

**Policy and Procedures  
Manual  
Version: 2026  
Internal document**

Heartfelt Care Services Limited

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## **Dedication**

This work is dedicated to the countless healthcare and retail professionals whose dedication and compassion form the backbone of our communities. To the caregivers, support workers, and employees who go above and beyond daily; your commitment inspires us to strive for excellence in everything we do.

Heartfelt Care Services Limited is also dedicated to the clients and organizations who trust us to meet their staffing needs. Your partnership drives our mission to create meaningful connections between talented individuals and the businesses that need them most.

Finally, to the visionaries and team members who believe in the power of making a difference, this is for you. Your unwavering passion and hard work lay the foundation for a brighter, more connected future in workforce management. Thank you for being part of this journey.

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## ACKNOWLEDGMENTS

Heartfelt Care Services Limited sincerely wishes to thank everyone who has helped us on our journey.

To our clients, thank you for trusting our agency and allowing us to support your staffing needs.

To our dedicated candidates and staff members, your hard work and unwavering commitment to excellence make all the difference. Your passion and professionalism bring our vision to life every single day.

Lastly, we express profound appreciation to our family, friends, and supporters who have encouraged and motivated us every step of the way. Your belief in our mission makes us confident, fueling our determination to grow and succeed.

Thank you all for being a part of the Heartfelt Care Services Limited story.

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# **Policy and Procedures Manual for Heartfelt Care Services Limited**

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## **Introduction**

### **Purpose:**

This manual provides guidelines and procedures to ensure the consistent operation of Heartfelt Care Services Limited, compliance with relevant regulations, and high service delivery standards.

### **Scope:**

This manual applies to all Heartfelt Care Services Limited employees, consultants, and contractors.

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## **Section 2 Company Policies**

### **2.1 Equal Opportunity Employment Policy**

#### **Statement:**

Heartfelt Care Services Limited is committed to equal

employment opportunities for all applicants and workers.

**Procedures:**

- All job postings must include an equal opportunity statement where appropriate.
- Recruitment, hiring, training, promotion, and termination decisions must be based on merit, suitability, and business needs.
- Discrimination, harassment, victimisation, or unfair treatment will not be tolerated.
- Any concerns relating to discrimination, harassment, or unfair treatment must be reported to management, who will handle the matter appropriately and confidentially.

**2.2 Code of Conduct Policy Statement:**

Heartfelt Care Services Limited expects all employees and workers to maintain high standards of ethical and professional conduct in all business activities.

**Procedures:**

- Maintain professionalism, integrity, and respect in all interactions.
- Act honestly and responsibly when dealing with clients, candidates, workers, colleagues, and members of the public.
- Avoid conduct that may create a conflict between personal interests and professional responsibilities.
- Inform management of any actual or potential conflict of interest.

- Protect confidential information, company records, and company property.
- Follow lawful and reasonable management instructions and comply with company policies and procedures.

### **2.3 Data Protection and Privacy Policy Statement:**

Heartfelt Care Services Limited is committed to protecting the privacy, confidentiality, and integrity of personal data.

#### **Procedures:**

- Comply with GDPR and all applicable data protection laws and regulations.
- Collect personal data only where there is a lawful basis and a legitimate business purpose.
- Obtain consent where consent is required.
- Keep personal data accurate, secure, and accessible only to authorised persons.
- Take appropriate measures to prevent unauthorised access, misuse, loss, or disclosure of personal data.
- Provide data protection awareness and training where appropriate.

### **2.4 Health and Safety Policy Statement:**

Heartfelt Care Services Limited is committed to protecting the health, safety, and welfare of its employees, workers, clients, and all persons affected by its operations.

#### **Procedures:**

- Carry out suitable and proportionate risk assessments where required.
- Provide health and safety information, instruction, and training where appropriate.
- Maintain safe working practices and encourage prompt reporting of hazards, accidents, and incidents.
- Investigate workplace accidents, incidents, and safety concerns as necessary.
- Review health and safety arrangements regularly and make improvements where needed.

## **Recruitment and Placement Procedures**

**3.1 Recruitment Process Policy Statement:** Heartfelt Care Services Limited is committed to recruiting the best candidates fairly and transparently, while ensuring equal opportunities for all applicants.

**Procedures:**

- Job Posting: Advertise job openings on relevant platforms.
- Application: Collect and screen applications.
- Interview: Conduct interviews with shortlisted candidates.
- Selection: Select the most suitable candidate based on qualifications, experience, and overall fit.
- Onboarding: Provide successful candidates with an appropriate induction and onboarding process.

