

Support and Member of: Action on Elder Abuse, UKHCA, REC, Investors in People

WALTHAMSTOW EMPLOYMENT & NURSING AGENCY LTD

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STAFF HANDBOOK

DOMICILIARY CARE

INTRODUCTION

Welcome to WENA LTD. This Employee *Handbook* has been designed both to serve as a quick reference and to introduce you to our organisation.

It is important for you to be familiar with the information in this *Handbook*. Please review it carefully. In addition to setting out our rules and regulations, it also contains information on some of the main employee benefits that may be available to you in regards to career development and the policies and procedures relating to your employment.

If you require any clarification or additional information please refer to the staff in the office.

This *Handbook* is not a contract for employment and does not guarantee employment for any length of time.

Our Mission Statement

WENA Ltd is committed to providing high quality care service, tailored to meet the individual physical, psychological, social, spiritual needs of each service user.

We aim to support people of all ages and abilities to live independently in their own homes and communities. We are committed to respecting the independent choices made by our service users or their appointed representatives.

We are committed to a policy of equal opportunities for all and train all employees to abide by and adhere to this general principle and to the requirements of the Code of Practice laid down by the Equality and Human Rights Commission.

Code of Conduct

The Code is the foundation of good care work practice, and a key tool in safeguarding the health and wellbeing of those you are responsible for. Generally, it is a standard of conduct, performance and ethics **WENA Ltd** expect of all staff. Reputation has an impact on yourself and the organisation and that is why the professionalism of your work is important.

Terms and Conditions

Home Care Assistants must abide by the terms and conditions outlined in their contract.

Policies and Procedures

You must understand and follow and act on the Policies and Procedures of the Agency of which this document forms a part.

Limits of Responsibilities

Your general limits of care responsibilities are defined by the Agency's Policies and Procedures. The limits of responsibilities around care are defined, and on a case by case basis, as written down on individual care plans. There are exceptions to this and there should be a degree of flexibility as agreed by all concerned.

Vulnerable Adults/ Children Abuse

You have a duty to identify and report any form of abuse while following the Agency's Policies and Procedures. Working in partnership with others lessens the likelihood of abuse occurring and Care Assistants are expected to play a role in keeping people safe and preventing abuse.

Whistle Blowing

The reporting of poor or bad practice that put service users at risk by fellow workers must be reported to the Agency's Care Coordinators or managers. Examples of both may include poor moving and handling, medication, the way and manner service users are spoken to, or not following the care plan as required.

It is your responsibility to inform managers of any suspicions of exploitation or ill treatment or abuse. All staff must follow the Agency's Policy and Procedures.

Individuals will be supported through the process by the Care Coordinators and management.

Integrity/ Safeguarding

Your action has to promote and safeguard the wellbeing and interests of service users. Avoid any act which might bring [WENA Ltd](#), or independent providers generally into disrepute or diminish the confidence of the public.

Confidentiality

“Confidentiality means not giving information to anyone unless there is a reason to do so.”
The privacy of the service users must be protected. No confidential information should be disclosed to any unauthorised person without the consent of the service user or a person entitled to act on his or her behalf, except where it is necessary in order to comply with the law, or in the interest of the wellbeing of the service user or others.

Dignity and Value

Each person has their own dignity and value. Respecting the service user's right to self-determination, insofar as his or her mental state allows him or her to exercise responsibly, must be upheld by you.

Non-discrimination

Discrimination means: Treating a person or particular group of people differently, especially in a worse way from the way in which you treat other people. Reasons could be because of their skin colour, sex, sexuality, religion, language, social standing, or between service users who finance their own care and those who do not.

We all expect to be treated with respect and in the same way as everyone else. When people are discriminated against, in whatever way, this can have a serious effect on everyone involved. **WENA Ltd** will **NOT** tolerate any discrimination either from staff or service user.

You must take account of the customs, values and spiritual beliefs of their service users and treat these with respect. If staffs are subject of sexual or racial harassment by other workers, services users or family members they should report this to the Agency's manager you will receive support from the Agency.

