

Supporting Children & Adults Across South Wales



## **Family Support Wales**

### **Staff Handbook**

## Supporting Children & Adults Across South Wales

### **FSW Details**

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**Responsible Individual:** Clive Pearce

**Office Opening Hours:** 08.00 – 17.00

**Out of Hours:** 17.00 – 08.00

### **INTRODUCTION**

Welcome to Family Support Wales. We are really pleased that you are part of our team. We do hope you enjoy working with us and we look forward to your positive impact on our team.

This handbook will act as a guide for you during your journey with us. It will help you understand Family Support Wales, your role, and our service users. There are many useful reminders and details in this book.

We hope you will find it useful over the coming years.

If you have questions or concerns, please do not hesitate to contact us at the office or see your community manager.

Thank You

**Clive Pearce**

## Supporting Children & Adults Across South Wales

### **Our Mission Statement**

Our mission is to provide an excellent standard of service to all those we support and care for. We believe in the freedom of choice and the value of social inclusion. Family Support Wales embrace the values that underpin quality service delivery and offer a non-discriminatory approach in all we deliver.

Our policies are based on recognising dignity, respect, fulfilment, choice, and outcomes. Our company focus is on how we actively evolve our person-centred approach in all that we deliver.

Quality is foremost in our day to day engagement with customers and is central to our overall strategy. Training is at the heart of our development and we aim to deliver a quality service with skilled staff that encompass all that is good about the industry we value.

For our customers we strive to maximise value for money and deliver quality services that push beyond expectation. For our staff we strive to nurture and develop the core values of care and support and build on compassion for this caring industry we work in.

*Our values are...*

- Compassion
- Empowerment
- Safety
- Belonging
- Professionalism

### **Family Support Wales Philosophy of Care**

Family Support Wales philosophy of care is built on our principle values of:

- ❖ Compassion
- ❖ Empowerment
- ❖ Safety
- ❖ Belonging
- ❖ Professionalism

As a company we offer understanding and compassion to those we support in regard to their personal circumstances and challenges. During difficult situations our staff will have an understanding of underlying issues and deal with difficulties with compassion. Working closely with our service users, families and other professionals will support empowerment to access community facilities and achieve a personal status within their locality. Our involvement with those we support will be meaningful and safe through our diligent and holistic assessment process.

We hope to support individuals to feel they belong in the area they live in. By supporting them to be involved in things that are dear to them we aim to assist with social inclusion and personal outcomes.

We believe that professionalism underpins our company's desire to offer quality support. Meticulous recruitment, a high standard of training and ongoing meaningful support of our staff will help us deliver a quality service.

Compassion • Empowerment • Safety • Belonging • Professionalism

## Supporting Children & Adults Across South Wales

Family Support Wales will actively seek to promote independence and choice in the service we provide and will recognise the personal values, culture, and customs of those we support.

### **Aims and Objectives**

Family Support Wales is a company that offers and provides a range of community-based services to children and adults. Our service provision focuses on community-based activities to support social inclusion and interaction.

Our aim is to offer quality community support to children and adults that will focus on social inclusion and integration. Our services will focus on community activities and promoting the individual's ambitions within their own environment.

Our objectives are service user focussed and will be in line with their own outcome-based requirements. Working closely with those we support, their families, case managers and other professionals we will offer community support that will be person centred and meaningful. Our objectives will include:

- Community support with every day routines such as: shopping, cooking and cleaning.
- Community based activities such as: swimming, bowling, walking, bike riding etc.
- Community based learning, supporting individuals to attend school, college, community learning projects etc.
- Supporting individuals and their families with their social engagements and life activities, this may include a sit service or overnight support.
- Supporting service users when they attend medical appointments such as GP visits, hospital appointments and dental appointments.
- While supporting we will monitor service users' physical health and make sure their health needs are met.
- We will monitor any mental health issues they may have and take appropriate action when necessary.
- Assistance with finances with social activities, shopping or any other activity that involves spending money, ensuring they make informed purchasing decisions in line with their financial abilities.
- Monitoring service user's diets and advising and encouraging a healthy diet and nutrition.

### **The Types of Services Provided**

Family Support Wales is registered with the Care and Social Services Inspectorate Wales (CIW) for the delivery of Regulated Services to children and adults.

The defined Regulated Activities are delivered to a wide range of Service Users which include the following.

- Older persons (65+)
- Physical disabilities
- Learning Disabilities
- Dementia
- Mental Illness and trauma
- Younger Adults aged 18-65
- Transitional Adults (Moving from Children to Adult Services)
- Children

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Family Support Wales provides a service which is tailored to the needs of the individual service user who can no longer manage to maintain themselves without support. Our support services include:

- Personal care to include washing, dressing, bathing, toileting.
- Community support and activity-based engagement
- 221 and 121 support for children and adults with challenging behaviour
- Buddying and mentor support for children and adults
- Support for children and adults impacted by mental health and/or trauma
- Domestic duties to include washing up, cleaning, laundry etc.
- Maintenance duties to include shopping, food preparation, pension collection.
- Social duties to include engaging with clients, enabling, motivating and friendship
- Monitoring duties to include medication, health related activities, recording appropriately tasks undertaken.
- Wake nights and sleep-ins for children and adults

We offer a high-quality service that is person centred and focussed on enabling those we support to achieve their desired outcomes. Our services are audited on a regular basis with the collated information used to improve our service delivery. Family Support Wales also carries out annual service user satisfaction surveys with all service users, families, professionals and their staff.