### **3.2 Candidate Screening Policy Statement:**

At Heartfelt Care Services Limited, we leave no stone unturned to ensure that all candidates meet our high standards.

**Procedures:**

Verify candidate qualifications and experience. Conduct background checks, including criminal record checks.

Check professional references.

Ensure candidates have the necessary certifications and licenses.

### **3.3 Recruitment, Onboarding and Funding Policy Statement:**

Heartfelt Care Services Limited will only progress applicants where there is a clear operational need, a lawful right to work, suitable availability, and a reasonable expectation that the company will receive fair business value from the time, cost and administration involved in recruitment and onboarding.

**Procedures:**

- Assess each applicant based on suitability for the role, right to work, availability, continuity, and operational fit.
- Consider whether the candidate's working hours, restrictions, availability, and short-term plans are compatible with the needs of the role.
- Decide whether the company will progress, limit, delay, or decline the application based on lawful and operational requirements.

- HCSL is not required to fund DBS checks, training, induction time, onboarding administration, or other pre-employment costs for every applicant.
- Any decision to fund such costs will be entirely at the company's discretion and will depend on business need, candidate suitability, expected continuity, likely shift volume, and the likelihood that the company will recover reasonable value from that investment.
- HCSL will not normally pay upfront DBS, training, or paid induction-related costs where a candidate's restricted hours, limited availability, or short-term plans make the onboarding investment commercially unsustainable.
- Where HCSL chooses not to fund costs upfront, the company may, at its sole discretion, reimburse agreed DBS or training costs after the candidate has completed a specified number of hours or period of satisfactory service.
- Any reimbursement arrangement will apply only where it has been confirmed in writing by HCSL. Unless confirmed in writing, no applicant should assume that DBS, training, induction time, or any other onboarding cost will be paid or reimbursed by the company.
- Final decisions on progression, onboarding support, funding, and work allocation remain at the discretion of management.

**3.4 Client Engagement Policy Statement:** Heartfelt Care Services Limited is committed to building strong client relationships and maintaining a high standard of service.

Procedures:

**Initial Consultation:** Understand client needs and requirements.

**Service Agreement:** Draft and sign a service agreement outlining terms and conditions. **Placement:** Match suitable candidates with client requirements.

**Follow-Up:** Maintain regular contact with clients to ensure satisfaction.

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## Employment Services Procedures

### 4.1 Employee Management Policy Statement:

Heartfelt Care Services Limited manages its employees to ensure high-quality service delivery.

Procedures:

**Payroll:** Process employee salaries and benefits accurately and timely.

**Training:** Provide ongoing training and development opportunities.

**Performance Review:** Conduct regular performance evaluations.

**Compliance:** Ensure employees comply with company policies and regulations.

#### **4.2 Service Provision Policy Statement:**

Heartfelt Care Services Limited is committed to delivering reliable, compliant, and high-quality staffing services to its clients.

#### **Procedures:**

- **Assignment Planning:** Confirm client requirements, shift details, role expectations, and any compliance requirements before assigning workers.
- **Staff Allocation:** Assign suitable and compliant workers to client placements based on qualifications, availability, experience, and operational fit.
- **Worker Briefing:** Ensure workers are informed about the assignment, location, duties, reporting arrangements, and expected standards of conduct.
- **Client Communication:** Maintain regular communication with clients to confirm satisfaction, address issues, and respond to changes in staffing needs.
- **Compliance Monitoring:** Check that workers remain compliant with company policies, right to work requirements, training requirements, and client instructions.

- **Incident Reporting:** Record and address any incidents, complaints, absences, conduct concerns, or service issues promptly and appropriately.
- **Service Review:** Review staffing performance, client feedback, and operational outcomes in order to improve service quality and reliability.

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## **Compliance and Regulatory Procedures**

### **5.1 Regulatory Compliance Policy**

#### **Statement:**

Heartfelt Care Services Limited complies with all relevant laws and regulations.

#### **Procedures:**

Stay updated with changes in employment and healthcare regulations.

Conduct regular compliance audits.

Provide compliance training to employees.

Maintain accurate records and documentation.

### **5.2 Complaints and Grievances Policy Statement:**

**Heartfelt Care Services Limited addresses all complaints and grievances fairly and promptly.**

#### **Procedures:**

**Complaint Submission:** Clients and employees can submit complaints via email or a complaint form.

**Investigation:** Investigate the complaint thoroughly.

**Resolution:** Provide a resolution within a specified timeframe.

**Follow-Up:** Ensure the resolution is satisfactory to all parties involved.

## **HEARTFELT CARE SERVICES LIMITED COMPLAINTS POLICY AND PROCEDURE**

**Title of the Policy:** Complaints Policy

**Purpose:**

To provide information and guidance on how Heartfelt Care Services Limited receives, manages, investigates, and responds to comments, compliments, suggestions, and complaints relating to its recruitment, employment, staffing, administration, and service provision.

