ARMOUR CARE
SERVICES

EMPLOYEE HANDBOOK

Welcome to Armour Care Services Ltd

Introduction

Welcome to Armour Care Services Ltd. We are extremely proud of our organisation and the team we have assembled to service and promote our business. It is fully understood and readily accepted that our staff are a most valuable asset and the key means by which we can achieve our goals of growth, profitability and ongoing success.

In order for us to continue providing our customers with the highest quality standards of service and best value for money, it is essential that we all share a common philosophy in the way we approach and perform our individual and collective duties and responsibilities.

We will ask nothing of you that we would not ask of any member of staff. Primarily, we would ask all of our employees for loyalty, honesty, commitment to delivering a high quality service and hard work. Each of us has an important part to play and all of us are reliant upon one another making a full contribution towards generating a harmonious and efficient working environment.

We set out in this handbook, the policies and procedures, by which we have attained our present status and with which we will seek to pursue our commitment to maximise and develop the potential of all our staff, whilst maintaining lasting and mutually beneficial working relationships.

We sincerely hope that you will enjoy a long and fruitful career with us. Please read this handbook carefully and address any queries that you might have to the Registered Manager.

Our Background

Armour Care Services Ltd. has a specific aim of providing quality care service at competitive rates for the healthcare sector. We are committed to providing our clients with qualified, experienced and reliable carers, support workers, nurses, social workers, domestic assistants, catering assistants, cooks, cleaners and general hands.

You, Your Contribution and Our Promise to You

You, as part of the Care Team, are a key member of our organisation. It is through your commitment and expertise that vulnerable people can continue their lives with the maximum of dignity and independence. We would like you to have the freedom to respond to the wishes of service users. However, it is important to always recognise that you have a professional relationship with service users and it is always best to check out unusual requests with your supervisor or manager. In your capacity as _____, you have to negotiate a delicate balance between being a friend to the service user and the professional context in which you work. You should always be aware that you support your service user in a professional and paid capacity. This will mean that you should engage in activities with service users in a reflective manner. It will be important for you as an individual worker to be able to discern when you may be crossing the boundary of professional good practice. This is not easy. We recommend that you talk to your supervisor or manager in charge if you have any doubts in this area.

You should always act in such a way as to promote and safeguard the wellbeing and interests of service users. You should also avoid any act that might bring The Agency into disrepute or diminish the public's confidence in Armour Care Services Ltd. More particularly, you must act with honesty, integrity and respect for a service user's property and their residence.

Workers should at all times safeguard the wellbeing of the service user, themselves and their colleagues. When visiting new places or premises other than The Agency,

carrying out new procedures, or using new materials or equipment, a risk assessment must be carried out. If in doubt as to whether a risk assessment has been carried out, the worker must discuss the matter with the Registered Manager. The Manager will, where an assessment has already been carried out, inform the worker of the identified risks and the methods of controlling those risks. Where a risk assessment has not been carried out, the Manager will either prohibit the un-assessed activity or carry out a risk assessment and inform the worker of the identified risks and the methods of controlling those risks.

When working within the team, employees should act professionally towards colleagues and other social care professionals and indeed all concerned with the service user's wellbeing. When care workers feel that another worker is acting in such a way as to threaten the wellbeing of a service user they should discuss the matter with person in charge.

Under the Health and Social Care Act 2008 you are required to comply with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers - set out by Skills for Care. A copy of the Code has been issued to you on your employment.

http://www.skillsforcare.ora.uk/Standards/Code%20of%20Conduct/Code-of-Conduct.aspx

In addition to the industry Code of Practice, the following rules must also be observed: when you are out on a call, you must remember that you are a guest in a service user's home. When visiting the service user, ensure you do the following:

- Always ask how he/she wants to be addressed, i.e. first name, Mr, Mrs, etc;
- Always knock or ring the doorbell and speak out before entering the person's home;
- When caring for service users, respecting their privacy and wishes is essential. service users expect their staff to arrive on time, to be reliable, and to respond flexibly to their needs and preferences, where possible;
- Carers must not take unauthorised person's into the service user's home i.e. children, friends, pets, etc;
- Carers must not visit service users outside of their contracted working hours;
- A service user's telephone should never be used for personal calls; they can only be used for logging in and out purposes;
- Carers must never give out their own personal telephone numbers or addresses.

When a carer receives a complaint from a service user, he/she should inform the service user of the Complaints no Procedure and notify the Registered Manager immediately.

Employees have a responsibility to report to their manager 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 any action by persons or organisations which may be harmful to the service user.

Employees should not under any circumstances act as signatories to the wills, lasting powers of attorneys or similar legal documents of service users, or be beneficiaries of service users' wills, nor should they accept gifts of any kind except with the expressed authority of the Registered Manager.

We are committed to providing you with training and regular supervision. In the context of regular supervision, we believe that you will grow in your understanding of how best to support your individual service users.

Your Role

The role of one of our Carers is extremely valuable, and we accept that this takes dedication and commitment. As a Carer you must remember that everybody is:

- An individual with individual needs;
- Has led a life that is at least as full and interesting as year own;
- Has a right to feel strange when first receiving care;
- Has a right to privacy and dignity and has the right to choose;
- A customer and should expect to be shown respect and provided with a good service.

Care is about using warmth, knowledge, understanding and skill to help and assist another person. The goals of caring must relate to the activities of daily living, therefore, our care aims must be that we do the following:

- Assist an individual to acquire, maintain or restore maximum independence with respect to the activities of daily living;
- Help the individual to undertake preventative activities independently, in order to avoid ill health;
- Provide assistance in the service user's recovery and eventual independence.