Staff are supervised, supported and trained to work with people who have a wide range of disabilities and illnesses.

### **Family Support Wales Code of Conduct**

This code of conduct has been drawn up to ensure we meet and maintain high standards of service delivery and professional conduct while representing Family Support Wales. Our aim is to establish and sustain the highest reputation for quality with our service users.

It applies to all people employed in a paid capacity who are representing Family Support Wales and working to help achieve the aims of the organisation. It forms part of the contractual relationship between Family Support Wales and those we employ.

All Family Support Wales personnel must sign the Code of Conduct. A signed copy will be kept on your personnel file.

### **Care Standards**

Family Support Wales is registered with and regulated by the Care and Social Services Inspectorate Wales. Our service delivery includes community support and personal care to vulnerable children and adults.

### **Process for the Delivery of Care and Support**

Family Support Wales receives referrals from individuals and families with support needs, councils and other professional bodies. When we receive a referral our management team will arrange to meet the service user to agree the details of the service, the times when support will be provided and how often this will be. In order to ensure the health and safety of service users and our staff, all tasks will be risk assessed and set out as part of a service delivery plan.

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All aspects of the assessment with the service user will be person centred and focussed on supporting the individual to accomplish their aims and objectives.

All assessments and agreed outcomes will be arranged to suit the physical and emotional needs of the service user and will be in line with the company's service abilities and registration status.

Family Support Wales will involve other relevant professionals in the development of the service and service delivery plans with the service users' consent. Support and care workers will only provide the services which are stated on the service delivery plan.

We endeavour to meet the needs of our service requirements while maintaining safe working conditions for all our staff. We acknowledge that we work in a challenging environment where there is a high level of risk. We also understand that those we support can display new and sporadic behaviour patterns. There are occasions when a behaviour becomes apparent to us while on service with the individual. When this happens, we work according to the guidelines and processes to reduce risk and keep both staff and service safe.

### **Policies**

All Family Support Wales staff have access to our policies and procedures and are expected to offer a service within the guidelines and boundaries of these documents. These policies cover a range of topics including safeguarding, Health & Safety and Assessment of Need. By adhering to these policies, we ensure safe working practice while working with our service users. Some selective policies will be made available as part of our induction period, these specific policies will need to be read and signed for by staff as part of our monitoring process.

A full set of policies can be accessed via Cascade Go and our office. There are a few of the essential policies on our [familysupportwales.co.uk](http://familysupportwales.co.uk) website. Below are some relevant policy statements:

### **Health & Safety**

#### **Policy Statement**

Family Support Wales is engaged in the provision of quality care and support to individuals and recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe, healthy and compliant with all statutory requirements and Codes of Practice.

#### **Legal Requirements**

The legal requirement to have a health and safety policy is a direct obligation arising from the *Health and Safety at Work etc. Act 1974* (HSWA 1974). It requires that every employer with five or more employees must prepare and revise, as often as necessary, a written health and safety policy for the workplace, and must explain the arrangements for putting that policy into force.

This policy and any revision must be brought to the notice of employees. Failure to have a written health and safety policy can result in the issue of an improvement notice ordering the matter to be attended to within a fixed period. Non-compliance can result in prosecution and a fine.

#### **The Policy**

Family Support Wales is committed to ensuring the health, safety and welfare of its staff, so far as is reasonably practicable, and of all other persons who may be affected by our activities including visitors, contractors, patients and their relatives.

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The organisation will take the following steps to ensure that its statutory duties are met at all times:

- Each employee should be given such information, instruction and training as is necessary to enable the safe performance of work activities.
- All processes and systems of work should be designed to take account of health and safety and will be properly supervised at all times.
- Adequate facilities and arrangements will be maintained to enable employees to raise issues of health and safety.
- Competent persons should be appointed to assist in meeting statutory duties including, where appropriate, specialists from outside the organisation.
- This document will be regularly monitored to ensure that its objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.

### Duties of the organisation

The organisation recognises its responsibility under the HSWA 1974 and the *Management of Health and Safety at Work Regulations 1999* (MHSWR) to ensure that all reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and compliant with all statutory requirements and codes of practice. Employees, patients, contractors and visitors are expected to abide by safety rules, and to have regard to the safety of others within the organisation.

This organisation's policy is, so far as is reasonably practicable, to apply the following:

- Make a suitable and sufficient risk assessment of all work activities and of every patient's home before a member of staff is allocated to that home
- Negotiate appropriate risk management measures to reduce any identified risks or hazards to an acceptable level
- Communicate agreed risk management measures to all necessary persons and staff involved and to ensure regular monitoring of risk levels
- Provide and maintain equipment such that it is safe and appropriate to use
- Provide any relevant and appropriate protective equipment or clothing required by staff to perform their role safely if in line with contractual obligations
- Provide the information, instruction, training and supervision required to ensure the health and safety, at work, of employees and others
- Control and maintain the organisation's offices in a safe condition, with appropriate risk assessments and management as above
- Conduct, record and implement the findings from regular risk assessments performed in accordance with Regulation 3 of the Management of Health and Safety at Work Regulations (HSWR)
- In the event of any accident or incident (such as a near miss) involving injury to anybody, to make a full investigation and to comply with statutory requirements relating to the reporting of such incidents
- Appoint a Health and Safety Manager.

