



RAINBOW DIRECT CARE

your wellbeing, our priority



EMPLOYEE HANDBOOK

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Introduction

Welcome to Rainbow Direct Care. We are extremely proud of our organisation and the team we have assembled to service and promote our business. We believe that our staff are a valuable asset and the key to achieving our goals of high-quality, person-centred care, as well as ongoing success.

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

We will ask nothing of you that we would not ask of any member of staff; loyalty, honesty, commitment to high- quality Care consistent with your role and responsibilities and hard work. Each of us has an important part to play and all of us are reliant upon one another making a full contribution towards generating a harmonious and efficient working environment.

We set out in this Handbook our policies and procedures and we aim to demonstrate our commitment to ensuring we maximise and develop the potential of all our staff, whilst maintaining lasting and mutually beneficial working relationships.

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

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

Rainbow Direct Care

Rainbow Direct Care Background

History

Rainbow Direct Care is a family run business, which specialises in providing Domiciliary Care, Live In Care, Social Care services and supported living. Our directors and senior management team have over 15 years of extensive knowledge and experience of social care management, nursing, social work background. This wealth of knowledge ensures that we draw from past experience and current knowledge to provide the best service available. The Directors are passionate about partnership based approach because it improves the efficiency of the services delivered to our clients and is a vital component to the livelihood of our clients.

Rainbow Direct Care believes that "The Clients Voice Matters." We aim to provide quality professional care to our clients in the comfort and familiarity of their own homes, promoting independent living, giving our clients choice and support to remain in their homes for as long as possible. Our services are underpinned by "The Person Centred Approach" which focuses on the individual's personal needs, wants, desires and goals to ensure they remain "Central" to the care and nursing process. This promotes, client driven care by putting the person's needs first, as we define it.

Rainbow Direct Care provides the following services:

From a few hours a day, 24 hours a day, 7 days a week we provide a full care service to match the needs of the individual — which includes the following:

Services

Rainbow Direct Care offers services that assist individuals who require support from basic care to complex care needs. This can vary from assistance around the home to 24 hour live in care.

DOMICILIARY CARE

Our friendly and professional Home Care service is designed to assist you with everyday tasks at home with the comfort of knowing that there is someone there to help you when you need a hand. Our care and support staff can help you prepare meals, administer medication, and help with morning and bed time routines.

Help is available as little or as often as you like ranging from 1 hour visits to around the clock live in care. We offer personalised care that is designed around you and your circumstances. We are there to help you make your own decisions and choices about what you like to do, what you want to eat or where you like to go.

LIVE IN SERVICES

Our Live in Care service offers an alternative to long term home or residential care. We understand that for some it is better to be in familiar environments usually in their homes whilst receiving care. Our service has been designed to offer a high level of care and companionship to individuals in their own homes. This means you can be around your family, pets and possessions while receiving support to live a full and independent life.

RESPITE CARE

Respite Care provides the opportunity to relieve family members or friends caring for a loved one to take time just take a break or do other things. This can be on a regular or irregular basis for example to go to work, go to college or a holiday knowing that your loved one is in safe hands.

COMPANIONSHIP CARE

We have designed our Companionship service to provide a friendly face, someone to talk to or just someone being there for you. Our care team will come to you at your home, meet at community centres or chat over the phone. We are dedicated to assist you live a full and fulfilling life and be there when we can to land a hand or just a chat.

SPECIALIST CARE

For individuals who require more support, Rainbow Direct Care also offers specialist or complex care. We understand that individuals who might have suffered injuries or suffering from some diseases may require specialist care.

Our care teams are on hand to help provide care and support at a care home, residential home, hospital or your own home.

HOME FROM HOSPITAL

Home from Hospital is specifically designed to provide support for individuals leaving hospitals to recover at home. We can provide care or support workers depending on your requirements to help you with basic or specialised needs.

DEMENTIA AND ALZHEIMER'S CARE

Our Dementia and Alzheimer's Care services are designed to assist individuals suffering from the effects of Dementia or Alzheimer's disease. We understand the difficulty in caring for a loved one suffering from this condition.

