

I1 Induction Support at Home Employee Handbook

Document version control

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
X	✓	X	X	X	X	X	X

Document information type	Document information detail
Organisation	Cumberland Council Care Services
Document Title	Support at Home Handbook
Filename	Support at Home Handbook
Document Status	New
Author	JL
Document held by (name/section)	Jackie Leech
Contact email	Jackie.leech@cumbria.gov.uk
Date of publication	14/03/2024
Next review date	As and when required
Version Number	New
Approval date and by who (delegated / committee)	Policy group meeting
For internal publication only or external also?	Internal
Document stored on Council website or Intranet?	Intranet

Contents

Document version control	1
Forword	5
Vision / core values of Cumberland Care Services.....	5
1. Safeguarding Adults.....	6
2.1 Induction.....	6
2.2 Allocation of work.....	6
2.3 Communication with the district office / supervisor.....	7
2.4 Contacting the district office.....	7
2.5 Timesheets / Mileage claims	7
2.6 Wearing Uniform.....	7
2.7 Identity badge.....	8
2.8 Supervision / Appraisal.....	8
2.9 Attendance at team meetings	9
2.10 Mandatory training	9
2.11 Attending training courses.....	8
2.12 Sickness.....	9
2.13 Holidays.....	9
2.14 Time off for other reasons.....	10
2.15 Do you have more than one job?	10
2.16 Vehicle Insurance / Tax / MOT / parking fines.....	9
2.17 Moving home.....	9
2.18 Problems with your pay.....	10
2.19 Children	10
2.20 Pets	10
2.21 Smoking.....	11
2.22 Alcohol.....	11
2.23 Pregnancy	11
2.24 Pension advice	10
2.25 Trade union membership	10
2.26 Personal injury insurance	11
2.27 Criminal offences including motor offences.....	12
2.28 If you need to talk to someone about work or personal problems.....	12
2.29 Leaving.....	11
3. General service quality	12
3.1 Privacy / Dignity	12
3.2 Meeting the person who uses the service for the first time.....	12
3.3 Information available in the persons home.....	12
3.4 The domiciliary support plan/ reablement plan.....	13
3.5 The communication record.....	13
3.6 Keys / safe boxes of the home of the people who use our services	13
3.7 Entering the home of the person who uses the service	13
3.8 If the person who use the service does not answer the door.....	13
3.9 Dealing with a medical emergency.....	14
3.10 Discovering a non-medical emergency.....	15
3.11 If a person who uses the service needs a longer visit on one occasion.....	15
3.12 If the person you are supporting needs a shorter visit on one occasion	15
3.13 If the person you are supporting needs a longer or shorter visit on every occasion.....	15
3.14 If you are asked to carry out tasks which are not on the domiciliary support plan / reablement plan.....	15
3.15 Confidentiality.....	16
3.16 Talking to the press.....	15
3.17 Social networking sites.....	16
3.18 Familiarity.....	17

3.19	If you are asked to provide care to a friend, neighbour or family member	17	
3.20	Transporting in your own car.....	17	
3.21	Leaving the home of the person who you have been supporting.....	17	
3.22	If you have any concerns about a well-being of the person who uses the service	18	
3.23	If you suspect a person using the service is being abused.....	18	
3.24	If you have any concerns about the behaviour of a colleague or support worker from another agency	18	
3.25	Handling the money of the person who use the service	18	
3.26	Gifts and bequests	18	
3.27	Witness executor to a will.....	19	
3.28	If you are accused of theft.....	19	
3.29	Suppliers of goods and services	19	
3.30	Compliments, comments and complaints.....	20	
4. Personal care			
4.1	Supporting a person who uses the service to get up in the morning.....	20	
4.2	Management of continence.....	20	
4.3	Assisting with the service users personal hygiene needs	21	
4.4	Assisting the service user to bath or shower	21	
4.5	Help with dressing / undressing.....	22	
4.6	Assisting the service user to Bed	22	
4.7	Assistance with Eating and Drinking	23	
4.8	Dehydration	24	
4.9	Hypothermia	24	
4.10	Depression	24	
4.11	Prompting / Administration the person to take medication.....	25	
5. Support at home			26
5.1	Housecare	26	
5.2	Laundry	27	
5.3	Shopping.....	27	
5.4	Preparing meals.....	27	
5.5	Short term - Intervention.....	28	
6. Generic Domiciliary care and overnights			28
6.1	Supervision for employees involved in GDC.....	28	
6.2	Handover for overnight workers.....	28	
6.3	Overnight reporting procedure - additional support.....	29	
6.4	Personal safety.....	29	
7. Health and safety			29
7.1	Lone Working.....	29	
7.2	If you think you are being followed	30	
7.3	Risk assessment – hazard identification	30	
7.4	Reporting incidents of aggression by service users.....	30	
7.5	Harassment	31	
7.6	Manual Handling	31	
7.7	If a service user refuses to be lifted by a hoist	32	
7.8	Protective Clothing.....	32	
7.9	Personal protective equipment – manual handling aids.....	32	
7.10	Pets.....	33	
7.11	Standards of cleanliness – pests and infestations.....	33	
7.12	Infectious diseases	33	
7.13	Aids and MRSA.....	33	
7.14	Hepatitis B.....	34	
7.15	Cleaning substances.....	34	
7.16	Household equipment	34	
7.17	Accident reporting	34	

Forword

We hope this handbook will be a helpful guide to your work. It is not meant to be a substitute for induction or training but a quick reference to some of the questions, which could arise as you go about your work. We suggest you carry it with you every day. You also need to familiarise yourself with the Cumberland Care Services policies and procedures which can be found on intranet.

REMEMBER - If you are in any doubt about what to do contact your line manager.

Vision / core values of Cumberland Care Services

We believe that Dignity, Care and Compassion must be at the core of everything we do with, to and for the people who use our services.

We will:

- Make the care of people our first concern, treating them as individuals and respecting their dignity.
- Promote choice and empower people who use our services to be as independent as possible.
- Work with others to protect and promote the health and wellbeing of those in our care, their families and carers, and the wider community.
- Give the best quality of support and safeguard the rights and welfare of those who use our services.
- Be open and honest, act with integrity and uphold the reputation and core values of our organisation.
- Provide a high standard of person-centred practice and care at all times.
- Actively promote equality of opportunity and right to freedom.

Useful Telephone Numbers (To be completed by the employee)

Central Business Function Tel: 0300 3033228
Monday – Sunday 7am – 11pm

Line Manager Name:

Telephone Number:

1. Safeguarding Adults

Cumberland Care Services has contracted you to deliver quality care, within the appropriate guidelines of best practice. Whether you are aware of it or not, at the point of service delivery, through default, you are placed in a position of TRUST, but also a position of 'POWER'. In recognising this, you must have an awareness of your own practice and the practice of others, at all times. Any issues of concern, must be fed back through the appropriate channels, in your case, your supervisor is the first point of contact, in line with your day-to-day reporting of any issues.

All staff have a responsibility in the recognition and reporting of any suspicions they may have about any form of abuse and neglect. You must take seriously any concerns / complaints / allegations made by individuals, relatives, visitors or other professional and report them immediately to your supervisor or District Co-ordinator.

Other numbers: Adult and Local Safeguarding Team: 01539 713398

Confidentiality

Cumberland Care Services is committed to maintaining confidentiality wherever possible and information around safeguarding adults issues should be shared only with those who need to know.

More details about safeguarding can be found in the Cumberland Care Services S14 safeguarding procedures and the Council safeguarding procedures.

2. Administration

2.1 Induction

All Cumberland Council employees must attend the corporate induction training as well as the Cumberland Care Services Induction. The induction maybe formal training as well as time spent shadowing experienced staff. All induction training will be paid for.

During this period your supervisor will work through an Induction checklist. You should ensure that the supervisor has covered all the points on the checklist and answer any of your queries.

You should also receive a copy of the Employee Information Handbook.

2.2 Allocation of work

Work will be allocated to you by the Central Business function (CBF)

Your supervisor will ensure that the work allocated to you is in line with the requirements of the working time Directive and does not exceed 48hours per week when averaged over 17 weeks.

You must inform your district office if you work for another employer.

You should work only on the days and times agreed and you must not change them without the prior agreement of the district office / supervisor.

2.3 Communication with the district office / supervisor

During the normal working day you should contact your district office / supervisor on the telephone number provided.

There is an out of hour's team that operates during the evenings and at weekends. Your district office / supervisor will advise you how to contact this service.

2.4 Contacting the district office

The district office will provide you with a means of communication e.g. a mobile phone. If you need to contact the district office / supervisor you must use the device provided as much as possible.

You should only use a service user's telephone on Cumberland Care Services business or in an emergency.

If you need to use a telephone of the person who uses our service always ask their permission first.

If you have to use your own telephone at home, or a personal mobile phone, you can claim back the cost on your timesheet. You will need to produce a telephone bill as evidence of the claim. However if you have been provided with a mobile phone or other communication device you must attempt to use this first.

2.5 Timesheets / Mileage Claims

Non office-based staff use an electronic roster App therefore timesheets / mileage claims are automatically generated. Mileage / passenger miles needs to be entered manually. Office based staff should submit completed electronic timesheets by the 15th of each month.

Deliberately falsifying a timesheet could be fraudulent and could lead to disciplinary action.

If your timesheet is late your pay may be delayed.

If your timesheet is incorrectly completed or incomplete the district office / supervisor may have to return it to you and this could delay your pay.

Receipts for fuel must be attached.

2.6 Wearing Uniform

Support Workers must wear uniform provided at all times when on duty.

You will be issued with a Cumberland Care Services uniform.

For health and safety reasons full flat footwear that is safe must be worn.

You will also be supplied with other personal protective equipment.

When you leave the employment of Cumberland Care Services your uniform must be returned.

More information about the dress code can be found in Cumberland Care D2 Dress code policy and procedure.

2.7 Identity badge

You must wear /carry your ID badge with you at all times.

If you do not have an ID badge request one from your district office / supervisor.

When you leave Cumberland Care Services the ID badge must be returned.

2.8 Supervision / Appraisal

It is Cumberland Care's intention to ensure that all employees receive regular one to one supervision with a supervisor according to the S1 Cumberland Care Services policies and procedures.

One of which will be an observed working assessment.

The appraisal will be annual with an annual review.

2.9 Attendance at team meetings

You must attend team meetings. These are an opportunity to exchange ideas, hear the latest news, learn about training opportunities, give feedback and share experiences with colleagues.

You will be informed of the dates, times and venue of team meetings by your district office / supervisor.

If for some reason you cannot attend you should inform your district office of the reason in advance.

2.10 Mandatory training

It is a requirement that all new employees and some existing employees will work towards a QCF qualification or equivalent.

It is also a requirement that all staff complete the Mandatory training relevant to their role

2.11 Attending training courses

When a training place has been allocated to you, you must attend unless you have agreed otherwise with your district office / supervisor.

Training Hours mileage and any other expenses will be discussed with you.

2.12 Sickness

You should phone the district office / line manager as soon as possible if you are sick, stating why you are sick and when you hope to return to work.

All employees must follow the Cumberland Council Absence and wellbeing procedures.

The Absence and wellbeing policy can be found on the Cumberland Council intranet.

You must notify your district office / line manager on the day before your return to work. You will be expected to attend a return-to-work interview in line with the Absence and wellbeing policy.

2.13 Holidays

Annual leave must be authorised in advance by your line manager. Requests should normally be submitted 3 to 4 weeks in advance. Every effort will be made to accommodate requests but it is not always possible to agree every request.

2.14 Time off for other reasons

You may be entitled to time off work for a number of other reasons such as Trade Union duties, Public duties, Jury Service, Witness in Court, Ante-Natal Care, Urgent Domestic, and Medical Screening etc. If you require any time off work you should discuss with your line manager providing as much notice as possible.

Employees must notify their line manager immediately if they have a request to attend jury service. Your line manager will inform you of the procedure to ensure you get paid.

2.15 Do you have more than one job?

You must notify your line manager if you have, or intend to take up, any other employment in addition to your Contracted role with Cumberland Council.