The Health and Safety Manager for the organisation is **Clive Pearce**.

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### **Duties of employees**

The successful implementation of this policy requires total commitment from all employees. Each individual has a legal obligation to take reasonable care for their own health and safety, and for the safety of other people who may be affected by either their acts or omissions.

### **It is the policy of Family Support Wales that, under s.7 of the HSWA 1974, it is the duty of every employee at work:**

- To take reasonable care of their own health and safety and those of any other person who may be affected by their acts or omissions at work
- To co-operate with their employer to enable any duty or requirement to be complied with that is either imposed on their employer by or under any relevant statutory provisions.

In addition, no person employed by the organisation shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any statutory provisions. Failure to abide by this policy will be considered a disciplinary offence.

### **Equal Opportunities Policy**

Family Support Wales is committed to a policy of equal opportunities for all and requires all employees to abide by and adhere to this general principle, and to the requirements of the Code of Practice laid down by the Equality and Human Rights Commission.

### **In particular in Family Support Wales:**

- Discrimination on the grounds of race, colour, ethnic or national origin, religion, class, disability, special needs, on grounds of sex or marital status, or membership or non-membership of a trade union will not be practiced or tolerated
- Family Support Wales expects all employees, of whatever grade or authority, to abide by and adhere to this general principle
- Staff will be promoted, employed and treated fairly on the basis of their ability and merits and accordingly to their suitability and no one will be disadvantaged by a condition or requirement that is not justified by the genuine needs of their job or of the proposed job
- Family Support Wales is committed to challenging any form of discrimination it encounters
- In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Family Support Wales will be based on merit, qualifications and abilities
- Employees or Service Users with questions or concerns about any type of discrimination in Family Support Wales are encouraged to bring these issues to the attention of Family Support Wales management or owner
- Any breach of this policy should be reported to the on-duty manager or to a senior, responsible member of organisation staff; breaches will be dealt with through Family Support Wales's disciplinary procedures.

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### **Procedure for Dealing with Complaints of Discrimination**

Employees or contracted staff who believe that they are subject to discrimination at work, either by Family Support Wales or by another employee, can have recourse to Family Support Wales's grievance procedure as set out in their terms of employment. Some discriminatory acts may contravene the *Sex Discrimination Act 1975* or the *Race Relations Act 1976*. These and other forms of discrimination will be taken seriously by Family Support Wales. Failure to comply with the Equal Opportunities Policy and proven acts of discrimination by an employee will be handled under Family Support Wales's disciplinary procedure.

#### **Complainants should:**

- Record the details of what happened or of the specific nature of the complaint
- Record details of when and where any occurrence took place
- Record the names and contact details of witnesses if appropriate.

**All complaints should be dealt with in a professional and confidential manner.**

### **Health and Safety Training**

All health and safety training will be recorded on the individual staff members' training file and also on a general register maintained by the training and development officer. Induction training will include the following core subjects:

1. Fire safety, emergency evacuation procedures and the requirement of safety systems in users' homes.
2. Moving and handling training relating to the 2 day All Wales Manual Handling passport (For double handed services only)
3. Accident reporting systems and requirements.
4. Emergency first aid procedures.
5. Positive behaviour management
6. Risk assessment.
7. Hygiene and infection control.
8. Control of Hazardous Substances on Health Regulations 1994 (COSHH).

Training will be monitored and facilitated by Family Support Wales, and staff training and development needs will be subject to regular review through appraisal. Training is updated regularly.

### **Accident / Incident Reporting**

Family Support Wales recognises its responsibility to ensure that all reasonable precautions are taken to provide working conditions that are safe, healthy and compliant with all statutory requirements and codes of practice.

The organisation recognises that even in the safest of working environments accidents are, from time to time, inevitable. The *Health and Safety at Work Act 1974* requires employers to ensure the health, safety and welfare of all their employees as far as is reasonably practicable. As part of this commitment, employers must, by law, notify certain categories of accidents, specified cases of ill health and specified dangerous occurrences to the Health and Safety Executive (HSE) or the local authority (LA) to comply with the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013* (RIDDOR).

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This is necessary so that the Health and Safety Executive HSE can determine trends and patterns in workplace accidents and put in place legislation and guidelines that will safeguard workers all over the UK. It also helps the organisation to determine local patterns and causes of accidents so that it can ensure that preventative measures are in place to avoid a recurrence. Therefore, in this organisation, all accidents, incidents and “near misses” must be recorded and reported to the management.

Records will be retained by Family Support Wales for 7 years after the event. Accidents needing medical attention and involving a service user while a care worker is in attendance, needs to be reported to the Care and Social Service Inspectorate Wales (CIW). This will be done via the registered manager.

### **First Aid**

All Family Support Wales staff will undertake basic emergency first aid training. Further training and refresher training must be taken as directed by the community support manager. A first aid box is kept in the office which complies with health and safety regulations.

