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Codes Of Practice

These codes of practice cover the following subjects, most of which are covered in more detail in our Statement of Purpose and individual Policies and Procedures documents. Carers and Service Users are encouraged to ask for further information about any of these codes if required.

Codes Of Practice

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Why we have codes of practice

At Archgate Care Services, the rights and welfare of all our Service Users and employees is paramount and cannot be compromised.

All of our Employees and Service Users should expect to be treated with dignity and respect at all times. To ensure this, we have Codes of Practice which are issued to all our employees and must be complied with as part of the terms and conditions of employment.

Carers must always act in such a way as to promote and safeguard the Service User's safety and well-being and will be regularly observed and monitored to ensure that the Service Users rights are respected.

If a Carer should become concerned about a Service User's safety or security then this should be reported to the Manager immediately.

Carers should respect the values and dignity of all the Service Users that they are providing care to. They must all be aware that each Service User is able to make their own choices as far as their mental and physical state allows.

All Carers must have a professional approach to their work and attempt to create good relationships with the Service User. If a Carer feels that another employee is acting in a manner which amounts to abuse, however minor, of a Service User, they must contact the Manager immediately.

If a Carer receives a complaint from a client that cannot be resolved then the Carer must contact the Manager straight away. The Carer is the key link between the Service User and the management. All Carers will report back regularly especially if:

- There is any marked change in a Service User's physical or social condition.
- There are any changes in a Service User's behaviour
- A Service User or Carer is not receiving the care which they need
- The Service User needs more additional help or advice
- If another person or organisation is acting in such a way as it may harm the Service User.

Archgate Care Services is not a registered nursing agency and even if a Carer has nursing qualifications, they are not allowed to undertake any nursing tasks whilst employed by Archgate Care Services. Assisting with medication or any personal tasks is permitted if this is clearly specified and defined in the Service User's Care Plan.

If a Carer is unable to attend a booked appointment with a Service User, then they must contact the office immediately so that the Service User can be informed and the Manager can respond and get a different Carer to the appointment if at all possible.

Carers should always act honestly and with the utmost integrity as not to bring the agency into disrepute and Carers must respect the property and residence of a Service User.

Clients Rights

The principal objective of Archgate Care Services is to provide support to Service Users of the highest quality as to allow the Service User to stay in their own home for as long as is possible. We do this for everybody and also for people who have been into hospital and supported accommodation which allows them to have a real choice between their own home and institutionalised care.

To Archgate Care Services maintaining the welfare, both physical and emotional, of the Service User is unconditional. This means that our Carers must always act in a way as to promote and safeguard the well being of every Service User.

Archgate Care Services staff are trained to be respectful and loyal to their Service Users and Service Users family.

Personal Choice

Every Service User has the right to exercise their right for personal choice, opportunities and lifestyles. All of our Service Users have made a decision on how their care is provided and the timings of their care and also over the withdrawal of their care.

If a client suffers from and mental illness that means that decisions are impaired, the Service User will still be informed of the provision of care and will have the choices available to them of somebody who has no mental impairment.

All Service Users have the right to say who they have in their home and if they are not happy they can contact the Manager who will arrange for an alternative Carer if available.

Confidentiality

We at Archgate Care Services aim to completely protect the Service Users right to confidentiality.

1. If requested, informing the Service User of the information that is held about their medical history and that the Carers are not permitted to discuss this with any other Service User or Carer.
2. Agreement to disclose Service Users private information can only be used for the benefit of the Service User and may not be discussed away from the office or Service User's home.
3. If any one person from the company wishes to discuss the personal information of a Service User for a specific reason such as with Social Services, then permission must be obtained from the Service User and this permission in writing to be kept in their client file.
4. If confidential information relating to a Service User or Carer is disclosed to another Carer without permission, then the Manager must be notified without delay.

Equal opportunities

Archgate Care Services operates an equal opportunities policy. Carers will not discriminate against any Service User due to race, religion, sex, sexual orientation, culture or physical/mental ability.

Information

All of our Service Users at Archgate Care Services will be given information about what services we provide, a breakdown of costs, our code of practice, statement of purpose and also an overview of our policies and procedures.

Assessment

Service Users will have an assessment undertaken before any care is provided. This assessment means that we establish the needs and requirements of the Service User so that the Carer will know what they are to do whilst at the Service Users home. The Service User makes the decisions on what care they would like to receive, at what time, on what days and also which Carer they would like. The management of Archgate Care Services will visit regularly to make sure that the Service User is happy with the service they are receiving, We always look for the best and most cost effective way of delivering care to the Service User as they are of paramount importance to the company.

We try our best to match the Carer to the Service User by a careful recruitment process. All Carers will be introduced to our Service Users before commencing their duties.

