



Staff Handbook

Name:



Welcome to Whitecliff services!

Dear Colleague,

First of all, I would like to take this opportunity to welcome you to the Whitecliff Services team. Everybody within the team is proud of what we have achieved and just what Whitecliff services stands for. This handbook is designed to support your 'Induction & Orientation' course and to provide an ongoing support workbook. Please don't put this book at the back of the wardrobe or in the loft, because it will continue to provide useful information throughout your working life.

There are many things which make Whitecliff services different from other employment businesses. Some of the most important are:

- ✓ *We treat our staff with dignity and respect. BUT we also expect that people will do what is expected of them and follow the requirements to the letter. If this doesn't happen, how can we tell our clients what to expect?*
- ✓ *Whitecliff Services is different from other employment business because we are no-nonsense professionals. We explain to our clients what to expect and that is what they get. Every member of the Whitecliff Services team has a responsibility to be:*

**PROFESSIONAL RELIABLE CARING CAPABLE OF FOLLOWING INSTRUCTIONS
RESPONSIBLE**

If you ever wish to discuss anything in connection with your role as a Whitecliff Care/support worker, please do not hesitate to contact me. So, once again, welcome to the Whitecliff Services team. I hope that our working relationship will be positive, professional and enjoyable.

Yours sincerely

Martins Momodu

Director

Whitecliff Services Ltd



RECRUITMENT POLICY

Policy

Whitecliff Services will only recruit people who are absolutely right for the job and in accordance with the requirements of The Safeguarding Vulnerable Groups Act 2006 ('SVGA') The principle states that the company will only recruit people who have the right emotional make-up and the correct personality to carry out the job both professionally and empathically.

All staff will undergo a face-to-face interview and a criminal record check. Before starting work all care staff will satisfy the requirements of the company's Induction Training course.

Whitecliff Services will maintain relevant records pertaining to the recruitment of staff (including registration checks) in line with the Data Protection Act and principles of confidentiality.

Interviewers and those involved in recruitment at all levels will strictly observe the relevant laws and regulations and will pay attention to matters relating to Equality and Diversity, taking into account the legal framework as well as good practice regarding an applicant's age, sex, religious observance, ethnic background, disability or sexual orientation.

Whitecliff Services will not recruit any person that is barred under the Disclosure and Barring Service from working with children and vulnerable adults.

Procedure

Applicants for care/support worker may come to Whitecliff Services from one of many different approaches. Jobcentres, newspaper and internet advertising and word-of-mouth will all be good sources of contact.

Irrespective of the way the person should make contact (even if they are recommended by an existing member of staff) the process shall be the same in that Whitecliff Services will respond to all enquiries in a polite and professional manner. (Please note that a prompt/checklist is available for telephone enquiries to assist the process).

The following process must be completed:

1. Applicants must complete an Application Form in advance of a decision to invite for interview. Those who do not fit the criteria will be rejected at this stage, without an interview taking place.
2. An Equality Monitoring Form will also be provided to applicants for optional completion.



3. The interviewee must provide proof of identification (preferably a passport or Biometric Resident Permit) and their driving licence (if they intend to drive at work) as well as two (2) proofs of residence.
4. Interviewees will undergo selection and those who are unsuccessful will be notified in writing.
5. Successful applicants will complete a criminal record application form prior to induction training.
6. The interviewer will take up a minimum of two (2) references on successful applicants and replies will be in place before the job offer is confirmed. One reference must be from the former/most recent employer of the applicant. (In some circumstances, Whitecliff Services will request three references where a reference from the most recent employer is not available. For example, a business no longer in operation.).
7. Successful applicants will be invited to Induction Training which includes training in mandatory areas.
8. Following successful completion of Induction Training the employee will be issued with a Whitecliff Services Staff Handbook, uniform and identification badge.
9. The employee must confirm and sign a declaration that they have received, read and understood the Whitecliff Care Staff Handbook and policies and procedures.
10. A successful response to the enhanced criminal record check must be received and all references must be in place before the employee starts work.
11. The records relating to an individual member of staff must be accurately maintained, up to date and stored securely and confidentially (in line with the General Data Protection Act).

Note: Recruitment must not be used as a 'weeding out' process. Applicants will only be invited to go forward to the next step when they have fully satisfied all the criteria both on a practical, professional and emotional level.

Procedure for the Recruitment of Management & Administrative Roles

Where recruiting for administrative or management positions, the same overall process must apply with slight variation to the system as follows:

1. Applicants shall complete an Application Form in advance of the interview. Those who do not fit the criteria will be rejected at this stage, without an interview taking place.
2. Individuals whose applications are acceptable will be invited for interview.
3. The interviewee must provide proof of identification (preferably a passport) and their driving licence (if they intend to drive at work) as well as 2 different proofs of residence.
4. Interviewees will undergo selection and those who are unsuccessful will be notified in writing.
5. Successful applicants will complete a criminal record check form (where required) prior to training.
6. The interviewer will take up references on successful applicants and replies will be in place before the job offer is confirmed.

DISCIPLINARY POLICY

What our clients can expect

Whitecliff Services' disciplinary policy and procedures encourage employees to maintain standards of conduct, attendance and performance. Where breaches do occur, these are dealt with efficiently and effectively.

Explanation of terms used in this policy

Disciplinary action: Formal action against an employee, for example, issuing a first or final written warning for misconduct or dismissing someone for gross misconduct.

Disciplinary hearing: A formal meeting to discuss the disciplinary allegation, to hear all of the evidence and to determine whether on the balance of probabilities the allegation is substantiated and if so, what disciplinary action to take.