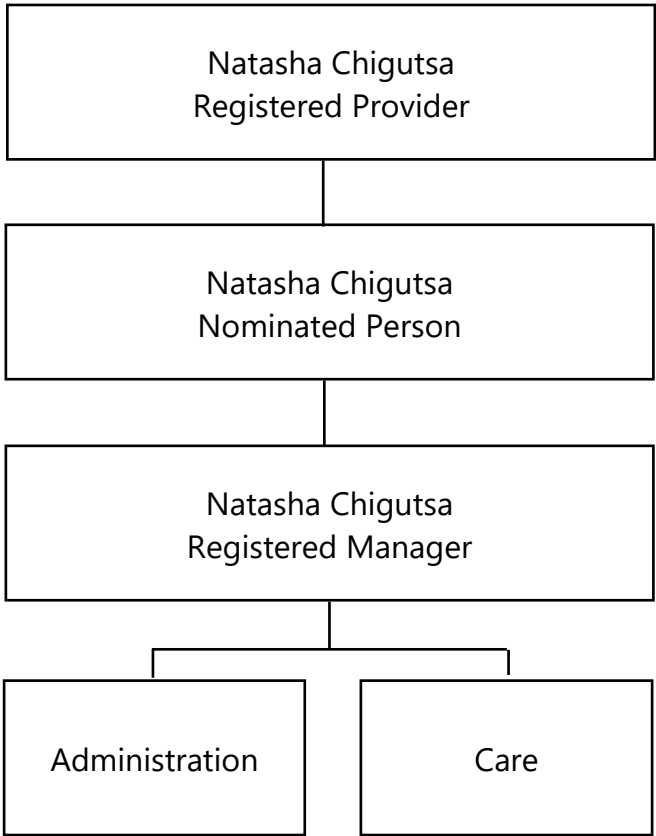
Rainbow Direct Care has designed this service in order to help support your loved and your family cope with the effects of Dementia and Alzheimer's.

EXTRA CARE – SUPPORTED LIVING

We have designed our Extra Care – Supported Living Service for individuals who wish to receive care service while living in Sheltered Accommodation or Extra Care schemes. This is suitable for individuals who require assistance from small everyday tasks to help with domestic and personal care.



Rainbow Direct Care Organisation Chart



Principles and Values for Rainbow Direct Care

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

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

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

Rainbow Direct Care's Aims, Objectives and Philosophy of Care

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

- To deliver quality care based on the needs of our Service Users

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

You, Your Contribution and Rainbow Direct Care's Promise to You

You are a key member of our organisation. It is through your commitment and expertise that people who use Rainbow Direct Care's services can continue their life with the maximum of dignity and independence. Rainbow Direct Care would like you to have the freedom to respond to the wishes of the Service User. However, it is important always to recognise that you have a professional relationship with the Service User and you should always speak to your supervisor or manager to ensure you are working safely and within professional boundaries.

In your position within Rainbow Direct Care, you have to negotiate a delicate balance between being supportive to the Service User and your professional context. You should always be aware that you support the Service User in a professional and paid capacity. This will mean that you should engage in activities with a Service User in a reflective manner. It will be important for you as an individual worker to be able to understand when you may be crossing the

boundary of professional good practice. This is not easy. We recommend that you talk to your supervisor or manager in charge if you have any doubts in this area. You can always speak to Mrs [Manager] if you have concerns.

Safeguarding and Wellbeing

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

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

Workers should, at all times, safeguard the wellbeing of the Service User, themselves and their colleagues. When caring for a new Service User, when their care needs change, when carrying out new procedures, or using new materials or equipment, a risk assessment must be undertaken and in place. If in doubt as to whether a risk assessment has been carried out, you must discuss the matter with Mrs [Manager]. In cases whereby, an assessment has already been carried out, the Manager will inform you of the identified risks and the methods of controlling those risks. Where a risk assessment has not been carried out, the Manager will either prohibit the un- assessed activity or carry out a risk assessment and tell you of the identified risks and the methods of controlling those risks.