In your role as a Carer, you will be involved in numerous relationships with a wide range of people. These will include the service user, members of their family, colleagues, and other professionals. At times you will develop very close relationships with your service user and their families. The quality of the relationship will determine how effective you will be in caring for them.

- Always remember it is a professional relationship and its purpose is to support and maintain the service user.
- Be aware of your own skills and capabilities, and do not carry out tasks if you do not feel confident/competent to complete them.

COMMENCING WORK

Confirmation of Employment

You will have been interviewed and have received a formal offer of employment providing some basic details of your job, pay and hours etc. We cannot incorporate all employment conditions in this offer and we shall therefore issue you with a Statement of Main Terms and Conditions within the first eight weeks of your employment. This document, together with other details within this handbook covers all the conditions of employment applicable to you in this employment. You have been provided with a job description of the position to which you have been appointed, but amendments may be made to your job description from time to time in relation to our changing needs and your own abilities.

Under the provisions of the Health and Social Care Act 2008, and because you will be working with vulnerable people, you have been asked to authorise us to check your status on the register of persons considered to be unsuitable for employment with vulnerable people (the "DBS" check) and to carry out a criminal record check on you. You have given us the authorisation on the application form, and your employment is conditional on satisfactory information being received. You may not be employed until and unless a satisfactory response in respect of the DBS check, and should the information with regard to criminal records checks indicate that you should not, in the opinion of the Registered Provider, be employed working with vulnerable people, your employment will not be confirmed and will be terminated with immediate effect. During the time before your criminal record check is received and judged to be satisfactory, you may not commence working with service users on your own.

Personal Details

Please keep us informed of any changes in your personal circumstances e.g. new address, telephone number and next of kin. It is important that we keep such information up to date in order to make contact with you whenever appropriate.

Probationary Employment

You join us on an initial probationary period of three or six months. During this period your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work is not up to the required standard, or you are considered to be generally unsuitable, we may either take remedial action or terminate your employment without recourse to the capability procedure or, in cases relating to a matter of conduct, the disciplinary procedure. At the end of your probationary period you will again be assessed and, if satisfactory, you will become a member of our regular staff. If you have not reached the required standard we may either extend the probationary period in order that remedial action can be taken or terminate your employment without recourse to the capability or disciplinary procedure. In the event of you failing to improve during the extended probationary period your employment will be terminated without recourse to the capability or disciplinary procedure.

Job Description

Your job description will have been issued to you together with your job start forms. You are required to fulfil the terms of your job description to the best of your ability and with reasonable care and diligence. To reflect the changing needs of the business there may be adjustments made from time to time to your job description. You will be fully consulted over such changes.

Job Flexibility

It is an essential condition of your employment that you are prepared to adopt a flexible approach to your work pattern and, if it is deemed necessary, carry out alternative duties in other departments. We are dependent on this flexibility not only to allow us to adapt to the changing nature and volume of work, but to protect the future of the business and its employees.

Flexibility of Working Patterns and Hours

Providing you have worked with us for a continuous period of 26 weeks or more, you, have a right to ask the employer to consider proposals for flexible working hours. However, whilst we will consider any flexible working request properly, any such request will be considered against the needs of the business and depending on those needs we may have to decline any request you make.

The Flexible Working Policy and Procedure is available in the Armour Care Services Ltd. manual in the office, in the staff room copy, and is also available online.

Mobility

Your Statement of Main Terms and Conditions will indicate your normal place of work, however it is a condition of your employment that, given reasonable notice, you will be willing to transfer to any other site on which we operate (temporarily or permanently), if this is deemed necessary and within reasonable travelling distance. This mobility is essential to the efficient operation of our business, and you will be fully consulted prior to any such transfer.

Equal Opportunities

Armour Care Services Ltd. recognises that discrimination in the workplace, in any form, is unacceptable and, in most cases, unlawful. We have therefore adopted an Equality

and Diversity Policy and Procedure. You will have completed the equal opportunities monitoring form at commencement of employment which the organisation requires to evidence compliance with the legislation and to ensure that all job applicants and employees are treated fairly and without favour or prejudice. We are committed to applying this policy throughout all areas of employment: recruitment and selection, training, development and promotion. In all situations, people will be judged solely on merit or ability. The following sets down the key points of the policy, any breach of which will lead to disciplinary action, which may include dismissal.

The Equality and Diversity and Procedure is available in the Armour Care Services Ltd. manual in the office, in the staff room copy, and is also available online.

Non-Harassment Policy

Armour Care Services Ltd. recognises that harassment in the workplace, in any form, is unacceptable and, in most cases, unlawful. We are committed to ensuring that we are able to provide a working environment that is harmonious and acceptable to all.

The Harassment Policy is available in the Armour Care Services Ltd. manual in the office, in the staff room copy, and is also available online.

Private Work for Clients

Private work for service users is strongly discouraged, as it conflicts with our contract of employment, and will very probably be regarded as financial abuse. In exceptional circumstances Armour Care Services Ltd. may authorise such work where it is clearly for the benefit of the service user, subject to the approval of the organisation funding the support to that individual service user, and subject to controls on charging and quality.

The Moonlighting Policy and Procedure is available in the Armour Care Services Ltd. manual in the office, in the staff room copy, and is also available online.

DURING YOUR EMPLOYMENT

The previous section dealt with aspects of your early employment. We now wish to draw your attention to certain aspects that will apply during the course of your employment:

Induction Training

You will be expected to work through Armour Care Services Ltd's induction training programme at a reasonable speed, and within the standards laid down in the Health and Social Care Act 2008. This process will begin on your first day when you will be given more details. If you feel that you can progress faster than the material and experience which is being presented to you, please speak to your manager.

