

Employee Handbook

Updated: 09 May 2025

Introduction

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

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

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

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

The policies and procedures within this Handbook are non-contractual except where stated otherwise. They do not form part of the Terms and Conditions of your employment which are provided to you separately.

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

Our Background

We have extensive experience of delivering care and support to adults over the age of 18 and we have staff fully trained to care for people with learning and physical disabilities, sensory impairments, people with dementia, people recovering from operations who require rehabilitation care, people who are dependent on alcohol and drugs, end of life care and care for the elderly frail person who needs assistance with their day to day living and personal care. We are fully aware that there is a social aspect to care in the community and to this end we accompany service users to social events, visits to family and friends, shopping trips and any appointments they may wish to make. We also carry out practical tasks including, light cleaning, laundry and shopping. We have experience of working in rural areas and recruit staff that are familiar with the outlying areas.

Kumra Care are committed to equality of opportunity in all areas of our work. All individuals will be treated in a fair and equal manner and in accordance with the law regardless of gender, marital status, race, religion, colour, age, disability or sexual orientation.

Principles and Values for Kumra Care

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

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

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

Kumra Care's Aims, Objectives and Philosophy of Care

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

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

You, Your Contribution and Our Promise to You

You are a key member of our organisation. It is through your commitment and expertise that vulnerable people can continue their lives with the maximum of dignity and independence. We would like you to have the freedom to respond to the wishes of Service Users. However, it is important always to recognise that you have a professional relationship with Service Users, and you should always speak to your supervisor or

manager to ensure you are working safely and within professional boundaries.

In your position within Kumra Care, you have to negotiate a delicate balance between being supportive to the Service User and the professional context. You should always be aware that you support your Service User in a professional and paid capacity. This will mean that you should engage in activities with Service Users in a reflective manner. It will be important for you as an individual worker to be able to recognise when you may be crossing the boundary of professional good practice. This is not easy. We recommend that you talk to your supervisor or manager in charge if you have any doubts in this area. You can also speak to the Registered Manager if you have any concerns.

Safeguarding and Wellbeing

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

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

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

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

Code of Conduct

You are required to comply with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. A copy of the Code has been issued to you on your employment. You are accountable and responsible for ensuring that you understand and follow the Code of Conduct as a social care worker. If you are employed as a Registered Nurse, you will be expected to comply with the NMC Code and ensure you retain your professional registration.

Complaints

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

Escalating Concerns

All employees have a responsibility to report to their manager with regard to any changes in the physical, behavioural or social condition of the Service User; to any perceived lack of resources, help or advice, or any action by persons or organisations which may be harmful

to the Service User. You should also report any refusal of care or any time you are unable to deliver care as planned. You should ensure you read Kumra Care's Safeguarding Policy, Child Protection Policy and the Whistleblowing Policy.

COMMENCING WORK

Confirmation of Employment

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

Personal Details

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

Equal Opportunities

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

You will be requested to complete an Equal Opportunities Monitoring Form.

Non-Harassment Policy

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

Private Work for Service Users

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

DURING YOUR EMPLOYMENT

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

Induction Training

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

Working Standards

The management of Kumra Care, and many of its working practices, are set out in our Policies and Procedures, copies of which are available to you at all times. Policies and Procedures are kept in local offices and during induction training you will be informed where to find these. Also, during staff meetings and staff supervision meetings, individual Policies and Procedures will be discussed and copies given to you.

It is a fundamental part of your contract of employment that you familiarise yourself and abide by the policies and procedures of the company. Do not change, remove, or add to any of the documentation without the authorisation of the Registered Manager. You must report the existence or use of unauthorised documentation to the Registered Manager immediately. Kumra Care may have to comply with locally agreed policies, and it is important that you are familiar with them. Your manager will tell you about this during your induction.

Training – Induction and Ongoing

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

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

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

Hours of Work:

Your normal working hours are variable. Your working week will be organised by a rota which the Company will notify to you on a weekly basis.

You will be paid in respect of the work that you undertake. You will not be paid when you are not carrying out work for Kumra Care.

You will be required to work weekends, evenings or at night, and on public holidays as part of your normal working week.

You are expected to keep your working hours flexible to a reasonable extent, depending on the needs of the business to cater for emergency cover, sickness absence and any unforeseen eventualities to ensure the Service User has support at all times.

Business Expenses

We will reimburse you for authorised and legitimate expenditure, reasonably incurred by you, during the proper performance of your duties, i.e., travel, accommodation and other pre-agreed out-of-pocket expenses. You will be required to complete an expense claim form and support such a claim by submitting valid receipts. You should have prior approval from the Registered Manager or a Director before incurring any expenses.