### **Mobile Phones**

Although mobile phones are part of our day to day life and have a purpose in regards to personal emergencies, any use that is not work related or considered an emergency is likely to lead to disciplinary action. If a service user makes a complaint about mobile phone use, the complaint will be taken seriously. Please refrain from unnecessary phone use.

### **Chemical Hazards**

After an initial assessment of a service users’ home, staff who come into contact with a substance listed under COSHH regulations will be issued with the relevant data sheets, personal protective equipment and trained in the correct use of that substance.

### **Smoking**

Staff are not permitted to smoke tobacco or any other substance while working with service users whether or not the permission from the service user has been given. Staff are not permitted to smoke whilst supporting a service user when out in the community. Staff are not permitted to smoke in Family Support Wales vehicles or in their own vehicles when carrying colleagues or service users. All of Family Support Wales offices are smoke free.

### **Alcohol and Drugs**

All Family Support Wales personnel must present themselves fit for work. At no time whilst on duty should Family Support Wales personnel take any alcoholic beverage or be under the influence of any illegal substance.

### **Fire Safety**

It is likely that many of our service users have not addressed the implications of fire in their own homes. Staff should ensure that they have established their own evacuation plans and discussed these with the service users in order to ensure that everyone would know what to do in the event of a fire occurring in a service users’ home. These procedures should be fed back to the community support manager and recorded in the service delivery plan.

### **Protective Equipment**

Family Support Wales provides free personal protective equipment for use with our service users if it is part of our contractual obligation. This includes disposable plastic aprons and gloves that are available from the office. Staff should take responsibility for replenishing personal supplies. There is a supply of personal protective equipment stored in the office for emergency. Any other protective equipment supplied to staff remains the property of Family Support Wales.

Please be aware that many of our services have the responsibility to provide FSW staff with basic PPE such as gloves and aprons for tasks such as completing personal care. If you are unsure who has responsibility of providing PPE for specific services please contact the office to confirm.

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### **Medical Health**

Any medical examination or health check that is required and related to the job description of the support/care worker will be provided without charge to the individual – e.g. hepatitis inoculations. All personnel must ensure that their senior staff member is made aware of any health condition which may in any way affect their ability to perform their required duties.

### **Identification Badges**

All family Support Staff are required to carry personal identification at all times during working hours. This ID will be in the format of a badge that will have your name and picture on it. Please contact the office if you misplace your ID badge so we can replace it for you (there may be a cost involved for you if you misplace or lose your ID badge)

### **General Safety**

Staff are instructed to report all safety concerns to their line manager without delay.

The safety of care workers and service users is of paramount importance, and policies and procedures will be adhered to at all times to ensure people are safe.

All care workers will receive training before working with an individual who can challenge the service provided. The training will be person specific and will be designed to enable a care worker to work effectively with complex individuals.

Staff should look out for general safety risks, park in a safe, well-lit area, keep keys to hand and check the back seat on return before getting into the car.

Staff should always tell someone where they are going and what time they are expecting to return. Staff should also inform their senior manager if arrangements change.

Staff should always be vigilant in a service-user's home to ensure personal and service user safety. Be careful around the home and keep a look out for possible risks to general safety; i.e. make sure that rugs are not put on slippery floors and that spills are cleared up quickly. If staff have any worries the senior staff member must be informed.

## **Care in the Community**

### **Risk Assessments**

A risk assessment of a service user's expected service will be carried out by a senior member of Family Support Wales. Our aim is to ensure the individual remains safe in our care while we offer quality community interaction. Our assessment process will cover every aspect of the service users expected requirements. However, situations can change quite quickly, and therefore it is essential that the office is kept informed of any changes in health, or any other matter that may be relevant with regard to health and safety at work. Changes in service user details, situations or health should be noted in the communication book and the care coordinator needs to be informed.

### **Hygiene and Infection Control**

Caring for people with illness is a rewarding job which should not cause any risk to staff health, providing you carry out good basic hygiene at all times. Infectious diseases can be passed between people in different ways, depending on the type of germ. They may be inhaled (breathed in), ingested (taken into the body through the mouth), or they may enter through the skin.

Staff may be supporting people who are unwell with their personal care. It is therefore important to take care and to practice good hygiene, to ensure that there is no transfer of infection between one person and another.

It is always the responsibility of FSW staff to follow appropriate advice and to carry out duties in the safest way .

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### **Known Infection Control**

When the person being cared for is known to have an infectious disease, specific detailed instructions will be given which must be followed meticulously. Family Support Wales has detailed policies and guidance to be followed when certain infectious diseases are present in the home.

### **Food Hygiene**

Please ask the service user where they keep cleaning materials in case they are needed. Basic food hygiene rules must be followed when working in a service-user's home.

Relevant guidelines to support good Food Hygiene are:

- Always wash your hands before handling food and after using the toilet.
- Tell your senior staff member at once of any skin, nose, throat or bowel trouble experienced by yourself or the person being cared for.
- Ensure cuts and sores are covered with waterproof dressings.
- Keep yourself clean and wear clean clothing, use protective clothing if applicable.
- Do not smoke, cough or sneeze over food.
- Clean as you go. Keep all equipment and surfaces clean.
- Prepare raw and cooked food in separate areas. Keep food covered and either refrigerated or piping hot.
- Keep your hands off food as far as possible.
- Ensure that waste food is disposed of properly. Keep the lid on the dustbin and wash your hands after putting waste in it.
- Tell your senior staff member if you cannot follow the rules.