The Induction Policy and Procedure is available in the Armour Care Services Ltd. manual in the office, in the staff room copy, and is also available online.

Working Standards

The management of Armour Care Services Ltd. and many of its working practices, are set out in the Care Quality Management System supplied to us and maintained by Quality Compliance Systems Ltd. A copy of this system is made available to you at all times, and will be shown to you during your induction. It is a fundamental part of your contract of employment that you familiarise yourself with this system as soon as is reasonably practicable, that you abide by the policies and procedures contained within it at all times, that you do not change, remove, or add to any of the documentation without the authorisation of the Registered Manager, and that you do not use unauthorised documentation i.e. documentation which does not have the

standard format used by the Armour Care Services Ltd. system, which denotes that the document is a part of the authorised system. You must report the existence or use of unauthorised documentation to the Registered Manager immediately.

Criminal Records

On appointment, a criminal record check and DBS check will have been carried out on you, as you were informed during your interview. You are reminded that it is a term of your contract of employment, which you have signed to confirm on your application form, that you will immediately inform your employer if your criminal status changes in any way, such as by the administering of a caution or a warning by the police, a criminal conviction of any kind, or your referral to a register of barred Care workers.

Training - Induction and Ongoing

All employees are entitled to a minimum of three paid days per year of training, the official description of which includes in-house training, staff meetings and supervisions.

All employees must undergo induction training. As your employment progresses, your skills may be extended to encompass new job activities within the business. You will receive notices through your payslips, and notices will be displayed in your staff room indicating the various training topics. Certain training events are compulsory; the notice identifies these and payment for attendance will be received. Other training programmes will be on a voluntary basis and the notice indicates these. For further details relating to booking onto training sessions, please see Training Policy and Procedure. Failure to attend mandatory training could result in disciplinary action.

You are reminded that in order for Armour Care Services Ltd. to satisfy its obligations under the Health and Social Care Act 2008 you are employed subject to certain contractual requirements with regard to training and qualifications, which are detailed in your Statement of Terms and Conditions and the Training Policy and Procedure.

The Training Policy and Procedure is available in the Armour Care Services Ltd. manual in the office, in the staff room copy, and is also available online.

WAGES / SALARIES AND OTHER BENEFITS

Wages / Salaries

Your Statement of Main Terms and Conditions will indicate your rate of pay and the frequency and method of payment. You will be issued with a pay statement indicating how your gross pay has been calculated, and the deductions that have been made (N.I., Income Tax etc).

If you encounter any problems with your pay, e.g. incorrect payment, underpayment, overpayments, incorrect deductions etc. then all such problems should in the first instance be raised with your line manager. Please note that in the event of an overpayment, the excess payment will normally be deducted in full from your next payment. You will be given advance warning of any such deduction and any individual hardship will be taken into account and may result in repayment over a longer period.

Pay - Rates, Frequency and Procedure

Your rate of pay will generally be on an hourly basis. The general rates are indicated on Schedule 1 of your signed copy of your Contract of Employment.

Wages are payable weekly in arrears, by Bacs. Wages will appear in your bank account weekly. However, please bear in mind that certain banks and building societies clearing systems may result in this being extended by a couple of days. It is obviously your choice with regards to which bank or building society you choose to use

and Armour Care Services Ltd. cannot be held responsible for a delay that is due to your personal banking arrangements.

Hours of Work

Your Principal Statement will also refer to your normal weekly hours, and you have a legal right not to work more than an average of 48 hours per week but you may volunteer to waive the right and agree when required to work in excess of this average. Where such a situation is likely to occur we shall ask you if you wish to make a written declaration to waive this right. Please note Bank Holidays are considered to be normal working days for all direct Care staff.

The Working Time Regulations Policy and Procedure is available in the Armour Care Services Ltd. manual in the office, in the staff room copy, and is also available online.

Additional Hours

It is a condition of your employment that you may be requested to work additional hours as authorised and as required by the needs of the business.

Tax Year Details

The tax year changes over in the first week of April each year, and following the end of the Tax Year, we will issue P60 Form which indicates the total pay you have received over the previous tax year and the relevant deductions that have been made for National Insurance and Income Tax. P60 Form is issued as a legal requirement for us, and we are unable to provide duplicate copies. Please ensure that you retain this document in a safe place.

P11D

As appropriate to your individual contractual circumstances, Armour Care Services Ltd. may have to complete a P11D form to recover tax paid upon expenses incurred in the course of business. You must collate correctly all receipts which must then be submitted sufficiently early to Armour Care Services Ltd. before the P11D becomes due to the Inland Revenue.

State Pension Scheme

As we do not operate a separate pension scheme you will be automatically contracted into the State Earnings Related Pension Scheme, unless you elect to contract out and take out a private personal pension plan. We do not hold a contracting out certificate.

Stakeholder and/or Auto-Enrolment Pension Scheme

Where we have reached our staging date for pension auto-enrolment, then eligible employees will be automatically enrolled into the pension scheme used by us for pension auto-enrolment. You have a right to opt out and full details of the pension scheme and/or your eligibility and rights will be provided to you upon commencement of your employment or during employment if later.

If you require information on the stakeholder or pension auto-enrolment scheme at any other time, please contact administration.

Business Expenses

We will reimburse you for authorised and legitimate expenditure, reasonably incurred by you, during the proper performance of your duties, i.e. travel, accommodation and other pre-agreed out-of-pocket expenses. You will be required to complete an expenses claim form and support such a claim by submitting valid receipts.

Alterations and Modifications to the Employee Handbook

Armour Care Services Ltd. reserves the right to make reasonable alterations to this Handbook and any other terms and conditions of service. Minor changes of detail, such as to procedures, may be made with a general notice being provided to you. Significant alterations will only be implemented following full consultation with all affected employees.