2.16 Vehicle Insurance / Tax / MOT / parking fines

If you use your car for work you must ensure it is insured for use on employer's business as well as for your own personal use. Insurance companies do not normally charge any extra for this. You must ensure your car has annual up to date tax and MOT.

Cumberland Care takes no responsibility for any parking fines that you have occurred.

2.17 Moving home

If you move home notify your district office of your new address as soon as possible.

2.18 Problems with your pay

If you have any problems with your pay the contact number and times for calling with queries will be found on your payslip. You can also ask the district office for the appropriate telephone number.

2.19 Children

You must not take children or other persons to work with you.

2.20 Pets

You must not take any pets to work with you.

The district office will inform you if there is a pet in the establishment that you are required to visit. If the pet causes you any discomfort you must discuss this with the district office.

2.21 Smoking

You must not smoke in a service user's home whilst on duty. There is a Cumberland Council policy and can be found on the intranet.

2.22 Alcohol

You must not drink alcohol while at work.

You must not purchase or serve alcohol to service users

Cumberland Council have an Alcohol and Substance Abuse Policy which you should familiarise yourself with.

2.23 Pregnancy

Notify your Line manager immediately as soon as you know you are pregnant.

2.24 Pension advice

Information about the Council scheme is available on 0177253530.

2.25 Trade union membership

Cumberland Care Services encourages membership of recognised Trade Unions.

GMB and UNISON currently represent employees in Cumberland Care.

Membership of a union is completely voluntary and you are free to join, leave or change your union at any time during your employment.

Details of how to contact your local trade union representatives are available from your district office.

2.26 Personal injury insurance

The Cumberland Council has an accident insurance policy to cover any successful claim against it by an employee. This is a legal requirement on all employers. Generally speaking a claim by an employee is only likely to be successful if the employer is proven to have been negligent in some way. However the subject of personal injury liability is very complicated and each case is considered on its merit. It is not possible to give examples.

Reablement and domiciliary employees will be treated in exactly the same way as all other Council employees.

If you have an accident at work you must notify your district office immediately.

If you have any questions about a specific incident that has happened to you then discuss it with your supervisor who will seek advice.

If you are considering making a claim against Cumberland Council you would be well advised to obtain legal advice from a solicitor or independent source such as the Citizens Advice Bureau or your Trade Union.

2.27 Criminal offences including motor offences

You must notify your supervisor immediately if you have been found guilty of any criminal offences including any motoring offences either in the past or whilst employed by Cumberland Care.

All employees have an obligation to report to their line manager if they have been involved in any unlawful activity where the police have been involved

2.28 If you need to talk to someone about work or personal problems

Contact your line manager

Deputy / Team Manager

Service Manager.

Cumberland Council Counselling Service.

2.29 Leaving

You must write a letter / email of resignation to your line manager giving the date you wish to leave.

As much notice as possible would be appreciated. The minimum required is four weeks.

You will be invited to an exit interview and asked to return your ID badge, uniform and any other equipment that has been issued.

3. GENERAL SERVICE QUALITY

3.1 Privacy / dignity of the person who use our service

Always knock and wait to be invited before entering bedrooms, bathrooms and other private rooms. This may not be possible if the service user has hearing difficulties. You must ensure the persons privacy and dignity is respected at all times.

3.2 Meeting the person who uses the service for the first time

Introduce yourself and show your ID card.

Ask the person using the service what name they would like to be called.

Explain why you are there and what tasks you are expected to support the person using the service with. (gain consent)

3.3 Information available in the home of the person using the service

It is our intention to make information about the person who use our service available to you in the persons home.

All necessary information you require will be contained in the person-centred support plan / reablement plan.

The information will be stored in a location agreed with the person who uses the service.

You should check the file at the start of each visit.

3.4 The Support plan / reablement plan

There will be a support plan / reablement plan available in each person's home that you visit dependant on each service as required.

Check the support plan / reablement support plan at the start of each visit.

You should only complete the tasks identified on the support plan/ reablement plan. You should not carry out any additional tasks without prior authorisation from your district office.

You should complete all the tasks identified in the support plan/ reablement plan, unless requested not to do so by the person who you are supporting. Where this has been requested you must record this information on the communication record and report it to the district office before moving on to the next visit.

Where you have any concerns about the health and wellbeing of the person you are supporting you must notify the district office immediately.

If there are any changes to the care / support plan your supervisor will notify you by telephone / email.

3.5 The communication record

Any records must be objective, accurate and factual only. Be careful to respect the dignity and feelings of the service user in your choice of comments.

Check the record at the start of each visit.

At the end of your visit complete the record in accordance with the procedure.

Report any urgent matters to your district office, any confidential issues not suitable to be recorded must be telephoned into you the office for the supervisor to record the details and take appropriate action if required.

3.6 Keys / safe boxes of the home of the people who use our services

The district office will advise you about access arrangements to the service user's home. This information will be recorded on the Roster.

You must never have extra keys cut.

key safe codes should never be passed onto another employee unless agreed with the district office.

Never leave keys in inappropriate places i.e. under mats, flowerpots, behind doors, even if requested to do so by the service user. Inform the district office if you receive any requests to do so.

Any lost or stolen keys must be reported to the district office/ Supervisor immediately.

Any key safe boxes that have been broken or tampered with must be reported to the district office immediately.

3.7 Entering the home of the person who uses the service

Always knock before entering.

Announce your arrival, show your ID badge and greet the person you are about to support.

Check the communication record for messages.

3.8 If the person who use the service does not answer the door

If the person does not answer the door, try to find out whether the individual is at risk or simply not at home.

Call out and look through the windows or letterbox to see if the service user is inside.

If the service user lives in a sheltered housing scheme contact the warden.

If you can see or hear that the service user is inside and you think they may be ill, call the district office

If you can make contact with the person you are supporting and you think they are not at risk but you cannot get them to open the door, contact the district office. Do not attempt to “break in” or climb through a window.

If the person cannot be located contact the district office as soon as possible. The district office will contact the next of kin and Adult Social care. Follow the procedure to abort the call.