When working within the team, you should act professionally towards colleagues and other professionals and indeed all concerned with wellbeing of the Service User/s. When Carers feel that another worker is acting in such a way as to threaten the wellbeing of a Service User they should discuss the matter with the person in charge.

Code of Conduct

You are required to comply with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. A copy of the Code has been issued to you on your employment. You are accountable and responsible for ensuring that

you understand and follow the Code of Conduct as a social care worker. If you are employed as a Registered Nurse, you will be expected to comply with the NMC Code and ensure you retain your professional registration.

Complaints

If you receive a complaint from a Service User, you should inform the Service User of the Complaints Policy and Procedure and notify Mrs [Manager] immediately. The member of staff responsible for handling complaints at Rainbow Direct Care is The Registered Manager

Escalating Concerns

All employees have a responsibility to report to their manager with regard to any changes in the physical, behavioural or social condition of the Service User, to any perceived lack of resources, help or advice, or any action by persons or organisations which may be harmful to the Service User. You should also report any refusal of care or any time you are unable to deliver Care as planned. You should ensure you read Rainbow Direct Care's Safeguarding Policy, the Child Protection Policy and the Whistleblowing Policy on the Quality Management System.

Commencing Work

Confirmation of Employment

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

Personal Details

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

Equal Opportunities

Rainbow Direct Care recognises that discrimination in the workplace, in any form, is unacceptable and in most cases unlawful. We have therefore adopted an Equality and Diversity Policy and Procedure, to ensure that all job applicants and employees are treated fairly and without favour or prejudice. Rainbow Direct Care is committed to applying this policy throughout all areas of employment; recruitment and selection, training, development and promotion. In all situations, people will be judged solely on merit or ability. The following sets down the key points of the policy, any breach of the policy will lead to disciplinary action, which may include dismissal.

The Equality and Diversity Policy and Procedure is available in the Quality Management System. You will be requested to complete an Equal Opportunities Monitoring Form.

Non-Harassment Policy

Rainbow Direct Care 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 Quality Management System.

Private Work for Service Users

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

The Moonlighting Policy and Procedure is available in the Quality Management System.

During Your Employment

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

Induction Training

You will be expected to work through Rainbow Direct Care's induction training programme at a reasonable speed, and within the standards laid down in the Health and Social Care Act 2008 (as amended by the Health and Social Care Act 2012). This process will begin on your first day when you will be given more details. If you feel that you can progress faster than the material and experience which is being presented to you, please speak to your manager.

Working Standards

The management of Rainbow Direct Care, and many of its working practices, are set out in the Compliance Management System supplied to us and maintained by Quality Management System. This online management system is made available to you at all times and will be shown to you during your induction. It is a fundamental part of your contract of employment that you

familiarise yourself with this system as soon as is reasonable, that you abide by the policies and procedures contained within it at all times, that you do not change, remove, or add to any of the documentation without the authorisation of the Registered Manager, and that you do not use unauthorised documentation, i.e. documentation which does not have the standard format used by the QCS system, which denotes that the document is a part of the authorised system. You must report the existence or use of unauthorised documentation to the Registered Manager [Manager] immediately. Rainbow Direct Care may have to comply with locally agreed policies and it is important that you are familiar with them. Your manager will tell you about this during your induction.

Training – Induction and Ongoing

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

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

You are reminded that in order for Rainbow Direct Care to satisfy its obligations under the Health and Social Care Act 2008 (as amended by the Health and Social Care Act 2012) you are employed subject to certain contractual requirements with regard to training and qualifications, which are detailed in your Statement of Terms and Conditions.

Business Expenses

We will reimburse you for authorised and legitimate expenditure, reasonably incurred by you, during the proper performance of your duties, i.e. travel,

accommodation and other pre-agreed out-of-pocket expenses. You will be required to complete an expense claim form and support such a claim by submitting valid receipts. You should have prior approval from Mrs [Manager] before incurring any expenses.

