



STAFF HANDBOOK

A welcome to SOS Homecare.....

On behalf of your colleagues, I welcome you to the company and wish you every success here. We believe that each employee contributes directly to SOS Homecare's growth and success, and we hope you will take pride in being a member of our team.

We strive to ensure that we work to the highest standards and deliver the best possible outcomes for the individuals we care for and support. Therefore, we do expect a lot from our employees whilst at the same time aiming to provide all the support, training and investment that our employees require.

One example of such investments is this Employee Portfolio. This portfolio can be accessed through the company website by both new and existing employees through the company website of SOS Homecare and is intended to be used throughout your full employment with the company. The portfolio contains all the information you should need from the commencement of your employment, such as company information and documentation, and areas to develop your portfolio by storing training hand-outs, certificates, and supervision/appraisal records.

We hope that you will invest your time in building a strong portfolio. Other employees have found it valuable when attending supervision/appraisal meetings, undertaking RQF's/QCF's/NVQ's or when applying for nurse training for example.

Finally, I would just like to welcome you once again to the company and hope that you become a valuable part of our already strong and experienced team.

A handwritten signature in blue ink, appearing to read 'Richard Jackson', with a stylized, flowing script.

Richard Jackson

Managing Director

Background to SOS Homecare

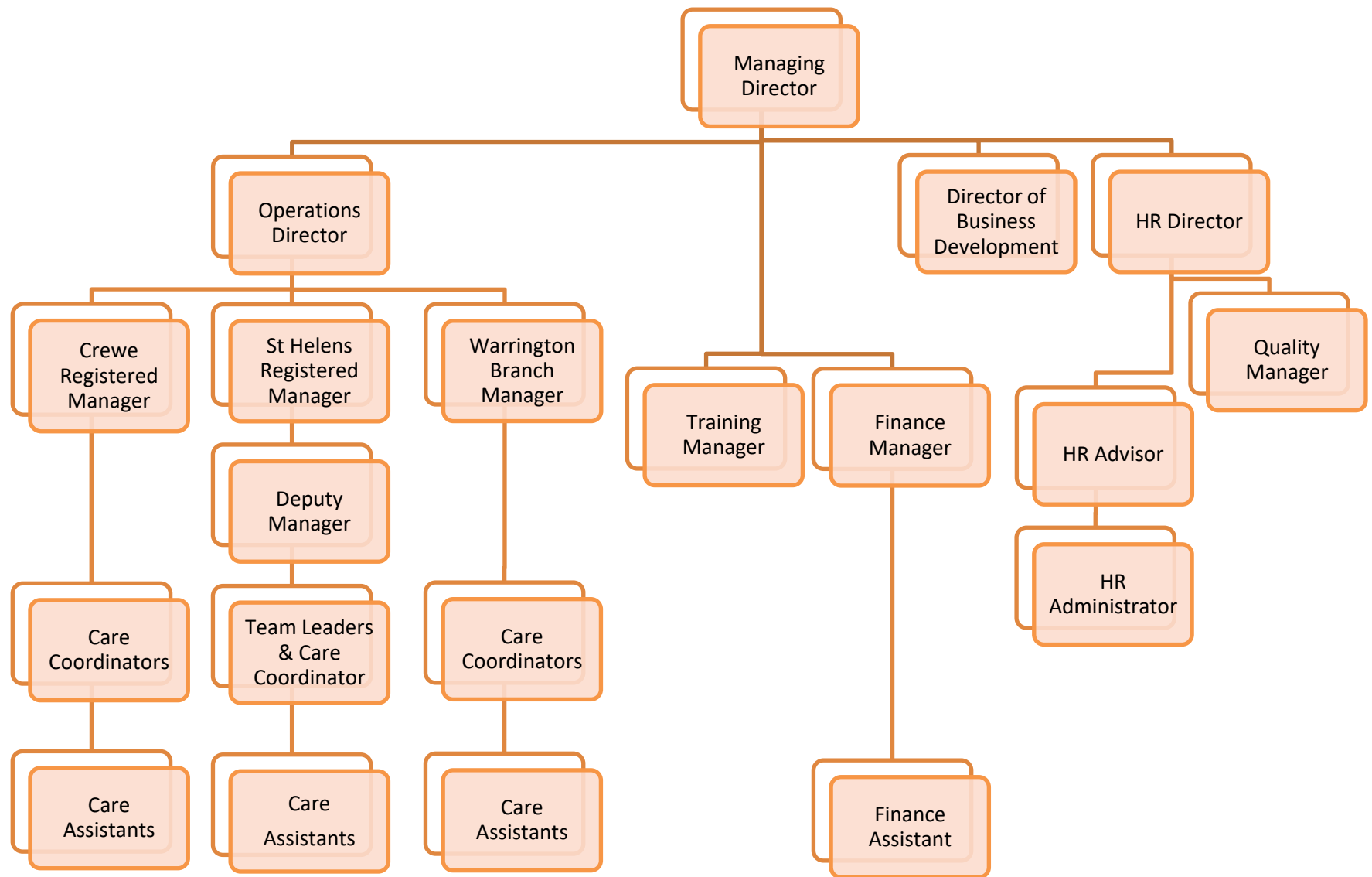
SOS Homecare has been delivering care and support services to individuals in the Trafford area continuously since 1994, until the branch unfortunately closed in 2023. The company was bought by our Managing Director, Richard Jackson, in 2001 and Richard remains a hands-on owner visiting other services on a regular basis.