Professional relationship

Whilst recognising that the close working relationship which develops between service users, their families and care workers is in essence the cornerstone of providing care in the community, care assistants should maintain the professional nature of the relationship. It is equally important that good professional relationships exist between care assistants and other professionals involved in care giving.

Collaboration

Maintaining a professional manner at all times is essential. You are part of a team, and acting professionally towards your colleagues and towards other health and social care is expected. In doing so, it will benefit you having a good reputation not only for you but also for the organisation you work for.

Complaints

In case you should receive a complaint from a service user, you should inform them of the **WENA Ltd** Complaints Procedure and notify the Agency. Reassure that **WENA Ltd** will handle the issue and will get back to them. You should feedback any dissatisfaction with the Care Coordinator or manager for action.

Accurate Reporting

You have the responsibility to report back to the Care Coordinator on a regular basis, in particular with regard to any marked change in the physical, behavioural or social condition of the service user; to any perceived lack of resources, help or advice; or to any action by persons or organisations which may be harmful to the service user. You are expected to keep appropriate and accurate records/ documentation for each service user using **WENA Ltd** log books.

Entering/ Leaving People's Homes

Good manners are not old fashioned. You should leave people's houses in a respectful way regardless of circumstances or situation. The policy and use of KEY SAFES should be adhered to at all times. Service user's personal security is vitally important to their wellbeing. It is equally important to be aware of and act on the Agency's confidentiality policy at all times.

Key Holding

Security forms a major part of caring for our service users. **WENA Ltd** will ensure that all keys held for service users are safe-guarded through a coded system to identify service users. All keys must be signed for when they are taken from the office and on their return. You will be personally responsible for all keys taken and should treat them as a valuable item. No keys should be re-produced, cut or copied as they are a personal possession of the service user. Addresses must not be put on keys once they leave the office as this would be a breach of security. Keys will not be handed over to, or loaned on a temporary basis to the

service user's family or friends. At the termination of care all keys should be returned to the office and signed off. Any loss or theft must be reported to **WENA Ltd** as soon as possible.

Identity Cards

You must remember to have the **WENA Ltd** identity card on you at all times as they need to verify that you are working for the Agency. All Home Care Assistants entering service users homes must have their **WENA Ltd** identity card displayed and in view of the service user.

Lone Working

Because Home Care Assistants provide a service to people in their own homes, **WENA Ltd** office is the central point of contact throughout a 24 hour period. **WENA Ltd** has assessments and systems in place to lessen the risks posed by lone working. **WENA Ltd.**'s lone working policy gives Home Care Assistants information and advice on:

- Common key risks
 - Risk Reduction
 - Assessments/ Care Records
 - Technology / Equipment
 - Call Confirm/ Persona Alarms
 - Induction/ Training/ Supervision

Reducing Risks

WENA Ltd is committed to reducing personal risk. Here are some areas we cover:

- ❖ *Service User / Relatives who are violent or abusive*

You will find in most cases find the steps provided in service users care plans where there is an identified risk.

When change in behaviour is identified, it should be recorded. **WENA Ltd** Care Coordinator and managers must be informed immediately so that individual risk assessments can be updated and the care plan modified.

Things to remember when you are a lone working

- Always let someone at your home know the time you expect to be back.
 - Remember your mobile phone, **WENA Ltd** ID and Call Confirm Card.
 - When using public transport, always sit as near to the driver as possible.
 - When driving, make sure your car doors are locked.
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- Try to avoid routes that are poorly lit when walking. Try to take well used routes.
 - Be CONSIIOUS and AWARE of your surroundings.
 - Always use the Call Confirm System, or phone into the office on your arrival and departure from service users.
 - Be AWARE of service users' characteristics, I e challenging behaviour.
 - Keep yourself updated on service user's care plan
 - Be AWARE of other family members' behaviour and reaction

If you feel at immediate risk in a service user's home what should you do?