Such changes will be implemented at the end of that notice period subject to any written objections having been lodged with the Registered Provider.

ANNUAL HOLIDAYS HOLIDAY PAY AND PROCEDURES

Holiday Entitlement

The Annual Holiday Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Public / Bank Holidays Pay & Procedures

The Public Holiday and Statutory Time Off Work Policies and Procedures are available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and are also available online.

Payment on Public / Bank Holidays

Where the above days are worked payment will be made as indicated in your Principal Statement.

SICKNESS / INJURY ABSENCE PAYMENTS AND CONDITIONS

Notification of Absence

The Sickness Absence Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online. Failure to follow the Sickness Absence Policy and Procedure may result in absences being treated as unauthorised and could give rise to disciplinary action.

Maternity

The maternity regulations are somewhat complicated in relation to the calculation of individual benefits and leave which are based upon length of service and average earnings. Recent legislation has extended the employment protection afforded to pregnant employees and care should be taken to distinguish the qualifications for Statutory Maternity Pay from those relating to Maternity Leave.

The Maternity Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Adoption Leave

The Adoption Leave Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Shared Parental Leave

The Shared Parental Leave Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy and is also available online. In essence, Shared Parental Leave allows a mother or adoptive parent to share their maternity or adoptive leave entitlement with their partner including any entitled to statutory pay.

Paternity Leave

The Family Leave Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

GENERAL RULES AND REGULATIONS

Accepting Work

Prior to commencing a call, make sure that you have all of the necessary information regarding your service user. Be aware that your attitude and behaviour will affect the people you are visiting.

If you accept a block, you are expected to honour that shift. Last minute cancellations are not acceptable and can lead to disciplinary action.

If you are unable to attend a call, you must give us as much notice as possible [minimum of 1 hour] so that the coordinators can recover your calls.

If you do not attend a call and do not let us know, this is a disciplinary offence and will be dealt with via the disciplinary procedure. Your reliability is vital. Cancellations, poor reliability and regular late attendance all lead to disciplinary action and possibly dismissal.

Personal Hygiene

Assisting a service user to maintain personal hygiene requires a great deal of tact and skill on behalf of the Carer. Maintaining personal hygiene is more than making sure a person has had a wash and has clean clothing. It is also about choice, communication and independence.

The way we wash and dress is a direct expression of our personality and/or cultural beliefs and background.

We all like to look and feel good, and age should not have to alter this.

All service users have the right to choose what they want to wear, but we have to ensure that what they wear is suitable for the climate on that particular day.

Initiative is required at all times to make sure that the person you are visiting is safe and content, and that they have enough supplies, such as food in their cupboard/ fridge, or that the food they have is not out of date.

Identification Badges

Identification badges must be worn at all times when representing the Company. Report lost or stolen identification badges immediately to the manager.

Using Your Own Car Capital

If a service user requests that you take them somewhere in your own vehicle, you should refuse. You are not insured

If you do. Take then we must point out that you are not insured by the company when using your own vehicle during working hours.

If you only use your car to travel to your permanent workplace, and then use other transport, or walk, between clients, "Social and Commuting, Comprehensive" cover is required.

If you use your car to travel to different workplaces, from which you then onward travel by other means, you need "Business Class 1, Comprehensive" cover.

If you travel between clients using your own car, you need "Business Class 2, Comprehensive" cover.

If you carry service users in your car, you need "Business Class 3, Comprehensive" cover, but you also need to speak directly to your insurer to confirm that cover is valid.

Mobile Telephones and Driving

To ensure compliance with current legislation, all care workers should look to using the following procedures:

- Never make or receive calls when driving;
- Never make or receive personal calls when in the service users home
- Check for messages and deal with any calls when you are safely parked and the engine is switched off;
- The only exemption to the above procedure is calls to 999 in genuine emergencies where it is unsafe or impractical to stop.

Additional Time Off Work

We recognise that there will be occasions when you will request time off for medical/ dental appointments or indeed for domestic reasons. Every effort should be made to arrange such appointments outside normal working hours. Where this is unavoidable, then appointments should be arranged to minimise disruption to your working day/ rota and you should follow the Family Leave Policy and Procedure.

The Family Leave Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Personal Property

Please avoid bringing valuable personal items to work and do not leave any valuables either unattended or overnight. We cannot accept liability for the loss of, or damage to such personal property brought onto either our premises, or service users' premises.

Lost Property

All items of lost property should immediately be reported to the manager. Similarly, any unidentified article should be handed to the same person whilst attempts are made to discover ownership.

Personal Telephone Calls

Such calls are only allowed in the case of emergency and with the prior permission of management. Please remember that ARMOUR CARE SERVICES LTD.'s telephones are provided solely for business use and abuse will not be tolerated. Personal mobile phones should be switched off during working hours.

Private mail should not be sent care of our address. No private mail may be posted at our expense except in those cases whereby a formal recharge arrangement has been made.

Buying or Selling of Goods

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours

Friends and Relatives Contact

We discourage friends and relatives from making contact with you at work either by telephone or in person, except in the case of an emergency.

Political and Religious Activities

Although we have no political or religious bias, we are not prepared to allow you to arrange any political or religious activities on our premises without our expressed permission.

Uniforms, Personal Appearance & Appropriate Dress

We will purchase appropriate uniforms for your use. All uniforms will be returned on leaving, and where uniforms are not returned in reasonable condition, a charge will be made to cover the cost of replacement.

The Employee Appearance Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Smoking

This is a No Smoking establishment. Smoking is not permitted within the premises, or within the service user's home or proximity.