Safeguarding Vulnerable Users

When Archgate Care Services takes on a vulnerable Service User, we make all efforts to consult relatives, social worker and doctor before commencing any care. This ensures that the rights of the Service User are protected and maintained.

Once a Care Plan is in place the Manager will keep a close eye on the progress of the Service User and will keep in contact with the family as required.

Gifts and Wills

Carers must never be a signatory on a Service Users will or accept gifts, however small, from a Service User.

If a Carer is ever asked to do this they should contact the Manager immediately.

Smoking

Smoking is not permitted in the presence of a Service User or in their home.

Children and Visitors

Only if the Manager and Service User have agreed in advance, can you take children or visitors to a Service Users home.

Transporting Clients

Carers may only take Service Users out in a vehicle if it is part of their Care Plan.

A copy of the car insurance must be held at the office if you wish to take clients out in your vehicle which must be insured for business purposes.

Pets

Carers may only take pets to a Service User if agreed beforehand. Remember that some pets can be too boisterous for someone who is frail, and that pet allergies are not uncommon.

Money

Carers must follow the Company procedure for handling money and the following policy is in place for the safety of our Carers and Service User.

Unless it is written in the initial assessment and in the Care Plan then Carers may not handle Service Users money at any time.

No Carer should loan or borrow from a Service User and vice versa.

If in case a bill relating to the Service User comes in and needs to be paid, if it is not in the Care Plan, receipts must be obtained and the office informed so that the Manager can arrange for reimbursement.

Carers are responsible for the safety of all money given to them by the Service User.

No Carer is allowed to keep a pension book or card and always make sure that the client signs the financial record so that there can be no repercussions.

Failure to adhere to this policy is a gross misconduct and Carers are liable for instant dismissal.

These regulations are in place to protect both the Carer and Service User, follow them.

Assessment and Management of Risks

The importance of self care and choice to the well being, independence and dignity of the Service User is recognised. This then forms the basis of the following code of practice.

We must be aware that although we strive to make the Service User have as much freedom of choice, we must also consider the safety of the Service User and our employees.

The code of practice is written so that the Service User and their family are consulted in the decisions made about the services provided by the company, and will always be consulted with every assessment that is undertaken.

A risk assessment will be performed when a new risk is identified. We manage this by having ongoing reviews with Service Users and Carers.

All risk assessments are done on an individual basis and are tailored to each client.

The client and relatives will be encouraged to participate fully in the risk assessment and signify agreement with management of any identified risks. Intervention shall only be justified if the risk assessment performed by the assessor highlights that the probable harmful effects of any actions outweigh the benefit to the Service User or relative.

Risk Assessments will cover the interior and exterior(where applicable) of the clients home and also any equipment, aids, Service Users appliances and kitchen appliances.

The capabilities of the Service User and other family members will be fully assessed with the relevant professionals, before the company decides on the effective management of any identified risks.

A risk assessment will be undertaken at relevant times during the provision of care and any changes will be communicated to the Service User, relatives and other concerned parties such as social workers.

All risk assessments will be carried out with reference to the current Health and Safety Regulations.

Dealing with suspected abuse

It is not the primary responsibility of the Carer or the company to identify abuse of any type, however our Carer must be aware of abuse occurring as is occasionally the case when vulnerable people are concerned.

Abuse may occur in different ways, be it physical, mental, sexual or any combination of these.

In order to assist in preventing abuse or any continuation of abuse, of any sort, we need to make some general observations,

- Does the Service User appear overly anxious or wary of any family member, Carer or friend?

- Is the Service User overly withdrawn or does the Service User have a change in their pattern of behaviour when a particular person is present?
- Is there any unusual bruising or marks on the Service User which cannot be explained in a rational manner?
- Are there any areas on the Service User that cause pain or discomfort?
- Does the Service User have any mood swings that are out of character?
- Is there any behaviour that is being displayed by the Service User that may cause a Carer to suspect abuse?

If the Carer has any reason to be concerned for the well being of a Service User, then the concerns must be brought to the attention, in confidence, immediately to the Manager who will contact the relevant point of contact for the Service User.

It is always better to be overly cautious than to miss the opportunity to stop abuse.

Whilst Carers must be alert to abuse, there is quite often reasonable cause for behaviour changes and injuries.

However, at no time should a Carer fail to report any incidents that may or may not be caused through abuse.

In any case of suspected abuse the Manager will contact the appropriate professionals and professional bodies so that the appropriate action is taken and investigations done.

In any case of suspected abuse the Carer will be required to write a report on their suspicions and who they have reported it to. UNDER NO CIRCUMSTANCES may any information about suspected abuse be discussed with other Carers.

In some cases a Carer may have to attend a case discussion relating to the concerns expressed.