- Keep Alert
- Do not sit down
- Do not spread belongings out
- Make excuses to get out if you feel at risk, e.g. needing something from the car etc.
- Keep escape routes clear
- Contact the Agency's Office for support and advice **Phone: 020 8521 76 89**
- Do not panic / Keep calm

Entering Service Users Home

❖ *Key Safe*

The vast majority of keys are held in key safe systems. You will have received training on how to use the system and practical steps involved during your Induction.

You must never reveal the 4 digit entry number to anyone outside of the Agency.

On arrival follow the procedures as outlined in your training which is as follows:

- **NEVER** take the key into the house
- You are told before you arrive where the box can be found
- Enter the 4 digit number
- Take keys out and open door
- **RETURN** keys back into the box
- If the door is a double lock, open lock, then **RETURN** keys back into the box

❖ *Holding keys on behalf of service users*

Service users will have signed a written agreement with the Agency and its Care Assistant holding keys to their home.

Care Assistants will be PERSONALLY responsible for ALL the keys taken and should treat them as valuable item.

Keys must not be re- produced, cut or copied as they are a personal possession of the service user.

Addresses must not be put on keys once they leave the office, as this would be a breach of security.

Keys must not be handed over to, or loaned on a temporary basis to the service user's family or friends.

At the termination of care all keys should be returned to the office and signed off.

Any loss or theft must be reported to [WENA Ltd](#) as soon as possible.

❖ *Gaining Entry*

Always ring the doorbell, knock or use the entry call system before entering service user's homes.

Always introduce yourself to the service users regardless of the length of time you have been working with them.

Always wear you ID

If you cannot gain entry, contact the Agency office immediately [Phone 020 8521 7689](#)

❖ *Leaving the Service Users homes*

Make sure that all windows and other exits are secured before you leave.

Inform the service user that you are leaving.

Accidents/ Emergency

If you find a service user has had an accident on your arrival, make sure you follow the Agency's procedures.

If the injuries warrant it, contact the ambulance service.

Contact the Agency office and inform them of the nature and extent of the injury.

If there has been damage to the fabric or equipment in the home (faulty cooker, lights, boiler not working etc.) contact the Agency immediately for advice and support **Phone 020 8521 7689**

Probity

You are holding a position of trust with the service user. You must follow the Agency's Policy on non-acceptance gifts and service user's monies. Staff must never do anything of a financial nature that brings the Agency into disrepute. You must never become involved in helping service users sell or dispose of their own possessions or borrow money from them. Follow the Agency's Policies at all times.

Handling Service Users Money

Staff must record all financial interactions with service users in a separate note book provided. If the service user is handing over money to you, you must check the amount and agree it with them.

Both of you should then sign the book agreeing the amount.

Always keep service user's money separate either from other service user's money or your own. Either use envelopes, separate purses or named money bags to avoid confusion.

After completing the shopping you should check through the list and shopping items individually with the service user and both sign to agree the correct amount of change has been received.

Pension / Benefit Collection

Staff must have written authorisation from service users to collect money on their behalf. In most circumstances this will involve the same care assistant.

If cashing benefit cheques on behalf of service users make sure that it has been completed and the service users have given written authorisation on the back to collect the money on their behalf.

You must have their ID available to show to counter staff.

At the Post Office or Bank you must check the amount at the counter, in front of the clerk.

Always keep service users pension / benefit money separate either from other service users or your own. Either use envelopes, separate purses or named money bags to avoid confusion.

At the service user's home you must count out the money in front of the service user and both must sign the book agreeing the amount received. You must always enter where the money has come from.

Gifts and Gratuities

Service Users may at times wish to be involved in celebrating Care Assistants birthdays or religious or cultural events. This is acceptable providing that no gifts or monies are exchanged; this excludes the giving and receiving of celebration cards of any kind.