Alterations and Modifications to the Employee Handbook

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

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

ANNUAL HOLIDAYS, HOLIDAY PAY AND PROCEDURES

Holiday Entitlement

Annual leave within Kumra Care commences and ends 1st January to 31st December. Full-time staff will be entitled to five point six (5.6) weeks which gives a total of 28 days' leave per year. For casual and part-time staff, this will be calculated pro-rata and will be in line with the terms of your contract of employment.

If your employment starts or finishes part way through the holiday year, your holiday entitlement during that year shall be calculated on a pro-rata basis.

All annual holiday requests must receive management approval before being taken. When you wish to take part of your annual holiday entitlement you should follow the procedure as set out below:

- All requests for annual holiday should be made in writing on the appropriate form (Holiday Request Form) at the earliest reasonable opportunity and no later than 4 weeks before the required start date. This form should be passed to the manager.
- The manager will consider the application, having regard to the needs of the company and the rules on annual holiday set out below. Where necessary, the Registered Manager will be consulted before a final decision is made.
- The bottom part of the form marked 'approved' or 'not approved' with brief reasons for refusal where applicable, should be signed by the manager and returned to you. Only on receipt of this form, duly approved, should you commit yourself to any holiday plans. If you pay a deposit for the holiday, before the dates are approved,

then the company is not responsible for any losses you may incur if the dates are refused.

- In the event, you dispute the decision of management, the company Grievances Policy and Procedure should be used.
- Once approval for annual holiday has been given, it will not normally be withdrawn.
- Your full annual holiday entitlement for the year must be taken, during the holiday year in which it accrues. No payment in lieu will be made for any untaken holiday, nor will you be allowed to carry it over to the next year.
- Where an employee or worker is on maternity, paternity or parental or adoption leave, he/she is entitled to accrue statutory and contractual leave in the normal way.
- A woman on maternity leave must be able to take her paid annual leave during a period other than her maternity leave. This applies to the entire 5.6 weeks of annual leave under UK law. Employers therefore have a duty to allow the worker to take all her annual leave before she goes on maternity leave or allow her to carry it over into the next holiday year.
- In case of sickness, employees and workers who are ill while on holiday to the extent that they would be unable to come to work (when they are meant to be at work) must comply with sickness absence reporting requirements as if they were at work. If they do this, they will be paid Statutory Sick Pay (SSP) and entitled to re-take their holiday at a later date.

Holiday Rules

The following rules apply to all holidays:

- No annual leave will be authorised from 17th December through to 5th January. Staff will be asked to give their desired availability over the Christmas and New Year period, however if the care services cannot be covered, due to staff requesting alternative shifts, then the normal two weekly availability system will come into force.
- Your annual entitlement includes the usual 8 public holidays. Kumra Care reserves the right to require you to work on a public holiday. If you are required to work on a public holiday, you will be paid an enhanced hourly rate (communicated to you at least 7 days prior to the public holiday). Employees who do not regularly work on the weekday on which a public holiday falls, are not entitled to enhanced pay for the day in question. However, their holiday entitlement will be adjusted to ensure that they receive a pro rata equivalent to full time employees.
- No more than 2 full-time members of staff and 1-part time member of staff are allowed to take their annual leave at the same time. This is to ensure that our service users receive their care and support without disruption.
- Where there are conflicting holiday requests, priority will normally be given to the employee whose request was received first. Management may exercise some discretion to ensure equitable treatment.
- No more than 2 weeks of annual holiday may normally be taken at one time. If you wish to exceed this limit, you must make your request to management at least 6 weeks in advance.
- Due to the nature of the business, we encourage staff to take 2 weeks' holiday during the two quarters from April to September and one each in the following two quarters.
- If you take annual holiday not previously approved, you will be deemed to be absent without authorisation and may be subject to disciplinary action, which could include dismissal.

- If you are ill or injured whilst on holiday, to the extent that you would be unable to come to work (when you are meant to be at work) then you may choose to treat the period of incapacity as sick leave and reclaim the affected days of holiday. In these circumstances, you must comply with the company's sickness absence reporting requirements as if you were at work. If you are already on sick leave before a pre-arranged period of holiday, you may choose to cancel any days of holiday that coincide with the period of incapacity and treat them as sick leave. You will be entitled to any SSP (not holiday pay) in relation to any such days of sickness. Any dishonest claims or other abuse of these rules will be treated as misconduct under the company's Discipline Policy and Procedure.
- Employees who are on sickness absence, including long term absence, continue to accrue statutory holiday entitlement. There may be limits to this as determined by law. Employees can elect to take holiday leave whilst off sick and must follow the usual booking procedure.