**Assisted mobility** is the transporting of a load by hand or by bodily force. It includes:

- Pushing
- Pulling
- Putting down
- Lifting
- Carrying
- Moving

All care staff will receive training on moving and handling during induction training and thereafter be required to undertake a refresher course as appropriate as arranged by the senior staff member.

Assisting another person with their mobility must only be carried out after full training, and always following policy guidance. Family Support Wales does not support unassessed and/or agreed lifting. It is the care staff's responsibility to bring any situations that need assessing to the attention of the senior staff member who will advise the appropriate action to take.

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### Key Principles of Safe Handling:

- Assess the service user's special needs, which may affect the method you use to move them.
- Explain what you are going to do and obtain their co-operation and consent.
- Always use appropriate mobility equipment.
- Prepare the handling area and watch for all hazards.
- Think about your own health and safety needs, e.g. do you have a bad back, and those of others working with you (other care workers).
- Stand with feet apart and knees bent.
- Ensure you have a comfortable hold of a person's belt, sheet, clothes or handling equipment rather than their body if possible.
- Always get as close to the load as you possibly can.
- Don't twist your body when moving.
- Use rhythm and timing.
- Wear suitable clothing for the task in hand e.g. flat shoes.

Risk assessment is crucial each time you move someone. Your assessment should include the following:

1. Avoid hazardous manual handling operations where possible.
2. Assess hazardous operations that cannot be avoided.
3. Remove or reduce the risk of injury by using this assessment as a basis for action.

### Provision of Personal Care

Your job description and induction training will cover the basic personal care tasks that you are able to undertake and will also specify which tasks you should not undertake. Always refer to the Service Delivery Plan and check with the senior staff member if you are in any doubt. Additional training may be given on specialised tasks which are required for individuals.

Family Support Wales has high standards in the provision of care and adhere to the standards set out by Care and Social Services Inspectorate Wales

### Summary of Responsibilities of Care Workers

- To adhere to Family Support Wales policies and procedures.
- To understand the needs of service user's, the range of disabilities and the support tasks appropriate to each person they are working with.
- To acknowledge the boundaries of you as a care worker and level of expertise.
- To inform the senior staff member promptly of any change in the condition of the person with support needs.
- To observe, record and report support given, including the administration of medication.
- To be aware of the support structure within the organisation and use it to share concerns about limitations in relation to personal care tasks and to identify training needs.

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- To attend staff meetings and training as directed by the senior staff member.
- To co-operate as part of a multi-disciplinary care team.
- To provide support in a manner that shows respect to the service user and maintains their dignity.

**The following tasks are considered to be inappropriate for Family Support Wales care staff to undertake as part of their normal duties. If you are requested to perform any of the following tasks you are to refuse and notify your community support manager.**

- Ear syringing
- Diabetic blood monitoring
- Tracheotomy care – changing tubes
- Removing or replacing urinary catheters
- Injections
- Toenail cutting and chiropody, and finger-nail cutting for diagnosed diabetics.
- Filling/decanting of oxygen cylinders
- Lifting from the floor unaided

This list is neither exclusive nor exhaustive. The service delivery plan will specify what tasks are undertaken.

### **Medication**

Medication may be given to a service-user only if this service has been arranged between the senior staff member and the service user and documented in the service delivery plan. If medication is to be given, the service delivery plan, and the Medication Policy must be followed at all times. Documentation relating to the administration of medication must be completed on each occasion. You are not permitted to administer medication until you have received training and have been deemed competent and if it is not stated on the service delivery plan.

### **Confidentiality**

Mutual trust between Family Support Wales and the people using its services or others involved in their care is central to the successful provision of services to every individual. The following guidelines are a reminder of Family Support Wales standards and policy.

- To ensure that all staff have a duty to respect the confidentiality of people who use their service.
- Personal information kept at Family Support Wales is only available to those directly involved in the provision of care.
- In all situations confidential information will only be disclosed if there is a legitimate need to know, and only with the prior consent of the person concerned, with the exception of an emergency situation.
- It is the care worker's responsibility to report any areas of concern to the senior staff member immediately.
- In the event of an emergency situation or a disclosure that may lead to someone being put at risk, care workers and/or the senior staff member will be obliged to inform the appropriate authorities.
- Family Support Wales is registered under the Data Protection Act, and all personal information is held in accordance with the Act.

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All management, staff, and directors are deemed to have accepted these confidentiality conditions when signing the Code of Conduct.

Service users are fully involved in the information gathering process. No other information will be kept about the person.

### **Death of a Person**

If a service user passes away the care worker must contact the emergency services; then make every attempt to contact the GP and a senior member of office staff who will inform the next of kin.

### **Child Protection**

The protection of children/young people begins with good childcare practice, delivered from carefully selected, trained and experienced community-based workers. Family Support Wales considers this an important area to focus on and will encourage and support staff to be vigilant to the signs and symptoms of abuse and how they should report any concerns. Child protection procedures are a vital part of our day to day functioning as a company and is a reflection of our professional attitude towards protecting children from abuse.