Policy statement

Aims

The aims of this policy and procedure are to:

- Make sure that service user's rights and safety are protected.
- Promote fairness and transparency when dealing with employees who breach standards of conduct, attendance or performance.
- Provide an effective framework for achieving any necessary improvements by employees and where this is unsuccessful, to terminate the employees contract.
- Make sure that disciplinary matters are managed consistently and promptly.
- Ensure compliance with employment law and prevent complaints to employment tribunals.

Legal requirements

Whitecliff Services' disciplinary procedures are in line with the ACAS statutory Code of Practice on Discipline and Grievance 2009 (England, Scotland and Wales). The Codes provide practical guidance to employers, employees and their representatives and set out principles for handling disciplinary and grievance situations in the workplace. Employment tribunals will take the Codes into account when considering relevant cases.

All new employees receive a copy of the disciplinary policy and procedure within the staff handbook. The staff handbook informs employees about the standards of conduct and work performance expected of them. Managers ensure that these standards and procedures are fully understood by new employees as part their induction. Managers give employees a further copy of the disciplinary policy and procedure if the formal disciplinary procedure is initiated.

Managers must always seek legal advice prior to taking any informal or formal actions in order to protect the employee and the company.

Scope

This policy applies to all employees of Whitecliff Services except for those still in their probationary period. It describes the principles and processes for dealing with alleged misconduct and more serious instances of underperformance.

Key principles

- Wherever possible managers will deal with minor issues of poor performance or conduct informally. Where there is a reoccurrence, or the matter is more serious, the formal disciplinary procedure will be followed (examples are included at Appendix 1).
- The informal and formal procedures are separate processes. If, during an informal discussion, it becomes obvious that the matter may be more serious, the meeting will be adjourned. The employee will be told that the matter will be continued under the formal disciplinary procedure. This protects employee's rights.
- As part of the formal disciplinary procedure, the employee will be informed in writing of:
 - The nature of the complaint or allegation against them; and
 - The stage at which the matter is being considered;
 - The arrangements for the investigation and any disciplinary hearing to determine the outcome;
 - Their right to be accompanied by a trade union representative or a work colleague;
 - Their opportunity to state their case and their right of appeal.
- Employees will be provided with copies of any written evidence including witness statements.
- The timescales detailed within the procedure will be followed unless variation is mutually agreed. This will be by exception.
- Managers whose responsibilities require them to conduct disciplinary hearings will be given appropriate training to enable them to undertake their role effectively and in a fair and objective manner.
- Managers and employees are expected to make every effort to attend interviews or hearings that are part of the disciplinary procedure. If an individual is unable to attend the disciplinary hearing, they will need to give notice and explain the reasons why. If there are extenuating circumstances or other compelling reasons, the hearing will be re-scheduled to another mutually convenient time. Unless the reasons are exceptional, the re-arranged hearing must take place within 10 working days. Where an employee fails to give notice of nonattendance with reasons, the hearing may be held in the employee's absence. Where this measure is invoked, the employee will be informed in writing.
- Disciplinary action will not be taken against an employee before the investigation is completed and the evidence presented at a disciplinary hearing.
- The nature of the disciplinary action will depend upon:
 - The nature and seriousness of the alleged misconduct; and
 - The objective assessment of the evidence from the investigation; and
 - The employee's past record and any mitigating circumstances.
- The standard of proof will be on the balance of probabilities. Employees have a right of appeal against any disciplinary action.
- Misconduct outside of work may also invoke disciplinary action where the misconduct has implications for employment responsibilities.
- Acts of gross misconduct may also be reported to the relevant professional and statutory bodies.
- In line with Whitecliff Services' Equality Policy, the disciplinary procedure will not discriminate either directly or indirectly, on the grounds of gender, race, colour, ethnic or national origin,

sexual orientation, marital status, religion or belief, age, trade union membership, disability, or any other irrelevant personal characteristics

- In cases of under-performance, where the reason is not within the employee's control e.g. health or changing nature of the job, Whitecliff Services will in the first instance provide the necessary training and support (refer to Whitecliff Services policy on Performance Management for more information).
- Whitecliff Services will hold and destroy data relating to any disciplinary matters in line with their statutory duties under the Data Protection Act 1998 (refer to Whitecliff Services 's policy on Records Management for more information).
- This policy and procedure will be reviewed following any changes to the legislation or within a period of not more than two years.

