

# MUVE

HOME CARE



**EMPLOYEE HANDBOOK**

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# USEFUL CONTACTS

## Registered Manager - Birmingham

**Telephone:** 0808 175 4091

**Email:** [birmingham@muvehomecare.com](mailto:birmingham@muvehomecare.com)

## Registered Manager - Manchester

**Telephone:** 0808 175 4091

**Email:** [manchester@muvehomecare.com](mailto:manchester@muvehomecare.com)

## CQC

CQC National Customer Service Centre Citygate

Gallowgate Newcastle

upon Tyne NE1 4PA

**Telephone:** 0300 061 6161

## Local Government & Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

**Telephone:** 0300 061 0614



# Introduction

Welcome to MUVE Homecare – Specialist homecare services. Our tailored care packages allow individuals with learning disabilities and mental health needs to live life to the fullest! Our personalised care packages maintain independence and provide the support they need.

This handbook serves as a guide to familiarise you with our working practices, key procedures, rules, and policies. It aims to create an efficient workplace and ensure a safe and supportive environment for all employees.

Please note that the contents of this handbook do not form part of your employment contract, unless explicitly stated otherwise.

As the needs of our business may evolve, the Company reserves the right to modify or amend any policy or procedure contained within this handbook. Rest assured, any such changes will be promptly communicated to all employees, and an up-to-date copy of the handbook will be made available in a shared Google Doc.

We expect all employees to adhere to the requirements outlined in this handbook. Failure to do so may result in disciplinary action, including, in severe cases, termination of employment. We value your commitment to upholding our standards and creating a positive working environment. Should you have any questions or require further clarification, please don't hesitate to reach out.

On behalf of all the team, we would like to take this opportunity to welcome you to MUVE Homecare.

James McAlpine,  
Director,

**MUVE Homecare**

# MUVE Homecare Background

At MUVE Homecare, we are experts in delivering exceptional homecare for children and adults with Mental Health challenges and learning disabilities. Our team of directors and senior management brings together a wealth of experience and expertise, with over 15 years of combined knowledge in social care management, nursing and clinical governance. This extensive background allows us to tap into a deep well of past experiences and current knowledge, enabling us to provide the highest quality service to our clients. Our directors are driven by a strong passion for a partnership-based approach, recognising its ability to enhance service efficiency and play a vital role in the well-being and livelihood of our clients.

At MUVE Homecare, we hold a strong belief in the importance of prioritising the Clients voice. Our primary objective is to deliver top-notch professional care to our valued clients within the familiar and comforting environment of their own homes. Our goal is to empower independent living by offering choices and dedicated support, allowing our clients to maintain their residence for as long as they desire.

Our approach is anchored in the fundamental principles of "The Person-Centred Approach," which places a significant focus on understanding and catering to the unique personal needs, preferences, aspirations, and goals of each individual. By ensuring that these needs remain at the forefront of the care and nursing process, we foster a client-centred approach that places utmost importance on addressing the person's needs above all else, as we define it.

MUVE Homecare provides the following services:

From a few hours a day, 24 hours a day, 7 days a week we provide a full care service to match the needs of the individual — which includes the following:

## Services

MUVE Homecare offers services that assist individuals who require support from community engagement to 24/7 support.

## LEARNING DISABILITIES

We understand the unique challenges faced by individuals with learning disabilities and are committed to ensuring their well-being, independence, and quality of life. Our highly trained and compassionate staff work closely with each individual, tailoring our services to meet their specific needs and goals. Whether it's assistance with daily activities, personal care, medication management, or accessing community resources, we strive to empower individuals with learning disabilities to live fulfilling lives and participate actively in their communities.

## MENTAL HEALTH

We are committed to providing compassionate and comprehensive care for individuals struggling with their mental health. Our team of experienced professionals is trained to address various mental health concerns, offering personalised care plans tailored to each individual's specific needs. From medication management and therapy support to promoting self-care and emotional well-being, we work closely with our Clients to enhance their quality of life. We prioritise open communication, active listening, and fostering a non-judgmental atmosphere to ensure individuals feel safe, understood, and empowered on their journey towards recovery.

## AUTISM

We understand that autism presents unique challenges, and our dedicated team is trained to provide personalised care that addresses the specific needs of each individual. Our services encompass a wide range of support, including assistance with daily activities, sensory integration techniques, behaviour management strategies, and social skills development. We work closely with individuals with autism and their families to create a supportive and inclusive environment that fosters their independence, communication, and overall well-being.