The principles of child protection are as follows:

- The welfare of the child is paramount and always comes first
- Staff who support or work with children should be alert to the signs of child abuse and know how to refer concerns to the appropriate person
- Staff should always be aware that the protection of children requires close co-operation between professionals and between agencies.
- All staff working with children will receive child protection training.

The four categories of abuse are:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect

Staff must have had full training in understanding and recognising signs of abuse within these categories.

Investigating and diagnosing child abuse is not the responsibility of the care worker.

The key responsibilities are:

- To follow the Policy at all times.
- To work to an agreed service delivery plan at all times.
- To report any incidents, or concerns regarding children to the senior staff member as soon as possible.
- To attend all related training on child protection issues, and to attend regular supervision sessions to discuss child care work.

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If a child discloses an allegation of abuse, the following principles should be adhered to at all times:

- Listen to the child but do not directly question her/him.
- Do not prevent disclosure from the child who wants to talk about an incident, however do not question them further
- Note the time, setting and details, any other witnesses to the conversation and record this and any subsequent discussion as fully and quickly as possible.
- Always pass on concerns about a child.

### **Protection of vulnerable Adults**

The welfare of vulnerable adults is of paramount importance. Services provided to adults with support needs, should work in partnership with other agencies and follow locally agreed guidelines and standards.

Definitions of Abuse: Abuse is the violation of a person's human and civil rights by any other person or persons.

Vulnerability: Vulnerability results from the need for care, support, help or advice.

Adults have rights to protection from abuse.

Such rights require Family Support Wales to pass on confidential information to appropriate authorities.

### **Summary of Responsibilities of Care Staff**

- To work within the Family Support Wales policy for the Protection of Vulnerable Adults, observing confidentiality as laid down in Family Support Wales Guidelines on Confidentiality ensuring the vulnerable children and adults' best interests are upheld.
- To seek the support of the senior staff member with any concerns or worries regarding vulnerable adults.
- To attend appropriate training.
- To report and record incidents or concerns immediately to the senior staff member or other designated person.
- To follow Family Support Wales guidelines to respond to an emergency situation.

### **Remember:**

- The welfare and best interest of the vulnerable person comes first.
- Investigating abuse is not the responsibility of Family Support Wales support staff.
- Social Services have a statutory responsibility along with all service providers for the protection of vulnerable adults.
- Family Support Wales staff have a responsibility to pass on all concerns to their senior staff member.
- Information kept must be factual, in ink, dated and passed to the senior staff member immediately.

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### **Behaviours that challenge**

From time to time, service users present challenging behaviour, violent or aggressive tendencies which need to be fully documented in the assessment of need and the care plan. For the purposes of this particular policy, challenging behaviours includes self-harm, self-neglect, self-abuse or harm to others. If challenging behaviour, violent or aggressive tendencies are present then a full and robust risk assessment must be undertaken in order to protect not just the service user, but the staff. This needs to include the use of any restraint techniques where appropriate.

### **The Policy**

This document outlines the policy of Family Support Wales in relation to dealing with challenging behaviour, violence and aggression among service users.

### **Principles**

- Family Support Wales seeks to demonstrate respect for the lifestyles and human rights of its service users.
- We recognise, nevertheless that exceptional circumstances may arise when our workers might be called upon to place limitations on a service user's behaviour, either for their interest or for the protection of others.
- We will attempt to anticipate these possibilities and to follow precise procedures designed to ensure that the limitation to a service user's lifestyle or human rights is kept to a minimum.

### **Service user Plan**

In all instances where our workers are likely to encounter challenging behaviour, violence or aggression to an extent that might limit a service user's lifestyle or human rights, we will seek, when the service user plan is drawn up or revised, to discuss the facts with all concerned and record the decision and the proposed action in detail. We will seek to understand the reasons for the possible action, and to initiate action which will tackle the problem more positively

FSW supports children and adults with challenging behaviour. We understand these challenges can be physical, psychological and emotional. They will often be difficult to manage and tough for staff to deal with on a regular basis. With this in mind we work in a structured way to reduce the triggers and behaviours of those we support. We work closely with family, social workers and other professionals to reduce the challenging impact on the individual, their family, support staff and the general public.

All staff who are involved with services that are physically challenging will receive Positive Behaviour Management (PBM) from ABMU Facing the Challenge.

We understand there is risk in the role and will always work to reduce and manage risk as best we can with the professionals we work with. We understand that often with new services we may take a short period to get to know the individual before we can work effectively with them.

If you have any doubts or concerns regarding working with challenging behaviour please contact your community support manager to seek advice.

### **Compliments and Complaints**

Family Support Wales endeavours to provide service users with a high-quality service that responds to their needs within the limitations of our resources. In doing so, we do our best to take into account the views and wishes of those who require support from us. In order to meet these needs, we invite comments and complaints from the users of our service annually using a questionnaire or by contacting us directly at any other time.

Most queries, concerns or complaints are sorted out straight away by the senior staff member, and all queries are recorded so that Family Support Wales can monitor the quality and effectiveness of its service and its response to any problems that occur. All service users and staff will be issued with their own copy of Family Support Wales complaints procedure. All new staff will be trained in the complaint's procedure as part of their induction.

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### **Key Holding**

It is Family Support Wales policy not to hold the personal/private keys of service users unless this has been agreed as being essential or appropriate by the senior staff member, in order that a service can be provided.