Communication to employees

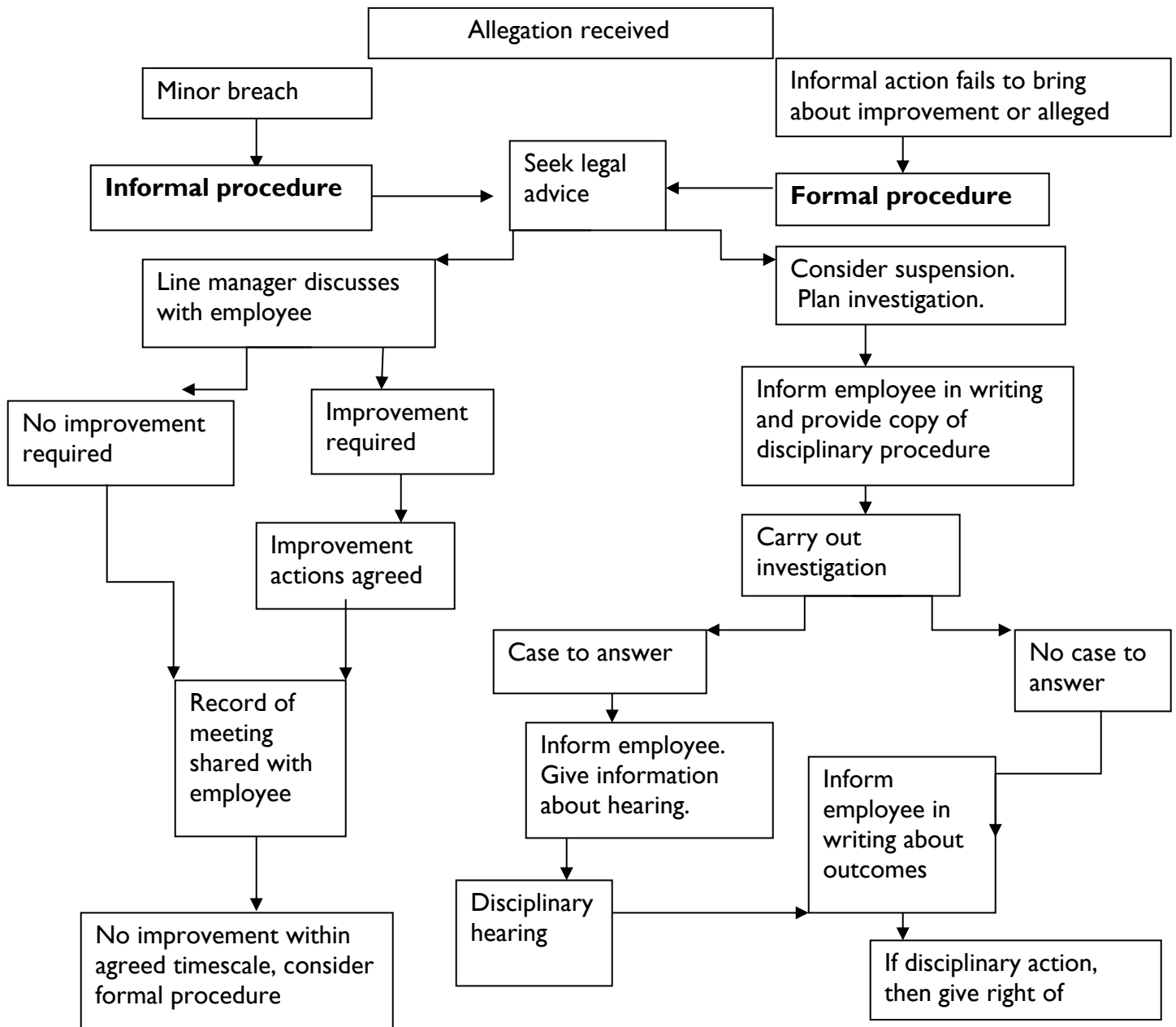
This policy and procedure will be communicated via:

- Induction training for all new employees;
- Performance management meetings as necessary;
- On Whitecliff Service intranet for office-based staff;
- Training for managers.

Quality monitoring

The application of the disciplinary policy and procedure will be monitored by the directors & managers.

DISCIPLINARY PROCEDURE



Informal procedure

Managers will always seek legal advice prior to taking any actions to protect the employee and the company

1. Minor isolated issues of poor performance or conduct will be dealt with informally by the line manager as part of normal day to day performance management. Some examples are included at appendix 1. These will be brought to the attention of the employee at the earliest opportunity. The objective will be to make sure that the employee understands what behaviours are causing concern, where they need to make improvements, how they are going to achieve this and by when. Refer to Whitecliff Service policy on Performance Management for more information.
2. The manager will keep a record of the key points discussed; the actions that have been agreed to achieve improvement and the date to review progress. In some cases, the employee may need additional training, coaching or advice. Agreed actions will be recorded using SMART principles:
 - **S**pecific
 - **M**easurable
 - **A**chievable
 - **R**ealistic
 - **T**ime centred
3. The manager will make the employee aware that if the agreed improvements are not made then the use of the formal procedure will be considered.
4. The employee will be asked to check the factual accuracy of the notes of the meeting and agreed actions. Both the manager and the employee will sign the notes of the meeting and the manager will provide a copy to the employee.
5. Where there is no improvement in the employee's performance or the matter is more serious, this will trigger a separate process under the formal disciplinary procedure.

Formal procedure

Managers will always seek legal advice prior to taking any actions to protect the employee and the company.

Investigation

6. When a manager receives information that indicates a breach of conduct by an employee, they will consider what evidence they need to gather, any facts that need to be clarified and who should carry out the investigation.
7. The investigation will be carried out without delay by an officer who will not act as chair if the matter goes forward to a disciplinary hearing. The investigation may include examination of records, interviews with colleagues and an interview with the employee about whom the allegation is made. The investigation will be carried out impartially and will gather evidence based upon facts and not opinions.
8. The employee will be informed in writing of:
 - a. The nature of the complaint or allegation against them;
 - b. The arrangements for the investigation.
9. The employee will be given a copy of this disciplinary policy and procedure. If there are unavoidable delays in the investigation process, the investigating officer will keep the employee appraised of the reasons.

10. The manager will consider whether they need to gather any evidence prior to informing the employee. For example, this may be necessary in cases where the employee may falsify records or put pressure on witnesses. Managers will carry this out without delay so that employees can be made aware of the allegations as soon as possible.
11. If the evidence gathered from the investigation indicates that there is no case to answer, then the records will be noted, and the employee will be told immediately that no further action will be taken. This will be confirmed in writing.
12. Conversely, if the evidence indicates that there is a disciplinary case to answer, then the manager will set up a disciplinary hearing. A disciplinary hearing and any decisions about disciplinary action will not happen before a full and impartial investigation into the allegations has been carried out.