Payment on Public / Bank Holidays

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

SICKNESS / INJURY ABSENCE PAYMENTS AND CONDITIONS

Notification of Absence

The Sickness Absence Policy and Procedure is available to you from your local office. A failure to follow the Sickness Absence Policy and Procedure may result in absences being treated as unauthorised and could give rise to disciplinary action. Care staff must verbally call the office or on-call (out of office hours) to inform of any sickness. Text messages are not acceptable and will result in unauthorised absence being noted, and acted upon, on personal files.

Maternity

The Maternity Policy and Procedure is available at your local office.

Adoption Leave

The Adoption Leave Policy and Procedure is available at your local office.

Shared Parental Leave

The Shared Parental Leave Policy and Procedure is available at your local office. In essence, Shared Parental Leave allows a mother or adoptive parent to share their maternity or adoptive leave entitlement with their partner including any entitled to statutory pay.

Paternity Leave

The Paternity Leave Policy and Procedure is available at your local office.

GENERAL RULES AND REGULATIONS

Using your Own Car

If a Service User requests that you take them somewhere in your own vehicle, you should refuse. You are not insured if you do. We must point out that you are not insured by Kumra Care when using your own vehicle during working hours.

If you only use your car to travel to your permanent workplace, and then use other transport, or walk, between service users, you must inform your insurer to ensure that you have the correct level of insurance.

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

Additional Time off Work

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

Personal Property

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

Lost Property

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

Personal Telephone Calls

Such calls are only allowed in the case of emergency and with the prior permission of management. Please remember that, where provided, Kumra Care's telephones are provided solely for business use and abuse will not be tolerated. Personal mobile phones should be switched off during working hours. Staff should not, therefore, be answering or making calls while with a service user or where service users or their friends and relatives may be able to overhear conversations.

Mail

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

Buying or Selling of Goods

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

Friends and Relatives Contact

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

Uniforms, Personal Appearance & Appropriate Dress

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

Protective Clothing or Equipment

2 tunics or T-shirts are provided free of charge (1 for part-time employees), employees are to provide their own black trousers and flat, full shoes. No trainers are allowed. Uniforms must be worn throughout working periods. Employees may purchase additional uniforms and check for the prices with their respective managers. PPE, gloves, aprons and sleeves are provided free of charge.

Failure to wear protective clothing may be treated as a disciplinary offence. If the risk of injury is great the failure may, depending on the surrounding circumstances and any mitigating factors, be treated as gross misconduct.

The Health and Safety Policy and Procedure is available at your local office. The person responsible for Health and Safety at Kumra Care is the Registered Manager.

Smoking

This is a no smoking establishment. Smoking is not permitted within the premises. Your manager or supervisor will advise you of the designated smoking area at your place of work. Smoking is forbidden within the Service User's home or proximity.

Alcohol & Drugs

Kumra Care has a zero-tolerance approach to staff who attend work whilst under the influence of alcohol or drugs.

The Alcohol and Drugs Policy and Procedure is available at your local office.

Attendance & Time Keeping

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

The Absenteeism Policy and Procedure is available at your local office.

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

Handling Service User's Money

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

Employees must remember that Service Users may be vulnerable and rely on Kumra Care and its employees to exercise care and judgment on their behalf when it comes to their finances. Employees must not, therefore, accept any gifts of any value or seek to borrow any money from a service user. Employees must not remove property or money from a service user without permission or purpose. This policy is designed to protect both employees and the service user and any employee that is found to be in breach of the policy may face disciplinary action which could result in dismissal. Where we believe a person has caused harm or poses a future risk of harm to vulnerable groups, including children, we will refer to the Disclosure and Barring Service in line with our statutory duties.

Information About Service Users

Information about Service Users is held in their individual Care Plan, which is accessed using your mobile phone. If you are attending a Service User for the first time, please make yourself familiar with the Service User's needs through reading the Care Plan, preferably before you arrive at the property. If you have any doubts, contact the person in charge/Registered Manager. All information to which you have access about a Service User must be treated as highly confidential (see Code of Confidentiality). On each occasion on which you attend the Service User you should record on the notes section of your Mobizio app, brief details of duties carried out and general information regarding the Service User's situation. Please also use the notes section as a means of communicating information to the next Carer on duty with your Service User, or as a reminder for yourself. All medication tasks must also be completed via the Mobizio app.