If a service user requests a care worker to hold a key and this need has not already been assessed, the care worker must inform the senior staff member before taking the key from the service user.

It is recommended that service users keys do not bear identification to ensure their safety and confidentiality if keys are lost or stolen.

Where keys are stored in the office, they will be stored in a secure environment.

### **Cash Handling Policy**

Staff members are not encouraged to carry money on behalf of service users. However, where a need has been identified a risk assessment will be agreed with the service user prior to any cash handling. Family Support Wales promotes and encourages independence and therefore service users will be supported to manage their own finances. Family Support Wales has a finance policy which will form part of the induction programme.

### **Code of Conduct**

All staff must read, understand and sign Family Support Wales Code of Conduct before commencing work. This explains what professional behaviour is expected of staff when they work with service-users in their own homes. Staff will be issued with a Social Care Wales code of practice at the start of employment. This code of practice describes the standard of working practice which is expected from all social care workers and their employees.

### **Timesheets**

It is important that your timesheets are submitted to the office for processing by the dates given. Timesheets should detail the service user name and the date and start and finish times of your visit. Timesheets must be signed by the service user before being submitted. Although timesheets can be submitted via the website, confirmation of work completed must be signed and agreed by the service user and/or family member responsible for sanctioning care/support.

### **Motor Insurance**

Most Family Support Wales employees will use their cars at some time in connection with Family Support Wales business. It is imperative that motor insurers are advised of this and the policy-holder's policy wording amended if required. It is unusual for a charge to be made for this. Please ensure that the Family Support Wales office has a copy of your insurance cover showing that you are covered to use your vehicle for business purposes.

### **Training**

Staff will be paid a different rate of pay per hour to attend training. This rate will be in-line with and at least the same as the minimum pay standards. Staff who do not attend training will only be given limited opportunities to complete training and update training. If they have not completed training and not compliant, they will not be permitted to work in the community and taken off rota until they have completed necessary training.

## Supporting Children & Adults Across South Wales

### Staff Meetings

All family Support Wales staff are expected to attend regular team meetings. These meetings will be held every three months at the main office.

### Terms and Conditions of Employment

Family Support Wales staff will receive written confirmation of employment that will state their official start date. The letter will include a contract with terms & conditions of employment.

### Annual Leave

All staff should check the written statement of employment for details of individual annual leave entitlement. All holidays must be booked with at least 6 weeks' notice and authorised by the community support manager in advance and in time to make arrangements for covering care to service users.

Process to book annual leave is as follows:

- Send a request via the Family Support Wales website at <https://www.familysupportwales.co.uk/resources/general-use-forms/>
- Complete the same request via the RotaCloud 'leave' tab on your RotaCloud account and App
- Liaise with your Community support Manager and/or the office manager to confirm
- Confirmation will be sent via RotaCloud. Your dates will automatically be blocked out on the system.

### Sick Leave

If a staff member is unable to work, it is vital that they contact the office as soon as possible. A sick certificate will be required from a GP if the staff member is still unable to work after a week – i.e. on day 8. Staff are entitled to the minimum statutory sick pay by law, and the terms and conditions of employment will show details of this entitlement.

Please note:

- Anyone stating they are sick and unable to complete their shift **MUST PHONE** the on-call manager
- It is unacceptable to text in sick. Disciplinary action is likely to be taken for those who text in sick or do not follow the correct procedures

### Travel

Mileage is usually paid for journeys made between one service-user and the next during the same day. Staff are not entitled to claim mileage between their home and the first service user, or between the last service user and home. If a service user requests transport or additional travel, please discuss the arrangements with the senior staff member.

Additional mileage can be paid if the start point of a service is an 'unreasonable' distance from the support workers home.

Travel miles are paid at 0.30 pence per mile.

### Gifts from Service Users

Staff are not permitted to accept cash or other gifts from service users. Any offers of gifts or money from a service user must be reported immediately. Failure to do so could result in disciplinary action.

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### **Supervision/Appraisal**

Supervision is time with the senior staff member to discuss support, training needs, work-load and management information. A supervision will be booked with you every three months. If you feel you need more frequent supervision this can be arranged with your line manager. All staff are expected to attend an appraisal meeting once a year. This will be a prearranged appointment and will have been discussed beforehand. At this meeting, the staff member's work over the whole year can be reviewed and ideas for the future discussed. All staff are expected to maintain regular contact with the senior staff member: this can either be by telephone or visit, on a one-to-one basis. Attendance for supervision and appraisal sessions should be paid for at the normal rate of pay.

### **Criminal Records**

In accordance with government regulations, all new care workers must have obtained a satisfactory DBS disclosure at an enhanced level, prior to commencing work with service-users. Existing staff will be required to obtain an updated enhanced disclosure, at regular intervals. All care workers are required to notify Family Support Wales of any convictions they obtain during their employment: failure to do so will be treated as a serious issue and will result in disciplinary action.

It is important that you are open and honest with us as in regard to disclosing information that could be deemed to have an impact on our services and team. Honesty is part of the process to develop a positive working relationship between us.

### **Disciplinary Procedures**

There is a set procedure to follow in the case of the above. All staff will have been given a copy with your terms and conditions of employment and must sign to show you have read and understood them.