Suspension

13. In some cases, the employee will be suspended on full pay pending an investigation. This does not imply that any misconduct has taken place and will always be considered very carefully. It is a neutral act that will only be used when the continued presence of the employee may:
 - a. Be detrimental to the conduct of the investigation;
 - b. Compromise the employee or Whitecliff Care;
 - c. Present an unacceptable risk to clients
14. An employee suspended from duty will be given written confirmation of the suspension and the reason for this action. Whilst an employee is on suspension, they should not attempt to contact colleagues connected to the case with the exception of their trade union representative, work colleague (who is to accompany them at any subsequent hearing, if proven that there is a case to answer) and their line manager. During a period of suspension, the employee will not have access to clients of Whitecliff Services.
15. Any period of suspension will be for the shortest time possible and will be kept under review. If the police are carrying out a criminal investigation this could take up to a year to complete. The manager will liaise with the police in order to protect any forensic evidence. Company disciplinary matters are decided upon the balance of probabilities and may be concluded before the outcome of the police investigation is known.

The disciplinary hearing

16. The purpose of the disciplinary hearing is to hear the evidence and determine, on the balance of probabilities whether or not the allegations are proved. The chair will hear evidence from the investigating officer, the employee and/or their representative and any witnesses. To maintain impartiality, the chair will not be the same officer that carried out the investigation.
17. Managers will use the standard template letter to invite the employee to the disciplinary hearing giving at least five working days' notice. The manager will clear the content of the letter with the legal advice team before sending it out. This may be carried out by phone. The letter informs the employee:
 - a. Of the time and place for the disciplinary hearing;
 - b. Of their right to be accompanied at the hearing. The employee may bring a colleague or union representative with them. Their representative may ask questions at the disciplinary hearing, but may not answer on behalf of the employee;
 - c. Detail of the concerns with as much relevant information as possible about the consequences.

18. Copies of any written evidence including witness statements and a copy of this disciplinary policy and procedure will be sent to the employee with the letter.
19. The hearing will be held without unreasonable delay; however, employees will be given at least five working days' notice so that they can prepare their case.
20. The disciplinary hearing will be held in a private office where confidentiality can be maintained. At the hearing the chair will introduce participants including the role of the employee's representative, clarify the purpose of the disciplinary hearing and the nature of the allegations and explain how the hearing will be conducted.
21. The investigating officer will give a summary of the evidence that they have gathered and produce any written evidence and/or statements. They may also call on any relevant witnesses. The chair will ask questions to clarify information where necessary.
22. The chair will invite the employee or their representative to state their case and answer any allegations. If the employee disagrees with the allegations they will be asked to explain why and provide evidence where possible. The employee or their representative may call on any relevant witnesses and ask questions. The chair will ask the employee about any mitigating circumstances.
23. The employee may confer in private with their representative.
24. Once all evidence has been heard the chair will decide whether, on the balance of probabilities, the allegations are true. After the hearing they will decide whether or not disciplinary or any other actions are justified and inform the employee in writing within five working days. Their conclusion will either be:
 - a. There is no case to answer; or
 - b. To offer training and support with no disciplinary action; or
 - c. To offer training with disciplinary action;
 - d. To take disciplinary action.
25. If the case is dismissed the standard letter template at Appendix 3 will be sent to the employee. If disciplinary action is to be taken, then the manager will seek legal advice before sending the standard letter template at Appendix 4 to the employee. When determining the appropriate disciplinary action, the chair will take account of the employee's past record and any mitigating circumstances.
26. Where disciplinary action is taken the employee will be informed that unless there is immediate and sustained improvement, further disciplinary action will be taken. This letter will inform the employee:
 - a. Why and how they need to improve;
 - b. The type of disciplinary action and the timescales for improvement;
 - c. How this will be reviewed and further consequences if there are no improvements;
 - d. How long the disciplinary action will remain current;
 - e. About their right of appeal and the procedure for doing so.
27. The timescales will not usually exceed one month unless variation is mutually agreed by exception.
28. A record of the hearing will be maintained.

Disciplinary actions

First stage: Written warning.

29. Where misconduct is confirmed at a hearing, the employee will be given a written warning the letter will tell the employee about the matters detailed in paragraph 26 above. The record of a written warning will be kept on the employee file and remain there for a period of nine

months. It will be removed from the employee file after nine months if the agreed improvements have been made by the employee i.e. it will be treated as 'spent'.

Second stage: Final written warning

30. A final written warning will be issued to the employee where:
- There has been a first instance of misconduct or negligence which, following an appropriate investigation and hearing falls short of gross misconduct, but is found to be sufficiently serious to justify proceeding directly to a final written warning; or
 - There is no improvement in standards within the timescale agreed in the first written warning; or
 - A further instance of misconduct, inadequate performance, absenteeism or poor attendance occurs while an existing written warning remains "live" on file
31. Before a final warning is considered the manager will invite the employee to a disciplinary hearing following the procedures identified above. The employee will be provided with the information described in paragraph 17.
32. If the outcome of the hearing is to take disciplinary action, the employee will receive a final written warning. The letter will inform them of the reasons, the agreed actions to resolve the concerns and that failure to meet the agreed actions may lead to dismissal (see paragraph 26 above). Final warnings will remain on the employee file for a period of twelve months until spent (if all agreed solutions/actions have been met). A final warning may be issued at any time when a written warning is still in place.

Third stage: Dismissal

33. Dismissal will only be used as a last resort where:
- There has been no improvement in the employee's conduct within the agreed period following a final written warning and a change in behaviour appears unlikely; Or
 - A further breach of conduct or performance has occurred within 12 months of the written warning being issued; And
 - There are no mitigating circumstances; Or
 - The employee has committed an act of gross misconduct that is serious enough on its own to justify dismissal.
34. Dismissal may be considered at any time when a final warning is still in place and unspent. A disciplinary hearing will be held in line with this procedure (points 16-28). The employee may be dismissed with the required notice period. The decision to dismiss can only be taken by the manager and owner.

Instant dismissal

35. In cases of gross misconduct where the misdemeanour is so serious that allowing the employee to continue to work their notice period would put clients, colleagues or the reputation of the company at risk, instant dismissal with no notice period or payment in lieu may be considered.
36. The manager will issue the Disciplinary letter to confirm the outcomes to the employee. This includes:
- Details of the allegation(s);
 - The evidence presented;
 - The reasons for dismissal;
 - The employees right to appeal;

- e. The date on which the employment will terminate, and if a dismissal with notice, the notice period.
37. The letter will be sent to the employee by recorded delivery.

Appeals

- 38. An employee has a right to appeal against the findings of a disciplinary hearing or the disciplinary action if they feel that there are specific factors which led to an incorrect decision. This may include, for example, failure to follow the correct procedure if it impacted upon the decision or where new evidence comes to light. The appeals process is not intended to re-consider the same evidence as the disciplinary hearing.
- 39. The employee must write to the director stating why they believe an incorrect decision was made within ten days of receipt of the written disciplinary outcome(s).
- 40. The director will consider the appeal and review the information in relation to the specific concerns of the employee. The director will respond to the employee within five working days. This will be the final decision. The director may decide upon a further (appeal) meeting to discuss matters with the employee who may bring a representative. The outcome of any such meeting will also be notified to the employee within five working days.

Referrals

- 41. Acts of gross misconduct will be reported to the relevant professional and statutory bodies. The managers will check the reporting requirements with the relevant regulatory bodies.

Regulatory Inspectorates in the UK

- Care Quality Commission (CQC) in England;

Regulatory Social Care Councils in the UK

- Health and Care Professions Councils (HCPC) (England);

England and Wales

The Safeguarding Vulnerable Groups Act (SVGA) 2006 place a duty on employers of people working with children or vulnerable adults to make a referral to the Disclosure & Barring Service (DBS) in certain circumstances. This is when an employer **dismissed or removed** a person from working with children or vulnerable adults (or would or may have if the person had not left or resigned etc.) because the person has:

- a. Been cautioned or convicted for a relevant offence (these are defined in fact sheet 5; on the or
- b. Engaged in relevant conduct in relation to children and/or vulnerable adults [i.e. an action or inaction (neglect) that has harmed a child or vulnerable adult or put them at risk of harm]; or
- c. Satisfied the 'harm test' in relation to children and/or vulnerable adults [i.e. there has been no relevant conduct (i.e. no action or inaction) but a risk of harm to a child or vulnerable adult still exists].

Records

- 42. Notice of formal disciplinary action will be in writing using the approved form of letter template.
- 43. Records of disciplinary matters and outcomes relating to employees will be accurately recorded and confidentially stored. Records relating to disciplinary matters will include the following:
 - a. The complaint against the employee;

- b. The employee's defence;
- c. Findings made and actions taken;
- d. The reason for actions taken;
- e. Whether an appeal was lodged and the outcome of the appeal;
- f. Any grievances raised during the disciplinary procedure and subsequent developments;
- g. Notes of any formal meetings.

TRAINING AND DEVELOPMENT POLICY

It is the policy of Whitecliff Services that all care/support workers be trained to carry out their job in a safe, secure, moral and legal way. It is also the policy to encourage all members of the Whitecliff Service team, at every level, to develop their skills, within their abilities, to the benefit of the company, clients and themselves.

Whitecliff Services provides a structured induction programme for all staff, the completion of which is mandatory (meaning completion and attendance is compulsory). The care/support workers must also complete other areas of mandatory training as well as regular updates and refresher courses. This is to ensure that all staff are fully competent and skilled to provide a safe and high-quality service to clients, as well as ensuring the welfare of staff.

The staff induction programme is comprehensive and covers a range of topics: please refer to the care/support worker Orientation and Induction programme for full details. Mandatory training includes an annual refresher/update of Moving and Handling. Other training that care/support workers should complete every two years includes Food Hygiene, Health and Safety, Infection Control and Safeguarding.

All care/support workers are required to undergo Induction Training before undertaking any work whatsoever, as a moving and handling course.

In association with these programmes there is a rolling schedule of meetings on specific care-related topics. Attendance at these meetings is not mandatory but is encouraged.

Other Qualifications and Training

Both Whitecliff Services, and the people within it, has a strong belief in the value of qualifications. It is principally by developing the skills and competencies of staff that the service will improve. In order to achieve this, the company will assist in every way practically possible to encourage individuals within the company to achieve qualifications relevant to their job or relevant to a job they may do within the company in the future.

This process will normally start with Appraisal where future plans will be discussed, and it may be that at that point the way toward future qualifications will be discussed. At other times it may be a more *ad hoc* discussion. All members of staff have the right to discuss their personal development with the manager by appointment. (Please refer to our full policy and procedures for Training and Development).

SAFEGUARDING POLICY

What our clients can expect

Whitecliff Services have safeguards in place to ensure rights at workplace are respected and upheld.
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Policy statement

Whitecliff Services has a zero-tolerance of abuse, regardless of who the potential abuser is.

Aims

This policy sets out Whitecliff Care's approach to safeguarding adults at risk. It includes guidance and procedures so that our staff can:

- Reduce the likelihood of abuse or other forms of exploitation of clients who may be vulnerable or at risk of harm;
- Identify suspected or alleged abuse and take prompt action to make sure that clients are safe and that their rights are protected;

A brief explanation of key terms.

Abuse: A violation of an individual's human and civil rights by another person or persons. Put simply it is any action that harms another person.

Harm: Refers to the impact of the abuse on the person.

Safeguarding: The arrangement for protecting an adult at risk from abuse.

Adult at risk: This phrase is used throughout this document to refer to vulnerable adults.

Legal requirements

Our safeguarding policy and procedure align to the statutory Codes of Practice 'No Secrets', 'In Safe Hands' and the Mental Capacity Act 2005. We will share information in line with the Caldecott principles of good practice, the Data Protection 1998 and Protection of Freedoms Act 2012.

Sharing information

We respect the right of our clients to decide what information is shared about them. However, sharing information and working with other professionals is essential to safeguard adults at risk of abuse, neglect and exploitation. Information given to care/support workers or managers belongs to Whitecliff Services and not the individual. We ask our clients to sign a privacy statement when the service commences. This allows us to share information where necessary. We also tell clients and others who give us information relating to safeguarding that this will be passed on to the manager and when appropriate, the authority.

To safeguard our clients, we will only share information:

- Where we have the consent of the client; Or if this is not possible,
- Where either other adults are at risk or the service user lacks mental capacity to give consent, or the service user is under duress or a criminal offence may have been committed.

Information about the client will only ever be shared:

- When it is in the best interests of the client; And
- On a 'need to know' basis with the relevant people; And
- In a secure manner.

Safeguarding procedure

Care/Support worker responsibilities

Care/support workers are in a key position to prevent abuse occurring and to empower the individual at risk to take action where concerns arise. Your role is to:

- **Recognise** when there is a safeguarding concern;
- **Reassure** the service user and make sure that they are in no immediate danger;
- **Report** the concerns in a timely manner;
- **Record** what has happened.

1. Recognising potential abuse

- 1.1. Make sure that you are aware of the types of abuse and the possible signs and symptoms. Be alert whilst not jumping to any conclusions.

2. Reassuring the individual

- 2.1. You may receive information about a safeguarding matter from:
 - Something you have seen or heard;
 - Disclosure from a service user;
 - Information from another professional such as a district nurse, a friend, neighbour or relative etc.
- 2.2. If a service user makes an allegation of abuse, be sensitive and supportive so that they feel safe to tell you about their concerns. It is often very difficult for someone to disclose that they are being or have been abused. They may feel very frightened, upset or embarrassed and ashamed of what has happened. They may even feel that they are responsible in some way.
- 2.3. Re-assure the service user that you are taking them seriously and that they have done the right thing in sharing their concerns with you. Listen carefully to what they are saying, stay calm and get a clear and factual picture of their concerns. Do not be judgemental and try to keep an open mind. Do not ask leading questions or try and investigate the matter.
- 2.4. Be honest and tell the service user that you will have to report the allegation to the Lead. Never promise confidentiality and do not make assurances that you are not be able to keep.
- 2.5. (see 'reporting concerns' below).
- 2.6. If you hear about an incident of abuse from a third party (this is when someone else tells you about what they have heard or seen happen to an adult at risk), encourage them to report it themselves or help them to report the facts of what they know.

3. Reporting concerns

- 3.1. If you see or hear something that suggests that a client has been, or may be at risk from abuse, you must report this to your Lead immediately or if you are unable to contact a senior member of staff or your manager, report the matter directly to the local authority / Health and Social Care Trust.
- 3.2. If the situation indicates the need for urgent medical attention, contact an ambulance immediately. Or if there is a risk of immediate harm contact the police.

- 3.3. If you believe that a criminal offence may have been committed, and you are unable to speak to your lead or manager immediately, contact the police. Be careful not to disturb any evidence. The police will be able to advise what action you may need to take to preserve evidence.
- 3.4. Staff who report concerns are protected under the Public Interest Disclosure Act 1998 (see our Whistleblowing policy).
- 3.5. Never discuss the safeguarding concerns with the alleged perpetrator or others (excepting those noted above).

4. Recording

- 4.1. Make an accurate and factual record of exactly what you have heard or seen straight away. Describe allegations using the service user's own words as far as possible. Avoid using your own emotive language, judgements or interpretations. Record what you did, who you reported the matter to, the time and any response.
- 4.2. Arrange to call into the Whitecliff Services office the same day to provide a signed report. If this is not possible, then post or take your written report within 5 days. Make sure that you have already shared the content of your report by phone at the time that you received the information.
- 4.3. If you have observed evidence of physical injuries such as bruising, when, inform your lead and document what you observed
- 4.4. Ask the person what they would like to happen. Tell them what you are going to do next. Be honest and do not make assurances that you are not be able to keep, for example about confidentiality. Where appropriate tell them that you are going to report the abuse.
- 4.5. Where the concern is reported by a care worker, support the care worker and advise them of:
 - Their protection under the 'Whistleblowing procedure (Public Interest Disclosure Act 1998) where appropriate (see 'Whistleblowing procedure for further guidance);
 - What will happen next.
- 4.6. Do not raise matters directly with the alleged perpetrator

5. Immediate safety

- 5.1. Your first priority is to make sure that the customer is comfortable and is in no immediate danger. Consider what action you need to take to make sure that the customer is safe.
- 5.2. If the customer is in need of urgent medical treatment, call an ambulance. If you believe that a criminal offence may have been committed call the police. Ring 999 if you believe that the customer may be in immediate danger.
- 5.3. If the alleged perpetrator is a member of staff, you may need to suspend that employee on full pay pending an investigation. This does not imply that any misconduct has taken place. It is a neutral act that will only be used when the continued presence of the employee may:
 - Be detrimental to the conduct of the investigation;
 - Compromise the employee or Whitecliff Services;
 - Present an unacceptable risk to Service users.
- 5.4. If you need to suspend a member of staff, follow the 'Disciplinary procedure' and take legal advice if necessary. This will be a stressful time for the staff member so consider what support they may need.

6. Allegations against Whitecliff Services employees

- 6.1. If the allegations against a member of staff are substantiated and the person has either been removed from their role, or they would have been had they not left of their own volition then you must refer to the Disclosure and Barring Service ([see guidance about these services](#)).
- 6.2. Across the UK, Social Care Councils have been set up to regulate the social care workforce and act as a guardian for standards in social care. If the finding is that the member of staff has harmed a service user, you should also refer them to the relevant professional body even if they are not currently registered as it may prevent them from being registered in the future:
 - NMC
 - The Health and Care Professions Council (HPC)

7. Records

Record all details of the alleged abuse, the actions that you took and the outcomes. The record must include a chronology of the allegation/incident; persons involved; dates; times, who was consulted, why and when and any other additional information. The records must be a factual account and include what was said/observed, by whom, when and the method (e.g. by phone, by letter, face to face).

Information for Care Workers

- **The values of the company**

- **How, what and where we provide care**

We supply care/support workers to hirers. This means-----

- **Our responsibilities to you.**

- ❖ To give you the best working conditions possible.
- ❖ To assess the risks of every assignment
- ❖ Respect Health and Safety rules
- ❖ To listen to your concerns
- ❖ Not to discriminate against you (or allow others to)
- ❖ To keep your information confidential
- ❖ To give you an adequate briefing before each assignment.
- ❖ To pay on time and accurately.
- ❖ Provide uniform and protective clothing
- ❖ Operate within the law at all times.
- ❖ Support your training needs
- ❖ Preserve a professional working environment
- ❖ Tell you about any complaints about you. (And the compliments too!)
- ❖ Maintain discipline to preserve the reputation of the company and staff.
- ❖ Tell the truth!

- **Your responsibilities to Whitecliff Services**

- ❖ Accept an assignment and stick with it.
- ❖ Not to accept gifts or give them.
- ❖ Stay the full time, every time.
- ❖ Always wear uniform and identification badge.
- ❖ No jeans, no trainers. Dark trousers/ skirt. Dark appropriate shoes.
- ❖ Wear protective clothing as required.
- ❖ Wear appropriate clothing & shoes.

- **Our joint responsibilities to our clients**

- ❖ Arrive on time and do what is agreed
- ❖ Deliver the service without undue stress and pressure.
- ❖ Operate a professional service.
- ❖ Deliver care in line with our policies and the law.
- ❖ Respect privacy and dignity
- ❖ Do 'with' do not 'do to'.
- ❖ Always ask permission.
- ❖ Be polite

- **Health & Safety**

A Health and Safety video will be shown as part of your training. You should make notes during the film to support the information.

- **How the law affects what we do**

There are many laws which affect what we do.

- ❖ Health & Safety and Manual Handling regulations are absolute and MUST NOT be ignored under any circumstances.
- ❖ Whitecliff Services must also abide by the Health and Social Care Act 2008. Many of the regulations about how you act in your role as a care worker derive from these regulations and this is why it is vital that all company rules are observed.
- ❖ Driving: All relevant regulations are the responsibility of the care worker to make sure a car is taxed, properly and appropriately insured and driven in a responsible and legal way. Parking regulations must be observed. Care staff must never use a hand-held mobile telephone when driving even if a hands-free device is used.
- ❖ Safeguarding Vulnerable Groups 2006 (and relevant legislation in Wales, Scotland and Northern Ireland) is designed specifically to protect those in receipt of care. The regulations put specific responsibilities on everyone (including care workers) who are involved in social care. The instructions on this course cover these eventualities. The regulations also give specific responsibility to report to the relevant authorities ANYTHING which may compromise the safety or security of a vulnerable person.
- ❖ DBS (Disclosure and Barring Service Declaration) gives protection through a checking process and is supported by the application of an enhanced criminal record check. The regulations apply for both adults and children even if children are not involved with a care package (such as being regular visitors to a customer's home, for example)

Failure to abide by these regulations will involve disciplinary action because the well being of the customers, your colleagues or the company itself is at risk if they are ignored.

[paperwork](#)

Attached to these notes you will find:

- Code of Practice

You must familiarise yourself with it

Pay periods April 2020 to March 2021

Timesheets *MUST* be returned to the office by the Tuesday of each following week with. Late submission may affect payment.

Pay date is also when the money will actually be in YOUR bank. Please note that we cannot make payments outside these periods and are not able to make loans against wages.

<i>From</i>	<i>To</i>	<i>Timesheets office by 27th latest.</i>	<i>Pay date</i>	<i>Number of weeks in this period</i>
25 th March 20	24 th April 20	27 th April 20	3 rd May 20	4 weeks
25 th April 20	24 th May 20	27 th May 20	3 rd June 20	4 weeks
25 th May 20	24 th June 20	27 th June 20	3 rd July 20	4weeks
25 th June 20	24 th July 20	27 th July 20	3 rd August 20	4 weeks
25 th July 20	24 th August 20	27 th August 20	3 rd September 20	4 weeks
25 th August 20	24 th September 20	27 th September 20	3 rd October 20	4 weeks
25 th September 20	24 th October 20	27 th October 20	3 rd November 20	4 weeks
25 th October 20	24 th November 20	27 th November 20	3 rd December 20	4 weeks
25 th November 20	24 th December 20	27 th December 20	3 rd January 21	4 weeks
25 th December 20	24 th January 14	28 th January 14	3 rd February 21	4 weeks
27 th January 21	23 rd February 21	25 th February 21	3 rd March 21	4 weeks
24 th February 21	23 rd March 21	25 th March 21	3 rd April 21	4 weeks

Signature.....Date.....

Clients guide / Information Folder

General Information

We hope that this information, together with the discussions will provide a valuable and satisfactory service. The purpose of this guide is to set out the way we see our professional relationship.

Our office hours are 9.00 am to 5.00 pm Monday to Friday and we will be pleased to discuss any aspect of your care during that time. If you wish to cancel a visit, we ask for 48 hours notice.

AIMS AND OBJECTIVES

We are very aware that Whitecliff Care only succeeds if we provide the services which people want and expect. The following headings outline how we do this and what we are seeking to achieve.

In order to do this, we must make sure that the people who are delivering the care, the care workers/support, are fully vetted, trained and supported. They can only do their job if they are working in a professional and well-regulated environment.

CODE OF PRACTICE

- Our Code of Practice states that:
- We will provide the agreed service to the very highest standard we can achieve.
- We understand that care provision is about people and that we have a responsibility to make sure that care is delivered with the minimum fuss or upheaval.
- Whilst we do not try to pretend that we are perfect we will always try our hardest. If we do get something wrong, we will admit it and do our best to put it right.
- We will respect the rights of clients and of all members of staff. We will not tolerate discrimination of any kind and will work actively against it.
- We will act with care, compassion and understanding whilst at the same time being honest and straightforward.
- We acknowledge that we cannot provide the standards of care we seek to achieve without the dedicated support of our workforce, and we will therefore act as a fair and just employer in our dealing with all members of staff.

COMMENTS, COMPLIMENTS AND COMPLAINTS

Whilst it is always pleasant to receive compliments (particularly so that we can congratulate the staff concerned), we are also aware that complaints sometimes arise. We take the view that these represent an opportunity to put things right, sometimes for the individual who is complaining and sometimes for other people who have not complained. We will always deal with any comments, compliments or complaints in a professional and positive way and, where appropriate will advise the people concerned of actions and outcomes.

Because of our positive view of any complaint, we will help you in any way we can to advise us of your reasons for dissatisfaction. In any case all complaints will be acknowledged in writing within one working day of receipt and will be investigated and a report made as quickly as possible. We will contact the complainant after fourteen days if there is no resolution to advise them of progress and every fourteen days thereafter until the matter is resolved.

If you are not satisfied with the way, we handle your complaint you can contact

Employment Agency Standards Inspectorate
BIS Department for business, Innovation & Skills
1 Victoria Street, Westminster
London
SW1H 0ET
Telephone: 02072155000

WHO'S WHO AT WHITECLIFF SERVICES

Whitecliff Services Limited is a business owned and operated by Mr and Mrs Momodu Within the organisation there is extensive experience in the management and administration of care. They are assisted by a very strong care team which upholds the values of the company in the way they deliver, supervise and co-ordinate the care.

INSURANCE

Whitecliff Care has public liability insurance and employer's liability insurance.

QUALITY ASSURANCE

Quality assurance is vital to any form of care provision. We have effective systems for managing these to make sure that the quality of services delivered is acceptable to all concerned.

THE COMPETENCE OF OUR STAFF

All staff members have been interviewed and trained to do their jobs and everyone is subject to an enhanced criminal record check. Ongoing training ensures that everyone is up to date on the legal and practical requirements.

DATA PROTECTION

Under the Data Protection Act 1998 Whitecliff Care must operate systems which prohibit unauthorised access to, or disclosure of Clients personal information. You also have the right to access to personal information held about you. For an appointment to view your records, please contact us.

RELIABILITY

Care workers, and everyone else involved in the Whitecliff Care system, acknowledge that reliability is an absolute cornerstone of any care provision. Clients have an absolute right to receive what they have been promised. Training and supervision focus strongly upon reliability and clients are requested to let us know if the standards they expect are not being achieved.

YOUR SECURITY

Every single member of our team is interviewed face to face and their identity and history is checked before references are taken up. Providing these are acceptable we then involve them in in-depth training and put them through an enhanced criminal record check.

QUALITY

Training needs of staff and care workers are analysed at annual appraisal or identified during supervision. We ask Clients to complete an annual satisfaction survey, which is confidential, and we visit them on a regular basis to ensure that needs are fully met.

INFORMATION

A leaflet detailing our services will be given to the Clients before service commences.

EQUALITY POLICY

We believe strongly in non-discrimination on the grounds of race, sex, colour, religious beliefs, sexual orientation, disability, financial status or political opinion. We will not tolerate such prejudice from any member of staff, and we ask our Clients to respect this policy as well.

RELIABILITY

We will do our best to arrive as punctually as possible, but traffic, emergencies etc. may. If the care/support worker is more than half an hour early or late, please let us know immediate.

The last word.....

This handbook has been designed as a training aid for your Induction and Orientation Training Course. It should also however act as a guide for you for the aspects of the important job of Whitecliff Care Worker. So please do not stick it in the back of the wardrobe or, even worse, lose it altogether!

No Handbook like this can cover all aspects of the role and we have not tried to do this. If there is any additional information you need or if there is any aspect of your job that you do not understand you should ask a member of the Management Team for advice or guidance. You should always ask advice rather than make a mistake.

Whitecliff Care is committed not only to high standards but also to developing all members of the team to their maximum potential. We will talk periodically about your future training needs and will involve you in all decisions about all aspects of your job, but please do not think that the ideas always have to come from others. If you wish to discuss the way you would like your career to develop at any time, please let us know. We all hope that your career with Whitecliff Care can be a worthwhile and positive experience. Remember, our clients always come first but don't forget that we are a team and that as such we must continue to work together to be successful.



INDUCTION TRAINING COURSE

Notes