



Care Connect Bury Ltd Staff Handbook - 2020

Introduction

Welcome to Care Connect Bury Ltd. We are extremely proud of our organization and the team we have assembled to service and promote our business. We believe that our staff are a valuable asset and the key to achieving our goals of high-quality, person-centered care, as well as 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; loyalty, honesty, commitment to high- quality Care consistent with your role and responsibilities 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 our policies and procedures and we aim to demonstrate our commitment to ensuring we maximize and develop the potential of all our staff, whilst maintaining lasting and mutually beneficial working relationships.

The policies and procedures within this Handbook are non-contractual except where stated otherwise. They do not form part of the Terms and Conditions of your employment which are provided to you separately. This Handbook also refers to policies and procedures contained within the QCS Management System and QCS App. The policies and procedures contained within the system and app are also non-contractual unless stated otherwise. In addition, you will be expected to comply with any locally agreed procedures which will be discussed with you during your Induction.

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 Mrs Angela Brooks on 07718526010. Mrs Angela Brooks is based at:

Suite 7 Brenton Business Complex, Bond Street
Bury, Lancashire
BL9 7BE

Care Connect Bury Ltd Background

Care Connect Bury Ltd was established in 1990 to care for elderly people, and for younger adults with physical disabilities in their own homes. The age range is eighteen and over for new Customers. In June 2002 it was taken over by Sher Khan and Lynne Mills.

Our aim is to provide, to the community, an excellent domiciliary Care Service to private individuals and to be recognized as a “preferred provider” with the local authority Social Services.

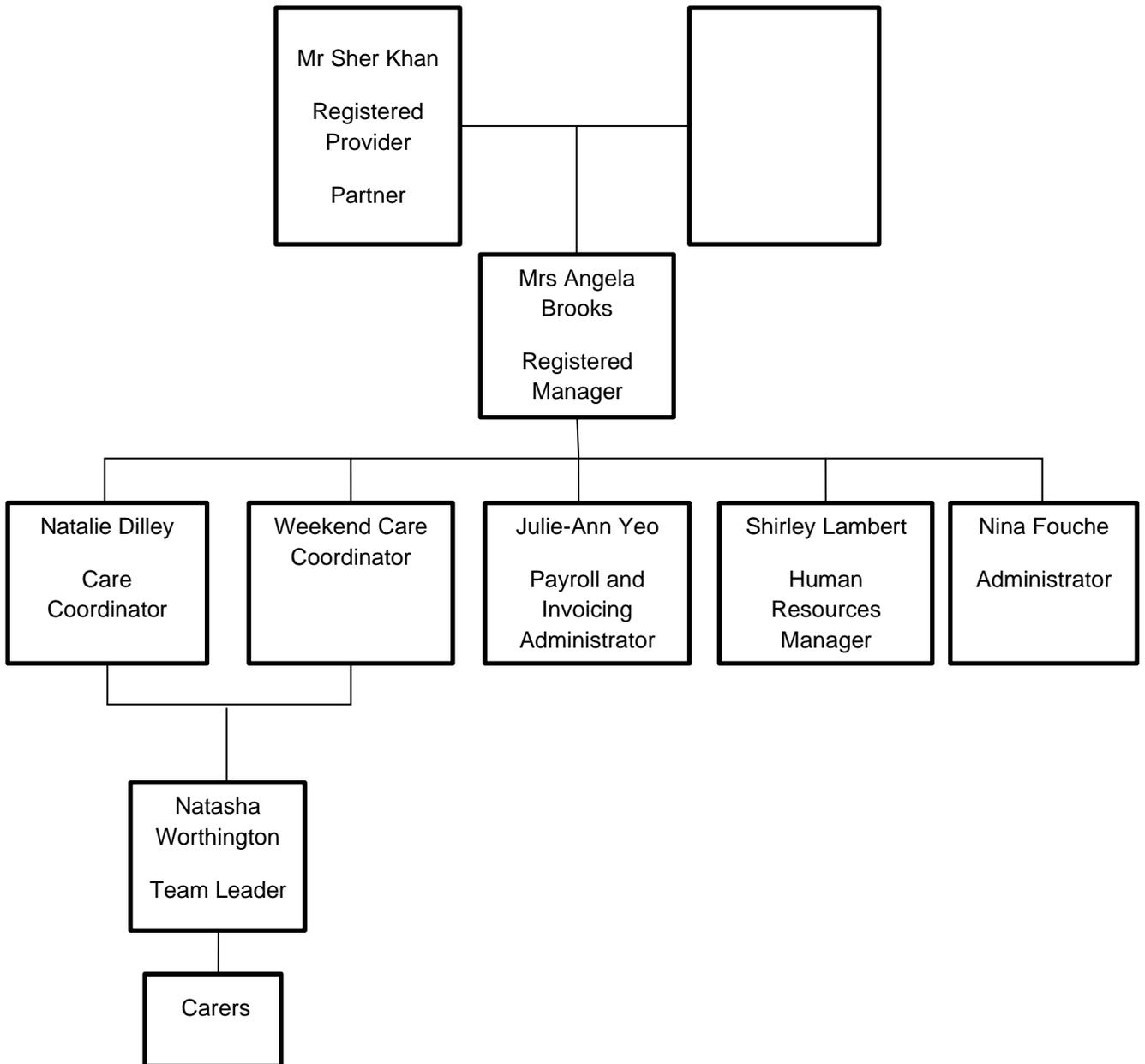
Our Aims

1. To provide a first class, comprehensive, professional domiciliary care service thus enabling Customers to remain in their own home for as long as possible.
2. To provide tailored, individual, service-user centered holistic care to all Customers, taking into account their wishes and needs and bearing in mind family and informal carers' wishes and needs.
3. To provide Customers with a safe, consistent, respectful, high standard of care within their own home.
4. To maintain confidentiality, privacy and dignity whilst encouraging independence and physical well-being for all Customers.
5. To provide all staff with relevant, high standard, quality induction and annual update training and to encourage ongoing personal development.
6. To run a profitable business to the benefit of all staff and Customers, enabling growth and improvements in the service provided.

The agency provides the following types of care:

- Daytime Care
- Palliative Care
- Night Care Support
- Domestic Cleaning
- Shopping Services

Care Connect Bury Ltd Organisation Chart



Principles and Values for Care Connect Bury Ltd

We are committed to supporting all Customers so that they can continue their lives with dignity and independence and be participating members of their own communities. Care Connect Bury Ltd is committed to meeting the needs of those people entrusted to our care. We will ensure that Customers are able to live the lives they choose and Care Connect Bury Ltd will support them to remain independent in their own homes.

All people who are supported by and work at Care Connect Bury Ltd and those who care for them will be treated with dignity and respect. We aim to offer skilled Care to enable Customers to achieve their optimum state of health and well-being. We uphold the human and citizenship rights of all those we provide Care to and those who work for Care Connect Bury Ltd. Individual choice and personal decision-making are the right of all Customers and this right will be supported by all people who work for Care Connect Bury Ltd. The right of independence will be respected and encouraged for all Customers. The individual uniqueness of Customers will be recognised and valued, and we will reflect this in our Care Plans and how we listen and respond to Customers.

The individual requirement for privacy will be respected always and all information relating to individuals will be treated in a confidential manner. We recognise the individual need for personal fulfilment and aim to support Customers to identify activities that are meaningful to them.

Care Connect Bury Ltd's Aims, Objectives and Philosophy of Care

To provide high quality care to the local population and beyond, meeting individual needs in a safe, caring, effective and responsive environment by a well-led workforce with the skills, knowledge and resource to meet the highest standards. Our aims are:

1. To deliver quality care based on the needs of our Customers
2. To treat all Customers equally whilst valuing their differences and respecting their human rights
3. To safeguard Customers from all forms of abuse whilst respecting their decisions
4. To provide access to information through a range of formats and aids including advocacy where required
5. To involve Customers seeking feedback including complaints, compliments and ideas to improve the service
6. To ensure we recruit and retain the right staff and maintain and improve their skills through the right training
7. To act immediately to understand, respond to and learn from incidents through established systems
8. To deliver compassionate Care that promotes Service User's dignity, respecting their needs, wishes and expectations

You, Your Contribution and Care Connect Bury Ltd's Promise to You

You are a key member of our organisation. It is through your commitment and expertise that people who use Care Connect Bury Ltd's services can continue their life with the maximum of dignity and independence. Care Connect Bury Ltd 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 you should always speak to your supervisor or manager to ensure you are working safely and within professional boundaries.

In your position within Care Connect Bury Ltd, you have to negotiate a delicate balance between being supportive to the Service User and your professional context. You should always be aware that you support the Service User in a professional and paid capacity. This will mean that you should engage in activities with a Service User in a reflective manner. It will be important for you as an individual worker to be able to understand 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 can always speak to Mrs Angela Brooks if you have concerns.

Safeguarding and Wellbeing

You should always act in such a way as to promote and safeguard the wellbeing and interests of the Service User. You should also avoid any act that might bring the organisation into disrepute or diminish the public's confidence in Care Connect Bury Ltd.

You must act with honesty, integrity and respect for Customers and their property.

Workers should, at all times, safeguard the wellbeing of the Service User, themselves and their colleagues. When caring for a new Service User, when their care needs change, when carrying out new procedures, or using new materials or equipment, a risk assessment must be undertaken and in place. If in doubt as to whether a risk assessment has been carried out, you must discuss the matter with Mrs Angela Brooks. In cases whereby, an assessment has already been carried out, the Manager will inform you 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 tell you of the identified risks and the methods of controlling those risks.

When working within the team, you should act professionally towards colleagues and other professionals and indeed all concerned with wellbeing of the Service User/s. 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.

Code of Conduct

You are required to comply with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. 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. If you are employed as a Registered Nurse, you will be expected to comply with the NMC Code and ensure you retain your professional registration.

Complaints

If you receive a complaint from a Service User, you should inform the Service User of the Complaints Policy and Procedure and notify Mrs Angela Brooks immediately. The member of staff responsible for handling complaints at Care Connect Bury Ltd is The Registered Manager.

Escalating Concerns

All employees have a responsibility to report to their manager with regard to any changes 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 also report any refusal of care or any time you are unable to deliver Care as planned. You should ensure you read Care Connect Bury Ltd's Safeguarding Policy, the Child Protection Policy and the Whistleblowing Policy on the QCS Online Management System or via the QCS App.

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 Staff Handbook which are available in the QCS Management System and on the QCS App. 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.

Personal Details

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.

Equal Opportunities

Care Connect Bury Ltd 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. Care Connect Bury Ltd is 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 Management System and QCS App. You will be requested to complete an Equal Opportunities Monitoring Form.

Non-Harassment Policy

Care Connect Bury Ltd 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 Management System and on the QCS App.

Private Work for Customers

Private work for Customers with whom Care Connect Bury Ltd is already providing with Care is not acceptable as it conflicts with our contract of employment and will very probably be regarded as financial abuse if undertaken without prior approval. In exceptional circumstances, Care Connect Bury Ltd may authorise such work where it is clearly for the benefit of the Service User subject to the approval of the organisation/individual funding the Care to that individual Service User, and subject to controls on charging and quality and with prior agreement from Mrs Angela Brooks.

The Moonlighting Policy and Procedure is available in the QCS Management System and on the QCS App.

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 your employment:

Induction Training

You will be expected to work through Care Connect Bury Ltd's induction training programme at a reasonable speed, and within the standards laid down in the Health and Social Care Act 2008 (as amended by the Health and Social Care Act 2012). 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.

Working Standards

The management of Care Connect Bury Ltd, and many of its working practices, are set out in the Compliance Management System supplied to us and maintained by Quality Compliance Systems Ltd. This online management 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 (Mrs Angela Brooks) immediately. Care Connect Bury Ltd may have to comply with locally agreed policies and it is important that you are familiar with them. Your manager will tell you about this during your induction.

Training – Induction and Ongoing

All employees are entitled to a minimum of three paid days of training per year, 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 contact Mrs Angela Brooks. Failure to attend mandatory training could result in disciplinary action.

You are reminded that in order for Care Connect Bury Ltd to satisfy its obligations under the Health and

Social Care Act 2008 (as amended by the Health and Social Care Act 2012) you are employed subject to certain contractual requirements with regard to training and qualifications, which are detailed in your Statement of Terms and Conditions.

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. You should have prior approval from Mrs Angela Brooks before incurring any expenses.

Alterations and Modifications to the Staff Handbook

Care Connect Bury Ltd reserves the right to make reasonable alterations to this Handbook and any other terms and conditions of service. Minor changes of detail, such as those 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 Mr Sher Azam Khan & Mrs Lynne Mills.

Annual Holidays, Holiday Pay and Procedures

Holiday Entitlement

1st April to 31st March.

The Annual Holiday Policy and Procedure is available in the QCS Management System and on the QCS App.

Public/Bank Holidays, Pay & Procedures

Where the above days are worked, payment will be made as indicated in your Statement of Terms and Conditions or Principal Statement or Contract of Employment.

Sickness/Injury Absence Payments and Conditions

Notification of Absence

The Sickness Absence Policy and Procedure is available in the QCS Management System and on the QCS App. 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 Policy and Procedure is available in the QCS Management System and on the QCS App.

Adoption Leave

The Adoption Leave Policy and Procedure is available in the QCS Management System and on the QCS App.

Shared Parental Leave

The Shared Parental Leave Policy and Procedure is available in the QCS Management System and on the QCS App. 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 Paternity Leave Policy and Procedure is available QCS Management System and on the QCS App.

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 so. We must point out that you are not insured by Care Connect Bury Ltd 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 Customers, you must inform your insurer to ensure that you have the correct level of insurance.

If you use your car to travel to different workplaces, you must confirm with your insurers what level of insurance you will require. You will have to provide Care Connect Bury Ltd with evidence of the level of insurance and they will confirm this meets their business needs. Your car should be kept in a roadworthy condition and you must inform Care Connect Bury Ltd of any changes to your license e.g endorsements, cautions or convictions.

Additional Time off Work

We recognise that there will be occasions when you will request time off for medical/dental appointments or 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.

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 our premises.

Lost Property

All items of lost property should immediately be reported to Mrs Angela Brooks. 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, where provided, Care Connect Bury Ltd telephones are provided solely for business use and abuse will not be tolerated. Personal mobile phones should be switched off during working hours. Staff should not, therefore, be answering or making calls while with a Service User or where Customers or their friends and relatives may be able to overhear conversations.

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. This includes buying or selling from catalogues.

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.

Uniforms, Personal Appearance & Appropriate Dress

We will purchase appropriate uniforms for your use. The cost of the uniform will be taken out of your wage. All uniforms will be returned on leaving and will be refunded if they are in reasonable condition.

Employees should refer to the Appearance Policy and Procedure which is available in QCS Management System and on the QCS App.

Protective Clothing or Equipment

All such clothing, except for Care Worker's shoes, Uniform and pants, will be provided to employees concerned free of charge by the company and must be worn throughout working periods. Failure to wear protective clothing may be treated as a disciplinary offence. If the risk of injury is great the failure may, depending on the surrounding circumstances and any mitigating factors, be treated as gross misconduct.

The Health and Safety Policy and Procedure is available in the QCS Management System and on the QCS App. The person responsible for Health and Safety at Care Connect Bury Ltd is the nominated Safety Officer is Sher Khan.

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 Management System and on the QCS App.

Alcohol & Drugs

The Alcohol and Drugs Policy and Procedure is available in the QCS Management System and on the QCS App.

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/Mrs Angela Brooks if you are running late in attending work. We would also request that you inform the person in charge/Mrs Angela Brooks 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 Management System and on the QCS App. Staff that are absent without notifying the person in charge/Mrs Angela Brooks may be subject to disciplinary action. 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.

Employees must remember that Customers may be vulnerable and rely on Care Connect Bury Ltd and its employees to exercise care and judgment on their behalf when it comes to their finances. Employees must not, therefore, accept any gifts of any value or seek to borrow any money from a Service User. Employees must not remove property or money from a Service User without permission or purpose. This policy is designed to protect both employees and the Service User and any employee that is found to be in breach of the policy may face disciplinary action which could result in dismissal. Where we believe a person has caused harm or poses a future risk of harm to vulnerable groups, including children, we will refer to the Disclosure and Barring Service in line with our statutory duties.

Information About Customers

Information about all Customers 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/Mrs Angela Brooks. All information to which you have access regarding a Service User must be treated with the utmost confidentiality (see Confidentiality Policy). On each occasion on which you attend to the Service User, you should record on the Care records brief details of duties carried out and general information regarding the Service User's situation. Please also use this daily visit sheet as a means of communicating information to the next Support Worker on duty with the Service User, or as a reminder for yourself.

Gifts, Wills, Donations and Bequests

You should not, under any circumstances, act as signatories to the wills, lasting powers of attorneys or similar legal documents of Customers, or be beneficiaries of Service User's wills, nor should you accept gifts of any kind except with the express authority of the Registered Manager. Please refer to the Gifts Policy and Bribery Policy for further information.

Parking

Car Parking is available in the car park provided.

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.

Housekeeping

Please keep your work area clean and tidy at all times. Please report any concerns about housekeeping to Mrs Angela Brooks. You can contact for assistance.

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 Care Connect Bury Ltd's 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

You must not disclose any trade secrets or other information of a confidential nature relating to Care Connect Bury Ltd or any of its associated companies or their business or their clients/Customers and employees in respect of which Care Connect Bury Ltd 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.

You must not remove any documents or tangible items which belong to Care Connect Bury Ltd or which contain any confidential information from Care Connect Bury Ltd premises at any time without proper advance authorisation.

You must return to Care Connect Bury Ltd upon request, and, in any event, upon the termination of your employment, all documents and tangible items which belong to Care Connect Bury Ltd or which

contain or refer to any confidential information and which are in your possession or under your control.

You must, if requested by Care Connect Bury Ltd, 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.

Use of Computer Equipment

Use of computer equipment, 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 Management System and on the QCS App.

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, staff lockers (where available), 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 Mr Sher Azam Khan & Mrs Lynne Mills is authorised to make any communication or statement to the media in matters relating to the business.

Standards of Conduct/Performance

Throughout this section we shall give an indication of the required standards of conduct or performance expected from all 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 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 including, where required, clocking in using any device or system provided.

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. Employees' should refer to the Absenteeism Policy and Procedure.

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 or which has a detrimental impact upon relations with fellow colleagues or Customers. Doing so may result in disciplinary action and could lead to dismissal depending on the seriousness of the conduct outside work and the level of impact it is having or could have on the organisation.

Social Networking

Employees' are not permitted to use social media during work hours. We require all our staff to avoid and refrain from engaging in any conduct on social media (i.e. Facebook, Twitter, WhatsApp, etc.) either during or outside working hours which brings the company into disrepute, or

- Is derogatory or critical of the business
- Results in adverse publicity
- Could constitute any form of bullying or harassment of a colleague or Service User
- Would be a breach of our Equal Opportunities Policy
- Would cause us to question your suitability to be working with our Customers

The above list is not exhaustive, and employees should be careful to avoid any inappropriate or adverse references to the business or their work colleagues. Employees' should remember that they represent Care Connect Bury Ltd at all times.

Employee's should not connect/be "friends" with Customers on social media unless there was a relationship (Family or friend) prior to them becoming a Service User of Care Connect Bury Ltd or you have permission of Mrs Angela Brooks. This is to protect the reputation of Care Connect Bury Ltd and avoid the risk of adversely affecting relations with our Customers and prevent any safeguarding issues arising.

Employees should refer to the Social Networking Policy which can be found within the QCS Management System and the QCS App.