The Smoking at Work Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Alcohol & Drugs

The Alcohol and Drugs Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Attendance & Time Keeping

Good time keeping and prompt attendance is paramount in the lives of the people to whom we provide support. Please advise the person in charge/Registered Manager if you are running late in attending work. We would also request that you inform the person in charge/Registered Manager with as much notice as possible about any intended absence due to sickness. This is critical as it allows us to sensitively and proficiently replace you if you give us the maximum amount of notice.

The Absenteeism Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Staff that are absent without notifying the person in charge/Registered Manager may be subject to disciplinary action.

Record of Attendance

We operate a signing-in system. This enables us to confirm that attendance has occurred. It is also the information we rely on to complete invoicing and wages. It is therefore important from your perspective that you fulfil this task. Failure to do so may result in non-payment of money due to you.

Handling Service User's Money

If during the course of your work, you are required to handle a service user's money, you must follow the laid down procedures in the service user's Care Plan and the service user's Finances Policy and Procedure.

Information About service users

Information about all service users is held in the Care Plan. If you are attending a service user for the first time, please make yourself familiar with the service user's needs through reading the Care Plan. If you have any doubts, contact the person in charge/ Registered Manager. All information to which you have access about a service user must be treated in the utmost confidentiality (see Code of Confidentiality). On each occasion when you attend the service user you should record on the daily living sheets, brief details of duties carried out and general information regarding the service user's situation. Please also use this daily living sheet as a means of communicating information to the next Carer on duty with your service user, or as a reminder for yourself. You will need to know if the service user has completed Priority of Care document with any other professional i.e. district nurse or general practitioner to enable you to meet the service user's needs.

Parking

Private vehicles parked on or around our premises are left there at the owner's risk and we accept no liability for any damage caused to such vehicles. Employees' cars must be parked at the furthest distance available from the main entrance to allow visitors to use the nearer spaces.

Housekeeping

Please keep your individual work area clean and tidy at all times.

Protective Clothing or Equipment

(Issued under Health & Safety or Hygiene Regulations)

Where protective clothing or equipment is issued to you, this is done for your protection and it should therefore be worn or used at the appropriate times. Remember that you have a personal responsibility for your own health and safety and that of others and you should ensure that you exercise this responsibility carefully, both through your actions and in the maintenance and care of such clothing or equipment.

The Health and Safety Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Infectious/Contagious Illness

You are required to follow the organisations infection control policy and procedure. If you are suffering from such a condition you must not report for work without your doctor's clearance. If in any doubt please notify us and consult your doctor.

Loss, Damage and Wastage

It is important to maintain efficient and cost effective routines in order to ensure that resources are appropriately focussed on service user services. For this reason please take extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- Handle machines, equipment and stock with care;
- Turn off any unnecessary lighting and heating. Keep doors closed whenever possible and do not allow taps to drip;
- Ask for other work if your job has come to a standstill;
- Start with the minimum of delay after arriving for work and after breaks.

The following provision is an express written term of your contract of employment:

- Any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
- Any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss;
- In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

SECURITY AND CONFIDENTIALITY

Personal Safety Whilst Travelling in the Community

Ensure That You Adhere to the Lone Worker Policy and Procedure At All Times.

Ensure that you are providing your care calls on the specified days and at the specified times. This will ensure that the office staff and coordinators know where you are and have knowledge of your estimated times of arrival and departure.

Remember you have to log in and out of all calls attended as we need to know that the calls are being done; however, it is also a safety measure for yourself.

Report any changes to your timetable; do not swap calls with another carer unless you have been asked to do so by your coordinator.

Evening carers should ensure that they log out on their last call so that the coordinator can see that they are safe.

Ensure that you know your route and avoid getting lost in unfamiliar areas.

If travelling by public transport, ensure that you have enough bus fare or your travel pass is up to date.

If travelling by foot then ensure that you keep to main roads, do not take short cuts through unpopulated or dark areas. Vary your route if possible.

When travelling by car, ensure that you keep all doors locked, especially in a standing queue of traffic or at lights.

Park as close to the service users home and as near to street lights as possible.

If visiting a service user in high-rise flats, be especially cautious when using lifts, stairways, corridors and landings.

When working after dark, travel in pairs if at all possible.

If you feel you may be in danger then do not proceed with the call, and report immediately to your coordinator.

Security Codes and Holding Service User's House Keys

Some service users have mobility problems or are too frail to answer their front door. If you need to hold keys to gain entry or require a key code, the service user or their family need to give permission to the company, and a Key-holding record needs to be completed and returned to the office. The keys may then be collected and signed for at the office or you will be given the key code by your coordinator. You should never hand your keys to anyone else other than your coordinator.

Key codes are confidential and must never be disclosed to anyone. They will be randomly changed for security purposes or if there is a change of carer.

Do not take keys directly from a service user without the knowledge of the office. Keys should never carry a home address or telephone number; this is for the safety of your service users. If you lose keys, you must report this to your coordinator immediately.

Confidentiality

This section on Confidentiality is an express term and condition of your employment with us.

- You must not disclose to any third party, during or after your employment, any trade secrets or other information of a confidential nature relating to Armour Care Services Ltd. or any of its associated companies, their business or clients/ service users and employees in respect of which ARMOUR CARE SERVICES LTD. owes an obligation of confidence. This is a legal requirement.
- You must not remove any documents or tangible items which belong to ARMOUR CARE SERVICES LTD. or which contain any confidential information from ARMOUR CARE SERVICES LTD.'s premises at any time without proper advance authorisation.
- You must return to ARMOUR CARE SERVICES LTD. upon request and, in any event, upon the termination of your employment, all documents and tangible items which belong to Armour Care Services Ltd. or which contain or refer to any confidential information and which are in your possession or under your control.
- You must, if requested by Armour Care Services Ltd., delete all confidential information from any reusable material and destroy all other documents and tangible items which contain or refer to any confidential information and which are in your possession or under your control.
- Under the terms of the Patents Act 1977, an invention or discovery made by you will become our property if it was made: In the course of your normal duties or in the course of duties specifically assigned to you; or In the course of your duties, and at the time of making the invention, because of the nature of the duties and the particular responsibilities arising from those duties, you have a particular obligation to further our interests.