The company in 2016 started delivering care and support services to individuals within the St Helens area. In 2019, the company was awarded a contract to provide domiciliary care services in Cheshire East. And, most recently in 2023, we opened a new branch in Warrington, after being awarded a contract to provide domiciliary care services there.

The company is still keen to expand further and hopes to open new services in the future within the Northwest area.

Information about the company's values, management team and head office personnel, as well as each of our regulated services can be found by visiting the company website, www.soshomecare.co.uk, liking the company Facebook page and following our twitter and LinkedIn profiles. These can be accessed by clicking on the respective symbols at the bottom of the SOS Homecare webpage.

SOS Homecare Ltd – Organisational Chart



Our Company Values

- We aim to be the best local provider of services and to be the best local care employer.
- We as an organisation value diversity and all people equally.
- We believe that all people have rights but alongside those rights there are responsibilities.
- We as an organisation providing services shall operate with integrity and honesty in all our dealings.
- We shall support and encourage all our staff to operate by the same standards.

People using our services are always at the centre of our planning, and services are constructed and delivered according to their needs. All care plans are developed in conjunction with the person using the service and in collaboration with others who may be involved in providing care and support alongside us. Plans are user focused, and outcome driven. We expect all our employees to uphold the following values;

- That every service user is an individual with individual needs.
- We promote their independence by personalising their care and support needs whilst encouraging our service users to do as much as possible for themselves.
- Enabling people to remain in a home of their choice.
- We make sure that every service user has the same human rights as every other individual.
- Championing Dignity - Every service user has their dignity respected by ensuring their needs are met in a dignified manner.
- They are shown the respect that would be expected to be given to any member of your own family or friends.
- We do our best to protect their privacy by keeping them from intrusion or unwelcome attention.
- Choice and control is given daily by allowing the service user the right to choose what they want to eat or wear
- We work in partnership with everyone who is involved in the service user's care including family, friends, district nurses, social workers etc.

Equal Opportunities

To provide equal employment and advancement opportunities to all individuals, employment decisions at the company will be based on merit, qualifications, and abilities. The company does not discriminate in employment opportunities or practices on the grounds of gender, age, colour, marital status, race, nationality, ethnic or national origin, religion or belief, sexual orientation, disability, or membership or non-membership of a trade union. SOS Homecare have been awarded the Disability Confident status relating to our recruitment and approaches to supporting people with disabilities in our employment. Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Registered Manager. Employees can raise concerns and make reports without fear of reprisal. Discrimination is a disciplinary offence that could result in dismissal. The Equal Opportunities policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employment Status

In addition to its full-time employees, the company employs other categories of employee to help it meet fluctuations in its workload, market demands and the availability of suitably qualified and experienced recruits. The Manager is responsible for authorising the employment of all categories of staff, and the HR Team is responsible for issuing appropriate contracts of employment, and for answering queries concerning the employment status of employees. In addition to its full-time employees the company may employ, as appropriate: outworkers, part-time employees, job sharers and temporary employees. All employees are told when they are recruited what their employment status will be and to what benefits, if any, they are entitled. This is confirmed in writing in the letter of offer, and later in the statement of their terms and conditions of employment.

Disclosure of a Criminal Offence

All staff are required to declare to the Registered Manager or Senior Management Staff of any Police Caution, Arrest, or Conviction as soon as practicably possible. Failure to inform may result in disciplinary action.

Disclosure of a Bad Practice

An important part of ensuring a quality service is provided to clients, means it is vital that people feel able to voice any concerns regarding management and provision of the service. This includes bad practise of care staff or management. This procedure is called whistle blowing. Promoting a service culture, where people feel free to voice concerns or “blow the whistle” on any issues of bad practise whilst being fully supported, means that there is a culture of openness, fairness and quality.

Examples of unjust treatment that should be voiced are: -

- Speaking to individuals in a demeaning manner
- Verbal or physical abuse
- Discriminatory practise
- Taking risks that could put people in danger

- Not following the care plan procedures for moving and handling of a client.

If you have any concerns, then please speak to the Registered Manager or one of the Senior Management team.

Individuality

All through our lives we build a network of activities, practices and beliefs. These social, cultural, sexual, spiritual, religious, moral and personal practices are an integral part of our lives and wellbeing. It is imperative that each Service User is treated as an individual and their way of life is respected. It is important to remember that you the Carer will also have your unique personality and beliefs. You **MUST NOT** impose your values onto the Service Users and must recognise your impact upon their lives.

Employee Conduct

To ensure orderly operations and provide the best possible work environment, the company expects employees to follow rules of conduct that will protect the interests and safety of all services users, their families, employees and the organisation. Staff shall be issued with a Code of Conduct for Social Care Workers and conforming to this form a component of their contractual obligation to this company. It is not possible to list all the forms of behaviour that are considered unacceptable in the workplace.

All employee behaviour which breaches the rules of acceptable conduct will be subject to disciplinary action. In their written statement of terms and conditions of employment employees are informed of the disciplinary rules to which they are subject. The name or job title of the person to whom they can apply if they are dissatisfied with any disciplinary action, the way in which such application is to be made and any further steps they can take in pursuing an appeal application will be confirmed in a letter within the disciplinary process. In cases where employee behaviour may constitute a criminal offence the company reserves the right to call in the Police.