**Policy:**

Heartfelt Care Services Limited is committed to providing a high-quality service. When something goes wrong with our recruitment, staffing, administration, or service provision, we need to know about it so that we can investigate the matter, improve our standards, and maintain professional relationships wherever possible.

To achieve this, Heartfelt Care Services Limited will:

- Encourage comments, suggestions, observations, compliments, and complaints as part of continual improvement.
- Ensure that all complaints are handled professionally, fairly, and without recrimination.
- Make the complaints process easy to understand and accessible.
- Acknowledge complaints promptly.
- Investigate complaints fairly and within a reasonable timeframe.
- Communicate the outcome clearly and, where appropriate, take action to improve practice and prevent recurrence.

**Scope:**

This policy applies to complaints made by clients, candidates, workers, employees, contractors, and other

relevant parties in connection with Heartfelt Care Services Limited's services and operations.

## **Definitions**

**Comment** – a verbal or written remark expressing an opinion about HCSL's recruitment, staffing, communication, or service delivery.

**Suggestion** – a verbal or written idea about how HCSL can improve its recruitment, staffing, administration, or client/candidate support.

**Compliment** – a verbal or written expression of appreciation regarding HCSL's service, staff, communication, or support.

**Complaint** – any expression of dissatisfaction about HCSL's recruitment, employment, staffing, or service provision, whether written or verbal.

## **Procedures**

### **1. Receiving Comments, Suggestions, Compliments, and Complaints**

All staff should understand the difference between a comment, suggestion, compliment, and complaint.

All staff should be able to receive comments, suggestions, and compliments courteously and pass them to management where appropriate.

All staff should also be able to receive details of a complaint and pass them to management promptly.

Complaints may be made in writing by email to **info@hcslteam.co.uk**, by telephone on **07542732009**, by post to the company's registered business address, or directly to management.

Heartfelt Care Services Limited will acknowledge complaints within **2 working days** and aims to provide a final response within **28 calendar days**.

A complaints record will be opened for each formal complaint, including the date received, the nature of the complaint, actions taken, investigation findings, and final outcome.

## **2. Complaints Coordinator**

The complaints coordinator for Heartfelt Care Services Limited is **Management**.

If a complaint concerns management directly, the matter will be reviewed by the **Director or an external adviser if required**.

## **3. Investigating the Complaint**

An investigation will be carried out fairly and proportionately, depending on the nature and seriousness of the complaint.

The investigation may include:

- reviewing relevant records, documents, correspondence, timesheets, reports, or communications;
- speaking to the complainant for further clarification if needed;
- interviewing relevant staff, workers, or other persons involved;
- reviewing relevant company policies and procedures;
- considering whether any corrective action, training, or procedural change is required.

#### **4. Response**

Heartfelt Care Services Limited will provide a written or verbal response, depending on the nature of the complaint and how it was made.

The final response will normally include:

- a summary of the complaint;
- the outcome of the investigation;
- any action taken or proposed;

- any learning or service improvement identified;
- information on how the complainant may escalate the matter if dissatisfied.

If more time is needed to complete the investigation, the complainant will be informed as soon as reasonably possible.

## **5. Improvements**

Where a complaint highlights a weakness in practice, management will consider what improvements are needed and, where appropriate, put an action plan in place.

Any required changes to policy, procedure, communication, training, or service delivery will be implemented within a reasonable period.

## **6. Recording**

Once a complaint has been received, Heartfelt Care Services Limited will keep a record of:

- the date the complaint was received;
- the date it was acknowledged;
- the details of the complaint;
- the investigation carried out;

- the outcome reached;
- the date of the final response;
- any improvement actions identified.

## **7. Review**

This policy will be reviewed annually or sooner if:

- a complaint identifies a weakness in the current process;
- there is a significant change in business operations;
- relevant law, guidance, or best practice changes.

## **8. Anonymous Complaints**

Anonymous complaints may be considered where sufficient information is provided to allow a fair review. However, the ability of HCSL to investigate or respond fully may be limited where the complainant cannot be contacted for clarification.

## Training and Development

Policy Statement:

Heartfelt Care Services Limited invests in the continuous development of its employees.