Stock/Property

Care Connect Bury Ltd 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.

All employees have a duty to report to management any damage to, or loss of stock or property.

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

Your performance at work will be regularly reviewed and unacceptable standards due to individual negligence or carelessness may be referred to the disciplinary process.

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.

The Poor Performance and Capability Policy and Procedure is available in the QCS Management System and on the QCS App

Health and Safety

The Health and Safety Policy and Procedure is available in the QCS Management System and on the QCS App. The person responsible for Health and Safety is The nominated Safety Officer is Sher Khan.

Leaving Care Connect Bury Ltd

You are reminded that the company 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 for you to leave before your notice expires. Failure to meet this obligation, which is for the benefit of your Customers and colleagues, opens you to the possibility of claims for excess costs of replacement by the company as per below.

The notice period which you are required to give is detailed within your individual terms and conditions of employment.

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. Examples of additional costs include:

- Costs incurred in covering shifts under your notice period by someone who is on a higher hourly rate
- Costs incurred in covering your shifts under your notice period by an agency worker who's hourly rate is higher
- Admin costs incurred by reason of using an agency to obtain cover for the shifts under your notice period.

All costs incurred in providing urgent cover as a result of your failure to work all or some of your notice period will be calculated and the pay you would have received during that period will be deducted from this cost which will leave a balance which equates to the "additional cost" arising from your breach of contract OR a fixed amount in the sum of [£x] will be deducted from your final pay in the event that you fail to work some or all of your notice and as a result Care Connect Bury Ltd has incurred additional costs.

This right does not prejudice any other legal rights or remedies which Care Connect Bury Ltd may have arising from your failure to work your contractual notice period.

Where there is an unjustified failure to work notice, this may be referred to in any reference provided to prospective employers.

References

Employees who wish to request a reference should refer to the References Policy and Procedure.

Redundancy

The Redundancy Policy and Procedure is available in the QCS Management System and on the QCS App.

Disciplinary Procedures

Discipline and Disciplinary Appeals

The Discipline Policy and Procedure is available in the QCS Management System and on the QCS App.

Grievance Procedure

The Grievance Policy and Procedure is available in the QCS Management System and on the QCS App.

Whistleblowing

The Whistleblowing Policy and Procedure is available in the QCS Management System and on the QCS App. 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.

Good Practice Statement

Mental Capacity

It is essential to be familiar with the Mental Capacity Act, guidance and to recognise diminished or fluctuating capacity. Confusion, memory loss, aggression and changes in personality or behaviour, are some symptoms that can be caused by prescribed medications, or other treatable causes, for example, a urinary tract infection or chest infection, dementia or mental health illness. Medical advice should be sought. Sometimes changes will be permanent and progressive. All people with mental health illnesses 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.

Customers can be supported to complete a 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 Support Workers who can help support the Service User.

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 illnesses 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 Deprivation of Liberty Safeguards. The Service User and advocates will be involved in making decisions about any Care service which restricts Customers 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; Customers 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 Customers, if that is the Customers 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 the 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 to enable them to recognise symptoms such as depression, lethargy, or problems with eating or sleeping. Care Workers will also be able to listen and talk to the Service User 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

Care Connect Bury Ltd 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 Customers, particularly where personal care is involved. Again, full compliance of the Equality Act 2010 will apply. Please refer to the separate Equality and Human Rights Policy and the Equality and Diversity Policy and Procedure for further information.

Safeguarding

Abuse may be described as Physical abuse, Domestic violence, Sexual abuse, Psychological abuse, Financial or material abuse, Modern slavery, Discriminatory abuse, Organisational abuse, Neglect and acts of omission, Self-neglect as defined in the Care Act 2014. Care Workers will be able to identify the possibility of abuse which may not be the result of an acute situation but of concern over a period of time. All Care Workers are/will be familiar with the indicators of abuse and will report any suspicions to Mrs Angela Brooks or another person in charge. The Safeguarding Policy and Procedure is available in the QCS Management System and on the QCS App.