3.9 Dealing with a medical emergency

If the person is conscious, try to find out what has happened, summon assistance as fast as possible and try to stay calm.

Do not give first aid.

If you think the person you support needs urgent attention, call the emergency services immediately. Do not give the person any fluids as this may hinder hospital treatment.

Remember to follow normal health and safety and manual handling procedures.

Make the person comfortable by placing a pillow under their head and covering with a blanket, but do not attempt to move the service user.

Notify your district office immediately of the action you have taken and seek advice on what further action you should take.

If the person is unresponsive call the emergency services immediately and follow their instructions then the district office. Do not move the individual.

Do not touch anything else or move the service user in case the Police or Coroner wishes to investigate.

3.10 Discovery of a fire, flood, gas leak, burglary or other non-medical emergency

If you discover a fire, follow the advice of the fire service: get out, stay out and call for help. Do your best to help others out of the building but do not put yourself at risk.

If you discover a flood or gas leak phone the emergency number for the appropriate service.

If you discover anything else untoward which requires emergency action phone the district office for advice.

3.11 If the person who uses our services needs a longer visit on one occasion

If you are not going to be able to complete the tasks on the / Support plan /reablement plan in the allowed time, for instance there may be a medical emergency or a person you are

supporting may be incontinent and need additional personal care, stay as long as necessary to make the person comfortable.

You must also notify the district office of the additional time taken and the reason it was necessary. Your district office will then notify your other people we support that you may be delayed or reallocate them to another support worker if necessary. The district office will also notify Adult and Local Services that additional time was required.

3.12 If the person you are supporting needs a shorter visit on one occasion (Domiciliary care / Interim care ONLY)

If your work is completed in less time than allocated, then inform the district office who will make adaptations to ensure those being supported are charged appropriately.

3.13 If the person you are supporting needs a longer or shorter visit on every occasion

Notify the district office who will arrange a review of the support needs with the appropriate professional.

3.14 If you are asked to carry out tasks which are not on the support plan / reablement plan

There may be occasions where you are asked to carry out tasks which are not on the support plan / reablement plan. Contact the district office to discuss if this is a required task and if this may need added to their support plan. It may be that additional tasks are only required due to a change in health etc or an emergency situation.

3.15 Confidentiality

If you are concerned about the well-being of a person who uses the service you should discuss it with your district office.

You should not discuss any person who use the service with your colleagues, friends or family. Likewise you should not discuss other employees with people that use the service. If you have any concerns you should report this to your district office.

A proven breach of confidentiality **could** result in disciplinary action.

3.16 Talking to the Press

You should not talk to the Press on any matter related to your work. If you are approached by the press, report the matter to your district office.

3.17 Social networking sites

It is recognised that many people working for Cumberland Care use the internet outside of work for personal purposes and many participate in social networking websites such as Facebook, Twitter, Instagram You Tube, and any other online discussion blogs / forums. In

the majority of cases this is uncomplicated and trouble-free. However, there are some occasions where your personal life and work life can start to overlap through these sites.

As an employer, we have no wish to interfere with your personal life. However we would advise you, when using such sites, to consider the potential impact on both your own reputation and that of the Cumberland Council.

You should always use your own judgment but should bear in mind the codes of conduct and policies which are part of your professional and employment requirements.

Examples of these may include:

- Relevant Cumberland Council policies relating to confidentiality, whistle blowing, information security and data protection (including acceptable use policy for email and intranet), conduct and confidentiality clauses in your contract of employment.
- Social networking sites continue to evolve. It is important to intelligently review and reapply the principles of the code of conduct as new situations emerge. You should think through what this information means for you in practice and if needed, take steps to change the way you use social networking sites.

Things to consider:

- Check your security settings on social networking site so that your information is only visible to the people who you want to see it.
- Put your name into an internet search engine to see what people can find out about you. Are you happy with what they can see?
- Help your friends and colleagues out – let them know if you spot things on their pages that might be misconstrued.
- Do not reveal too many personal details such as contact details or your date of birth. Such information could put you at risk of identity fraud.
- Do not upload any images of yourself in a work environment.
- Before posting images or joining any causes, be aware that it is not just your friends and colleagues who may see this but also service users and employers.
- Protect your own privacy. Think through what kinds of information you want to share and with whom and adjust your privacy settings. On Face book you can adjust your privacy settings at group level to share different levels of information with different kinds of friends. Remember that the more personal life is exposed through social networking sites, the more likely it is that this could have a negative impact.
- Do not use social networking sites to build or pursue relationships with service users even if they are no longer in your care.
- If you receive a friendship request on Face book you can ignore it without this person being informed so avoiding unnecessary offence. Do not feel pressured into accepting a friend request if it makes you feel uncomfortable.
- Do not discuss work related issues online including conversations about service users or complaints about colleagues.
- Never post pictures of the people who use our services or colleagues even if they ask you to do so.
- Do not post inappropriate comments about colleagues, service users, Cumberland Care or the Council as a whole.
- Do not use social networking sites to bully or intimidate anybody.

- Do not distribute sexually explicit material.
- Do not use social networking sites in any way which is unlawful.
- Do not share confidential information.

Remember that everything you post online is public even with the strictest privacy settings. Once something is online it can be copied and redistributed and it is easy to lose control of it. Presume that everything you post online will be permanent and will be shared.

More information can be found by following the S11 Social Networking Cumberland Care policies and procedures.

3.18 Familiarity

Be friendly at all times but not too familiar. Be aware that over familiarity in your way of speaking or your manner may be misinterpreted and could lead to harassment.

Do not discuss your personal details with the people who use the service.

Do not give your telephone number to any of the people who use the service.

Do not invite the person you are supporting to your home.

Do not visit the person you are supporting when you are not working.

3.19 If you are asked to provide care to a friend, neighbour or family member

Notify your district office of the relationship so that the visits can be rescheduled.

3.20 Transporting service users in your own car

You must NOT transport a service user in your own vehicle

3.21 Leaving the home of the person who you have been supporting

When you have completed all the duties on the support plan/ Reablement plan and there is time remaining you may spend time talking with the service user. As this is part of delivering a quality service.

Check that the person is comfortable and not exposed to any risk. Leave a drink if required and make sure the telephone/care line/other aids are close to hand.

Carry out a security check before leaving the building. Check that all kitchen appliances are switched off, as appropriate. Check that the fire is switched off or guarded as appropriate.

Complete the Communication Record Form.

Ensure that the person who is using the service knows you are leaving, say goodbye / goodnight / good afternoon and remind the person of the next visit.

Secure the building according to the instructions on the plan

Follow the plan for keys and keys safe boxes.

3.22 If you have any concerns about a well-being of the person who uses the service

If possible discuss your concerns tactfully with the person you are supporting. Explain to the person that you are obliged to pass on these concerns to your line manager

You should report any concerns you have regarding the person you are supporting to your line manager even if the service user has asked you not to. If the line manager thinks that there may be changes needed to the support Cumberland Care provide they will arrange this with the appropriate professionals

Your line manager will take necessary action and report back to you.

Do not discuss the situation with anyone else unless asked to do so by the person using the service and without the permission of your line manager

If you are unhappy with the action taken by the line manager raise your concern with the Deputy /Team Manager or the Cumberland Care Service Manager.

3.23 If you suspect a person using the service is being abused

Report the matter to your district office / Line manager immediately. Your line manager will follow the safeguarding procedures.

3.24 If you have any concerns about the behaviour of a colleague or support worker from another agency

Report the matter to your district office /. line manager. Do not leave written messages in the service user's home.

Information about whistle blowing policy can be found on the Cumberland Council Intranet.

Once you have reported your concerns do not discuss this with anyone else.

3.25 Handling the money of the person who use the service

Support workers do not handle people who are using the services money unless authorised through the district office and until the appropriate risk assessments have been put in place. This will also be documented on the support plan.

If the handling of a person's money has been authorised by the district office, a line manager will ask you to familiarise yourself with the Council financial procedures and will talk you through what it is that is exactly required of you.

3.26 Gifts and bequests

You must not enter into any private financial arrangement with person you are supporting.

You must report **all** gifts / bequests and money offers to your district office / Line manager
The line manager will talk to you about this offer and it will be recorded on the G2 gifts and hospitality register.

In exceptional cases the Service Manager may give permission for you to accept a gift or bequest.

There is a G2 gifts and bequests Cumberland Care procedure which you are expected to follow.

3.27 Witness / executor to a will

Staff must be aware that they must not act as a witness or sign any legal documents for the person who uses the service including power of attorney, wills and being an executor to a will.

If you are asked to do so refer the request to your district office / Line manager

3.28 If you are accused of theft

Although this will be upsetting, stay calm and report it to the district office/ Line manager

Try to establish from the person who uses the service what is missing and when it went missing.

Ask the person if they wish you to search for the item(s). **(They must be present).**

If the item cannot be found, do not admit liability. Reassure the person that this has been reported.

Ensure that you are accompanied by the person you are supporting during the rest of your visit to them.

Report the event to your district office / Line manager without delay, if the person you are supporting has not done so already. Inform the person that you have done this.

The line manager may have to reallocate, suspend or put you on a double up with another support worker until the situation is resolved.

Do not visit the service user again until the allegation is resolved and you are informed by your Line manager that you can do so.

There may well be a formal investigation in which case you may be accompanied / represented by a Union Representative or "Friend".

The line manager will give you regular progress reports and keep you informed.

3.29 Suppliers of goods and services

You should not recommend traders to the people you are supporting.

3.30 Compliments, comments and complaints

Positive comments from people who use the service should be passed on to the district office where they can be recorded and shared with colleagues at the next team meeting.

If the person makes a negative comment or complaint, listen carefully to the comment, do not argue or be defensive. Ask the person if they would like the line manager to telephone or visit to discuss the comment or complaint.

If you are unsure whether the comment is a complaint, discuss it with your district office /Line manager

If appropriate, your district office / Line manager will keep you informed of progress when dealing with a complaint from a person who is using the service, which affects you.

The Cumberland Council procedure should be followed.

4. PERSONAL CARE

Always follow the infection control procedures and the support plan /reablement Plan.

4.1 Supporting a person who uses the service to get up in the morning

All tasks on the support plan / reablement plan must be followed. The person's dignity and choice must be respected at all times.

Be alert for signs of incontinence, illness or injury. Always enquire sensitively about such signs so as not to cause alarm.

Give assistance where required to enable the person you are supporting to move to another area of the home e.g. sitting room, kitchen.

Soiled bed linen should be removed immediately and sluiced in the toilet. Wet and soiled linen should be left in an appropriate place i.e. washing machine / laundry collection bag.

If the person using the service is ill and wishes to remain in bed you should ask whether the person would like the GP to be contacted. Make the person using the service comfortable. Report the illness to the district office as soon as possible. Ensure the person has all personal items at hand before leaving. Inform the office if you have any concerns.

4.2 Management of continence

Ensure the support plan / reablement plan is followed at all times.

You should wear protective clothing and gloves when dealing with any bodily fluids.

If required and on the plan, dispose of incontinence pads by double bagging and placing in the dustbin. Empty catheter bags into a bucket, rinse out the bucket. Change and sluice bed linen and clothing if necessary.

If the service user suddenly becomes incontinent this must be recorded in the Communication Records and inform the district office.

Incontinence should always be referred to the GP. Use tact and discretion to encourage the person you are supporting to seek medical help themselves. If the person you are supporting does not seek help, explain to the person that you will have to report the situation to your district office.

If you are going to be delayed because you have had to deal with unexpected incontinence inform your district office.

You should be sensitive to the situation of the person you are supporting. Incontinence produces extreme discomfort and embarrassment for sufferers and their families. Use tact and discretion, be sympathetic and understanding.

If the person who is using the service is running low on incontinence pads and is likely to run out before the next delivery, talk to the person if they manage their own supply otherwise contact your district office.

4.3 Assisting with the service users personal hygiene needs

Always follow the support plan / reablement plan

Do everything you can to encourage service users to manage their own personal hygiene.

Never cut finger or toenails.

4.4 Assisting the service user to bath or shower

Only provide assistance with bathing or showers if it is on the support plan /reablement plan

Wear your protective clothing if required; follow infection control and manual handling procedures / risk assessments. Always use any equipment provided

Whenever possible service users should be encouraged to wash themselves. The service user may however need help to get into or out of the bath or shower and may feel more secure taking a bath when you are present to help if necessary. Be sensitive to the intimacy of the situation. If you are asked to assist in any way that you find embarrassing discuss the incident with your district office / Line manager

Never leave the person you are supporting alone in the bath or shower if it is unsafe to do so e.g. to answer the phone or door.

Always check the temperature of the water before allowing the person to use the bath. The easiest way of doing this is by dipping the elbow in.

Be alert for signs of illness, bruising or disability and report any concerns to the district office / Line manager

You may need to tactfully encourage / prompt a service user to bathe for personal hygiene reasons.

A refusal to bathe should be reported to the district office and recorded on the communication record sheet.

4.5 Help with dressing and undressing

Always follow the support plan /reablement plan

Always respect the privacy and dignity of the person who is using the service. There is no need to stay in the room if the person is able to dress or partially dress themselves. You should encourage as much independence as possible.

Always let the people who use the service choose for themselves what they wish to wear. You may need to offer more assistance to someone with a visual disability.

Clothes should be selected in advance so that at the person using the service is never left undressed while clothes are sought.

You may need to tactfully encourage / prompt the person to change into clean clothes.

Only put clothes away for the person if they have given permission.

You may also be asked to support the person put on jewellery and makeup if this is on the plan

If the person using the service has no clean clothes or refuses to change inform the district office.

Assisting the service user to Bed

4.6

Always follow the support plan / reablement plan

Assist with personal hygiene, toileting, continence management, undressing and any other tasks listed on the reablement support / domiciliary care plan

Be alert for signs of incontinence, illness or injury. Always enquire sensitively about such signs so as not to cause alarm.

Offer support to lay out clothes for the following morning if required.

Offer support where required to enable the person who uses the service to move into bed. Follow manual handling and DIAG procedures.

Check that the person you are supporting is comfortable. Leave a drink if required and make sure the telephone/ Careline / commode / wheelchair / zimmer etc is close to hand.

Wish the person good night before leaving.

4.7 Assistance with Eating and Drinking

Always follow the reablement support / domiciliary plan

Check the reablement support / domiciliary plan for any special instructions or dietary requirements and ask the service user about their likes and dislikes.

You should not serve alcohol to the person who uses the service.

Assist the person with their personal hygiene and toileting needs before and after eating and drinking if it is on the reablement support / domiciliary plan

Wash your hands before handling food and drink

If serving meals is part of the tasks where possible meals should be provided at a time to suit the person. Try to encourage their participation in the choice of menu. Present the food so that it looks attractive and don't outface the person you're supporting with large portions of food.

Offer the person you are supporting a choice of where to eat and provide help, if required, to reach the chosen area. Help the person to a comfortable position for eating, drinking and digestion. Sit down with the person, do not stand over them.

Encourage the person who uses the service to feed themselves as much as possible.

Judge whether to help with advice and encouragement, or if more help is needed. The person who uses the service should be encouraged to wipe their hands and mouth whenever necessary. If necessary use a napkin to protect the persons clothing.

Cut up food in accordance with the persons wishes. If you are giving full assistance, always give the person what they ask for. Allow plenty of time for the person using the service to eat at their own pace. Make sure the food is at a suitable temperature and the mouthfuls offered are not too large.

If the person using the service is visually impaired you should arrange the food around the plate and tell the person where it is.

Try to maximise independence for people with disabilities by ensuring appropriate aids are available. Your Line manager can support with this.

Report any change in the person using the service's appetite or any changes in their abilities to eat or drink to the district office / supervisor.

If a person using the service refuses a meal record on the communication records.

4.8 Dehydration

You should be aware that a low intake of fluids especially if the person using the service has a catheter this could result in dehydration. This may cause headaches, confusion, constipation, and loss of appetite and urinary tract infections.

Encourage the person using the service to drink fluids at regular intervals, leave drinks.

If you think a person using the service is not drinking enough report the fact to your district office / line manager and record it on the communications records.

4.9 Hypothermia

In the winter older people are particularly vulnerable to hypothermia. If hypothermia is not treated it can lead to unconsciousness and death.

If you think the person using the service maybe at risk from hypothermia e.g. the house is always cold or damp and a reluctance to put the heating / fire on you must report to your district office / line manager.

You should be aware of the symptoms of hypothermia:

- coldness and puffy face and skin, cold to touch
- coldness of unexposed skin (e.g. armpits)
- drowsiness
- mental confusion
- slurred speech
- unsteady movement

If you think the person using the service may be suffering from hypothermia, contact your district office / line manager immediately.

Wrap the person in blankets, turn the heating on or up, if blankets are not available use aluminium foil or newspaper to avoid further heat loss, do not move the person and do not apply direct heat to the skin by rubbing or using a hot water bottle.

4.10 Depression

If you suspect that the person using the service maybe depressed or suicidal, report it to your district office / supervisor immediately. Signs of depression could be loneliness, crying all the time, distressed, anxious.

4.11 Prompting the person using the service to take medication / Administering Medication

Always follow the reablement / domiciliary plan

Follow the medication risk assessment.

You must never involve yourself with a person using the service medication unless it forms part of the reablement domiciliary plan / task sheet and have received the relevant training.

You may prompt / administer medication for the person using the service if this is part of the reablement support / domiciliary plan /

Check the blister pack / Packaging, bottles etc for the service user's name, date and before prompting the service user. If you need spectacles for reading make sure you wear them when checking dosages.

Medications must be stored in a secure location which will be noted on the reablement support / domiciliary person-centred care plan /

If you come across medication that is not in labelled containers / bottles you must contact your district office / supervisor.

You must never force the person using the service to take medication.

If the service user refuses or does not take their medication, this should be recorded on the communication record and you should inform your district office / supervisor.

You must not offer advice on non-prescribed medicines or remedies.

You must not purchase non-prescribed medicine for the person using the service unless this is part of the reablement support / domiciliary person-centred care plan /

You should only collect prescriptions for the person using the service if this is part of the reablement support / domiciliary person-centred care plan

You should always advise the person using the service seeking help to consult their medical practitioner.

You should report any concerns about the health or medication of the person using the service to the district office / supervisor

You must not discuss or disclose the person using the service medical history or treatment to another individual other than your supervisor / district office if you have any concerns.

5. SUPPORT AT HOME

Always follow the reablement support / domiciliary person-centred care plan

5.1 House Care

Refer to the reablement support / domiciliary person-centred care plan / to check the instructions about house care for the service user.

Wear appropriate protective clothing if required.

Do not mix cleaning materials together, follow the manufacturer's instructions.

Follow normal manual handling procedures when undertaking any manual handling tasks.

Work in a safe way at all times and follow agreed health and safety procedures.

Do not carry out any tasks which require you to stand on a stool or chairs, e.g. hanging curtains, changing light bulbs.

Always visually check any equipment before use.

Report any faults in equipment to your district office / supervisor.

Ask the service users permission before moving any personal items.

Return items to their usual place in the home.

5.2 Laundry

Refer to the reablement support / domiciliary person-centred care plan / to check the instructions about laundry for the person using the service.

Check with the person using the service which items are to be laundered.

Do not take the person using the service laundry to your own home.

Ask the person using the service permission before putting laundry away.

Ensure the person using the service knows where the items have been stored.

Encourage the person using the service to help with laundry wherever possible.

If any items of laundry damaged or lost during the process, explain what has happened to the person using the service and report the damage to your district office / supervisor so that, where appropriate, an insurance claim can be made.

5.3 Shopping

Shopping for the person using the service must only be completed if this is part of the plan It should be discussed and authorised by a Supervisor to pick up necessities only and monies taken documented in the communication records

You should not purchase alcohol for the person using the service

If appropriate provide advice on healthy eating, new or alternate products.

You may need to assist with additional labelling of food for the visually impaired.

Follow the correct procedure for handling the person using the service's money. Receipts must always be returned To the person using the service

5.4 Preparing Meals

The reablement support / domiciliary person-centred care plan will identify which meals you are expected to prepare. It should also provide information about cultural and dietary needs or any food allergies, time to be given as well as information about tidying up / washing dishes etc if required.

Where possible, encourage the person using the service to choose what they want to eat and have a balanced diet including fruit and vegetables.

Observe basic hygiene principles when handling food. Wash your hands before touching food and use clean containers and utensils. Wear appropriate protective clothing.

If you need spectacles for reading make sure you wear them when reading the instructions on frozen food.

Dispose of any food past its sell by date in a safe manner, with the permission of the person.

5.5 Short term – intervention

All emergency short term care will be initiated by Adult Social and Local Services and your district office / supervisor will inform you of the intervention required. A short-term package will be set up.

6. GENERIC DOMICILIARY CARE AND OVER NIGHT SERVICES

As the service develops to meet the changing needs of the person using the service, some employees may be involved in providing a different level of service aimed at preventing unnecessary hospital admissions or assisting in rehabilitation.

At the time of publication the following procedures are specific to Cumberland Care employees involved in Generic Domiciliary or overnight services.

6.1 Supervision for employees involved in Generic Domiciliary Services

In addition to the supervision provided by your district office / supervisor you will receive appropriate training from a Health Care Professional if necessary.

6.2 Handover for overnight workers

Check the communications records on entering the home of the person using the service.

Complete the communications records and any additional records which are kept in the home the person using the service during each visit.

Hand over all information to your district office / supervisor at the end of the overnight shift via email.

Record the start mileage and end mileage on the records kept in the vehicles on each shift and any fuel expenses incurred

You must follow the visits at the times stated On your allocated roster unless to benefit the people using the service

If you receive a request for additional visits or services whilst you are on duty e.g. from the person using the service family or the hospital you must obtain authorisation

Return the vehicle keys to the designated key safe at the end of every shift

6.3 Overnight reporting procedure / additional support

A Cumberland Care Senior Support worker and a Service Manager will be on call to deal with emergency situations.

Your district office / supervisor will advise you of the on-call arrangements.

6.4 Personal safety

Employees will work in pairs, and be provided with mobile phones, and other PPE if required where the nature of the service requires them to be mobile overnight.

7. HEALTH AND SAFETY

Cumberland Council specific health and safety policies are held on the Council intranet.

Every employee should also receive a copy of the Cumbria Care Employee Handbook when they join the organisation.

7.1 Lone Working

Do not change the order of your visits without consulting the district office / supervisor.

Always carry your Mobile phone and torch and any other PPE supplied.

Do not talk to strangers.

If unsure of anyone approaching you, do not hesitate to use your carer down on the mobile phone

“Drivers” must ensure their vehicle is well maintained and has enough fuel, oil and water to complete the journey.

Keep mobile communication devices charged up.

“Drivers” in rural areas should be prepared for bad weather. Do not put yourself at risk by battling through dangerous weather conditions to get to a Person using the service

Ensure you use the district office / CBF for support if required.

Before leaving the home of the person using the service make a point of checking outside, that no one is hanging around. If you see anything suspicious and are frightened to leave the house, phone the police. Contact your district office.

Keep your doors locked whilst you are in the car as well as when you leave it.
At the end of your last call of the day Ensure you click through your final work base to log off

7.2 If you think you are being followed

If you are a driver check your mirror constantly. If you believe you are being followed do not drive into your own driveway or any deserted area. Do not allow yourself to be forced into the side of the road.

You must keep driving.

Memorise or write the licence number of the other vehicle.

Continue to the nearest police station or any well-lit building or place where people are visible to you.

Report the incident to the police.

If you should be followed home at night stay in the car with the doors locked. Sound your horn to get attention from your neighbours or someone in your household.

If you are walking and you think someone is following you, cross the street more than once to check your suspicions. If you are still suspicious, quickly get to the nearest place where there are other people, e.g. pub, shop (and ring 999). Do NOT use a public telephone box in the street.

7.3 Risk assessment – hazard identification

Check the reablement support / domiciliary person-centred care plan / Risk Assessment and narrative on phones to see whether any risks have been identified.

You must remain vigilant for new risks and identify any changes to the district office so that the reablement support / domiciliary person-centred care plan / can be updated.

The Environmental assessment will also need to be updated

7.4 Reporting incidents of aggression by service users

If you at all uncomfortable with a situation you should report this to the district office / supervisor.

All incidents of verbal or physical aggression should be reported to your district office / supervisor and an incident form submitted on the mobile phone app.

Your district office / supervisor will complete an Accident, Incident form on the health and safety portal

Seek training on handling aggression.

7.5 Harassment

Make sure you are familiar with the harassment policy. You can find this on the Cumberland Council Intranet.

Harassment is any unwanted attention or behaviour that a person finds objectionable or offensive and which makes him or her feel threatened or uncomfortable leading to a loss of dignity and self respect.

Harassment may take many different forms. It is generally either verbal or physical, but could be visual, for example, leaving offensive material around for the support worker to see.

Only you can decide what you personally consider to be unacceptable behaviour.

You should be aware that some people may behave inappropriately because of illness such as dementia or disability. You should discuss any concerns with your district office / supervisor.

If a person using the service or colleague acts in an unacceptable way ask the person to stop, making clear what aspect of their behaviour is offensive and unacceptable and that you may report the incident to your district office / supervisor.

If it is an employee of the Cumberland Council's behaviour that you find offensive, report the incident to the supervisor or the team manager.

You can make either a formal or informal complaint. A formal complaint will result in the appointment of an independent investigating officer and a thorough investigation.

You may not wish to report as this maybe the first incident of harassment; however you should consider other employees as they too may have been treated in the same way and it may not have been an isolated incident. The district office can then keep an eye on the situation. You should also consider keeping a record and reporting the incident if the behaviour persists.

If harassment by a service user or member of their household persists you have the right to leave home of the person using the service and report the incident to the district office / supervisor. You also have the right to refuse to visit that the person alone but you must discuss this with your supervisor before taking any such action.

7.6 Manual handling

You will be expected to attend a manual handling awareness course and Refresher throughout your employment with Cumberland Care. You will receive updates by a manual

handling key worker. You must never attempt to move the person using the service without training.

Ensure full flat footwear is worn when on shift

You must use any Occupational Therapy aides provided after training and only if this is part of the person using the service's reablement support / domiciliary person-centred care plan /

Never attempt to lift the person using the service from the floor or out of a bath. Instead, make the person comfortable and seek guidance from your district office / supervisor. (The district office will arrange for someone to come and help you or if circumstances require will call the ambulance service).

Seek further training if needed.

Seek advice from Key Workers.

You should not perform moving and handling tasks with family members or other agency workers contact your district office / supervisor if asked to do so.

7.7 If a service user refuses to be lifted by a hoist

Do NOT put yourself at risk.

Report back to your district office / supervisor.

A hoist is only installed where an OT or other trained professional believes the risk of standard transfers to be too great for the person using the service or support workers.

Be aware of this but also realise you are putting yourself and the person using the service at physical risk if you do NOT use the hoist where specified on the reablement support / domiciliary person-centred care plan /

If the person using the service refuses to be hoisted and there is a requirement to do so, you must make the person comfortable and safe and ring your district office immediately.

7.8 Protective Clothing

Remember that hand washing is the best infection prevention.

A uniform is protective clothing and should be worn when undertaking all duties.

Supplies of protective gloves and plastic aprons are available from the district office / supervisor. These should be worn when providing personal care and dealing with excreta, blood and body fluids. If you have an allergy to any of the protective gloves inform the district office and an alternative product will be provided.

Safe working practices should be adopted for the disposal of all gloves, aprons

7.9 Personal protective equipment – manual handling aids

You will be issued with personal protective equipment including a first aid pack, torch, grippers, high visibility Vests (overnight staff)

Faulty equipment should be reported to the district office.

If you leave the employment of Cumberland Care this equipment **MUST** be returned.

7.10 Pets

Treat all pets with caution. They can be a major source of pests and infestation.

Ensure your inoculations e.g. tetanus is up to date and that you know the correct treatment for bites, scratches etc.

Carry your first aid kit with you.

If there are any incidents with pets in the home of the person using the service, record the incident on the mobile app and inform the district office.

Report any signs of infestation to your district office.

Report any concerns about pets being neglected or causing a hazard to your district office.

Employees should not carry out any tasks involving pets unless it has been requested and recorded on the reablement support / domiciliary person-centred care plan /

7.11 Standards of cleanliness – pests and infestations

If the person using the service standards worsen to the point where the person using the service is not able to maintain their home then report this immediately to your district office / supervisor.

Wear protective clothing if you are working in an environment where protective clothing may be required.

Follow health and safety / infection prevention procedures.

Ensure that your inoculations e.g. for tetanus are up to date.

Despite the difficulties of working in such homes, try to maintain a sensitive approach; in general everyone has the right to remain in their own home, however unsanitary or hazardous the conditions.

7.12 Infectious diseases

If you come into contact with someone who has an infectious disease notify your district office / supervisor immediately and seek further advice.

7.13 Aids and MRSA

Information about Aids and MRSA is included in the infection control procedures found on the intranet.

7.14 Hepatitis B

Information about Hepatitis B is included in the infection control procedures found on the intranet.

7.15 Cleaning substances

Follow the manufacturer's instructions.

7.16 Household equipment

The types of household equipment you will be expected to use will vary but may include kettles, ovens, microwave ovens and toasters, slow cookers and air fryers.

These are naturally found within the domestic environment and generally should not cause any problems. However, it may be obvious in some cases that an individual appliance is old or in very poor condition, e.g. bare wires or worn cables on a plug and lead. If you have any doubt about using an appliance due to its visibly poor condition then do not use it. Report any faults or problems to your district office.

7.17 Accident reporting

If you should have an accident at work then you should report this to your district office / supervisor as soon as possible giving all relevant details and complete the incident form on the mobile app. Failure to do this or a long-term delay may result in your accident not being recognised unless witnesses were available.

Your supervisor will complete the necessary accident report forms on the health and safety portal but you will be expected to go through this with them