Procedures:

**Training Needs Assessment:** Identify training needs based on job requirements and performance reviews.

**Training Programs:** Offer relevant training programs, workshops, and seminars.

**Evaluation:** Assess the effectiveness of training programs through feedback and performance improvement.

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## Health and Safety Procedures

### 7.1 Workplace Safety Policy

Statement:

Heartfelt Care Services Limited ensures a safe working environment for all employees.

Procedures:

**Safety Equipment:** Provide necessary safety equipment and personal protective gear.

**Emergency Procedures:** Develop and communicate emergency procedures. **Incident Reporting:** Report and investigate workplace accidents or injuries.

7.2 Client Safety Policy Statement:

Heartfelt Care Services Limited prioritizes the safety and well-being of its clients.

Procedures:

**Risk Assessment:** Conduct risk assessments at client locations.

Staff Training: Train staff on client safety protocols.

**Monitoring:** Regularly monitor and evaluate client safety practices.

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## Technology and Data Management

### 8.1 IT Security Policy

Statement:

Heartfelt Care Services Limited ensures the security of its IT systems and data.

Procedures:

**Access Control:** Implement access control measures to restrict unauthorized access. **Data Encryption:** Encryption is used to protect sensitive data.

Backup: Ensure regular backups are conducted to minimize the risk of data loss

**Security Training:** Provide IT security training to employees.

### 8.2 Data Management Policy

Statement:

Heartfelt Care Services Limited maintains accurate and secure data management practices.

Procedures:

**Data Collection:** Collect data with consent and for legitimate purposes only.

**Data Storage:** Store data securely and limit access to authorized personnel.

**Data Retention:** Retain data only for as long as necessary and in compliance with regulations. **Data Disposal:** Dispose of data securely when no longer needed.

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## Quality Assurance

Policy Statement:

Heartfelt Care Services Limited is committed to maintaining high standards of service quality.

Procedures:

**Quality Standards:** Establish clear quality standards and benchmarks.

**Monitoring:** Regularly monitor service delivery against quality standards.

**Feedback:** Collect feedback from clients and employees to identify areas for improvement.

**Ongoing Enhancement:** Apply updates and modifications informed by feedback and monitoring results.

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## Review and Revision

Policy Statement:

Heartfelt Care Services Limited regularly reviews and updates its policies and procedures.

Procedures:

**Review Schedule:** Conduct a policy and procedure review annually.

Revisions: Update policies and procedures based on regulatory changes, feedback, and best practices.

**Communication:** Communicate any changes to employees and stakeholders promptly.

# **Terms and Conditions for Heartfelt Care Services Limited**

## **Introduction**

Welcome to Heartfelt Care Services Limited.

These Terms and Conditions (“Terms”) set out the basis on which Heartfelt Care Services Limited (“HCSL”, “the Company”, “we”, “us”, or “our”) provides recruitment, staffing, placement, and related support services.

By engaging our services, the Client agrees to these Terms, subject to any separate written service agreement signed between the parties.

## Definitions

**Client** – any individual, business, organisation, or entity that engages the services of Heartfelt Care Services Limited.

**Candidate** – any individual introduced, referred, placed, recruited, or supplied by Heartfelt Care Services Limited.

**Worker** – any individual engaged by or through Heartfelt Care Services Limited for temporary, casual, or assignment-based work.

**Services** – recruitment, temporary staffing, permanent placement, and related employment support services provided by Heartfelt Care Services Limited.

## Service Description

Heartfelt Care Services Limited provides recruitment and employment placement services specialising in staffing support. We source, screen, assess, and introduce suitable candidates and workers to clients according to their requirements.

## Client Obligations

Clients must:

- provide accurate and complete information about their staffing requirements, work environment, duties, and expectations;

- comply with all applicable laws and regulations, including employment, health and safety, and data protection requirements;
- provide timely feedback on candidates, placements, and service issues;
- inform HCSL promptly of any concerns, incidents, changes to requirements, or termination of assignments.

## **Candidate and Worker Obligations**

Candidates and workers must:

- provide accurate and complete information regarding qualifications, experience, availability, right to work, and any other relevant compliance information;
- comply with all applicable laws, regulations, company policies, and lawful client instructions while carrying out duties;
- maintain professional conduct and meet the standards reasonably expected for the role.

## **Fees and Payment**

### **Fee Structure**

The fees for recruitment, staffing, or placement services will be set out in the applicable service agreement, rate sheet, booking confirmation, or other written agreement between HCSL and the Client.