Alterations and Modifications to the Staff Handbook

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

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



Annual Holidays, Holiday Pay and Procedures

Holiday Entitlement

1st April to 31st March.

The Annual Holiday Policy and Procedure is available in the Quality Management System.

Public/Bank Holidays, Pay & Procedures

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

Sickness/Injury Absence Payments and Conditions

Notification of Absence

The Sickness Absence Policy and Procedure is available in the Quality Management System. A failure to follow the Sickness Absence Policy and Procedure may result in absences being treated as unauthorised and could give rise to disciplinary action.

Maternity

The Maternity Policy and Procedure is available in the Quality Management System.

Adoption Leave

The Adoption Leave Policy and Procedure is available in the Quality Management System.

Shared Parental Leave

The Shared Parental Leave Policy and Procedure is available in the Quality Management System. In essence, Shared Parental Leave allows a mother or adoptive parent to share their maternity or adoptive leave entitlement with their partner including any entitled to statutory pay.

Paternity Leave

The Paternity Leave Policy and Procedure is available Quality Management System.

General Rules and Regulations

Using your Own Car

If a Service User requests that you take them somewhere in your own vehicle, you should refuse. You are not insured if you do so. We must point out that you are not insured by Rainbow Direct Care 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 Service Users, you must inform your insurer to ensure that you have the correct level of insurance.

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

Additional Time Off Work

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

Personal Property

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

Lost Property

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

Personal Telephone Calls

Such calls are only allowed in the case of emergency and with the prior permission of Management. Please remember that Rainbow Direct Care telephones are provided solely for business use and abuse will not be tolerated. Personal mobile phones should be switched off during working hours. Staff should not, therefore, be answering or making calls while with a Service User or in communal areas where Service Users or their friends and relatives may be.

Mail

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

Buying or Selling of Goods

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours. This includes buying or selling from catalogues.

Friends and Relatives Contact

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

Uniforms, Personal Appearance & Appropriate Dress

Rainbow Direct Care will provide appropriate uniforms for all employees for a small fee.

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

Protective Clothing or Equipment

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

The Health and Safety Policy and Procedure is available in the Quality Management System. The person responsible for Health and Safety at Rainbow Direct Care is Registered Manager.

Smoking

This is a no smoking establishment. Smoking is not permitted within the premises. Your manager or supervisor will advise you of the designated smoking area at your place of work.

The Smoking at Work Policy and Procedure is available in the Quality Management System.

Alcohol & Drugs

The Alcohol and Drugs Policy and Procedure is available in the Quality Management System.

Attendance & Time Keeping

Good time-keeping and prompt attendance is paramount in the lives of the people to whom we provide support. Please advise the person in charge/Mrs [Manager] if you are running late in attending work. We would also request that you inform the person in charge/Mrs [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 Quality Management System.

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

Handling Service User's Money

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

Employees must remember that Service Users may be vulnerable and rely on Rainbow Direct Care and its employees to exercise care and judgment on their behalf when it comes to their finances. Employees must not, therefore, accept any gifts of any value or seek to borrow any money from a Service User. Employees must not remove property or money from a Service User without permission or purpose. This policy is designed to protect both employees and the Service User and any employee that is found to be in breach of the policy may face disciplinary action which could result in dismissal. Where we believe a

person has caused harm or poses a future risk of harm to vulnerable groups, including children, we will refer to the Disclosure and Barring Service in line with our statutory duties.

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

Gifts, Wills, Donations and Bequests

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

Parking

Car Parking is available in the car park provided.

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

Housekeeping

Please keep your work area clean and tidy at all times. Please report any concerns about housekeeping to [Manager]. You can contact for assistance.

Infectious/Contagious Illness

If you are suffering from such a condition you must not report for work without your doctor's clearance. If in any doubt, please notify us and consult your doctor. All employees must adhere to Rainbow Direct Care's Infection Control Policy and Procedure.

Loss, Damage and Wastage

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

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

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

Any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement

Any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss

In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

Security and Confidentiality

Confidentiality

You must not disclose any trade secrets or other information of a confidential nature relating to Rainbow Direct Care or any of its associated companies or their business or their clients/Service Users and employees in respect of which Rainbow Direct Care owes an obligation of confidence to any third party during or after your employment except in the proper course of your employment or as required by law.

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

You must return to Rainbow Direct Care upon request, and, in any event, upon the termination of your employment, all documents and tangible items which belong to Rainbow Direct Care or which contain or refer to any confidential information and which are in your possession or under your control.

You must, if requested by Rainbow Direct Care, delete all confidential information from any reusable material and destroy all other documents and tangible items which contain or refer to any confidential information and which are in your possession or under your control.

Use of Computer Equipment

Use of computer equipment, use of email and of the Internet are controlled for security reasons.

The Computer, Email and Internet Usage Policy and Procedure is available in the Quality Management System.

Rights of Search

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

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

You may be asked to remove the contents of your pockets, bags, vehicles, staff lockers (where available), etc.

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

We reserve the right to call in the police at any stage. Communications or Statements to the Media Only [Manager] is authorised to make any communication or statement to the media in matters relating to the business.

Standards of Conduct/Performance

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

General Attendance (Absence/Timekeeping)

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

You must comply with any time recording procedures relating to your job including, where required, clocking in using any device or system provided.

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

Lateness and absence will be recorded, and unacceptable records of attendance will render you liable to disciplinary action. Employees' should refer to the Absenteeism Policy and Procedure.

Conduct Outside Working Hours

Whilst we have no intention or wish to intrude upon your activities or interests outside work we would expect that none of our employees would be engaged in any activity outside working hours which could result in adverse publicity to the business, bring the business into disrepute or which would cause us to question their integrity or which has a detrimental impact upon relations with fellow colleagues or Service Users. Doing so may result in disciplinary action and could lead to dismissal depending on the seriousness of the conduct outside work and the level of impact it is having or could have on the organisation.

Social Networking

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

- Is derogatory or critical of the business
- Results in adverse publicity

- Could constitute any form of bullying or harassment of a colleague or Service User
- Would be a breach of our Equal Opportunities Policy
- Would cause us to question your suitability to be working with our Service Users

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

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

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

Stock/Property

Rainbow Direct Care property (and/or that of our Service Users) 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 Service Users) suffer loss or damage to property or stock, (including vehicles) this will be construed as a serious breach of the rules. Where this is construed as particularly serious then this may render you liable to pay the full or part of the cost of repair or replacement, or insurance excess if appropriate. If you fail to pay, we reserve the right to deduct the costs from your pay.

Work Performance

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

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

The Poor Performance and Capability Policy and Procedure is available in the Quality Management System.

Health and Safety

The Health and Safety Policy and Procedure is available in the Quality Management System. The person responsible for Health and Safety is Registered Manager.

Leaving Rainbow Direct Care

You are reminded that the company is entitled to rely on you to work cooperatively and to full capacity during your notice period, unless you are requested to cease work before your notice expires, or your employer agrees for you to leave before your notice expires. Failure to meet this obligation, which is for the benefit of your Service Users and colleagues, opens you to the possibility of claims for excess costs of replacement by the company as per below.

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

Terminating Employment Without Giving Notice

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

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

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

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

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

References

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

Redundancy

The Redundancy Policy and Procedure is available in the Quality Management System.

Disciplinary Procedures

Discipline and Disciplinary Appeals

The Discipline Policy and Procedure is available in the Quality Management System.

Grievance Procedure

The Grievance Policy and Procedure is available in the Quality Management System.

Whistleblowing

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

Good Practice Statement

Mental Capacity

It is essential to be familiar with the Mental Capacity Act, guidance and to recognise diminished or fluctuating capacity. Confusion, memory loss, aggression and changes in personality or behaviour, are some symptoms that can be caused by prescribed medications, or other treatable causes, for

example, a urinary tract infection or chest infection, dementia or mental health illness. Medical advice should be sought. Sometimes changes will be permanent and progressive. All people with mental health illnesses should be treated with the same respect accorded to any other Service User. They should be enabled to make decisions about their own lives to the fullest extent of their abilities.

Service Users can be supported to complete a Preferred Priority Care Document which will enable them to make decisions about their preferred place of care as well as about details of daily routine and managing finances. Patience and sensitivity will be called for from the Support Workers who can help support the Service User.

Exercising choice and control involves risk, and independence should not be unnecessarily curtailed because of others' fears. Restriction of rights and freedoms will be strictly limited, subject to agreed safeguards in Care Planning. Carers supporting people with mental illnesses will have education and training about mental health, and multi-disciplinary working will be encouraged. Instances of necessary denial of rights to restraints will be recorded and reported, restraint must be limited to exceptional circumstances only and in accordance with the Deprivation of Liberty Safeguards. The Service User and advocates will be involved in making decisions about any Care service which restricts 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 Carer will respond quickly and appropriately when disability increases, i.e. by reporting change to the Registered Manager. Multiple disability disorders and chronic illness, including stroke and osteoarthritis, are common among older people, and a sufficient Care service can prevent long-term residential, nursing or hospital care for Service Users, if that is the Service Users wish.

Terminal Illness

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

Isolation and Loss

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

Discrimination

Rainbow Direct Care adopts a proactive anti-discriminatory policy and takes high regard of racial and cultural factors in full compliance with the Equality Act 2010. Similarly, the Care Team will be sensitive to the needs of both male and female Service Users, particularly where personal care is involved. Again, full compliance of the Equality Act 2010 will apply. Please refer to the separate Equality and Human Rights Policy and the Equality and Diversity Policy and Procedure for further information.

Safeguarding

Abuse may be described as Physical abuse, Domestic violence, Sexual abuse, Psychological abuse, Financial or material abuse, Modern slavery, Discriminatory abuse, Organisational abuse, Neglect and acts of omission, Self-neglect as defined in the Care Act 2014. Carers will be able to identify the possibility of abuse which may not be the result of an acute situation but of

concern over a period of time. All Carers are/will be familiar with the indicators of abuse and will report any suspicions to Mrs [Manager] or another person in charge. The Safeguarding Policy and Procedure is available in the Quality Management System.

The Employee and Rainbow Direct Care should retain a copy of this form. A copy should also be held on the personnel file.

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Dear

Please find enclosed Rainbow Direct Care's Staff Handbook which is designed to assist us to maintain our compliance with the Health and Social Care Act 2008 and other legislation.

Rainbow Direct Care's Staff Handbook is intended to be a single reference source for you to fully understand what expectations we have and outline some of your conditions of employment. You can also view the Staff Handbook via the company intranet. Please speak to me if you need assistance with accessing the system.

You are asked to read through the Handbook and the policies. The intention of the Handbook is to bring many elements of your conditions of employment that may previously have been given to you in various documents into one document and to highlight some key policies. If you are concerned about any issues that you find on reading this document, please bring them to my attention and we will discuss the matter.

Please sign to confirm that you have received a copy of the Rainbow Direct Care Handbook or that you have been given access to the Quality Management System to read Rainbow Direct Care's Staff Handbook on line or via the Quality Management System.

Please return a copy of the form and keep a copy for yourself

Yours sincerely,

Natasha Chigutsa

Registered Manager

Date:

| | |
|--------------------------------------------------------------------------------------------------------------------|-------|
| Manager | |
| I confirm that on (date) I gave a copy of Rainbow Direct Care's Staff Handbook to (Name of Recipient). | |
| Manager Name: | |
| Manager Signature: | Date: |

| | |
|------------------------------------------------------------------------------------------|-------|
| Employee | |
| I confirm that on (date) I received a copy of Rainbow Direct Care's Staff Handbook. | |
| Employee Name: | |
| Employee Signature: | Date: |



RAINBOW DIRECT CARE

your wellbeing, our priority

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Mobile: 07428 642 491

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