Should any Carer find themselves being involved in an investigation into suspected abuse, the Carer will have the full support from the Manager throughout the investigation.

Violence and Aggression

Archgate Care Services and Carers have an important role to play in ensuring that the working environment is never a violent or harassing place. Archgate Care Services and Carers can prevent harassment through an awareness and sensitivity towards the issue and ensuring that standards of conduct do not cause offence.

Carers can discourage harassment by making sure that any such behaviour is unacceptable and that it will be reported to the relevant people. We will provide support to our Service Users and Carer when complaints are made and will inform that the behaviour that has caused the complaint is unacceptable and will not be repeated.

It is Archgate Care Services policy that if a Service User has a history of certain behaviours that all employees are made aware of this, it is in the Care Plan and also on the risk assessment. We will only ever embark on the provision of care to any Service User with such history if the social worker and relatives believe that the risk is low or that there will be a very small chance of this behaviour being repeated.

At Archgate Care Services we always take care that if a Service User does have a violent history, no Carer will ever be placed in a situation that they feel is beyond their ability, or outside their comfort zone.

If an employee encounters unexpected violent or aggressive behaviour, whether that be physical, verbal or sexual abuse the following procedure must be followed:

1. Remove themselves from the situation as soon as possible.
2. Inform the Manager Immediately, we will then contact the relatives, GP and the police.
3. A senior member of staff will come to meet the employee, a report must then be made by the employee which will help with any investigations and a copy will be given to the social worker, police and kept in the office.
4. The senior staff will offer the full support to the employee, seek any medical treatment or psychological therapy as a result of the experience.

Health and Safety at Work

In a company that provides home care, it is very important that employees pay particular attention to Health and Safety. All employees must remember that all aspects of their work involve not only themselves but also that of the Service User.

Therefore the health and safety at work act is taken as one of the most important regulations to the directors and management of Archgate Care Services.

As the provision of our services is delivered in an environment that is outside the control of Archgate Care Services, it means that responsibility of the Service Users premises cannot be accepted by the company. The Manager however does ensure that the working conditions for the employees is satisfactory and that due time off and protection from harassment is assured.

Archgate Care Services will take all steps within our power to meet the requirements for Health and Safety at work by paying particular attention to:

1. Visiting the Service Users home before allocating a Carer and ensuring that the conditions that the Carer will be working under are sufficiently safe and healthy.
2. Providing adequate training, instruction, information and support to enable all Carers to avoid dangers and contribute to their own health and safety at work
3. Training during induction to inform of health and safety regulations.

Health and Safety at work act 1974

Duties of Employer

Employers are expected to provide the following for their Employees:-

- Safe Systems of Working Practice
- Safe Manual Handling and Lifting Techniques
- Information, Instruction, Training and Supervision
- Safe Access and Egress to Work Base(s)
- A Maintained and Healthy Working Environment

Duties of Employees

Employees are expected to adhere to the following

- To Co-operate with the Employer in matters of Health and Safety
- Not to endanger their self or others by their actions
- Not to misuse any material or substance provided in the interest of health and safety

Safe use of Chemicals

1. Carefully read and follow the instructions listed on the label of any bottle or container that you may use in a Service Users home
2. Make sure that all tops of bottles are firmly replaced and the product is placed in the correct storage conditions
3. Use gloves and plastic aprons at all times whilst using chemicals, will be provided by Archgate Care Services
4. Should any cleaning products spill onto the skin or eyes then you must rinse with cold water and ring for medical help.
5. Employees should immediately report any accidental damage caused by spillage etc. of any chemical substance to the management.
6. Treat all chemical products with the utmost of care.

Transferring and Manual Handling

Nearly a quarter of all accidents are caused through employees incorrectly lifting and moving heavy objects. This is why we operate a no lifting policy unless absolutely essential and then only after appropriate training has been given.

In most cases accidents are caused by inadequate training and lack of knowledge of safe lifting and carrying techniques.

The most common form of incorrect lifting is by bending of the spine and keeping the legs straight. This way of lifting will cause strain to the spine and stomach.

The right way is to use the correct muscles and movement. Always remember to:-

- Keep the back straight
- Bend the knees to get down to the load.
- Position the feet correctly, slightly apart, with one foot slightly in front of the other to ensure the correct balance.
- Hold the Service User correctly. Never try to use just fingertips but use the whole hand and fingers.
- When lifting and carrying always keep the load as close to your body as possible and keep your elbows at your side.
- Lift the load by straightening the legs, and by tucking your chin in to assist straightening your neck and back. This should be done before commencing the lift.

The reverse should be done when putting the load down, or when pushing or pulling anything.

Good Hygiene

When performing either personal or domestic tasks for any Service User you must follow the following procedures.