## POSITIVE BEHAVIOURAL SUPPORT

We are dedicated to providing a positive and supportive environment for individuals in need of Positive Behavioural Support (PBS). We understand that challenging behaviours can arise from a variety of underlying factors, and our highly trained staff are skilled in implementing evidence-based strategies to promote positive change.

## SUPPORTED LIVING

For individuals seeking a more independent lifestyle, MUVE Homecare is committed to providing exceptional supported living services. Our aim is to create a nurturing and inclusive environment where individuals can thrive and feel empowered. We offer assistance with daily activities, such as meal planning, budgeting, and household management, while also providing emotional support and promoting social inclusion. We prioritise open communication, active listening, and fostering a sense of community to ensure that individuals feel supported and valued in their homes.

## CRISIS INTERVENTION

MUVE Homecare is dedicated to providing prompt and effective crisis intervention services for individuals in urgent need of support. We understand that crises can arise unexpectedly, and our trained professionals are ready to respond with care and compassion. Our crisis intervention services focus on assessing the immediate situation, de-escalating crises, and ensuring the safety and well-being of the individual. We work collaboratively with the individual, their support network, and other relevant stakeholders to develop a comprehensive crisis plan that addresses their specific needs and helps them regain stability.



# Principles and Values

We are dedicated to providing unwavering support to all Clients, allowing them to maintain their dignity, independence, and active participation within their own communities. At MUVE Homecare, our commitment lies in meeting the unique needs of the individuals entrusted to our care. We are determined to empower Clients to live life on their own terms while receiving the necessary assistance to remain independent in the comfort of their homes.

Everyone receiving support from MUVE Homecare, as well as those working for us, will be treated with the utmost dignity and respect. Our aim is to deliver skilled Care that helps Clients achieve their optimal state of health and well-being. We fully uphold the human rights of all individuals we care for and those employed by MUVE Homecare. We firmly believe in the right to personal choice and decision-making for all Clients, and we ensure that our staff actively support this right. Furthermore, we deeply value and encourage the right to independence for each Client, recognising and appreciating their individual uniqueness. This perspective is reflected in our Care Plans, as we carefully listen to and respond to the needs of Clients.

We place great importance on respecting individual privacy at all times, treating all personal information with strict confidentiality. We understand and acknowledge the individual need for personal fulfilment, and we strive to assist Clients in identifying meaningful activities that bring them joy and satisfaction.

## MUVE Homecare's Aims, Objectives and Philosophy of Care

Our primary focus at MUVE Homecare is to deliver exceptional care of the highest quality to the local community and beyond. We strive to meet the individual needs of our clients within a safe, compassionate, efficient, and responsive environment. Our dedicated workforce, led by experienced professionals, possesses the necessary skills, knowledge, and resources to consistently meet the highest standards of care. Our objectives include:



- Providing quality care tailored to the specific needs of each client
- Treating all clients equally, embracing their unique differences, and respecting their fundamental human rights
- Ensuring the safety and protection of clients from all forms of abuse, while also honouring their autonomy and choices
- Offering access to information through various formats and aids, including advocacy support when necessary
- Actively involving clients in seeking their feedback, including complaints, compliments, and ideas for service improvement
- Implementing robust recruitment and retention strategies to attract and retain the most suitable staff, while continually enhancing their skills through appropriate training
- Establishing effective systems to promptly understand, respond to, and learn from incidents that may occur
- Delivering compassionate care that upholds the dignity of clients, honouring their needs, desires, and expectations.

## You, Your Contribution and MUVE Homecare's Promise to You

As a valued member of our team at MUVE Homecare, your expertise and dedication play a crucial role in ensuring our clients maintain their independence and dignity. We encourage you to prioritise the wishes of the Client while maintaining a professional relationship.

It's essential to communicate with your supervisor or manager to ensure that you're working within your professional boundaries and safely. It's important to strike a balance between providing emotional support to the Client and understanding your role as a paid professional. Therefore, we advise engaging in reflective activities to ensure you remain aware of the professional context of your work.