Acting on behalf of Service Users

Staff must not act in any of the following ways – if any worker has knowledge of the following they must use the Agency's whistle blowing procedure so that management can discharge its duties, they are as follows:

Store Club / Reward/Loyalty Cards

Staff must never use their own Store Club Cards when shopping for Service Users. [WENA Ltd](#) will act on its disciplinary procedures if this occurs. Service Users should be given the

opportunity to obtain Club Cards for their own personal use, and once they have once it should be brought to the office for authorization by the office.

The number on the card can then be recorded and checked against receipts for payment of goods for the Service User. A record of when the service user way wish to use them must be made in the contact sheets.

Gambling

Staff must not involve service users in lottery syndicates or place bets or any other form of gambling, this includes the use of internet gambling of any kind. If service users ask to become involved in or ask Care Assistants to do this on their behalf they must politely refuse and point out the Agency's Policy. If frequent requests are made staff must report these on-going issues to the Care Coordinators or managers for further advice.

Service Users Goods and Possessions

Staff must never become involved in helping service users sell off any of their personal possessions or accept any as a gift. Equally Care Assistants must never hold any valuables or personal possessions for safe keeping. This also applies to helping relatives in these areas.

Selling services and products

Staff must never become involved in selling any products or goods of any kind to service users or their relatives.

Borrowing Money/ Loans

Staff must never borrow or lend money from service users or their relatives; **WENA Ltd** will treat this as gross misconduct and follow its disciplinary procedures. Similarly Care Assistants must never lend money or take out loans on behalf of service users or relatives

apart from the obvious legal implications this is poor practice and will result in **WENA Ltd** following its disciplinary and protections of vulnerable adult's procedures.

Telephone / PC

You are not allowed to make personal telephone calls or use service user's computers for your own personal business or use.

Will and Bequests

Care Assistants or members of their families must never become involved in discussions with service users or their relatives around the making, changing or amending of wills. Soliciting by Care Assistants or members of their families for bequests must never take place; **WENA Ltd** will follow its disciplinary and PoVA procedures if any allegations are made or its whistle blowing policy. Equally it is strictly forbidden for care assistants to witness and sign any legal document or act as an executor of service users wills.

Recruitment

WENA Ltd operates its recruitment and selection procedures in line with current requirements. Further **WENA Ltd** seeks to recruit experienced, qualified workers from a diverse background in accordance to equality and fairness. Seeking to employ staffs who show evidence of Core Values such as respect, kindness and compassion is part of the recruitment process. Caring for people is a responsibility that **WENA Ltd** takes very seriously. Finding the right staff with right values is a priority in recruitment.

Induction

WENA Ltd values its staff as one of its greatest assets and part of a team. We understand Home Care Assistants play a significant role in the delivery of a high quality service within **WENA Ltd**. The Induction has been created to assist care staff in carrying out their duties and is meant to complement the new Skills for Care Common Induction Standards. The Induction training itself is one week and includes 10 hours of practical training and supervision. Evaluation of standard/ progress of work starts during the Induction and will be followed on after one month in service.

Training and Development

WENA Ltd understands that training is a key to engaging staff to give their best in delivering great care. Up-skilling staff through courses and qualifications is very much

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encouraged and supported. **WENA Ltd** works closely with Hackney College in providing training to achieve the National Vocational Qualifications (NVQs). Also courses in dementia care are provided for. Any relevant courses of interest for the staff are announced in the **WENA Ltd** Newsletter under career development.

Further, we have yearly refresher courses (compulsory) in the four key areas based on the CQC standards in:

- Manual Handling
- Safeguarding
- Medication administration
- Prevention of Pressure Sores

WENA Ltd is very interested to support training and development. If you should be interested in any specific courses not mentioned in the Newsletter please speak to our Care Coordinators or managers.

Supervision

Our aim is to provide high quality care to our service users. In order to achieve it, meetings with a Care Coordinator are being arranged. Supervision will be provided on the following average basis based on three supervisions per annum.