## **Invoices**

Invoices will normally be issued weekly, or at such intervals as agreed in writing. The Client agrees to pay invoices within **7 days** of the invoice date unless otherwise agreed in writing.

## **Late Payment**

If payment is not received by the due date, HCSL reserves the right to:

- apply reasonable late payment charges where permitted by law or contract;
- suspend further supply of workers or services until outstanding sums are paid;
- recover any additional reasonable costs incurred in collecting overdue sums.

## **Refund Policy**

For **permanent placements**, where a placed candidate leaves the Client's employment within the applicable refund period, HCSL may offer either a replacement candidate or a partial refund of the placement fee, as follows:

- **100% refund** if the candidate leaves within **30 days**;
- **50% refund** if the candidate leaves between **31 and 60 days**;
- **25% refund** if the candidate leaves between **61 and 90 days**.

Any refund or replacement is subject to the Client having paid all invoices in full and complied with these Terms.

No refund applies to **temporary, short-term, or assignment-based placements** once the assignment has started.

## **Responsibilities of the Parties**

### **HCSL Responsibilities**

Heartfelt Care Services Limited will:

- source and screen candidates and workers based on the Client's stated requirements;
- verify relevant qualifications, experience, references, and compliance documents where appropriate;
- communicate role expectations and assignment information to candidates and workers;
- use reasonable efforts to provide suitable staffing support in line with business needs and availability.

### **Client Responsibilities**

The Client will:

- provide accurate and complete job descriptions, assignment details, and requirements;

- carry out any final selection or interview process where applicable;
- notify HCSL promptly of any changes to role requirements or assignment conditions;
- inform HCSL promptly if a placed candidate leaves within the applicable refund period.

## **Confidentiality**

Both parties agree to keep confidential any non-public information exchanged during the course of the business relationship, except where disclosure is required by law or authorised for legitimate business purposes.

Both parties must comply with applicable data protection and confidentiality obligations.

## **Liability**

Heartfelt Care Services Limited's liability for any claim arising out of or in connection with its services shall, to the fullest extent permitted by law, be limited to the fees paid by the Client for the specific services giving rise to the claim.

Nothing in these Terms excludes or limits liability where such exclusion or limitation would be unlawful.

## **Termination**

### **Termination by Client**

The Client may terminate the service relationship by giving **30 days' written notice**, unless otherwise agreed in writing. All fees due for services already provided remain payable.

## **Termination by HCSL**

HCSL may suspend or terminate services immediately where:

- the Client fails to pay fees when due;
- the Client seriously breaches these Terms or any service agreement;
- continued service provision would be unlawful, unsafe, or commercially unreasonable.

## **Dispute Resolution**

The parties will first seek to resolve any dispute through discussion and good faith negotiation.

If the matter cannot be resolved informally, the parties may agree to mediation before commencing formal legal proceedings.

## **Governing Law**

These Terms shall be governed by and interpreted in accordance with the laws of **England and Wales**.

## **Amendments**

Heartfelt Care Services Limited may update these Terms from time to time. Any significant changes will be notified where appropriate. Continued use of the services after such notification may constitute acceptance of the updated Terms.

## **Miscellaneous**

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

These Terms, together with any written service agreement or agreed rate schedule, form the basis of the working relationship between the parties unless otherwise agreed in writing.

## **Contact Information**

Heartfelt Care Services Limited  
Email: **info@hcslteam.co.uk**  
Phone: **07542732009**

# **HEARTFELT CARE SERVICES LIMITED CONFIDENTIALITY POLICY**

**Title of the Policy:** Confidentiality Policy

**Purpose:**

To provide information and guidance to employees and workers on maintaining confidentiality in all aspects of Heartfelt Care Services Limited's business activities.

**Scope:**

This policy applies to all non-public information, whether verbal, written, electronic, visual, or otherwise recorded, relating to Heartfelt Care Services Limited, its clients, candidates, workers, employees, contractors, suppliers, and business operations.

This policy should be read alongside HCSL's data protection, privacy, disciplinary, and information security procedures.

**Policy:**

Heartfelt Care Services Limited respects the privacy and confidentiality of all clients, candidates, workers, employees, contractors, and business contacts. All employees and workers engaged by HCSL are expected to keep confidential any non-public information obtained during the course of their employment or engagement.

Confidential information must not be disclosed to any unauthorised person, used for personal benefit, or shared outside the proper course of business.

This duty of confidentiality applies during and after employment or engagement with Heartfelt Care Services Limited.