Use of Computer Equipment

Use of computer equipment within Armour Care Services Ltd., use of email and of the Internet are controlled for security reasons.

The Computer Email and Internet Usage Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Competition Agreement

It is a condition of your employment that, when your employment is terminated, for whatever reason, you may not, for a period of 12 months after the termination of your employment, approach any individual or organisation who has, during the period of your employment, been a customer, if the purpose of such an approach is to solicit business which could otherwise have been undertaken by us.

Rights of Search

We have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or conducting business on our behalf. These searches are random and do not imply suspicion in relation to any individual.

If you should be required to submit to a search, if practicable you will be entitled to be accompanied by a third party selected by you only from those who are on the premises at the time that a search is taking place. This right also applies at the time that any further questioning takes place.

You may be asked to remove the contents of your pockets, bags, vehicles, etc.

Whilst you have the right to refuse to be searched, refusal by you to agree to being searched will constitute a breach of contract, which could result in your dismissal.

We reserve the right to call in the police at any stage.

- Communications or Statements to the Media: Only the Registered Provider is authorised to make any communication or statement to the media in matters relating to the business.

Other Employment

The Moonlighting Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online. See also "Private work for clients", and "General Conduct at Work", in this document.

STANDARDS OF CONDUCT / PERFORMANCE

Throughout this section we shall give an indication of the required standards of conduct or performance expected from all of our employees. It must be appreciated that any judgement of whether those standards have not been observed will depend very much on the specific circumstances of each particular case. It is important however that we set out certain standards for the guidance of all employees. A failure to work to these standards may result in disciplinary action on grounds of misconduct or poor performance. The following sub sections are examples only and must under no circumstances be considered as an exhaustive statement of all potential misdemeanours.

General Attendance (Absence / Timekeeping)

Ensure that you arrive at work sufficiently early to be ready to commence work at your official starting time.

You must comply with any time-recording procedures relating to your job.

If you wish to leave work during normal working hours you must receive authorisation from your immediate supervisor. Failure to do so will result in such absence being treated as unauthorised.

Lateness and absence will be recorded and unacceptable records of attendance will render you liable to disciplinary action.

General Conduct at Work

At all times during your employment, the needs of the business are paramount and you should ensure that, at all times, your

efforts and energies are concentrated on achieving this objective.

You are expected to conduct yourself in a reasonable manner with fellow employees, customers, service users or members of the public. We will not tolerate rude and insulting behaviour nor foul or objectionable language. Sexist, racist or harassing behaviour will result in disciplinary action, which may result in dismissal.

You are not, either during or following the termination of your employment, permitted to disclose confidential information relating to the business to any person or organisation without our prior written consents.

You are expected to comply with any reasonable instruction or request given to you by an authorised person.

Under no circumstances should you present yourself for work whilst under the influence of alcohol, intoxicants, or non-prescribed drugs. Any attempt to work whilst in such a condition will be regarded as a serious breach of the rules (see Gross Misconduct).

You must not enter into any other form of work or activity whilst in our employment which could be construed as being in direct competition with us or present a conflict of interest with our business.

Conduct Outside Working Hours

Whilst we have no intention or wish to intrude upon your activities or interests outside work we would expect that none of our employees would be engaged in any activity outside working hours which could result in adverse publicity to the business, bring the business into disrepute or which would cause us to question their integrity. Doing so may result in disciplinary action.

Social Media

In line with our expectations that you will not engage in any activity outside working hours which could result in adverse publicity to the business or bring the Company into disrepute, we require all our staff to avoid and refrain from engaging in any conduct on social media (ie Facebook, Twitter, WhatsApp etc) either during or outside working hours which:

- Brings the company in to disrepute;
- Is derogatory or critical of the business;
- Results in adverse publicity;
- Could constitute any form of bullying or harassment of a colleague or service user;
- Would be a breach of our equal opportunities policy;
- Would cause us to question your suitability to be working with our service users.

The above list is no exhaustive and employees should be careful to avoid any inappropriate or adverse references to the business or work colleagues.

Stock/Property

Our property (and/or that of our customers) must only be used for the purpose for which it is intended and must not be removed from site without prior approval.

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

If, as a result of your carelessness, or negligence, we (and/or our customers) suffer loss or damage to property or stock, (including vehicles) this will be construed as a serious breach of the rules. Where this is construed as particularly serious then this may render you liable to pay the full or

part of the cost of repair or replacement, or insurance excess if appropriate. If you fail to pay, we reserve the right to deduct the costs from your pay.

Work Performance

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

Similarly, if there is deemed to be an unacceptable volume of work produced in relation to agreed targets, or by general comparison, to other employees, this will be the subject of further investigation. Whilst such investigation may lead to referral to the disciplinary process, we shall also consider whether training or other forms of assistance would be a more appropriate remedy.

The Poor Performance Policy and Procedure and Performance Appraisal Policy and Procedure are available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and are also available online.

Health and Safety

The Health and Safety Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Harassment

The Harassment Policy and Procedure and Non-Harassment Policy and Procedure is attached in the appendix to this document. A breach of this policy may result in disciplinary action.

LEAVING ARMOUR CARE SERVICES LTD.