As an individual worker, it is crucial to recognise the boundaries of professional good practice and avoid crossing them. This can be a challenging task, and if you ever have any doubts or concerns, we encourage you to speak with your supervisor or manager for guidance. At MUVE Homecare, we want to ensure that our clients receive the highest quality of care and support, and we believe that open communication and collaboration are vital in achieving this goal. If necessary, you can also approach The Registered Manager with any concerns you may have.

## **Safeguarding and Wellbeing**

You should always act in such a way as to promote and safeguard the wellbeing and interests of the Client. You should also avoid any act that might bring the organisation into disrepute or diminish the public's confidence in MUVE Homecare.

You must act with honesty, integrity and respect for Clients and their property. Workers should, at all times, safeguard the wellbeing of the Client, themselves and their colleagues. When caring for a new Client, 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 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 tell you of the identified risks and the methods of controlling those risks.

When working within the team, you should act professionally towards colleagues and other professionals and indeed all concerned with wellbeing of the Client/s. When Carers feel that another worker is acting in such a way as to threaten the wellbeing of a Client they should discuss the matter with the person in charge.

In the event of an emergency, it is essential for staff members to refer to care plans and follow established emergency protocols as necessary. By adhering to emergency protocols, staff members can ensure the safety and well-being of the individuals under their care and respond appropriately to any urgent circumstances that may arise.

## 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

The member of staff responsible for handling complaints at MUVE Homecare is The Registered Manager - you can find their contact details at the top of this handbook. If you receive a complaint from a Client, you should inform the Client of the Complaints Policy and Procedure and notify Registered manager immediately.

The complaints procedure is as follows:

1. Within five (2) working days of receipt of a complaint from the Client or Agency Worker, MUVE Homecare will acknowledge receipt of the complaint. The complaint should be made in writing on MUVE Homecare's complaints form but will be accepted in other written form.
2. All reasonable endeavours will be made by MUVE Homecare to ensure that all complaints are resolved within fifteen (15) days of the complaint being notified to MUVE Homecare.
3. MUVE Homecare shall ensure that in the event of the complaint being against an Agency Worker that the Agency Worker is fully informed of complaints relating to him/her. The Agency Worker shall be entitled to receive a copy of the complaint referred to in paragraph 1.
4. The Agency Worker will be afforded the opportunity to state his/her version of events and will be given seven (3) days to respond to MUVE Homecare in writing.
5. All responses will be shared with the complainant and if appropriate, MUVE Homecare will take demonstrable action to ensure there is no recurrence of the act or omission complained of.
6. The Client may at any time request MUVE Homecare to provide the Client with an update as to the progress of the resolution of the complaint.

7. The Client will receive a written response from MUVE Homecare, detailing how the complaint has been resolved.
8. Where there is evidence of malpractice or the complaint is an event that requires notification, MUVE Homecare will immediately notify the Care Commission, The Police, Protection of Vulnerable Adults or Children and where applicable alert the temporary Workers professional body.
9. MUVE Homecare where necessary will immediately exclude the Agency Worker from its register whilst an investigation is in progress.
10. MUVE Homecare undertakes to work with all parties applicable to an investigation and where necessary share findings of such investigations.
11. A full written record of the nature of each complaint and details of the action taken as a result of the complaint is kept on a database for easy access;
12. MUVE Homecare has a quality assurance system in place to analyse and identify any patterns in complaints and trend analysis is conducted continuously.
13. The complainant at any time has the right to refer this matter for review to the Care Quality Commission, The Scottish Care Commission or The Regulation and Quality Improvement Authority – Northern Ireland.

In the event that you are unsatisfied with the manner in which a complaint has been handled, please contact the following Director within the company:

James McAlpine –Director MUVE Homecare

Unit D Ludgate Court, 57 Water Street Birmingham, B3 1EP

## 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 Client, to any perceived lack of resources, help or advice, or any action by persons or organisations which may be harmful to the Client. You should also report any refusal of care or any time you are unable to deliver Care as planned. You should ensure you read MUVE Homecare’s Safeguarding Policy, the Child Protection Policy and the Whistleblowing Policy.

## Commencing Work

It is the responsibility of every staff member to familiarise themselves with the care plans and emergency procedures before the start of their shift. These documents provide vital information on providing appropriate care and responding to emergency situations. Failure to adhere to these procedures may result in disciplinary action in accordance with our disciplinary procedures. It is crucial that all staff members prioritise the well-being and safety of our clients by following the established protocols and guidelines.

## 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.

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 ability.