Gifts, Wills, Donations and Bequests

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

Parking

Private vehicles parked on or around our premises are done so at the owner's risk and we accept no liability for any damage caused to such vehicles. When parking at a service user's home please be mindful of blocking driveways of family and neighbours.

Do not park in any dark, unlit areas.

Housekeeping

Please keep work area clean and tidy at all times. Please report any concerns about housekeeping to the Registered Manager.

Infectious/Contagious Illness

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

Loss, Damage and Wastage

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

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

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

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

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

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

Accepting Work

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

If you are unable to attend a call, you must give us as much notice as possible [minimum of 1 hour] so that the coordinators can recover your calls. Last minute cancellations are not acceptable and can lead to disciplinary action.

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

Personal Hygiene

Kumra Care requires all employees to present themselves in a professional manner, with regard to attire, personal hygiene and appearance. These standards are commensurate with our organisational practices of appropriate business conduct, professionalism and

dress code.

Employees are expected to meet hygiene requirements by:

- Maintaining personal cleanliness by regular/daily washing/bathing
- Maintaining oral hygiene
- Using deodorant / anti-perspirant to minimize body odours.
- Not using heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some people, especially service users.
- Keeping fingernails clean and trimmed
- Washing hands after eating, using the restrooms, and completing personal care tasks

Assisting a Service User to maintain personal hygiene requires a great deal of tact and skill on behalf of the carer. Maintaining personal hygiene is more than making sure a person has had a wash and has clean clothing. It is also about choice, communication and independence. The way we wash, and dress, is a direct expression of our personality and/or cultural beliefs and background. We all like to look and feel good, and age should not have to alter this.

All Service Users have the right to choose what they want to wear, but we have to ensure that what they wear is suitable for the climate on that particular day. Initiative is required at all times to make sure that the person you are visiting is safe and content.

Identification Badges

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

Mobile Telephones and Driving

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

- Never make or receive calls when driving.
- Never make or receive personal calls when in the Service Users home
- Check for messages and deal with any calls when you are safely parked, and the engine is switched off.

The only exemption to the above procedure is calls to 999 in genuine emergencies where it is unsafe or impractical to stop.

Political and Religious Activities

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

Record of Attendance

We operate a logging in/out system. This enables us to confirm that attendance at the service user has occurred. It is also the information we rely on to complete invoicing and

wages. It is therefore important from your perspective that you fulfil this task. Failure to do so may result in non-payment of money due to you.

SECURITY AND CONFIDENTIALITY

Confidentiality

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

It is the responsibility of all staff to ensure data security. You will be responsible for the confidentiality, integrity and availability of all data which you have access to in the course of your work.

You must adhere to our Data Protection Policy and associated policies, which will all be made available to you. Failure to adhere to these policies may result in disciplinary action.

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

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

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

Use of Computer Equipment

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

The Computer Email and Internet Usage Policy and Procedure is available at your local office.

Rights of Search

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

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

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

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

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

Communications or Statements to the Media

Only the Director of Kumra Care is authorised to make any communication or statement to the media in matters relating to the business.

STANDARDS OF CONDUCT / PERFORMANCE

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

General Attendance (Absence / Timekeeping)

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

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

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

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

Conduct Outside Working Hours

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

Social Networking

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

- Is derogatory or critical of the business
- Results in adverse publicity
- Could constitute any form of bullying or harassment of a colleague or Service User
- Would be a breach of our Equal Opportunities policy
- Would cause us to question your suitability to be working with our Service Users.

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

Employees should not connect/be 'friends' with service users on social media unless there was a relationship (family or friend) prior to them becoming a service user of Kumra Care or you have permission from the Registered Manager. This is to protect the reputation of Kumra Care and avoid the risk of adversely affecting relations with our service users and prevent any safeguarding issues arising.

Stock/Property

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

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

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

Work Performance

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

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

Health and Safety

The Health and Safety Policy and Procedure is available in your local office.

LEAVING KUMRA CARE

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

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

Terminating Employment Without Giving Notice

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

- Costs incurred in covering shifts under your notice period by someone who is on a higher hourly rate
- All costs incurred in providing urgent cover as a result of your failure to work all or some of your notice period will be calculated, and the pay you would have received during that period will be deducted from this cost which will leave a balance which equates to the 'additional cost' arising from your breach of contract.

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

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

References

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

Redundancy

The Redundancy Policy and Procedure is available in your local office.

DISCIPLINARY PROCEDURES

Discipline and Disciplinary Appeals

The Discipline Policy and Procedure is available in your local office.