**Confidential Information may include, but is not limited to:**

- personal data relating to clients, candidates, workers, and employees;
- contact details, identification documents, right to work documents, DBS information, references, and training records;
- client requirements, rates, service agreements, placements, schedules, assignments, and internal communications;
- payroll, finance, pricing, invoices, business plans, operational records, and company systems;
- any information marked confidential or which should reasonably be understood to be confidential.

## **Procedures**

### **1. General Duties**

All employees and workers must:

- keep confidential information secure and private;
- use confidential information only for legitimate company purposes;

- access information only where authorised and necessary for their role;
- avoid discussing confidential matters in public places or with unauthorised persons;
- avoid sharing company, client, candidate, or worker information through personal devices, personal email, or unauthorised systems;
- follow all company instructions relating to confidentiality, records, and data handling.

## **2. Sharing Information**

Confidential information may only be shared:

- where there is a legitimate business need;
- with authorised persons on a need-to-know basis;
- where required by law, regulation, safeguarding duty, court order, or official authority;
- where the company has given proper authority to do so.

Where information is lawfully shared, only the minimum necessary information should be disclosed.

## **3. Records and Documents**

All records, documents, files, databases, communications, and materials created, collected, or used in the course of work remain the property of Heartfelt Care Services Limited unless otherwise agreed in writing.

Employees and workers must:

- store records securely;

- protect passwords and system access;
- report lost, stolen, or misdirected information immediately to management;
- return company records, equipment, and materials when requested or at the end of employment or engagement.

#### **4. Breach of Confidentiality**

Any actual, suspected, or accidental breach of confidentiality must be reported to management immediately.

Heartfelt Care Services Limited will investigate alleged breaches and take appropriate action, which may include:

- internal corrective action;
- additional training or supervision;
- restriction of access to information;
- disciplinary action;
- reporting to relevant authorities where required by law.

Serious or deliberate breaches of confidentiality may be treated as misconduct or gross misconduct.

#### **5. Data Protection**

All employees and workers must handle personal data in accordance with:

- HCSL's data protection and privacy procedures;
- applicable UK data protection law;
- internal confidentiality and security requirements.

## 6. Review

This policy will be reviewed annually or sooner if:

- there is a change in law or guidance;
- a confidentiality incident identifies a weakness in current arrangements;
- business operations or systems change significantly.

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## Privacy Policy

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### Privacy Policy for Heartfelt Care Services Limited

Heartfelt Care Services Limited (“we”, “us”, or “our”) is committed to protecting your privacy. This Privacy Policy explains how we gather, manage and share your personal information. We collect, use, and share your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## Information We Collect

We collect the following types of personal data:

- **Personal Information:** Your name, email address, phone number, home address, and more.
- **Employment Information:** Job title (e.g., Support Worker, Care Assistant), work experience, qualifications, training certificates, DBS checks, and references.
- **Sensitive Data:** Health information when required (e.g., fitness for work), ethnic background (optional), and any other information relevant to the recruitment and employment process.

## How We Use Your Information

We use your data to:

- Facilitate recruitment processes for Support Worker and Care Assistant roles.
- Manage job applications and employment placements.
- Conduct background checks, including DBS, for compliance with health and social care regulations.
- Communicate with you regarding job opportunities or necessary updates.
- Ensure legal and regulatory compliance within the healthcare sector.

## How We Share Your Information

We may share your information with:

- Prospective employers for job placement purposes.
- Regulatory bodies, as required by law (e.g., Care Quality Commission, Disclosure and Barring Service).

- Service providers, such as payroll processors or HR software providers, who assist with business operations.

We do not sell or trade your personal information to third parties.

#### Data Security

We are committed to protecting your data by using suitable technical and organisational safeguards to prevent unauthorised access, disclosure, or loss.

#### Your Rights:

You have the right to:

- Request access to your data.
- Request correction of inaccurate or incomplete information.
- Request deletion of your data under certain circumstances.
- Withdraw consent at any time, where consent is used as the lawful basis for processing your data.

To exercise your rights, feel free to contact us at [Info@hcslteam.co.uk](mailto:Info@hcslteam.co.uk)

#### Changes to This Privacy Policy

This Privacy Policy may be updated periodically. Any modifications will be made available on our website.

Should you have any questions or concerns regarding this policy, please get in touch with us at 00447542732009.

#### Non-Discrimination Policy

##### Non-Discrimination Policy for Heartfelt Care Services Limited

Heartfelt Care Services Limited promotes an inclusive and diverse workplace for all Support Workers and Care Assistants. We strictly prohibit discrimination based on the following:

- Race, ethnicity, or nationality
- Gender, gender identity, or gender expression
- Sexual orientation
- Age
- Disability

- Religion or belief
- Marital status or family status
- Pregnancy or maternity

### Scope of the Policy

This policy applies to all employees, job applicants, clients, and contractors associated with Heartfelt Care Services Limited. It covers all aspects of employment, including:

- Recruitment and selection for Support Worker and Care Assistant positions
- Training and development opportunities
- Work conditions and benefits
- Employees must protect clients' confidentiality, including personal data, medical records, and any sensitive information encountered during their duties.
- Breaches of confidentiality may result in disciplinary action, including termination of employment.

### Training and Development

- Employees must participate in mandatory training sessions to equip them with the skills and knowledge required to carry out their duties effectively and safely.
- Opportunities for additional training and development will be provided to promote professional growth.

### Equal Opportunity

- Heartfelt Care Services Limited is committed to providing all employees and applicants equal employment opportunities. We do not tolerate discrimination and provide fair treatment based on merit and performance.

### Grievances

- Employees are encouraged to address grievances openly with their supervisor. They may escalate the issue to HR or management if it remains unresolved. Termination
  - Employment or engagement with Heartfelt Care Services Limited may be ended in accordance with the

relevant contract, company procedures, and applicable UK employment law.

# HEARTFELT CARE SERVICES LIMITED DISCIPLINARY POLICY AND PROCEDURE

**Title of the Policy:** Disciplinary Policy

**Purpose:**

To provide information and guidance on how Heartfelt Care Services Limited will manage disciplinary matters fairly, consistently, and in line with company standards and applicable UK employment law.

**Policy:**

Heartfelt Care Services Limited recognises that from time-to-time disciplinary action may be necessary where there are concerns relating to conduct, performance, attendance, compliance, or behaviour in the workplace or during assignments.

The purpose of this policy is to:

- encourage acceptable standards of conduct and performance;
- ensure disciplinary matters are handled fairly and consistently;
- provide employees with the opportunity to respond to concerns raised;
- support early resolution of problems where possible;

- protect the interests of the company, its clients, workers, candidates, and staff.

Heartfelt Care Services Limited will deal with disciplinary matters fairly, reasonably, and without unnecessary delay. Informal action may be appropriate in some cases. More serious or repeated matters may result in formal disciplinary action.

**Scope:**

This policy applies to all employees and workers engaged by Heartfelt Care Services Limited.

This policy is guided by:

- ACAS Code of Practice on Disciplinary and Grievance Procedures;
- ACAS guidance on discipline and grievances at work;
- applicable UK employment law.

**Examples of matters that may lead to disciplinary action include:**

- poor timekeeping or attendance;
- unauthorised absence;
- failure to follow company procedures or client instructions;
- poor performance or failure to carry out duties to the required standard;
- inappropriate behaviour towards clients, colleagues, candidates, workers, or members of the public;

- breach of confidentiality or data protection requirements;
- misuse of company property, records, systems, or information;
- discrimination, bullying, harassment, or victimisation;
- health and safety breaches;
- failure to maintain required compliance documents or training where applicable;
- any other conduct that may reasonably justify disciplinary action.

**Examples of gross misconduct may include:**

- serious breach of confidentiality;
- theft, fraud, dishonesty, or deliberate falsification of records;
- serious insubordination;
- physical violence, threatening behaviour, or serious verbal abuse;
- serious discrimination, harassment, or bullying;
- deliberate breach of health and safety rules;
- attending work or an assignment under the influence of alcohol or illegal drugs;
- serious misuse of company or client information;
- malicious damage to company or client property;
- any serious act likely to damage the reputation or business interests of HCSL.

Gross misconduct may result in summary dismissal following investigation and disciplinary hearing.

## **Harassment and Bullying**

Heartfelt Care Services Limited does not tolerate harassment, bullying, victimisation, or discriminatory behaviour of any kind.

Any such behaviour may result in disciplinary action up to and including dismissal.

Employees are encouraged to report concerns to management as soon as possible.

## **General Standards of Conduct**

All employees and workers are expected to:

- act professionally and respectfully at all times;
- maintain confidentiality;
- comply with company policies and procedures;
- follow lawful and reasonable management instructions;
- behave appropriately when dealing with clients, workers, candidates, colleagues, and members of the public;
- maintain acceptable attendance, punctuality, and reliability;
- uphold the reputation of Heartfelt Care Services Limited.

# **HEARTFELT CARE SERVICES LIMITED DRUG AND ALCOHOL ABUSE POLICY AND PROCEDURES**

**Title of the Policy:** Drug and Alcohol Abuse Policy and Procedures

**Purpose:**

To provide information and guidance on Heartfelt Care Services Limited's expectations regarding alcohol, illegal drugs, misuse of medication, and any other substance that may impair a person's ability to work safely, professionally, and effectively.

**Policy:**

Heartfelt Care Services Limited is committed to maintaining a safe, professional, and reliable working environment. Employees and workers must not report for work, attend assignments, drive for work purposes, or carry out duties while under the influence of alcohol, illegal drugs, or any substance that may impair judgment, performance, conduct, or safety.

This policy applies to all employees and workers engaged by HCSL.

**HCSL's expectations are that:**

- no employee or worker attends work or an assignment while under the influence of alcohol or illegal drugs;

- no employee or worker consumes alcohol or illegal drugs during working time, paid breaks connected to work duties, or while representing HCSL;
- prescription or over-the-counter medication must not be misused;
- where medication may affect fitness for work, safety, concentration, judgment, or driving ability, the employee or worker must inform management before starting work or an assignment.

## **Procedures**

### **1. Recruitment and pre-engagement**

Heartfelt Care Services Limited may make its position on drugs and alcohol clear during recruitment, induction, and onboarding.

Where relevant to the role and lawful to do so, HCSL may consider disclosed information relating to substance misuse, criminal records, or compliance concerns when assessing suitability for work.

### **2. Fitness for Work**

All employees and workers are responsible for ensuring they are fit to work safely and professionally.

Employees and workers must not:

- attend work or an assignment under the influence of alcohol or illegal drugs;
- misuse prescription medication;
- take any substance that could impair performance, judgment, conduct, or safety without informing management where there is a risk to work duties.

If a person is unsure whether medication may affect their fitness for work, they should seek appropriate medical advice and inform management where relevant.

### **3. Support and Disclosure**

Heartfelt Care Services Limited recognises that substance misuse may sometimes involve health and welfare issues.

Where an employee or worker discloses a problem voluntarily and seeks help, HCSL will consider appropriate support, where reasonably possible, while balancing safety, operational requirements, and the interests of clients and the business.

Nothing in this policy prevents HCSL from taking disciplinary action where conduct, performance, safety, or attendance is affected.

### **4. Concerns at Work**

If management reasonably believes that an employee or worker may be under the influence of alcohol,

illegal drugs, or another impairing substance, HCSL may:

- remove the person from duties or an assignment immediately;
- investigate the matter;
- require the person to leave the workplace or assignment safely;
- suspend work allocation pending review where appropriate;
- take further action in line with company procedures.

Where lawful, proportionate, and contractually supported, HCSL may also consider additional investigation measures.

## **5. Disciplinary Action**

The following may be treated as misconduct or gross misconduct:

- attending work or an assignment under the influence of alcohol or illegal drugs;
- consuming alcohol or illegal drugs during working time or while representing HCSL;
- misuse of prescription medication affecting safety or performance;
- failure to disclose medication-related impairment where relevant to fitness for work;
- refusal to cooperate with a reasonable management instruction given for safety reasons;

- conduct linked to substance misuse that places clients, colleagues, the public, or the business at risk.

Serious cases may result in disciplinary action up to and including dismissal.

## **6. Criminal Conduct**

Where HCSL believes that criminal conduct may have occurred, the matter may be referred to the police or other appropriate authorities.

## **7. Confidentiality**

Information relating to substance misuse concerns will be handled as sensitively and confidentially as possible, subject to the need to protect safety, investigate concerns properly, and comply with legal obligations.

## **8. Review**

This policy will be reviewed annually or sooner if:

- relevant law or guidance changes;
- a case identifies a weakness in the policy;
- business or operational needs change significantly.

**About Heartfelt Care Services Limited**

Heartfelt Care Services Limited is a recruitment and employment agency based in the United Kingdom dedicated to delivering exceptional staffing solutions in the healthcare and retail sectors. The agency was founded with a vision to connect compassionate, skilled professionals with organizations in need of reliable, high-quality staff.

Specializing in temporary and permanent placements, Heartfelt Care Services Limited works closely with care homes, hospitals, clinics, and retail businesses to ensure that workforce needs are met seamlessly. The agency is committed to empowering its clients and candidates by fostering strong partnerships, delivering tailored staffing solutions, and ensuring compliance with industry standards.

From managing short-term placements to offering emergency staffing and comprehensive training services, Heartfelt Care Services Limited is more than just a staffing provider; it is a trusted partner committed to reliability, compliance, professionalism, and meaningful support for both clients and candidates.

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