Health & Safety

The Health and Safety at Work Act 1974 places a duty on employers to ensure, in so far as reasonably practicable, the health, safety and welfare of the people who work for them and others who may be involved during the conduct of the business. This means providing safe systems of work, safe means of using, handling, storing, and transporting articles and substances and providing sufficient information, instruction and supervision to ensure the health and safety of employees. The Act also places a duty of care on employees. You must attend the Health and Safety training session before you can go out to visit clients. Certain injuries or diseases are required by law to be reported to the Health and Safety Executive. It is important that you follow the accident policy above and the infection control policy by reporting to the office immediately, we can then judge whether it requires reporting under the R.I.D.D.O.R. Please ensure that you refer to the Health & Safety policy and the Health & Safety employee handbook.

Communications

It is the company's belief that its needs and those of its employees can be most fully met through efficient working and harmonious relationships. These are best achieved where effective communications exist between the company and its employees. To achieve this objective, management will establish and maintain channels of communication designed to promote the flow of information from management to employees and their representatives, and vice versa.

Managers are responsible for ensuring that their employees are provided with all the information they need to perform their duties satisfactorily and safely. Any queries employees may have about the work they are required to do should be raised with their supervisor or manager. Details of each employee's original terms and conditions of employment, and any subsequent amendments, are kept in their personnel file. Employees wishing to consult these should, in the first instance, contact the Registered Manager.

Pay & Benefits

The company is committed to paying wages and salaries at levels that enable the company to attract and retain staff of the calibre it needs and providing as generous a package of benefits it can afford, designed to reflect its employees' worth and importance. Pay rates are set by reference to local and national rates and the commercial success of the company. Wages and salaries, which are reviewed annually, are paid by credit transfer into the Bank Account of the employee. Pay queries should be addressed in the first instance to your line manager. Notification about pay and benefits shall be identified in the employees offer letter and contract in the first instance and increases notified following reviews by letter or email. Eligibility for benefits depends on a variety of factors including length of service and type of job. In the first instance, employees should address queries about benefits to their immediate supervisor or manager.

Dress Code

The company has a formal dress code that staff are expected to adhere to, this forms a component of their contractual agreement. Management reserves the right to direct staff to withdraw from duty unpaid unless they comply with the dress code. It is important that you always appear clean and smart when at work, particularly when you may be in contact with clients, other business contacts or the general public. Employees in certain roles may be required to wear uniforms, which should be kept clean and neat. Clothing should not be dirty, frayed or torn. Tops should not carry wording or pictures that might be offensive or cause damage to the organisation's reputation. It is inappropriate to wear cut off shorts, crop tops, see-through material or clothing that exposes areas of the body normally covered at work. Footwork must be safe and clean and take account of the health and safety considerations. Flip-flops are not acceptable. You should not wear clothing or jewellery that could present a health and safety risk.

Recruitment

The Registered Manager is responsible for all aspects of the company's recruitment. All recruitment must be in accordance with establishments, requirements of the CQC, and most importantly the needs of Service Users. Whenever possible, the company will fill vacancies through the internal promotion and transfer of existing employees. The company is committed to providing equal employment opportunities to all job applicants irrespective of race, nationality, sex, union membership or disability. The company also encourages employees to identify friends or acquaintances who are interested in employment opportunities and refer qualified outside applicants for advertised jobs.

Sickness & Absence

Any sickness and absence must be notified by phone to your line manager by you, as soon as you become aware that you are unable to complete your agreed duties, ideally, this needs to be at least 3 hours before the start of your next shift. Any period of sickness and absence will be followed by a return-to-work interview. Frequent short-term sickness or absence is defined as 3 or more separate sickness absences within a 6-month period. Long term absence will be dealt with on a regular basis, but employees must maintain regular contact with their managers to reduce feelings of isolation, to remain informed about the likely duration of the sickness absence and to keep them in touch with any major workplace developments. Please refer to the company's sickness and absence policy for further details.

Attendance and Time Keeping

SOS Homecare expects excellent attendance and timekeeping. Persistent lateness or repeated unauthorised absence will normally be treated as misconduct and may lead to dismissal. It is your responsibility to make sure that you are ready to start work at your scheduled starting time. If you are sick or injured and cannot attend work, then you must comply with the organisation's sickness & absence rules as set out above. If you arrive at work late, you must immediately report to your manager. If you need to leave work before your scheduled finish time you must obtain the prior authority of your manager.

Training & Development

The employees of the company represent its greatest asset. The company aims to ensure that all its employees are in possession of the knowledge, skills, and experience necessary to perform their jobs to the required standard. To this end, the company is committed to providing all employees with the opportunity for training and re-training in accordance with their own needs and those of the business. Employees should address queries about the suitability or availability of training and education, in general, and their eligibility, to the Registered Manager. The company will provide for eligible employees: all statutory training requirements and furthermore staff shall participate in these training programmes as a matter of being a component of their job role and associated responsibilities.

Use of Mobile Phones in Vehicles

It is unlawful to use a hand-held mobile telephone when driving. Time spent waiting at traffic lights or in a traffic jam is still considered to be driving. All employees who drive vehicles whilst carrying out their work will be required to comply with this law. If you do not comply, you will be subject to disciplinary proceedings. Repeated breach of this policy may result in dismissal.

Security & Confidentiality

Information kept on record about employees will be treated in utmost confidence. Access to care and support, and personnel records is restricted to authorised personnel. As it protects information concerning its employees, so the company will take whatever steps are appropriate to protect its physical property and commercially sensitive information.

Most if not all care work requires a lot of personal information to be given out to people. During your working day you may see many different clients and building up a good working relationship is of benefit to both parties. However, imparting personal information about one client to another does not show respect for either. You must never discuss SOS Homecare clients in a public place, always ensure that no one can overhear you telephone conversations when contact the office or other Carers. Sometimes a client may tell you something that they wish to keep private. If it is something that may put this person or other people at risk, you have a duty to inform the care manager. However, you must explain to the client that you must pass this information on. If you are in any doubt, seek advice from a care manager.