You will be expected to maintain person hygiene to a high standard. All uniforms must be clean and tidy.

Always remember to wash your hands before commencing any task.

Always cover any cuts or abrasions especially on the hands and arms.

Always remember that we provide disposable gloves for a reason, YOUR SAFETY. These are always available at any time. Always wash your hands before and after wearing gloves and dispose of them in the correct manner.

Never use the same pair of gloves or apron for more than one Service User at any time. Always remember that when dealing with excrement or urine the risk for infections is very high and all Personal Protection Equipment is very important.

Before and after any food preparation you must clean the kitchen with a suitable cleaner. Service Users will provide the necessary cleaning aids. Always ensure that any food is in date and that it isn't visibly deteriorating. Always ask the Service User before disposing of any food.

Remember that food contamination can cause serious infection. Never let cooked food come into contact with uncooked food, all work surfaces must be cleaned between contact with cooked and uncooked foods.

Most hygiene matters are common sense and having a personal high standard of cleanliness.

Emergency Procedures

Deterioration of a Service Users condition is a very serious matter and should be reported to the office in even the most minor cases. Part of every employee's job is to be aware of the Service Users condition and must be closely monitored.

If any employee feels that a clients condition is giving reason for concern, because of such things as behaviour, colour of the skin, rashes, any abnormal coughing or any other ailment that could be harmful to the Service User or employee, then the incident must be reported and recorded immediately.

If for any reason an employee feels that the situation is of such a serious manner that 999 needs to be called, do it without question, it is far better to be safe than sorry.

If the client has become unconscious, is in pain, becomes irrational or aggressive, is bleeding heavily or is very cold or confused (these are just a few examples) then an ambulance must be called without delay.

If a Service User is fully aware of the situation then they must be consulted before any action is taken. However, if a life threatening event is possible then employees must make the decision to take action. It is the employee's duty to try to reason with a Service User who is not agreeing to be seen by medical professionals when they believe the situation needs it.

If the Service User refuses any help, contact the Manager who will contact the family members that are put down as contacts. Always remember that any actions taken by an employee whilst in the home of a Service User must be properly documented.

Service Users Death

Should a Service User pass away whilst the employee is in the home then immediately phone 999 and the ambulance service. The GP must then be informed, and the office coordinator will do this when you contact the office. . This must be done straight away and without delay.

The relatives and next of kin will then be informed, the Manager will deal with this, we do not want any employee having to break the news to any family member.

The Manager or their authorised representative will be at the Service Users home as soon as they can. Should any employee require counselling or other support, contact the Manager and we will arrange a time for you to come and talk to us.

Disciplinary Procedure

This code of practice applies to all Company Employees.

An employee may be suspended prior to a disciplinary hearing at any stage of this procedure if considered necessary.

Misconduct

Includes any breach of Archgate Care Services rules and regulations, policies and procedures, and any other conduct deemed by the company to be antisocial, unreasonable or dangerous.

Where the company is not satisfied with the employees performance or capability to carry out the tasks that they are set, assessments of the staff will be made to check on employees skill, aptitude, physical and mental qualities and whether further training might provide mitigation.

Misconduct includes the following examples, offences of a similar nature and attempts to commit such offences, the list is not exhaustive. Some activities will be considered to be gross misconduct, and render the employee liable to instant dismissal.

- Theft or dishonesty in or out of the workplace.
- Malicious damage to property.
- Conviction of a criminal offence of any sort including motoring offences such as Death by Dangerous Driving, Dangerous Driving, Driving under the influence. Minor motoring offences may not constitute gross misconduct but may negate the ability of a Carer to offer complete care to a Service User who has a "Taking Out" service in their Care Plan.
- Negligence of an employee which breaks any company rule or regulation which would damage the company's reputation, endangers another person, causes damage or loss, or leaves the company open to prosecution.
- Serious and/or deliberate breaches of the company's rules and regulations, procedures and/or wilful disregard of duties or instructions.
- Assault, fighting, sexual harassment, threatening behaviour.
- Deliberate and serious breach of confidential information relating to any matter in the company, of a Service User or employee.
- Misuse of company information systems, associated data, copyright, software and telecommunications network
- Misuse of confidential information obtained during the course of employment.
- Failure to comply with the Company's codes of practice.
- Failure without good reason and prior notice to keep engagements with the company's Service Users.
- Fraudulent activities that mean loss of monies to the company, or means the company is likely to lose income or indeed any other general fraudulent activities.

In most cases, the company will be prepared to listen to explanations or justifications of such activities before making a decision, unless this would cause harm to any Service User or the company.

Working with Service Users is a privilege and should give a Carer immense job satisfaction. Following these Codes of Practice will ensure that this will happen.