A copy of the disciplinary procedure will be issued to all care staff.

### **Grievances and Harassment**

Family Support Wales is committed to ensuring that any reported incidents of harassment are acted upon and that procedures are in place to ensure that they do not reoccur. If you have any concerns, please contact your senior staff member for further information. Grievance (a matter which concerns a staff member) is a set procedure for staff to raise concerns about management and should be followed carefully.

### **Working Time Regulations**

The regulations set a working time limit of an average 48 hours per week. The standard averaging period is over 17 weeks but can be extended to 26 weeks. Individuals can voluntarily agree not to apply the weekly working hours' limits. Where workers choose to do this, employers are required to maintain records of the hours they have worked. Night workers are subject to a working time limit of an average of 8 hours in each 24 hour period over an average 17 week period. Again, a worker can choose not to apply the limits in agreement with their employers.

### **Communication**

Family Support Wales staff are urged to communicate with the community support managers if they have any concerns or queries. We believe that positive communication between the community staff and the office staff will enable us to work effectively as a team and reduce the chance of mistakes. We understand that mistakes are likely in this industry, especially in relation to the work we do with children and adults with challenging behaviour.

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Our aim is to learn from mistakes and errors. We focus on the learning rather than chastising. I believe most of us do not set out to make mistakes or errors with those we support. By being open and honest we can work through most problems we encounter.

We strongly encourage all staff to use the out of hours/on call facility if there are concerns to discuss. Family Support Wales values both our service users and staff.

### Day to Day Working Practice

When you start with FSW you will be sent a link to RotaCloud <https://rotacloud.com/welcomeback/>

This is where we will publish/share with you your shifts. Once you have signed up an account you will be able to download the App for your phone via your phones App Store. Simply log in and a more enhanced version of RotaCloud will be accessible. On your RotaCloud app will be 'speech bubbles'. In these will be details of who you're working with or specific messages.

When you have finished a shift, you will need to confirm the hours you completed with each service. This form can be completed online via our Family Support Wales website. The form is 'Submit working Hours'

The link can be found here: <https://www.familysupportwales.co.uk/resources/community-support-forms/>

At the end of a shift you will need to complete a 'Community Support Feedback' form. This can also be found on line at our FSW website via this link: <https://www.familysupportwales.co.uk/resources/community-support-forms/>

At the end of each service there is time built into the service allocated time to enable you to complete this form. In real terms this means that to complete the form in the time allocated for the service you will need to arrive back at the family home between 5 and 10 mins early to allow you the time to complete the form. If you have a particularly tough time during the service time, you can request additional time to complete the form. 221 service are encouraged to support each other to complete the contents needed via 'notes' on your phone and copy and paste it into the form at the end of the shift.

Details required for the form include where you went, what was eaten during the shift, what was the mood of the person, how did they interact and engage with you and others and were there any behaviours or incidents.

Staff will be sent a link to Cascade Go (also known as Iris HR Cloud) This system allows us to share information about those you will support such as Service Delivery Plans and Grab sheets. This information will help you understand the service needs, behaviours, and routines of those we support.

You will also be sent a link for Quickbooks. This will be your payroll portal, here your payslips will be published, and you will be able to see your holiday time accumulate.

For admin, HR and rota queries please contact the office between 09.00 – 17.00 Monday to Friday on 01792 736007

Out of hours and emergency contact will be depending on who is on call. This will be displayed on RotaCloud.

We have four Community Managers that will be able to answer your questions and help you settle into your new role. They will be able to offer support and guidance on all our services and best working practice. They can be accessed on their on-call number between 09.00 – 17.00 Monday to Sunday, this will depend who is on call. Please be aware of who is on call to ensure you get through to the right manager.

## Supporting Children & Adults Across South Wales

### **Important Note about what we do**

Working with children and adults can be difficult, challenging and extremely rewarding. We understand that most of those we support will need time to prepare for a new person to be part of their life. This is more often so important with those we support who are diagnosed with ASD.

As part of our service set up and preparation we work with the family and those we support to prepare for a new support worker. Sometimes this preparation can take days or weeks and can bring on anxieties for the children and adults we support.

When we set up services and introduce new support staff to the individual, we will offer some basic information to help the individual to prepare them to meet the new staff member. For some children and adults, especially those in the ASD group, accepting new people in their life can be traumatic. This process will often involve sharing your name with them, maybe offering a picture of you and some brief details about you and your interests. Whatever it involves it will always involve positivity to aid the transition for those we support.

The same importance is given when either support staff leave the service or the individual stops receiving the service from FSW. Often there will need to be a transition period to help with closure and moving on. For this we expect our support staff to aid this process, especially if you decide to move on to a different job. The notice period you give will help us plan this transition and change in the individual's life. This transition is vitally important to help the individual make positive sense of the situation. Sadly, some children and adults have internalised these situations and often blamed themselves for support staff leaving. This situation can be avoided with planning a 'goodbye' and helping those we support make positive sense of the transition.

If you decide to leave for whatever reason, please work with us to help those you support make positive sense of the change.

### **Suggestions**

Please pass on to us any suggestions you have that may help improve our services delivery, our company functionality and how we care and support our staff. Feedback can be open or confidential.

### **Thank You**

*Clive Pearce*