Gifts & Gratuities

Staff shall not accept gifts or gratuities on an individual basis which are deemed to be above the value of £5. The employee should notify the office of any gifts that they have been offered, whether these were declined or accepted. No gifts above the value of £5 should be accepted. The policy is in place to protect employees as well as service users.

Resignation

The company acknowledges that the notice period following an employee's resignation can be a difficult time for the departing employee, management, and other staff. It is the company's intention to ensure, as far as possible, that the working environment is undisturbed by the impending departure of an employee and that the termination of employment takes place in an orderly fashion.

To terminate your employment, you are required to give SOS Homecare the notice period stated in your employment contract, in writing. Employees wishing to resign should give notice in writing to the Registered Manager, stating the final date of employment with the company. If an employee gives shorter notice than that required under the contract of employment, they will be advised that this action is in breach of contract and be requested to submit proper notice. If the employee refuses, the matter will be referred to the Director.

It is the responsibility of employees to return all company property and repay all outstanding loans and advances of expenses before they leave, or as soon as practicable in the case of employees not working out their notice. Failure to do so results in deductions being made.

Retirement

Queries concerning pension provisions and all other matters relating to retirement should be addressed to the Finance Department by email finance@soshomecare.co.uk or by phone on 0161 872 5716.

Changes to Personal Data

It is the responsibility of each employee to promptly notify the company of any changes to their personal circumstances. Changes of address, telephone number, the telephone numbers and names of dependants, individuals to be contacted in the event of an emergency, and educational achievements should be accurate and current always. Changes should be notified immediately to the local office.

Alcohol / Drugs Policy

Under no circumstances is it acceptable to present yourself for duty under the influence of alcohol or drugs, nor is it acceptable to consume alcohol or drugs whilst on duty. We advise that staff abstain for a minimum of 8 hours before duty commences, it is your responsibility to ensure you are fit for duty. If you have been prescribed any medication that may seriously affect your ability to do your work, then contact the office immediately.

Smoking Policy

Smoking may cause offence. You need to be aware of the odour of smoke on clothes and breath, so keep a body spray and mints with you whilst on duty to use after you have had a cigarette. It is against the law to smoke in the client's home, as this is classed as a place of work. If a client is smoking within their own home while you are on duty, then contact your Line Manager for advice.

Transport

As a Carer in the community driving from one client to the next and carrying other carers, it is a requirement to have your car covered by business insurance. A copy of your insurance should be handed to the office before you can start working if you are required to drive.

On-Call

Each service has an on-call system which you should ensure you are aware of. The service is there to support employees and provide guidance to employees in an EMERGENCY. If the issue is not an emergency and can wait until the office re-opens that you should not ring the on-call service. When in doubt, you should call the on-call person.

Notification of pregnancy / parental leave

SOS Homecare encourage family friendly working, and flexible shift patterns. Employees are expected to inform their line manager, in writing, that they are pregnant as soon as they know. This will allow SOS Homecare to ensure they are in a safe working environment for themselves and their baby. SOS Homecare will keep the information confidential, but HR will contact you to schedule a pregnancy risk assessment. Further information regarding this can be found in the Parental Leave Policy.

Carer's Leave

Employees with caring responsibilities may be entitled to take Carer's Leave in line with current statutory provisions. You should discuss your situation with either HR or your Line Manager who will explain your entitlements and if appropriate, agree time off.

Practice Guidance

If you arrive at a client's home and they have passed away:

- Dial 999 tell them that the client is not breathing, they may ask you lots of questions but do not worry and answer the questions as best as you can, then contact the office straight away, they will again contact the relevant people and give you further instructions about what to do.
- Stay at the client's home until someone arrives, this could be a Paramedic, Ambulance or Police. Sometimes the next of kin turn up and this can be very upsetting for all concerned.
- Don't feel that you must deal with this on your own. The care manager is there to give you support.

Security

- Door codes given to you must never be given out to anyone who is not a member of SOS Homecare staff.
- Never keep door codes with the address of the clients.
- On leaving a client's home always ensure that the property is secure.
- If while you are at a client's house someone else arrives, you must find out who they are and why they are visiting.
- If they are not a family member, ask for Identification (ID), check with the client, contact the office!
- From time to time as part of our contract with social services, spot checks and assessments are carried out during the service to the client.
- If at any time someone arrives saying they are to observe you providing the service and you haven't been previously informed, politely explain the policy above and inform the office immediately.

Aborted Call

If you arrive at clients' home, and you don't get an answer straight away, remember that some clients can take a while to answer. Keep trying the bell, look through any windows, and try the back door, or if possibly ask a neighbour.

If there is still no answer, contact the office and we will ring the client to see if we can get an answer. Care staff should try all the above but remember until we establish where the Client is we must assume that they may be in distress or may have collapsed in the house.

On gaining entry to a client's home via a key safe system you discover the client is not at home, you must ring the Office/On Call **IMMEDIATELY**. You will then be given further instructions and you **MUST** not leave until the office has told you it's safe to do so.

YOU MUST ALWAYS REPORT TO THE OFFICE

STAY NEAR THE PROPERTY AND AWAIT FURTHER INSTRUCTIONS

DO NOT GO TO ANOTHER CLIENT UNTIL THE OFFICE TELL YOU TO DO SO

Health & Safety Handbook

This handbook has been prepared to provide you with information about our health and safety policy, procedures and arrangements. It also includes information about your duties as an employee and will help you to understand Health and Safety issues which affect you at work.

WHAT THE LAW REQUIRES

As an employer, we must prepare a written Health and Safety Policy statement explaining how we intend to protect the health and safety at work of our employees and anyone else who might be affected by our work activities. Our Health and Safety Policy and Arrangements reflect our commitment to the provision of a safe working environment. They also meet a requirement to identify the duties and responsibilities for employees with responsibilities for managing health and safety in our workplace.

We also have a responsibility and duty to ensure that you are:

- aware of and understand the Health and Safety General Policy.
- aware of and understand the health and safety rules relating to your work.
- provided with adequate information, instruction, training and supervision.
- made aware of the significant risks associated with your work activities and how they may affect others.
- provided with Safe Systems of Work.
- provided with a safe and healthy working environment.

The policy is reviewed at regular intervals.

We ask you to acknowledge that you have read and understood the rules set out in this handbook, that you will obey them and any other rules or changes that are drawn to your attention. We will also provide, as appropriate, additional documents, training and instruction to help you to carry out your work safely and without risk to your health.

Health and Safety General Policy Statement

SOS Homecare recognises that it has responsibilities for the health and safety of our workforce whilst at work and others who could be affected by our work activities. We will assess the hazards and risks faced by our workforce in the course of their work and take action to control those risks to an acceptable, tolerable level.

Our managers and supervisors are made aware of their responsibilities and required to take all reasonable precautions to ensure the safety, health and welfare of our workforce and anyone else likely to be affected by the operation of our business.

This business intends meeting its legal obligations by providing and maintaining a safe and healthy working environment so far as is reasonably practicable. This will be achieved by:

- Providing leadership and adequate control of identified health and safety risks.
- Consulting with our employees on matters affecting their health and safety.
- Providing and maintaining safe plant and equipment
- Ensuring the safe handling and use of substances.
- Providing information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language.
- Ensuring that all workers are competent to do their work & giving them appropriate training.
- Preventing accidents and cases of work related ill health.
- Actively managing and supervising health and safety at work.
- Having access to competent advice.
- Aiming for continuous improvement in our health and safety performance and management through regular (at least annual) review and revision of this policy.
- The provision of the resource required to make this policy and our health and safety arrangements effective.

We also recognise:

- Our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work.
- Our duty to co-operate and work with other employers and workers when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.

To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also remind them of their duty to take reasonable care for themselves and for others who might be affected by their activities. These duties are explained on first employment at induction and set out in an Employee Safety Handbook, given to each employee, which sets out their duties and includes our specific health and safety rules.

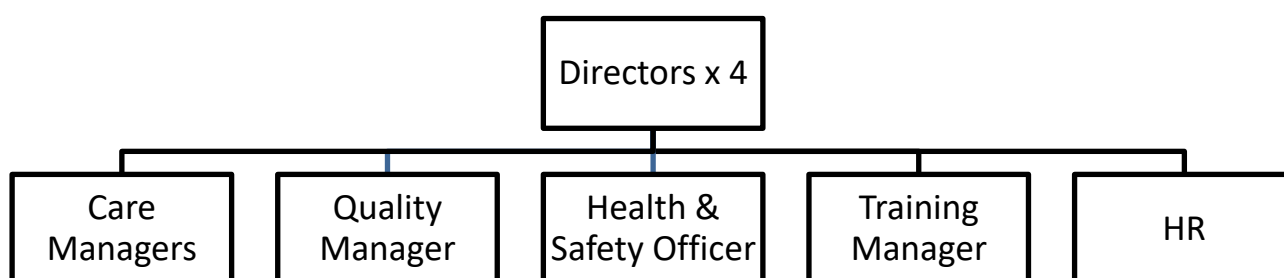
Signature 
Position Managing Director

Date 01/12/2023

Organisation

Health and Safety Management Structure

Although the Directors have overall responsibility for the implementation of this policy, day to day responsibility for specific health and safety issues is shown in the Responsibility Chart which appears in this document.



This Responsibility Table shows the allocation of responsibility for particular health and safety issues to named people or management positions.

Key

D's – Directors x 4

CM's – Care Managers

HR – HR Advisor

HSO – Health & Safety Officer

QM – Quality Manager

Safety Arrangements	D's	CM's	QM	HSO	TM	HR
Managing safety and health at work	✓	✓	✓	✓	✓	
Managing migrant workers		✓				✓
Accident, incident, ill health reporting and investigation		✓	✓	✓		
Workplace H&S consultation – one to one		✓	✓	✓	✓	
Risk assessment and hazard reporting		✓	✓	✓	✓	
Occupational health and health surveillance	✓		✓	✓		✓
Substance and alcohol abuse		✓	✓	✓	✓	✓
Purchasing	✓		✓	✓		
New and expectant mothers		✓	✓	✓		✓
Lone working	✓	✓	✓	✓	✓	
Health and safety training		✓	✓	✓	✓	
Health and safety visitors		✓	✓	✓	✓	
Personal protective equipment		✓	✓	✓	✓	
Safe systems of work		✓	✓	✓	✓	
Action on enforcing authority reports	✓		✓	✓		
Equality and disability discrimination compliance	✓	✓	✓	✓	✓	✓
H&S Information for employees		✓	✓	✓	✓	
Fire safety – arrangements and procedures		✓	✓			
First Aid		✓	✓	✓	✓	
Welfare, staff amenities, toilets & working environment	✓	✓	✓	✓		✓
Welfare amenities, toilets & working environment- no premises	✓	✓	✓	✓		✓
Housekeeping and cleaning		✓	✓	✓		
Building services	✓					
The control of hazardous & non-hazardous waste		✓	✓	✓	✓	
Workplace signs		✓	✓	✓		
Premises		✓	✓	✓		
Electrical Safety	✓	✓	✓	✓		
The provision, use & maintenance of work equipment	✓	✓				
Office equipment	✓	✓	✓	✓		
Storage of chemical substances and agents		✓	✓	✓		
Slip, trips, and falls		✓	✓	✓	✓	
Lifting equipment & Lifting operations		✓	✓	✓	✓	
Work at height		✓	✓	✓		

Safety Arrangements	D's	CMs	QM	HSO	TM	HR
Occupational road safety		✓	✓	✓		
The prevention of sharps and needle stick injuries		✓	✓	✓		
Infection control	✓	✓	✓	✓	✓	✓
Working time, night work, shift working	✓	✓	✓	✓	✓	✓
Manual handling	✓	✓	✓	✓	✓	✓
Manual handling in the care sector		✓	✓	✓	✓	
Display screen equipment, DSE user eye tests & Spectacles	✓					
Asbestos at work- survey, No ACM's & No off site risk	✓					
Stress in the workplace		✓			✓	✓
Aggression and violence in the workplace		✓	✓	✓	✓	
Dermatitis				✓		
Drugs and medication – Healthcare UK		✓	✓	✓	✓	
Project safety for travelling and multi-site workers	✓	✓	✓	✓		
Contractor control management	✓					

Note:

People with delegated responsibilities for health and safety issues should ensure that the required risk assessments and safety records are completed, either by them or by others and that the required control measures are implemented when work activities take place.

Where more than one person/ or group of people has been assigned responsibility to a particular subject, each should ensure that they have fulfilled their responsibilities in the areas under their control and completed the relevant records. Together they need to check that collectively the organisation has covered all aspects of safety management for the subject.

Health and Safety Management Responsibilities

The Directors have recognised that they retain overall responsibility for health and safety matters. They also recognise that the business needs to act in respect of the key points listed here. In managing these matters emphasis is placed on managers and supervisors for recognising hazards and potential risks and then taking steps to minimise their effects on employees and others.

General

- Provide and resource an effective health and safety management system.
- Make arrangements to consult with employees on health and safety matters.
- Arrange and maintain appropriate Employers Liability Insurance cover.
- Ensure that health and safety implications are considered when acquiring new equipment and machinery.
- Ensure that contractors (when used) are competent and monitored during work.
- Ensure that a process is in place to identify and report hazards.
- Ensure that all employees receive appropriate health and safety training.
- Provide measures to protect the health and safety of employees working alone.
- Monitor the health and safety performance of the organisation.

Occupational Health

- Ensure that the adequate procedures are in place to identify and address occupational health risks.
- Ensure that the measures required to reduce and control employees' exposure to occupational health risks are in place and used.
- Implement measures to reduce stress within the workplace.

Accidents, Incidents, First Aid

- Record accidents and incidents
- Complete accidents and incidents investigations, identify causes and measures for prevention.
- Ensure that the applicable injuries, diseases, and dangerous occurrences reported to the Enforcing Authority.
- Ensure that adequate first aid arrangements are in place.

Fire and Emergency Arrangements

Ensure that:

- Adequate arrangements are in place to deal with fire safety at our premises.
- Employees are aware of the fire evacuation arrangements and other emergency procedures.
- Emergency equipment is provided, tested, and maintained appropriately.
- Adequate Fire Risk Assessments are completed.

Risk Assessment

Ensure that:

- Risk assessments are complete and Safe Systems of Work are produced for all activities that pose significant risk of harm.
- Risk assessments are documented.
- The outcomes of risk assessments are carefully explained to the workforce.

Premises

- Provide a suitable and safe working environment for employees with adequate welfare facilities.
- Ensure that the fixed electrical installation is adequately installed and maintained.
- Introduce and maintain measures to control and manage the risks from asbestos.
- Ensure good housekeeping standards are instigated and maintained.
- Provide suitable and sufficient maintenance of the facilities provided within the workplace.

Equipment

Ensure that:

- All equipment provided by the organisation is suitable and properly used.
- All work equipment is adequately maintained, inspected, and tested.
- Appropriate hand tools are provided and maintained.
- Any Personal Protective Equipment (PPE) provided gives suitable protection, is used and that employees are given information and training on its use.

Substances

Ensure that:

- All substances are used safely.
- All substances are appropriately stored.

Managers and Supervisors

In addition to their general responsibilities for health and safety the Responsibility Table, shown later, sets out specific delegated health and safety responsibilities and identifies the managers and supervisors they are allocated to. They should refer to the associated Safety Arrangements, set out later, for further detail about those responsibilities.

Monitoring

The operation of this policy and arrangements is actively monitored through the Periodic Workplace Checklists. The Directors have overall responsibility for this, but some of the routine tasks may be delegated. We also use an annual Health and Safety Review form to determine whether our existing health and safety procedures and arrangements are adequate.

People who have delegated responsibilities under this policy will also complete Periodic Checklists of compliance with the policy and procedures arranging for remedial actions to be

taken where necessary. The outcomes of these periodic reviews will also be taken into account during the annual review.

Monitoring and review help us to check the effectiveness of our Safety Management System.

Employee and workers' responsibilities

Our policy takes account of the specific statutory duties placed on people to take care for their own health and safety whilst at work and for that of others. Specifically, we expect employees to:

- Ensure that company policies and procedures are read, understood, and always followed.
- Ensure that isolation and lockdown procedures are always followed.
- Follow booking on and off site procedures at all sites (including the office).
- Take reasonable care for their health and safety and the safety of others whilst at work.
- Not intentionally or recklessly interfere with or misuse anything required by law or provided by the company in the interests of health and safety.
- Visually inspect tools, PPE, and equipment prior to use.
- Ensure that PPE, tools, and equipment are maintained, used and stored in accordance with manufacturer documentation.
- Follow all safety instructions and guidance when using equipment.
- Report any Good Catches, incidents, accidents, and non-conformances to the Health and Safety Officer.
- Contribute to the promotion of health and safety in the workplace.
- Follow all written safe systems of work (SSOW) including method statements, risk assessments, COSHH data, permits to work etc and their requirements.
- Follow the safety instructions of senior management.
- Ensure that they do not use tools and equipment unless they have been formally trained and are competent to do so.
- Comply with legislation, Approved Codes of Practice, and guidance notes.
- Ensure all company vehicles are driven in a safe and suitable manner, and that the vehicle is left secure when not in use.
- Consult on health and safety matters and investigations to ensure a safe working environment is established.
- Seek advice from management on any issues relating to health and safety at work.
- Obey all site safety signs, general site rules and arrangements.

Hazard Reporting

If you have concerns about health or safety hazards in the workplace you should raise them with your supervisor or manager so that they do not go unnoticed and remedial action can be taken.

Recognising that some people can feel uncomfortable about raising hazard issues we also have a system which allows you to report your concerns in writing and (should you choose) anonymously. Complete the Hazard Log form at the back of this handbook, put it in an envelope and place it in the mailbox.

Should you need additional Hazard Log forms or would rather not use the one in this booklet you can get additional copies by asking your line manager. We encourage your participation in reporting hazards, so that defects or hazards can be quickly identified and remedied before they can cause injury or ill-health to you or your colleagues.

Consultation

To promote your involvement in the health and safety of the organisation we provide various formal opportunities for employee consultation. Between those opportunities, you should raise any general concerns about health and safety at work with your supervisor or manager.

Every effort will be made to provide consultation and communication on important health and safety issues such as:

- Risk Assessments and subsequent Safe Systems of Work
- Workplace hazards
- Emergency procedures
- New working practices and new work equipment
- Workplace welfare issues

Occupational Health

Hazards that have the potential to harm your health, or anyone connected with our business, are identified in our risk assessments.

It is our policy that we only use substances hazardous to health where there is no alternative safe substance that could be used. Where we have to use hazardous substances, we always try to use those that present the lowest level of risk to people who use them.

Where risk assessment identifies the presence of Occupational Health hazards and risks we will always implement suitable control measures. Where occupational health surveillance is recognised as being able to recognise and protect against ill-health appropriate systems will be implemented. You will be informed of any requirement for your involvement in this health monitoring.

We anticipate that you will cooperate and take part in health monitoring which will be for your benefit. The specific results of any monitoring carried out by medical qualified assessors will always be confidential.

Risk Assessments

We carry out the process of risk assessment to reduce the risk of injury and ill health, and identify:

- The significant hazards that employees may be exposed to.
- Who could be harmed and how.
- The likelihood of someone being harmed by the hazard.
- Identifying existing control measures.
- What (if any) further actions are required.
- Appropriate Safe Systems of Work and necessary training.

For further information on risk assessment and to view those relevant to your work you should speak to your supervisor or manager.

General Safety Rules

Applicable to all Employees, Visitors and Contractors

- Obey all rules, signs and instructions.
- Attend for health and safety training or induction as instructed.
- If you have not been trained to carry out a work activity do not attempt the work.
- Ensure that all equipment used is in a safe condition.
- Wear Personal Protective Equipment as specified.
- Do not enter any areas for which you are unauthorised.
- All accidents, incidents, hazards and near misses must be reported to the person in charge as soon as possible after the incident.
- Smoking, including e-cigarettes, is not permitted in the workplace.
- Maintain good housekeeping at all times.
- Pedestrian and vehicle traffic routes must be kept clear at all times.

Care Quality Commission Fact Sheet

The Commission regulates the whole of health and social care in England. This includes hospitals, PCT's, social services, care homes and care agencies. They have taken over from CSCI (Commission for Social Care Inspection). The Care Quality Commission (CQC) makes sure people in England get better health and adult social care. To do this, they do the following:

They put people who use health and adult social care services at the centre of what they do. They are accountable to the Government but are not linked to any political party.

They license and continuously monitor care services

They license care services if they meet essential standards and monitor them to make sure they continue to do so.

They act quickly to improve poor quality care

As the health and adult social care regulator, their job is to make sure care providers keep the people who use services safe. If they are concerned that care providers are putting people at risk, they will look into the matter and take immediate action where necessary.

Any action they take depends on the risks posed to service users and the seriousness of any breach of the law. They may take the following action:

- increase the frequency of their inspections of a particular provider
- work with other organisations, such as the police
- publish reports about how the provider is improving
- use their powers to enforce standards

Triggers that might alert us to a potential problem include:

- concerns from service users, the public, staff or the media
- issues brought to light during their regulatory activities
- statistical data, such as [mortality outliers](#)
- information from other organizations

Enforcing standards

If a care provider does not comply with what is legally required, they may take action against them. This includes care providers who are operating without being registered. One of the ways they will do this is by using their enforcement powers. They will act in the best interest of the people who use services and their carers, balancing the consequences of taking enforcement action against the risks of taking no action. They will also consider other options that might offer a more effective solution.

The system allows them to:

- include people who use services in their inspection teams
- arrive without notice (unannounced) and carry out an inspection
- focus on improving the poorest services;
- be tough on care providers which fail to meet minimum standards

- Make reports easy for everyone to find and read.

The Inspection Process

When we have an inspection from CQC, Staff and Service users will be chosen at random to help with the inspection, the commission will send out a questionnaire asking all about your employment with us and any training you have done, (This is important if you receive a questionnaire please complete this and return to the commission). Service users will also have a questionnaire sent out, relating to the standard and the quality of the service they receive. The commission will then ask the company to provide the names of several service users; they will then be visited by the commission. The commission will also ask to speak to the staff directly involved in the provision of care for the service users chosen. This will consist of an interview normally held at the office, this will be totally confidential, and nothing will be disclosed to the management relating to the interview, unless it is of a serious nature, or a risk to health or safety. Once the inspection has been completed the report will be sent to office for the manager to review, and challenge if needed. The report will then be published on the CQC website, and the company will be given a rating.

What it means for you?

The CQC introduces the regulations and standards that we as a company must meet, and the policies and procedures that you as employees must adhere to. Therefore, it is important that you ensure that you carry out your duties as required enabling the company to receive the best possible result following any inspection.

If any contact is made to you from the CQC you must contact a manager immediately.

In addition, if you feel that anything needs addressing urgently and the company is not listening or responding to your concern then you are advised to contact the CQC below who will investigate the matter further.

How to contact CQC

Care Quality Commission National Correspondence,
Citygate,
Gallowgate,
Newcastle upon Tyne,
NE1 4PA

Telephone: **03000 616161**

Email: enquiries@cqc.org.uk

www.cqc.org.uk

FAQ's

When will I be paid? You will be paid by direct transfer into your bank account please discuss with your manager your pay dates.

How do I claim mileage? Mileage is paid automatically to our employees, you can get support for claim up to 45p per mile via your local office.

How much holiday do I get? Details of your annual leave entitlement can be found in your contract of employment.

How do I book holiday? You should fill in a leave request form and give this to your manager. Your manager will check that there are not too many other people on leave before approving your request.

What do I do if I am sick? You must call the office or on call as soon as possible to let them know that you are ill and cannot work. Do not send a text message or email or ask someone else to call for you.

What do I do if I have a problem on shift? Call the office or on call. They will be able to give you advice about what to do.

Can I swap my shifts? This may be possible – please speak to the office.

Will I always be working with the same carers and clients? We try to put the same carers together, and consistency of carer is important for the clients. However, it may not always be possible to give you the same “run” with the same carer.

Can I use the toilet at a client's house? You must ask permission from the client before using their toilet.

What should I wear? Trousers, flat shoes, your SOS Homecare tunic / polo shirt. You can wear a long-sleeved top under your tunic, but you must roll up the sleeves when delivering care to reduce the risk of cross infection.

Can I wear jewellery? You can wear a wedding band and small stud earrings. You may also wear Medic Alert jewellery. Other jewellery should not be worn.

What do I do if I am running late while out on calls? You should call the office or on call to let them know. They will be able to call the clients and let them know.

What do I do if the client is not at home when I call? Call the office or on call. They will tell you what to do.

What should I do if I notice a mistake in the care notes? You should report this to the office or on call.

What should I do if I find a medication error? You should report this to the office or on call.

What do I use on call for? On call is there to provide you with advice and guidance when the office is shut. You should also call them if you are unable to work and the office is shut. On call should not be used to request annual leave or to request that your shifts are swapped.

Can I do a client's shopping if they ask me to? You should only do this if the client has "shopping" as part of their care package. If a client asks you to get them some bread/milk etc. you can do this but should record it in the logbook. If a client is asking for this on a regular basis let the office know as it may be an indication that the client needs more support.

Do I need to change my gloves during a call? You should use new gloves for each task e.g. food preparation, personal care, handling medication etc. If you must apply more than one cream, you should use new gloves for each different cream.

Can I put my used gloves and apron in the kitchen bin? You should put used gloves and apron in the outside bin.

There are two facecloths – can I use to give the client a wash? One will be for the face and upper body. The other is for the lower half of the body. Ask the client which one is for their face.

Should I answer my mobile phone while I am in a client's house? You may answer your phone for work purposes in an emergency, but you should not be using your phone for personal calls whilst in a client's house. It is recommended that you return any calls from the office once you finish the call, and you leave the house.

Useful Contact Details

Head Office

Statham House,
Talbot Road,
Stretford,
Manchester,
M32 0FP
0161 872 5716
info@soshomecare.co.uk

Warrington Office

Suite 5, Cambridge House
16 Walton Road
Stockton Heath
Warrington
WA4 6NL
01925 597891
Paula.wilkinson@soshomecare.co.uk

St Helens

Suite2, Worsley House
Windle Street
St Helens
WA10 2BL
01744 757564
angeladavies@soshomecare.co.uk

Crewe Office

Suite 9D, Breeden House,
Edleston Road,
Crewe
CW2 7EA
01270 509124
tinamalam@soshomecare.co.uk

Maps showing the location of each service can be found at www.soshomecare.co.uk. Furthermore, each individual service may have additional contact details and out-of-hours procedures for example. Therefore, it is essential that you enquire about these additional details with your line manager.

If you have a grievance or an HR query then please email hr@soshomecare.co.uk and a member of our HR team will be in touch with you.

There are also dedicated email addresses for both employee suggestions and employee disclosures (of a serious nature that the employee would prefer to submit confidentially). These are info@soshomecare.co.uk.