## 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

MUVE Homecare 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. MUVE Homecare 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. The Equality and Diversity Policy and Procedure can be provided to you by your local branch. You will be requested to complete an Equal Opportunities Monitoring Form.

## Non-Harassment Policy

MUVE Homecare 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 Clients

Private work for Clients with whom MUVE Homecare is already providing with 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. If it comes to the attention of MUVE Homecare that you have accepted payment or engaged in work directly with our clients, appropriate disciplinary action will be taken, and you may be subject to charges. In exceptional circumstances, MUVE Homecare may authorise such work where it is clearly for the benefit of the Client subject to the approval of the organisation/individual funding the Care to that individual Client, and subject to controls on charging and quality and with prior agreement from Registered Manager.

In the event that MUVE Homecare discovers that staff have been engaged in consecutive shifts for multiple employers without adequate breaks, MUVE Homecare will take necessary action, which may involve dismissal.

## General Obligations

As an Agency Worker to be deployed in the provision of the Services you need to be aware that at all times whilst on the Client's premises you:

- a) are under the direction and control of the Client at all times and must ensure care plans are followed.
- b) must work as directed by the Client and follow all reasonable requests, instructions, policies, procedures, and rules of the Client (including any racial discrimination and equal opportunities policies);
- c) shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement;
- d) shall not make unnecessary use of authority in connection with the discharge of the provision of the Services and engagement instructions;

- e) shall abide by the Working Time Regulations 1998 and where applicable, New Deal requirements;
- f) shall not act in a manner reasonably likely to bring discredit upon the Client;
- g) shall not unlawfully discriminate for any reason;
- h) shall not falsify records, timesheets (Care Planner login), expenses or attempt to de-fraud the Client in any way;
- i) shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of the Services on an engagement;
- j) shall observe the highest standards of hygiene, customer care, courtesy and consideration when working in a health service environment;
- k) shall keep confidential information howsoever acquired whether relating to the Client, its business or relating to patients, including but not limited to patient identity, clinical conditions, and treatment;
- l) shall be competent in understanding and using both written and oral English;
- m) shall be able to communicate effectively with the Client's staff, other healthcare workers, patients, carers, and the general public;
- n) be helpful, pleasant, and courteous;
- o) have good telephone skills;
- p) shall record detailed and clear care notes;
- q) shall be confident and able to deal with Client's staff at all levels;
- r) shall be able to work with minimum supervision, where appropriate;
- s) shall be prompt and punctual;
- t) shall maintain proper standards of appearance and deportment whilst at work;
- u) shall be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties;
- v) shall display your photo ID badge on your clothing at all times during an engagement when they are on the Client's premises.
- w) shall not wear the uniform, protective clothing, photo ID badge or use the equipment on the Client's premises unless fulfilling the terms of the agreed engagement;
- x) shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered in the course of work;
- y) shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs;
- z) shall not at any time be, or appear to be, in possession of firearms or other offensive weapons.

## Fitness for Practice

As an Agency Worker with MUVE Homecare you are required to sign a statement at recruitment registration confirming that you are aware that you must notify MUVE Homecare about any changes to your professional registration immediately. Equally, you are required to declare before each occasion on which you are deployed in the provision of Services via MUVE Homecare that you are fit to practice at that time. Should you not be able to give this declaration truthfully, and then MUVE Homecare will be required to provide an alternative Agency Worker.

Should you be suspended from any other care employer or be under any form of investigation/suspension you are required to notify Muve Homecare immediately.

Please note: Any Agency Worker failing to maintain appropriate up to date, current professional registration will be withdrawn from active assignments until professional re registration is effective. Registered Nurses failing to maintain current professional registration will not be allowed to work as a healthcare assistant during this period of non- registration.

You should not declare yourself to be fit to practice if you are suffering from any of the following conditions: vomiting, diarrhoea, or a rash. You should inform the Client, and MUVE Homecare, if you become injured or diagnosed with any medical condition. You MUST also let us know if you are pregnant. If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us.

The Client may request that you undergo a medical examination before any occasion on which you are involved in the provision of the Services. The Client shall instruct you of the circumstances and reasons for the medical examination. The Client shall be entitled to refuse to allow you to be involved in the provision of the Services unless the medical examination demonstrates that it is safe for you to work. The Client shall also be entitled to refuse to allow you to be involved in the provision of the Services if you decline to be examined.

## Electronic DBS Process for England – Enhanced Disclosure and Barring Services (DBS)

The nature of the work undertaken by MUVE Homecare Agency Workers is likely to have regular and ongoing contact with young people and/or vulnerable



adults. For this reason, it is necessary for us to carry out Enhanced Disclosures (criminal record checks), including check of the Children's and Adult's Barred Lists, as part of the recruitment process. As an organisation using the DBS Disclosure service to help assess the suitability of applicants for positions of trust, MUVE Homecare complies with the DBS Code of Practice, Data Protection Act and any other relevant regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. If you have already registered with DBS and have received a certificate number, we can check your DBS online. The only requirement is a valid passport and the original DBS. For more details about DBS services and how to register with them please check [www.dbs.gov.uk](http://www.dbs.gov.uk)

MUVE Homecare processes all criminal record checks for England electronically. This ensures that your initial DBS and any other subsequent renewals are processed promptly, usually within a few weeks or so (assuming no issues with your application).

**Renewal of Enhanced Disclosure:**

Agency Workers are required to renew their Disclosures annually. You will receive a reminder when yours is due for renewal. Please attend to this as soon as you can to avoid work being cancelled.

**Rehabilitation of Offenders Act (1974):**

By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the provisions of Sections 4.2 and 4.3 of the Act do not apply to "nurses and midwives and any employment which is concerned with the provision of health services, and which is of such a kind as to enable the holder to have access to persons in receipt of such services in the course of his or her normal duties ". This means no conviction or caution can be considered spent and should be declared to MUVE Homecare. This requirement includes convictions, cautions etc, which occur during the Agency Workers registration with MUVE Homecare, including between annual disclosure checks.

**Criminal Convictions/ Cautions:**

MUVE Homecare is an Equal Opportunities organisation and as such, undertakes to treat all Agency Workers fairly and not to discriminate on the basis of conviction or other information revealed. Having a criminal record will not necessarily debar any individual from working with the company. Denial or nondisclosure of any conviction or caution, which is subsequently shown to exist, will lead to the immediate removal of the Agency Worker from the MUVE

Homecare Register. Any Agency Worker with convictions/cautions will be asked to prepare a "Confidential" Statement of Events surrounding each conviction/caution. Positive Disclosures are reviewed by the Company's Directors. Due consideration is given to the nature of the role, together with the circumstances and background of any offence and over-riding consideration is to the care, safety, and protection of Clients. MUVE Homecare is bound by the Disclosure body's Code of Practice, and we guarantee that the information will be treated confidentially.

Please be aware that our Clients do request to see a copy of your "Applicant's" copy of your DBS from time to time.

You have a responsibility to report any cases of suspected child or abuse of vulnerable adults. We have a detailed policy outlining this procedure.

## Agency Worker Regulations (AWR)

These regulations, which came into force on 1 October 2011, are designed to ensure that agency workers receive, usually after a qualifying period, treatment no less favourable than their full time employed equivalents.

### Your Day One Rights

From day one of your employment, an agency worker will be entitled to the same access to facilities such as, Parking, Children Crèche & Childcare, Canteen & Parity pay.

Detailed guidance on the regulations is available online ([www.bis.gov.uk](http://www.bis.gov.uk)) and your consultant can help but in brief your entitlements include:

- a) Immediate access to facilities, etc. provided by the Client to equivalent employed workers at the Client, and,
- b) After a qualifying period of twelve weeks, equal basic working conditions. The working conditions referred to are principally pay and holiday pay.

For the purpose of entitlement to equal working conditions the definition of the twelve week "Qualifying Period" is important so when calculating whether any weeks completed with the Client count as continuous towards the Qualifying Period, where:

- a) the Agency Worker has started working during an assignment and there is a break, either between assignments or during an assignment, when the Agency Worker is not working;

b) the break is:

(i) for any reason and not more than six Calendar Weeks;

(ii) wholly due to the fact that the Agency Worker is incapable of working in consequence of sickness or injury and the break is 28 Calendar Weeks or less; paragraph (iii) does not apply; and, if required to do so by the Employment Business, the Agency Worker has provided such written medical evidence as may reasonably be required;

(iii) related to pregnancy, childbirth or maternity and is at a time in a protected period, being a period beginning at the start of the pregnancy and ending at the end of the 26 weeks beginning with childbirth (being the birth of a living child or the birth of a child whether living or dead after 24 weeks of pregnancy) or, if earlier, when the Agency Worker returns to work;

(iv) wholly for the purpose of taking time off or leave, whether statutory or contractual, to which the Agency Worker is otherwise entitled which is: 1) ordinary, compulsory, or additional maternity leave; 2) ordinary or additional adoption leave; 3) ordinary or additional paternity leave; 4) time off or other leave not listed in paragraphs

(iv) i, ii, or iii above; or; 5) for more than one of the reasons listed in paragraphs

(iv) i, ii, iii to iv above;(v) wholly due to the fact that the Agency Worker is required to attend at any place in pursuance to being summoned for service as a juror and the break is 28 Calendar Weeks or less;(vi) wholly due to a temporary cessation in the Client's requirement for any worker to be present at the establishment and work in a particular role for a pre-determined period of time according to the established custom and practices of the Client;(vii) wholly due to a strike, lock-out or other industrial action at the Client's establishment; or(viii) wholly due to more than one of the reasons listed in paragraphs (ii), (iii), (iv), (v), (vi) or (vii);(c) the Agency Worker returns to work in the same role with the Client. Any weeks during which the Agency Worker worked for the Client before the break shall be carried forward and treated as counting towards the Qualifying Period with any weeks during which the Agency Worker works for the Client after the break. In addition, when calculating the number of weeks during which the Agency Worker has worked, where the Agency Worker has started working in a role during an Assignment and is unable to continue working for a reason described in paragraph (b)(iii) or (b)(iv) 1), 2), or 3), for the period that is covered by one or more such reasons, the Agency Worker shall be deemed to be working in that role with the Client for the original intended duration or likely duration of the relevant Assignment, whichever is the longer.

For the avoidance of doubt, time spent by the Agency Worker working during an assignment before 1 October 2011 does not count for the purposes of the

definition of "Qualifying Period". In the event that your pay is to be increased so as to comply with the regulation the new rate will be shown on your payslip.

## AWR and Statutory Leave

As noted in the terms of engagement agency workers under PAYE are entitled to up to 5.6 weeks leave (or a proportion thereof pro-rata according to your levels of agency work). The terms of engagement also state the basis on which this leave is to be claimed by you and paid to you. In the event of you meeting a qualified period there is a possibility that you might, depending on the Client concerned, be entitled to annual leave at a higher rate than the equivalent of 5.6 weeks per year. If this is the case, then any leave entitlement over and above the 5.6 weeks due to you will not be added to your leave entitlement but will be paid to you as it is earned and will be included in your standard hourly rate of pay.

In the event that additional holiday pay does become payable to you under the Agency Worker's Directive there may or may not be accompanying pay increase or pay decrease separate to the additional holiday pay. This will be explained to you on an assignment-by-assignment basis.

### What Are My Obligations Under The Agency Worker Regulations?

In order to help us and any Client to provide you with comparable treatment then we will need to immediately know:

- a) if you work or have worked through any other agency at any Client where we place you. Your consultant will ask you at the time of making any booking but if we are to help you then you must please inform us of any bookings at any of our clients.
- b) if you believe that you have not received the equal treatment to which you are entitled
- c) if you become pregnant or are otherwise entitled to maternity or paternity leave
- d) if you are returning to work after maternity leave, paternity leave, jury service, or sick leave

Please immediately raise your concerns you may have regarding the AWR to us by contacting your Consultant.

# 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 your employment:

## Induction Training

You will be expected to work through MUVE Homecare'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.

Induction training comprises:

- Basic Life Support – Adult and Paediatric that is compliant with the Resuscitation Council of the UK guidelines.
- Manual Handling
- Lone Worker Training
- Equality and Diversity
- Conflict Prevention and Management
- The Caldicott Protocols
- Health & Safety, including COSHH & RIDDOR
- Infection Prevention & Control, including MRSA & Clostridium Difficile.
- Complaints and Complaints Handling
- Fire Safety
- Safeguarding Vulnerable Adults / Safeguarding Children and Young People Level 2
- Laws and Legislations
- Patient Consent and Confidentiality

Additional Training Appropriate to your qualifications:

- Please check with your Consultant if you are not sure what is needed.
- Control & Restraint – Should you hold a practical certificate in Control and Restraint this must be provided to your Compliance Officer.
- Food Safety – Required if you handle food.
- Epilepsy
- Safeguarding Vulnerable Adults (SOVA) Safeguarding Children and Young Adults (SOCA), Safeguarding Children and Young Adults Level 3

In addition to the above and on arrival to a new ward/ unit/ placement, it is imperative that as an MUVE Homecare Healthcare Agency Worker you receive an orientation and induction to the ward. This should include location and information of safety protocols, fire exits, emergency equipment and phone numbers, manual handling equipment and procedures, hot spot, and violent episode handling.

