Carer’s Handbook

(Important: This is only a model – Please work through it and add/delete as you think necessary).

Notes:

- Service Users are referred to in this document as Clients.
- As this Handbook is for care workers employed by the Agency, they are generally referred to as “you” throughout.
- The employment section of the Handbook may be significantly enhanced by the addition of more detailed model Policy/Procedure Statements on certain topics. If you need additional Policy Statements, please go to www.hrpolicy.co.uk and order them, on line, via the Product Category “HR Policies”, or complete the Order Form provided. Alternatively, please telephone us on 01234 312637, and we will be delighted to assist.
- Although entitled “Carer’s Handbook”, there is no reason (that I can think of) why the Handbook may not be re-designed as an all-purpose document for all employees of the Agency, with some sections being more relevant than others, to care workers.

Thank you.

Philip E M Bradshaw, Chartered MCIPD

Managing Director

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To our Employees

This Handbook provides you with important information.

This information concerns matters, which relate primarily to the general conduct of the employment relationship, including duties and responsibilities of both employees and the Agency, and the proper conduct of your duties and responsibilities as a Care Worker. A proper understanding of such matters is helpful towards maintaining a relationship, which is positive, beneficial, knowledgeable, professional and safe.

It is your responsibility to read this Handbook and query anything that you do not understand with your Supervisor.

The Agency will add to, delete, or modify the contents of this Handbook in line with changes in employment practice, the Agency’s policy on employment matters, legislation, good care practice, National Minimum Standards or some other substantial reason.

You will be advised when changes have been made to any part of this Handbook.

AN Other

Managing Director

Date
About this Handbook

This Handbook has been produced as a guide for you on many aspects of employment with the Agency, and summarises some of the main employment and operational policies. To respond to the changing needs of the Agency as well as to changes in legislation, the Handbook may need to be modified/updated from time to time, and when this happens you will be informed, usually by internal memorandum circulated to all.

Some topics need more explanation than others, and on occasion, therefore, additional information may be provided. The note on the topic will indicate whether further information is available, and where it may be found.

If you have any questions about this Handbook, or any of its contents, then please see your Supervisor.

Absence

Every employee is important in providing an efficient and effective service, and for a sound business. Unnecessary or frequent absences, and late arrivals, place added burdens on others and often prevent them from giving their best.

Lateness

Frequent and excessive lateness, when visiting Clients in particular, is considered a serious breach of discipline and may lead to dismissal. Employees are required to telephone their Supervisor as soon as possible if they know that they are going to be late starting work, or seriously late attending a Client.

Absence

Employees who are unable to attend for work, for whatever reason are required to inform their Supervisor, personally, (unless circumstances make this impossible) early on the first day of absence. Failure to notify may result in such absence being unpaid. Repeated lateness, absenteeism, failure to notify, or falsifying the reason for absence will be regarded as serious breaches of discipline.

(You may wish to complement/enhance this model Handbook by purchasing our detailed Policy/Procedure on this topic available from www.hrpolicy.co.uk).
Additional Employment

The Agency has no objection to you undertaking additional employment provided:

a) Such additional employment does not affect your ability to perform the job for which you have been employed, in a satisfactory manner;

b) The additional hours worked (aggregated for all additional employments), when added to the hours worked for this Agency, does not give rise to a situation where you exceed the limits on average weekly working hours imposed by the Working Time Regulations, unless you have entered into a voluntary agreement with the Agency to opt-out of this part of the Regulations;

c) The nature of the work does not reflect adversely on the Agency.

If you who wish to undertake additional employment(s) you are requested to discuss your proposals with your Supervisor so that these and any related employment and health/safety issues can be discussed.

(You may wish to complement/enhance this model Handbook by purchasing our detailed Policy/Procedure on this topic available from www.hrpolicy.co.uk).

Annual Leave

You will accrue paid annual leave during your employment. The Agency will consider all requests for annual leave sympathetically, although the needs of the business will always be the primary consideration.

Leave Year

The Agency’s leave year will run from (Insert Date) to (Insert Date).

Rate of Accrual

You will accrue annual leave at the rate of 4 weeks per year. This translates into days as follows:

<table>
<thead>
<tr>
<th>Days Worked each Week (Note 1)</th>
<th>Number of Days leave (Note 2)</th>
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<tbody>
<tr>
<td>5</td>
<td>20</td>
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<tr>
<td>4</td>
<td>16</td>
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<td>3</td>
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<td>2</td>
<td>8</td>
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<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>

And so on
Aims and objectives of the Agency

The Agency commits to:

a) **Working with each Client,** social workers, relatives, carers (as appropriate) and all others associated with his/her care towards identifying, implementing and reviewing a personal care plan which adequately reflects his/her needs at any one time;

b) **Promoting independent living,** working within the Client’s range of abilities and competencies;

c) **Delivering care in a** manner which is non-discriminatory, sensitive to the cultural needs of the Client and respectful of their environment and traditions;

d) **Providing a flexible, responsive and non – intrusive service** that is tailored to the needs of the individual;

e) Ensuring that **confidential information is protected at all times** and only shared with others strictly in accordance with its policy on Confidentiality.

Ethos and philosophy

(Name) believes that the following statements best describe the values within which we seek to operate on a daily basis.

We believe that each Client in our care has the fundamental right to:

- be regarded as an individual and given our special attention;
- be cared for by people like you who are capable of understanding their needs and competent to meet those needs;
- be treated equally, and no less favourably than others;
- receive respect and understanding regarding their cultural, religious and spiritual beliefs;
- receive prompt attention in relation to all of their healthcare needs;
- be safe, feel loved and always know that “someone cares”;
- be informed about all important decisions that affect them, and to have a say;
- be afforded privacy for yourself and their belongings;
- have the opportunity to think independently, and make their own choices;
- complain about anything they feel is unfair or unjust, and to have that complaint listened and responded to.
The nature of the services provided

The Agency is engaged in the provision of care support services to individual Clients in their own homes. These services are based upon an assessment of need, at the time the contract commences, and reflect the requirements of a Personal Care Plan.

Care support services are provided in the following areas:

- Dressing, undressing, into and out of bed etc.
- Personal hygiene, grooming etc.
- Health
- Food
- Housekeeping
- Social, leisure etc.
- Helping Clients with their personal affairs

The Agency does not provide Nursing services.

Service Delivery

Health and safety Assessment

Before commencement of service, the Agency will undertake a health and safety assessment of the Client’s home in order to identify any specific hazards which may be present, and which may present a risk to your health, safety or welfare. Where hazards are identified then a risk assessment will be completed and where necessary, advice given as to correction and maintenance. The Agency will not permit staff to engage in any activity where a hazard is present, and the risk has not been eliminated or reduced to an acceptable level. In some instances, this may require service to be withheld or suspended. You are required to be vigilant at all times regarding health and safety matters, and to report any situation, incident or occurrence which causes you concern.

Assessment of care needs and requirements

The Agency will visit the Client, before the commencement of service to discuss and agree the Client’s precise care needs. Following this visit the Agency will draw up a Personal Care Plan and present this to the Client, together with an accurate assessment of the costs involved, the methods of payment etc. This information, together with the standard terms of business will constitute the contract between the Agency and the Client.

And so on