Grievance Procedure

The Grievance Policy and Procedure is available in your local office.

Whistleblowing

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

GOOD PRACTICE STATEMENT

Mental Capacity

It is essential to be familiar with the Mental Capacity Act guidance and to recognise diminished or fluctuating capacity. Confusion, memory loss, aggression and changes in personality or behaviour are some symptoms that can be caused by some prescribed medications, other treatable causes i.e. urinary tract infection or chest infection, dementia or other mental health illness. Medical advice should be sought. Sometimes changes will be permanent and progressive. All people with mental health illnesses should be treated with the same respect accorded to any other Service User. They should be enabled to make decisions about their own lives to the fullest extent of their abilities. Service Users can be supported to complete Preferred Priority Care document which will enable them to make decisions about preferred place of care as well as about details of daily routine and managing finances. Patience and sensitivity will be called for from the Support Workers who can help support the Service User.

Exercising choice and control involves risk, and independence should not be unnecessarily curtailed because of others' fears. Restriction of rights and freedoms will be strictly limited, subject to agreed safeguards in Care Planning. Care workers supporting people with mental illnesses will have education and training about mental health, and multi-disciplinary working will be encouraged. Instances of necessary denial of rights to restraints will be recorded and reported, restraint must be limited to exceptional circumstances only and in accordance with the Deprivation of Liberty Safeguards. The Service User and advocates will be involved in making any decisions about care services which restrict Service Users in any way and will be notified of emergency actions.

Progressive and Multiple Conditions

Older and disabled people's need for care may not be stable and consistent. Some illnesses or disabling conditions, for example motor neurone disease, progress rapidly; Service Users will be confident that the care worker will respond quickly and appropriately when disability increases, i.e. by reporting change to the Registered Manager. Multiple disability disorders and chronic illness, including stroke and osteoarthritis, are common among older people, and a sufficient care service can prevent long term residential, nursing or hospital care for Service Users, if that is the Service User's wish.

Terminal Illness

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

Isolation and Loss

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

Discrimination

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

Safeguarding

Abuse may be described as physical abuse, domestic violence, sexual abuse, psychological abuse, financial or material abuse, modern slavery, discriminatory abuse, organisational abuse, neglect and acts of omission, self-neglect as defined in the Care Act 2014. Care workers will be able to identify the possibility of abuse which may not be the result of an acute situation but of concern over a period of time. All care workers are/will be familiar with the indicators of abuse and will report any suspicions to the Registered Manager or person in charge.

The Safeguarding Policy and Procedure is available in your local office should you not have been issued with this at Induction.

Professional Boundaries

Kumra Care recognises that it is important for their staff to establish a rapport with Service Users and provide friendly, caring and accessible services.

The rights and needs of Service Users and their families and friends will be respected at all times. However, it is acknowledged within Kumra Care that the relationship

between the Service User and Care Worker is not one of equal balance. Kumra Care understands that the relationship with Service Users must focus solely upon meeting the needs of the Individual. It is not established to build personal or social contacts for staff. Moving the focus of care away from meeting the needs of individuals or those who care for them, towards meeting the member of staff's own needs is an unacceptable abuse of power.

This power must not be abused at any time. It is essential, therefore, that all interactions between Service Users, their families and Kumra Care staff must be in the context of a professional relationship. Staff will therefore have a clear framework within which to provide care. Kumra Care will make it clear that the responsibility to maintain professional boundaries rests with individual members of staff.

We recognise that a member of staff may develop an attachment towards a particular Service User or Service Users and while this may be natural, Kumra Care staff or those engaged in work on our behalf, must ensure that this does not lead to a breach of professional boundaries. We take the breach of personal and professional boundaries very seriously and failure to follow this policy may result in disciplinary action. Breaches of professional boundaries may require investigation under Kumra Care's Safeguarding procedures, and we will ensure we dovetail with any local policies and procedures alerting CQC and Local Authorities Safeguarding Teams without delay.

The Professional Boundaries Policy and Procedure is available in your local office should you not have been issued with this at Induction.

Staff Handbook issued to:

Name:

Branch: Swansea

Date:

I confirm receipt of this Staff Handbook and agree that if I terminate my employment, or have my employment terminated by the company, I will return the full document within 48 hours of my leaving date.

I also confirm that I have been informed where all the Policies and Procedures documented within the Handbook can be located and I am aware that I must ensure I am fully conversant with these and that I may request copies of all, or individual policies, at any time.

Date:

Signature of staff member:

Date:

Signature of Manager: