services which the agency provides,**

### **Services We Provide**

- Personal Care
- Meal Preparation
- Sleeping & Waking Night Service
- Morning, Lunch, Tea Time and Evening Calls
- Laundry & Ironing
- Shopping, Cleaning & Domestic
- Medication Prompt
- Check-In Service
- Companionship & Running Errands
- Escorting to appointments, (including transport if required)
- Live in care worker
- Responder Service

We can provide care visits from **15 Minutes to 24 hours, from 1 day to 7 days a week.**

## **3. The Geographical Area Where Services Are Provided,**

The domiciliary care services provided by Cardiff Homecare Services Ltd. covers areas though Cardiff and surrounding areas.

## **4. The range of qualifications of the care workers, who are to attend the homes of the service users,**

Each employee will undergo a fully comprehensive Induction Training programme which may include working alongside a more experienced Care Worker (shadowing).

There is a continuous process of training in such areas as stated below:

- Mandatory Course/Training
- Safeguarding of Vulnerable Adults (SOVA)
- Principles of care
- Mental Capacity Act
- Medication Administration
- Health & Safety
- Fire Safety

- Dementia care/awareness
- Communication
- Infection Control/prevention
- Food safety
- Emergency first aid
- Moving Handling
- QCF Level 2 Health & Social Care
- Training courses relevant to specific service user needs

**5. The circumstances in which the agency may cease to provide services to a service user,**

We have responsibilities for the all employees under Health and Safety legislation. If Cardiff Homecare Services Ltd establishes that employees are working in an unsafe environment we will withdraw the care services until the situation is made safe.

We will also withdraw the service (giving appropriate notice) if the service user, relatives or visitors are being abusive or acting inappropriate towards the Care Worker(s).

Arrangement's for cancellation of the supply of a domiciliary care worker by the service user or the agency,

**6. Cancellation of the service**

The service can be temporarily cancelled for various reasons although we do expect some notice.

Failure to provide the registered office with 48 hours' notice by way of verbal cancellation over the telephone will result in the service remaining fully chargeable. Continuous cancellations may cause a review of some of the Care Plan.

The agency's charges,

**7. Financial Arrangements & Fees**

We are committed to providing value for money within our comprehensive and caring service. The fees charged are obtainable from your local branch. Cardiff Homecare Services Ltd provides services under direct payment scheme, private arrangements & also contract through the local authority. Fees are invoiced on a weekly basis and payable within 7 days of invoice date.

Arrangements which will apply during the sickness or absence of a care worker,

## **8. Arrangements for sick leave, annual leave & training leave**

When your main care worker is on annual leave, sick leave or training we endeavour to meet requirements of your package of care in the following ways:

- Brief care workers on your needs before they attend your visit
- Consult you at the earliest opportunity
- Train all care workers to meet your particular needs
- Keep visit to the normal time & duration

When a care worker is replaced by another, we will try and match up whenever possible the correct care worker to match your particular preferences.

### **Employee Sickness & Absence Policy & Procedure**

The agency recognises the importance of managing effectively the absence of employees as a consequence of health related problems. It is also committed to encouraging the health of employees and also recognises the importance of a healthy work/life balance.

### **Employees Responsibilities & Procedures to Follow**

All employees are required to phone the office landline telephone number, as soon as you know you are unable to attend work, or at the latest during the first hour prior to your work start time (where possible advance notice should be given to enable the agency to arrange cover and maintain continuity to the service users).

In exceptional circumstances i.e. emergency hospital admission, it will only then be acceptable for the agency to be informed by a third party. The reason of the absence should be given and if possible the expected duration of the absence.

You will be required to inform the office/on call what shifts you will require covering and what times they need to be covered.

Absence forms/fit for work certificate will need to be submitted as appropriate.

If you are unable to provide a return to work time/date, then you must telephone on-call/Cardiff office by mid-day the following day to inform the office of whether or not you are able to return to work the following day.

If you do not telephone the office by mid-day your shifts will automatically be covered. This will continue until you confirm your return to work.

If you are sick for a period of 4-7 days, you are required to fill in a SC2 form (available from the office).

If you are sick for longer than 7 days, you will need to have a doctors fit for work certificate.

Failure to submit these completed certificates will result in any qualifying sick pay being delayed or not paid.

Sickness periods may result in a "Return to Work Interview".

A copy of the sickness policy in its entirety can be obtained from the Cardiff Homecare Services office.

Requirements in relation to time sheets,

## **9. Care Worker Timesheets**

Cardiff Homecare Services will provide the care worker with weekly timesheets. Once the care worker has provided services, the service user is required to sign the care worker's timesheet in-order to identify the attendance of the care worker. If a service user is unable to sign it is acceptable for the care worker to write U.T.S (unable to sign) in place of a signature if this is indicated on the service users care plan

Where a service user finds the level of service provided to be un-satisfactory, they are encouraged to contact the registered office who will aim to rectify Mileage Expenses

Cardiff Homecare Services Ltd will cover mileage cost to employees who have travelled with a service user on board, or have travelled on behalf of a service user, as identified within the service user's plan of care. Mileage expense payments will be capped to the maximum miles sanctioned to the agency by the contracting local authority and/or the service user or his/her representative.

Cardiff Homecare Services Ltd will cover mileage cost to managers & supervisors who record miles travelled to attend a service user property for purposes other than to provide direct care to a service user. Registered Managers and supervisors are required to log mileage travelled within the mileage column of the appropriate timesheet.

Mileage submissions are subject to periodic accuracy checks; this is carried out by way of post code searches.

### **Time sheet submission deadline**

All time sheets are required to be submitted to the registered office no later than 12:00 midday, every Monday, failure to return timesheets may result in a delay of wages as inputting must go ahead.

This is to enable payroll to be run accurately and without delay.

All documents relating to timesheets are to be accurate, legible and free from destruction.

The complaints procedure established in accordance with regulation 21,

## **10. Complaints Policy & Procedure**

The Management and staff of “Cardiff Homecare Services” are committed to providing and maintaining the highest standards possible in all aspects of care and service provided for our Service Users, and we recognise it is the individual right of each service user to express their views about the service they receive from the agency, these views are positively welcomed and will be taken seriously, we therefore encourage you to follow the below procedure:

Procedure

### Step 1

The easiest way to resolve any concerns or suggestions is to contact your agency manager. Please allow them to take the first opportunity to answer your questions or put matters right.

In addition to contacting them by telephone, letter or email, you can also book an appointment to see them in person.

If you need help or support to contact the Manager, you can ask a member of your family or a friend to get in touch on your behalf.

### Step 2

In the unlikely event that you are not entirely satisfied, you can ask in writing for a formal investigation of your complaint. This is carried out by someone not directly involved with the service you are complaining about. During the investigation the Manager will keep you advised and informed of developments. If you wish you have the right to request a formal investigation from the very beginning.

### Step 3

If you are unhappy with the outcome of Stage 2, a letter of appeal can be lodged with the Director who contact details can be obtained from the registered office.



#### Step 4

If you remain discontented with the Directors findings a review may be requested.

You can expect immediate oral confirmation of the complaint, followed by written acknowledgement & a progress report from the agency within 48 hours of being notified of the complaint, further to this the agency will aim to resolve the complaint with full satisfaction within a period of 14 days, however at times staff absences may seek to pro long the investigation, in this case the agency will request permission from the service user to extend the resolving period.

The Registered Person will make available all written copies of complaints and their determinations to the CSSIW (Welsh Assembly Government). All complaints are audited monthly as part of the quality assurance policy which assists the agency to meet its aim of providing a quality service, in addition to these complaints and their outcome will be recorded within the service users file which is stored securely at the agency premises.

Please note:

When a suspected incident of abuse is reported to Cardiff Homecare Services, a VA1 form is completed by the agency and faxed to the local Protection of Vulnerable Adult Team; in some cases, the involvement of the police may be required.

This forms part of the Complaints Procedure in order to safeguard service users from abuse, please request a copy of the agency's Protection of Vulnerable Adults against Abuse (P.O.V.A) policy for further information.

Contact details for CSSIW (Welsh Assembly Government)  
South East Region  
Merthyr Tydfil  
CF48 1UZ  
TEL: 0300 7900 126

The CSSIW are keen to hear from users of services about their experiences and any concerns about the services they regulate.

CSSIW is not a complaints agency, and cannot deal with complaints linked to individual circumstances. If the CSSIW are not able to deal with your particular complaint, they can direct you to the organisation best placed to help you.

#### **11. Requirements to protect the health & safety of domiciliary care workers**

Cardiff Homecare Services recognizes its responsibility to ensure that all reasonable precautions are taken to provide & maintain working conditions that are safe, Healthy & compliant with all statutory Codes of Practice.

The health and safety policy is intended to set out the values, principles & policies underpinning the company's approach to safe working practices.

Cardiff Homecare Services is committed to ensuring the health, safety & welfare of its staff, so far as is reasonably practicable, & of all other persons who may be affected by our activities including Service Users & their relatives.

Cardiff Homecare Services will take the following steps to ensure that its statutory duties are met at all times:

- Each employee should be given such information, instruction & training as is necessary to enable the safe performance of work activities, this may be by attending relevant training courses, information provided within employee's staff handbook and by being provided with the agency's key policy and procedures
- All processes & systems of work should be designed to take account of health & safety & will be properly supervised at all times
- Adequate facilities & arrangements will be maintained to enable employees to raise issues of health & safety
- Competent persons will be appointed to assist in meeting statutory duties including where appropriate, specialists from outside the organisation
- The health & safety officer for Cardiff Homecare Services is Mrs. Rose-Marie David
- the company Health & Safety policy is provided within this statement of purpose document.

Procedures to safeguard service user's property

## **12. Accessing & Leaving Service User Home Policy**

The security of a service user's home is a vital factor in providing high quality and safe domiciliary care and care workers have a responsibility to ensure that their actions do not place the security of the service users or their homes at risk. At the initial assessment, where care is planned, the care of the home should be discussed and an agreement reached about how the care worker will affect entrance to the service user's home. Options such as leaving keys with a neighbour, leaving doors open or leaving keys "under a mat" should never be entertained. All of these methods make a service user's home vulnerable to theft and crime.

If there is a problem with providing safe access to a service user's home then this should be identified in the initial risk assessment of the care and a solution discussed with their service user, their case manager and relatives.

Cardiff Homecare Services as an organisation endeavour to:

- Ensure the safety and security of the home and the service user at all times when providing personal care
- To have clear protocols in place in relation to entering the homes of service user's that cover:
  - i) knocking/ringing bell and speaking out before entry
  - ii) Written and signed agreements on key holding
  - iii) Safe handling and storage of keys outside of the home
  - iv) Confidentiality regarding entry codes
  - v) Alternative arrangements for entering the home
  - vi) Action to take in case of theft or loss of keys
  - vii) Action to take when unable to gain entry
  - viii) Securing doors and windows
  - ix) Discovery of an accident to the service user
  - x) Other emergency situations
- To provide identity cards to all care and support staff entering the homes of service users the cards should:
  - (i) Display a photograph of the member of staff
  - (ii) Display the name of the person and the employing agency
  - (iii) Display the contact number of the company
  - (iv) Display a date of expiry
  - (v) Be available in large print for people with visual difficulties
  - (vi) Be laminated or otherwise tamper proof
  - (vii) Be renewed and replaced within 12 months from the date of issue
  - (viii) Be returned to the organization when employment ceases
- To ensure that there are clear and agreed ways of identifying care and support staff from the agency for people with special communication needs.

### **Accessing & Leaving Service User Home Procedure**

Care and support staff should encourage service users to adopt safe home and security practices wherever possible including using door safety chains, even when they are expecting a care worker and to request identification. This will encourage service users into the habit of thinking about security at all times. The use of peep hole door viewers and window and door locks should also be encouraged by care staff.

On the arrival at a Service Users home the care worker should always use the method of entrance agreed in the plan of care.

Before entering, even if they hold a key, should knock or ring to announce their arrival.

All care workers should show their identification badge. Upon leaving the care worker should check that all doors are closed securely behind them.

### **13. Procedures for the administration, or assistance with the administration of medication,**

#### Medication Prompt Only Policy

Cardiff Homecare Services Ltd believes that every service user has the right to manage and administer their own medication if they so wish. Staff will only prompt service users to encourage and enable safe self-administration of medication. However, due to their safety, all service users will be assessed for risk on a regular basis by a competent member of staff, where any help with the collection or administration of medication will be identified, where this information will be passed onto social services in order to act on this appropriately and correct support be put in place, by what may be an external organisation.

Any request for support from care staff employed by the agency identified in the service delivery plan should be discussed with the manager before being implemented to ensure the role being requested is appropriate & can be performed safely and competently by agency employees.

The purpose of this policy is to give clear instruction to all employees of the agency, who are involved in an aspect of "Medication Management".

This policy adheres fully to standard 10 Medication and Health Related Activities of the National Minimum Standards for Domiciliary Care Agencies, published in accordance with the Care Standards Act 2000. This policy also adheres to The Medicines Act 1968, The Misuse of Drugs Act 1971, Misuse of Drugs (Safe Custody) Regulations Act 1973, and the NMC Guidelines for Administration of Medicine.

All employees of Cardiff Homecare Services Ltd are restricted to this policy to only prompt service users in administering their own medicine/s.

Employees should follow the below process when prompting medication.

1. Introduce yourself to the service user
2. Check the service delivery plan for instructions on medication
3. Ensure the service user has a full glass of water available

4. Remind the service user of the time and day of the week, and prompt them to take their medication (when due).
5. Observe the service user taking his/her medication.
6. Record the exact actions of the prompt given to the service user should be documented on the medication report sheet located within the service users house file.
7. Care workers must maintain practice in accordance to the company's Confidentiality Policy & Procedure.

Employees of Cardiff Homecare services.

Cardiff Homecare Services Ltd must not under any circumstances, sell, recommend, advise, dispense, or introduce to service users any form of medication or remedy including homeopathic, herbal or other preparations.

### **Independence and Self-administration of Medication**

A service user's ability to manage their own medication will be considered when a service is first provided. Every effort will be made to ensure a service user's take his/her medication as independently as possible. The decision will be kept under review especially in the event of significant deterioration. Care worker must immediately inform their community support officer or registered manager if they have any uncertainty or an incident arises in relating to medication.

### **Training**

All Domiciliary Care Workers will read the agency prompt only medication policy at point of induction, and must have undertaken and successfully completed a medication safe awareness course.

To protect the Health and Safety of Domiciliary Care Workers

## **14. Accident & Emergencies Policy**

Cardiff Homecare Services recognizes its responsibilities to ensure that all reasonable precautions are taken to provide working conditions that are healthy, safe and compliant with all statutory requirements and Codes of Practice. However,

Cardiff Homecare Services recognizes, that accidents are, even in the safest of working environments, from time to time inevitable, despite the best efforts of staff, service user's, relatives and other professionals to prevent them. Such occurrences must be handled by Cardiff Homecare Services and its staff to minimize threat and injury to all, including service users, relatives and the general public. They must also be reported and the reports acted upon by Cardiff Homecare Services so that accidents can be minimized in the future and the organization and staff can learn from their experiences.

Cardiff Homecare Services, understands "Accidents and Emergencies" to cover an accident or injury to a member of staff or a service user or relative including Health and Safety accidents such as trips, falls and cuts.

### Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning Cardiff Homecare Services approach to an accident, emergency or crisis.

The goals of Cardiff Homecare Services are to ensure that:

- All accidents and incidents are appropriately dealt with
- All accidents and incidents involving injury to staff or service users are reported and recorded no matter how minor
- All accidents or incidents are fully investigated
- The results and recommendations from investigations are fully implemented to prevent any re-occurrence of such incidents
- Cardiff Homecare Services complies fully with the REPORTING OF INJURIES, DISEASES, AND DANGEROUS OCCURENCES REGULATIONS 1995 (RIDDOR).
- Action To Be Taken In The Event Of An Emergency
- In the event of an accident, incident or emergency staff should take the following action:
- In the event of a minor injury or health related incident basic first aid care should be rendered according to the situation and the members of staff's capabilities and training. Following such an incident an incident or accident form should be completed and the service users GP informed.
- In the event of an injury where medical attention is considered advisable or necessary, then the service user's GP or an ambulance should be called as appropriate. If there is any doubt about the need for medical attention, an ambulance should be called immediately and arrangements to take the casualty to hospital.
- If the care worker decides that an ambulance is appropriate they should follow the following procedure:

- Call 999 and make arrangements for the ambulance to be sent immediately. It is essential that a precise location of the occurrence is given and the nearest point of arrival for the ambulance suggested
- Make arrangements for the ambulance to be met by a relative or other person as appropriate and if available
- Ensure that the service user is accompanied to hospital, when appropriate, by a responsible person and that they contact Cardiff Homecare's office (or out of hours contact) soon after the incident to give up-dated information on the condition and location of the casualty
- Contact the main office to report the incident and to arrange for all appropriate forms to be completed.

Please Note:

If a care worker attending the casualty is unsure about the course of action to take, then they should contact the office or out of hours service for advice.

### **Accident or Incident Reporting**

At Cardiff Homecare Services Ltd all accidents, incidents, and emergencies must be recorded and reported to the Management using a standard incident form.

Employers must by law notify certain categories of accidents, specified cases of ill health and specified dangerous occurrences to the Health and Safety Executive (HSE) or the Local Authority (LA) to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

Accidents which are deemed reportable must be reported within 10 days of the accident. Fatal accidents, major injury accidents/conditions and dangerous occurrences must be reported immediately by telephone to the enforcing authority.

Procedures to be followed in the event of an occurrence referred to in Regulation 27,

### **15. Absence of the Registered Manager Procedure**

In the absence of the Registered Manager or provider, for a continuous period of 28 days or more, the Registered Person shall inform the CSSIW in writing 28 days prior to the absence.

In the case of an emergency, notice will be given within one week of the emergency absence occurring.

The written notice shall state:

1. The length or expected length of the proposed absence
2. The reason for that absence

3. The arrangements which have been made for the running of the agency during that absence
4. The name, address & qualifications of the person who will be responsible for the agency during that absence

The Contact details for CSSIW (Welsh Assembly Government)  
South East Region  
Merthyr Tydfil  
CF48 1UZ  
TEL: 0300 7900 126

Arrangements for service users to express their views about the service

## **16. Quality Assurance Measures**

It is the objective of Cardiff Homecare Services to provide its service users with a service of care to the highest quality within the environment of their own home, supply its service users with a workforce of trained and professionally recognised social care workers, who carry the necessary qualifications, and are furthermore recognised as suitable for work in social care by satisfying The Care Council for Wales (Registration) Rules 2010, otherwise known as The Register of Social Care Workers.

Cardiff Homecare Services Ltd fully adheres to Standard 27 of the National Minimum Standards and Regulation's 16 and 23 of the Domiciliary Care Agencies (Wales) Regulations 2004.

The company ensures its branches have an effective system for Quality Assurance in operation, based on outcomes for service users, in which standards and indicators are achieved, are clearly defined and monitored on a continuous basis by Care Workers and Registered Managers.

The Agency ensures there are quality assurance processes and a procedure for consulting with service users and their carers about the care service they receive on a regular basis.

This is undertaken both informally on a daily basis through carrying out the day to day activities involved in the running of the care agency and is subsequently carried out formally by way of sending all Service Users, their carer's/representatives and Cardiff Homecare employee's annual Satisfaction Surveys.

The outcome from the quality assurance, satisfaction surveys are published annually on the Cardiff Homecare Services website – [www.cardiffhomecareservices.com](http://www.cardiffhomecareservices.com) and



made available to all Service Users, their relatives/representatives, all stakeholders in the agency and to the CSSIW in appropriate formats as requested e.g. large print, braille, and, wherever possible, in the preferred language of the recipient, the outcome is documented in the format of a analysis report.

Cardiff Homecare services reviews and revises its quality assurance as necessary, but at least on an annual basis. As an organisation involved with continual improvement and development, you can expect us to

- Review your package of care formally at least every six months
- Spot check the care worker who is delivering direct care
- Closely monitor your provision of care
- Audit the daily report sheets from your house file
- Remain at the other end of a phone to you
- Ensure we keep up to date & accurate your Risk Assessments & Care Assessments

Additionally, the registered manager will constantly monitor care staff performances to ensure they meet your requirements.

## **17. The Management Structure of the Agency**

### **Responsible Individual & Registered Manager,**

The Responsible Individual is Mr. J. Greenman who is a director of Cardiff Homecare Services Ltd: Director@Cardiffhomecareservices.com

The Registered Manager: Responsible to the director,

Is in charge of the day to day running of the agency & contactable at the registered office

The Supervisors: Responsible to the registered manager,

Each supervisor will manage a team of care workers, and service users carrying specific area coverage, as to which are responsible for the day to day management, including rotas, spot checks, responding to query & concerns, and attending service user reviews & relevant meetings.

The Care Workers: Responsible to the Registered Manager & Supervisors,

Care workers will be allocated a Supervisor who will act as their first point of contact, when raising questions, queries or concerns.

The extent to which, the agency provides services through persons other than employees of the agency,

## **18. External Agencies Statement**

Cardiff Homecare Services will only provide service through their own fully recruited employees, and does not endorse the use of external agencies. In exceptional circumstances agency staff will be employed to cover work that Cardiff Homecare Services are unable to cover, only staff supplied by an approved agency can be used. (agency to be appointed)

Policies & Procedures to safeguard Service Users & Care Workers,

The below list show all of Cardiff Homecare Services Ltd Policies & Procedures which are available upon request from the registered office

- Accessing & Leaving Service User Home
- Accident & Incident Reporting
- Alcohol & Illegal Substances
- Child Protection
- Complaints
- Confidentiality
- COSHH
- Dealing with Accident & Emergencies
- Dignity at Work for Employees
- Disciplinary, Grievance & Appeal
- Equal Opportunities
- External Agencies Statement
- Fire Safety
- Food Hygiene
- Gifts & Legacies
- Health & Safety
- Hepatitis B
- Employee Induction
- Infection Control
- Company Insurance
- Intimate Care
- Key Holding
- Latex Gloves
- Lone Working
- Maintaining Home Records
- Management of Aggression & Violence
- Manual Handling

- Medication
- Mobile Phone at Work
- Money Handling
- MRSA
- Notifiable Diseases
- On Call Service
- Professional Boundaries
- Protective Clothing & Equipment
- Quality Assurance
- Recruitment & Selection
- Risk Assessment & Risk Management
- Sharps
- Sickness & Absence
- Smoke Free Environment
- Social Networking
- Supervision
- Training & Development
- Whistle Blowing