Review/Appraisal

We know that your performance is an important part in achieving our company's goals and also of helping you to do your job to the best of your abilities. The review provides an opportunity to be clear about your role within **WENA Ltd** and whether you are performing it effectively. During the appraisal we will recognize your achievements and try to help you to develop your full potential. We will conduct annual appraisals with you against your agreed work plan. **WENA Ltd** will link your personal effort to our values, team and company's goals. Also we will use your job description to clarify your job profile and role and how best you can fulfil it. The purpose of review, appraisal is to motivate you and to provide you with feedback on your performance. Further we will be discussing your training needs and assessing your development.

This is entirely outside the disciplinary and grievance procedure. No disciplinary action will be taken in an appraisal.

Disciplinary Rules and Procedures

The purpose of the this Policy is to ensure all **WENA Ltd** Home Care Assistants adhere to the required standards of conduct, performance and attendance and that the rules and actions by both parties involved in the disciplinary procedure are followed.

In case of Care Assistants conduct, performance or attendances are not reaching the required standard, the issue will be discussed and the Care Assistant may be given the opportunity to provide a satisfactory explanation. If Care Assistants are unable to provide a reasonable explanation and the hearing concludes reasonably that the Care Assistant are at fault, a verbal warning will be issued which will be retained in the Care Assistant file for up to 6 months.

Following the verbal warning, if insufficient improvement is made, **WENA Ltd** will initiate an attempt to be fair and to ultimately improve quality performance.

Standard dismissal and disciplinary procedure

Home Care Assistants will be notified in writing of the reasons **WENA Ltd** are considering disciplinary action, an no hearing will take place until a minimum of 24 hours has elapsed.

Care Assistants will be invited to meet and discuss the issue. Care Assistants will have the right to be accompanied at the hearing be either a work colleague or a trade union official. Care Assistants/ their representative may ask questions or make statements.

After the meeting, **WENA Ltd** (the employer) will inform Care Assistants of their decisions in writing; any decision made will be based on a reasonable belief. At this point Care Assistant will be offered the right to appeal.

If Care Assistants inform us of their wish to appeal in writing, **WENA Ltd** will invite them to a second meeting for further discussion. After this meeting **WENA Ltd** will give their final decision.

This standard dismissal and disciplinary procedure applies to:

- Dismissal with the exception of some collective or constructive dismissals
- Some gross misconduct
- Dismissal where employment cannot continue for reasons beyond anyone's control

All disciplinary action except oral and written warnings and suspensions are on full pay.

Misconduct

This cover minor or less serious breaches of the Agency's rules and procedures, for example:

- Persistent lateness, absence or sickness
- Minor breaches of procedure

Serious misconduct

This includes acts that fall short of Gross Misconduct, but which are so serious that they would justify the issue of a final written warning. For example:

- Leaving your place of work without authority
- Insubordination which is not wilful (e.g. you openly refuse to do something but agree reluctantly when faced with suspension).
- Persistent or serious breaches of **WENA Ltd** procedures

This list is not exhaustive.

Gross misconduct

The examples below show practice or behaviour that constitutes acts of gross misconduct.

Where a PoVA referral has resulted in the following proven abuse:

- Of service users' theft, fraud and falsification of records (including **WENA Ltd** time sheets)
- Physical violence, serious threats of physical violence, serious bullying or harassment of any kind of/to service users or other **WENA Ltd** staff
- Deliberate damage to **WENA Ltd** or service users' property
- Serious insubordination or wilful refusal to obey a reasonable instruction
- Misuse of **WENA Ltd** property/ software/ copyright or name
- Bringing **WENA Ltd** into disrepute
- Being unfit to work through drink or drugs, or being found in possession of alcohol, illegal drugs or obscene material at work I e pornography
- Serious negligence which causes or might cause unacceptable loss, damage or injury

- Serious infringement of Health and Safety rules

Suspension

If allegation of gross misconduct or serious misconduct is made, **WENA Ltd** will suspend Care Assistant while further investigations are carried out. Suspension will be on full pay; this does not imply any determination or guilt or innocence, as it is merely a holding measure pending further investigation

Protection

Adult Abuse

Home Care Assistants have a duty to act on any concern of abuse or any concern of abuse of a vulnerable adult to ensure that they can be protect and kept safe from harm. Care Assistants must report any concerns immediately to the Care Coordinators and managers at the office.

If we receive a complaint from service user's or their advocates that **WENA Ltd** feel it triggers **WENA Ltd** adult protection procedures they will be referred directly by **WENA Ltd** to the local authority Adult Protection Team for consideration. **WENA Ltd** will only investigate using **WENA Ltd** complaints procedure if a decision is made to dos so during the initial referral meeting.

WENA Ltd recognises the definition and the different types of abuse that occur and follows national and local written guidance. The guidance currently in use comes from the Department of Health, the local Adult Protection Team and the Commission for Social care Inspection.

Care Workers Role in Adult Protection

Your role is to ensure that through **WENA Ltd** induction, training and supervision, you are aware of the indicators that may constitute adult abuse and are able to report them directly to the manager or Care Coordinators.

The main aims are to be aware of:

- Current Legislation relating to abuse of vulnerable adults

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- Identify types of abuse
- Recognise potential risks of abuse
- Understand Care Assistant roles and responsibilities in identifying potential and actual abuse and alerting/ reporting & recording actions and procedures
- Identify measures of prevention of abuse

Note:

Where a referral involves a Care Assistant they will be suspended until the investigation is completed. Care Assistant will be supported during this period and will be assisted in returning to work.

Child Protection

Home Care Assistants have a duty to act on any concern of abuse of a vulnerable child to ensure that they can be protected and kept safe from harm. Care Assistant must report them immediately to the Care Coordinators or managers at the Agency office. The Agency recognises that staying safe is one of the key outcomes of our service.

WENA Ltd role in Child Protection

The Care Assistants role is to ensure that through their induction, training and supervision, they are aware of the indicators that may constitute child abuse and are able to report them directly to the Care Coordinator or managers.

The main aims to be aware of:

- Current Legislation relating to Child Protection
- Identify types of abuse
- Recognise potential risks of abuse
- Understand roles and responsibilities in identifying potential and actual abuse and alerting/ reporting and recording actions and procedures
- Identify measures for prevention of abuse

WENA Ltd has a responsibility to ensure it informs and/ or fully cooperates with the agencies involved regardless of who and where the child protection referral came from.

Role and Responsibilities

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Your role and responsibilities are defined by the Agency's job descriptions and the contract. You must follow **WENA Ltd** Policies and Procedures at all time and be aware of and act on them in the best interests of service users and fellow workers.

WENA Ltd Home Care Assistants main role is to provide a service that is personal centred on outcome and wellbeing. While ensuring the dignity, privacy and independence of service users shall be maintained.

WENA Ltd requires ALL its staff including its management and staff to co-operate in establishing and maintaining safe and healthy working conditions and to avoid any action which may adversely affect the health, safety and welfare of themselves or others.

Each employee has a duty to take care of the health, safety and welfare of themselves and their service users. Further to report any accident or incident to the appropriate Care Coordinator or manager and to record it in the accident and incident log. Any maintenance defects must be reported immediately to *Ashley Burford Managing Director*.

Employees will be made aware of prevailing emergency procedures for fire and explosion when working on service users' premises.

Record Keeping

Good Record Keeping helps everyone involved to deliver the high quality service we want to give. Home Care Assistants, Care Coordinators and office staff will be expected to keep accurate clear records and documentation that will assist in the delivery of care to service users. Care Assistants must follow the Agency's Policies and Procedures around medication, completing records of visits and provide the Agency with any training certificates they have gained. **WENA Ltd** recording systems are designed to make sure that all information is collected stored and usable in the delivery of a good quality provision to service users.

Equally Care Assistants will be expected to adhere to the Agency's policy on confidentiality in respect of information written or known to the Care Assistant and the Agency.

Equal Opportunities/ Fairness

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All Employees must not discriminate in any shape or form against a service user or fellow colleagues on the grounds of race, religion, age, sex or sexual orientation, or social standing or between service users who finance their own care and those who do not. All staff must take into account the customs, values and spiritual beliefs of the service user and fellow colleagues and treat these with respect.

Our diverse community requires good practice of fairness. As an employee you will be tested on your commitment to **WENA Ltd** equal opportunities policy and that you will not discriminate against **WENA Ltd** service user. If care assistants do not comply with this Policy they may be dismissed.

Equally **WENA Ltd** expects its service users to give the same degree of respect to its care assistants. If service users racially or sexually harass their care assistants they may be dismissed.

When care assistant suspect harassment or a breach of **WENA Ltd** Equal Opportunities Policy please speak in confidence to our Care Coordinators or managers.

Staff Sickness or Emergency Absence

WENA Ltd understands that staff may from time to time get sick or require absence in unforeseen circumstances. It is important that you are well and able to carry out your responsibilities for your service user.

All sickness or other unforeseen absence must be reported to **WENA Ltd** by the employee at the earliest opportunity, and an intended return date given.

Employees must report anticipated sickness absence or other unforeseen circumstances at least 8 hours before the start of their agreed shift. Failure to comply with this will result in the first instance with a discussion at supervision and a written warning will be issued. The written warning may be waived (refrain from insisted on) if there are exceptional and unforeseeable circumstances, at discretion of the manager.

Repeated failure to comply with 8 hours' notice will result in disciplinary action and potential termination of employment.

Failure to report absence before the start of a shift will result in termination of employment. The Care Coordinators or managers may waive this rule if there are exceptional circumstances. However a note will be made on the employee's file.

Staff who are absent on sick leave for more than 5 consecutive days (including weekends and Bank Holidays) will be required to produce a medical certificate. Failure to comply will result in disciplinary action being taken and may result in termination of contract.

Examples of Unforeseen Circumstances

- Death of an immediate or close relative
- Sickness of dependant relative
- Breakdown in child care arrangements
- Serious domestic incidents such as flooding, fire or burglary

Health and Safety

The Key points of our Health and Safety Policy are listed below. Please take time to read them and all the information given to you carefully.

In an emergency, above all, remember 3 Things

1. Your first responsibility is to yourself – do not put yourself in danger.
2. Your responsibility is to bystanders or other people who could get hurt.
3. Thirdly, you deal with your service user.

Health and Safety Code of Practice

Home Care Assistants have a personal responsibility not to endanger themselves or others through lack of care. Good health and Safety practice is for the most part Common Sense. In everyone's interest, please follow the basic code.

The Code

Find out who the key people are in all of your working situations. Familiarise yourself with the location of fire exits, first aid points and fire equipment. Read relevant instructions when circulated every six months. Recognise that office and other equipment can be dangerous if not used properly. Ask for help if you are not sure how to handle equipment safely. Check with your manager if you have doubts about computers or other equipment. Take care when using kettles, ovens, etc. *Watch out for unsafe practices like:*

- Drawers being left open
- Poor lighting
- Blocked corridors and exits

Watch out for potential hazards, like:

Faulty electrics, furniture, equipment, worn carpet, broken glass

Report any hazards to the health and safety advisor immediately

WENA Ltd Responsibilities

It is the policy of **WENA Ltd** to provide safe and healthy working conditions for its employees, to ensure the safety of equipment and premises, and, so far as is reasonably practicable, to ensure that those who may be affected by its operations, both staff and public, are not exposed to risks to their health and safety.

WENA Ltd will comply with all current health and safety legislation, Codes of Practice and other authoritative guidance.

WENA Ltd will promote Health and Safety and welfare for all its employees and service users. All employees must sign this Policy, accepting their legal obligation to support **WENA Ltd** efforts and to achieve **WENA Ltd** Health and Safety objectives.

We are here for you

WENA Ltd values its staff as a great resource and without cannot achieve its objective. Please speak to **WENA Ltd** office staff if there is anything we can assist you with regards your job, training or about this handbook.

We look forward to working with you.

WENA Ltd

NAME:

SIGNATURE:

DATE:

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