The Employee Termination Record Keeping Policy and Procedure is attached in the appendix to this document. You are reminded that your employer is entitled to rely on you to work cooperatively and to full capacity during your notice period, unless you are requested to cease work before your notice expires, or your employer agrees for you to leave before your notice expires. Failure to meet this obligation, which is for the benefit of your clients and colleagues, opens you to the possibility of claims for excess costs of replacement by the employer.

Terminating Employment Without Giving Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your individual statement of main terms of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractually accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

Resignation

If you wish to voluntarily terminate your employment then you are required to do so in writing. Such letters should be submitted to your Registered Manager, in accordance with the notice periods set down in your Principal Statement of Terms and Conditions of Service.

Due to the nature of your position Armour Care Services Ltd. may, at its absolute discretion, require you not to perform certain duties. Furthermore, you may be required to serve your notice at home, but at all times to remain available for work.

Armour Care Services Ltd. may report your conduct to the CQC, and/or the General

Social Care Council, and the DBS Barred Workers register if your conduct while employed by Armour Care Services Ltd. is such as to suggest that you should not be employed in a position with access to vulnerable people.

The Employee Termination Policy and Procedure and Notice periods Policy and Procedure are in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is available online.

Redundancy

The Redundancy Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Return of Armour Care Services Ltd.'s Equipment / Property

You must return such organisation property as may have been entrusted to you during your employment, at least 2 working days before your official leaving date. In the case of summary dismissal such property must be surrendered immediately (organisation property is defined as being documents (including the employee manual), disks/ data/other records, equipment, stock etc.)

If, on leaving Armour Care Services Ltd., for whatever reason, you fail to return the organisation's equipment/property as may have been entrusted to you during your employment, at least 2 working days before your official leaving date, an amount equal to the cost of the property/equipment will be deducted from any final monies due to you.

PRINCIPLES AND VALUES UNDERPINNING OUR SERVICE

We are committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities. Because of this, in the first instance, Armour Care Services Ltd. is committed to meeting the needs of those people entrusted to our Care. Usually we see no conflict between meeting the needs of service users and those of workers. Where such conflict exists, the needs of service users must take precedence. The basic principles underlying our support to vulnerable people include:

- **Privacy of service users:** The Care worker recognises the right of service users to be left alone, undisturbed and free from intrusion and public attention. The service user also has a right to privacy with regard to both their personal affairs and their belongings.
- **Confidentiality of Information:** The service user's rights to confidentiality must be safeguarded. The care worker will not disclose any personal information about service users to a third party unless this has been agreed with the service user concerned. Agreement to disclose information should only be sought if this is for the benefit of the service user, e.g. for the purpose of assisting in his or her care.
- **Access to Information:** Every service user has a right to information about the objectives of their care and a detailed explanation of the service being offered.
- **Discrimination:** The care worker will not discriminate against service users on the grounds of race, nationality, language, gender, religion and beliefs, age, sex, sexual orientation, or social standing. The care team must not discriminate between service users who pay directly for their service and those who do not.
- **Personal Dignity, Independence and Individuality:** Irrespective of the severity of their physical difficulties or mental infirmity, service users dignity, independence and individuality will be respected and maintained. The care worker will

recognise and respect, regardless of circumstances, the uniqueness of each service user and their intrinsic value as an individual. Dignity in social care occurs when each person is valued and treated with respect in all aspects of their daily life, irrespective of their circumstances or level of dependency; to have skilled, sensitive care to enable them to achieve the highest possible quality of life.

- **Fulfilment of Aspirations:** To have their social, emotional, spiritual, cultural, political and sexual needs accepted and respected. service users will be enabled to achieve their potential capacity - physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.
- **Consultation:** service users will be consulted about daily living arrangements, and enabled to participate in discussions about any proposed changes to those arrangements, and be fully involved in, and fully informed about, the individual assessment of their care needs. service users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. Our commitment will be to find the best and most cost effective way of meeting the service user's needs and aspirations. Service users will be supported to make informed choices about their future, which should be incorporated into their personal Care Plans.
- **Personal Choice:** The care worker will allow each individual service user to exercise, to his or her full potential, personal choice in opportunities and lifestyle. The care worker will ensure that the person they care for has a say in decisions about the provision, extent and timing of any care service, and also over the withdrawal of any service. Where, for reasons of mental incapacity, the person who is being cared for is not able to participate fully in Care Planning, consideration will nevertheless be given to his or her wishes, so far as these are expressed and practical. We welcome designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without unreasonable levels of demand and stress. The rights of the service user not to accept care workers with whom they are not compatible into their own homes will be upheld.
- **Review:** The service user will have a regular review of their individual circumstances at which they have a right to be present. They can also be supported by their carer or advocate
- **Services Information:** The service user will be fully informed about the services provided by Armour Care Services Ltd.
- **Legal Rights:** The service user will be fully informed about their legal rights.
- **Medication:** The service user will be fully informed about their medication needs and to make decisions about their medical treatment whenever possible. service user should always be supported to seek medication reviews with the General Practitioner if appropriate.
- **Family and Friends:** The service user will be supported to maintain continued access to family, friends, facilities and the community.
- **Complaints and Protection:** The service user will have access to a formal complaint procedure and to be represented by a friend or adviser if they so wish. We have a duty of care to safeguard those within our care, all care workers should ensure that they are fully trained and competent and understand the protocols and procedures to be followed. Supporting independence of service user. The service user will be allowed to take risks to the extent that they are based on their own informed opinions. service users will have the opportunity to think, act and make decisions without reference to

another person, or other unreasonable restrictions. This will include the willingness to incur a degree of calculated risk.

THE PRINCIPLES OUTLINED ABOVE MUST BE GUIDED BY PRIOR COMMITMENTS IMPOSED BY HEALTH AND SAFETY OR STATUTORY REQUIREMENTS

Our Aims & Objectives and Philosophy of Care

- All people who have contact with Armour Care Services Ltd. will be treated with respect at all times.
- We aim to offer skilled support to enable people who live here to achieve their optimum state of health and wellbeing.
- We uphold the human and citizenship rights of all with whom we have contact.
- Individual choice and personal decision-making are rights granted to all service users and will be supported by our employees.
- The right to independence will be respected and encouraged for all service users by the caring activities within the agency.
- The individual uniqueness of service users, staff and visitors will be recognised and these people will be treated with dignity and respect at all times.
- The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.
- We recognise the individual need for personal fulfilment and aim to offer individualised programmes of meaningful activity to satisfy that need of service users and staff.

GOOD PRACTICE STATEMENT

Mental Disorders

It is essential to be familiar with the Mental Capacity Act guidance and to recognise that diminished or fluctuating capacity such as confusion, memory loss, aggression and changes in personality or behaviour are some symptoms that can be caused by some prescribed medications, other treatable causes i.e. urinary or chest infection dementia or other mental disorders. Medical advice should be sought. Sometimes changes will be permanent and progressive, but some symptoms can result from treatable causes. People with mental disorders should be treated with the same respect accorded to any other service user. They should be enabled to make decisions about their own lives to the fullest extent of their abilities service users can be supported to complete Preferred Priority of Care document which will enable them to make, decisions about continuing to live in their own home or in residential care as well as about details of daily routine and managing finances. Patience and sensitivity will be called for from the carer who can help the service user keep track of reality.

Exercising choice and control involves risk, and independence should not be unnecessarily curtailed because of others' fears. Restriction of rights and freedoms will be strictly limited, subject to agreed safeguards, in Care Planning. Care workers supporting people with mental disorders will have education and training about mental health, and multi-disciplinary working will be encouraged. Instances of necessary denial of rights to restraints will be recorded and reported. Restraint must be limited to exceptional circumstances only and in accordance with the Multi-disciplinary ruling. Relatives, the service user, and advocates will be involved in making any decisions about the care service which restrict service users in any way, and will be notified of emergency actions.

Progressive and Multiple Conditions

Older and disabled people's need for care may not be stable and consistent. Some illnesses or disabling conditions, for

example motor neurone disease, progress rapidly. Service users will be confident that the care worker will respond quickly and appropriately when disability increases, i.e. by reporting change to the Registered Manager. Multiple disability disorders and chronic illnesses, including stroke and osteoarthritis, are common among older people, and a sufficient care service can prevent long term domiciliary, residential, nursing or hospital care for service users, if that is the service user's wish.

Terminal Illness

Our support workers will enable people who are terminally ill to maintain independence and be as comfortable as possible, and support their decisions of where they choose to be at the end of their life. The service user will be supported to complete the Preferred Priorities of Care document in line with the National End of Life Care Guidance. Not all relatives and friends feel able to care for someone who is dying, and this should be respected. The support worker will play an important role in supporting relatives and friends.

Isolation and Loss

Older and disabled people may experience loneliness or grief due to changes of lifestyle or location, loss of mobility, or loss of a close friend or relative. People may need to spend some time alone through personal choice, and this will be respected. Care workers will have the training and past experience that will enable them to recognise symptoms such as depression, lethargy, or problems with eating or sleeping. Care workers will also be able to listen and talk to service users and support them. Care workers can also help the service user obtain appropriate advice and counselling by liaising with the Registered Manager or person in charge.

Discrimination

Armour Care Services Ltd. adopts a proactive anti-discriminatory policy and takes high regard of racial and cultural factors in full compliance with the Race Relations Act 1976. Similarly the care team will be sensitive to the needs of both male and female service users, particularly where personal care is involved. The Sex Discrimination Act 1975 and 1986 apply.

Safeguarding Vulnerable Adults

Some older or disabled people may be vulnerable to abuse by their relatives or other visitors. Abuse may be described as physical, sexual, psychological or financial. Care workers will be in a position to identify the possibility of abuse which may not be the result of an acute situation but of concern over a period. All care workers are/will be familiar with the indicators of abuse, and will report any suspicions to the Registered Manager or person in charge.

The Safeguarding Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

DISCIPLINARY PROCEDURES

Discipline and Disciplinary Appeals

The Discipline Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Grievance Procedure

The Grievance Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online.

Whistleblowing

The Whistleblowing Policy and Procedure is available in the ARMOUR CARE SERVICES LTD. manual in the office, in the staff room copy, and is also available online. Given the nature of the industry we operate in we encourage all staff to disclose any concern or issue they may have which they feel is wrong, unsafe, dangerous, illegal or a breach of any other regulations or obligations. Our only request is that such disclosures are made in response to a genuine concern and in good faith.

Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
C.S1 - How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?			
C.S2 - How are risks to individuals and the service managed so that people are protected and their freedom is supported and respected?			
C.E1 - How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?			
C.C1 - How are positive caring relationships developed with people using the service?			
C.C3 - How is peoples privacy and dignity respected and promoted?			
C.R2 - How does the service routinely listen and learn from peoples experiences, concerns and complaints?			
C.W2 - How does the service demonstrate good management and leadership?			

Note: All ARMOUR CARE SERVICES LTD. policies are reviewed annually, more frequently, or as necessary.

ARMOUR CARE
SERVICES

Contact:

Armour Care Services Limited
Address: Unit 89, Cariocca Business Park 2 Sawley Road, Miles Platting, Manchester, England, M40 8BB

0333 577 6999
info@armourcareservices.co.uk
www.armourcareservices.co.uk