## Working Standards

At MUVE Homecare, we are committed to upholding high working standards to ensure the provision of exceptional care and foster a positive work environment. It is the responsibility of all employees to familiarise themselves with and abide by the working standards outlined in this employee handbook. By adhering to these standards, we collectively contribute to the delivery of quality care.

## Timesheet

The Care Planner app serves as the method for clocking in and out of your shifts at MUVE Homecare. It is crucial that you clock in using the app to ensure accurate records of your shift. The Care Planner app tracks your login and logout times through GPS, providing visibility of your location while logged in. If you encounter any issues with the Care Planner app, it is your responsibility to promptly notify the branch manager for assistance and resolution. Remember, maintaining accurate records is essential for effective scheduling and payroll management.

## Training – Induction and ongoing

All employees are entitled to a minimum of three paid days of training per year, which description includes online 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 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 your registered manager. Failure to attend mandatory training could result in disciplinary action.

You are reminded that in order for MUVÉ Homecare 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.

## Method of Payment

Payment will be made by Bankers' Automated Clearing Services (BACS) directly into your bank / building society account on a weekly basis. A payslip detailing how your pay has been calculated and showing any deductions made will be made accessible on the online payslip portal. Please therefore ensure

that we are kept up to date with all your contact information. If you do not have an email address, then please contact your Consultant and we will make alternative arrangements. Please note that we will not accept telephone changes to your banking/building society details. All changes must be in writing via your Consultant.

## Tax and National Insurance

For the purposes of PAYE and Class 1 National Insurance Contributions only. You are required to pay income tax on your earnings (if they exceed the threshold for the current financial year). The rules affecting people working

through agencies are contained in Section 134 TA 1988 (formerly Section 38, Finance (No. 2) Act 1975). If you have any queries regarding your tax code or feel that you may be entitled to additional allowances, please contact HMRC directly on 0300 200 3200. They can adjust your tax code if appropriate. If MUVE Homecare is not your main source of work for tax purposes and there are issues with overpayment of tax and other income issues, it is also advisable to discuss these with the Inland Revenue direct or via their website.

Deductions in respect of Class 1 National Insurance will, unless registered as a Company, normally also be made by MUVE Homecare on your behalf if earnings exceed the National Insurance threshold. If you are entitled to pay reduced National Insurance or are exempt from paying contributions, you must produce the appropriate certificate, before undertaking any assignments.

## National Insurance Benefits

If you have made sufficient NI contributions you may be eligible for certain Social Security Benefits: Statutory Maternity Pay In certain circumstances, pregnant Agency Workers may be eligible for Statutory Maternity Pay through MUVE Homecare or Maternity Allowance from their local Social Security Office. If you are pregnant, you must:

- Inform MUVE Homecare that you are pregnant, and he/she will arrange for a Risk Assessment of your working environment to be undertaken in order to identify the type of assignments you can (or cannot) undertake.
- Obtain your MATB1 from your Doctor or Midwife and pass this to your local office.
- Obtain from your local Social Security Office, leaflets FB8 'Babies and Benefits' and NI17A 'A Guide to Maternity Benefits'.

Please sent the MATB1 form to your personal consultant, who will liaise with our payroll department be able to determine whether SMP is payable through MUVE Homecare. Agency Workers who are considered to be ineligible will be given a completed SMP1 form, which together with their MATB1 form should be forwarded to their local Social Security Office, with a request to consider the payment of Maternity Allowance



## Working Time Regulations and Statutory Allowance

Under the Working Time Regulations (WTR), Agency Workers' working time (including Placements and services provided personally to anyone else) should not exceed 48 hours per week (averaged over a period of 17 weeks). Night duty hours must not exceed 8 hours in 24 hours (averaged over 17 weeks). However, Agency Workers wish to waive this right, are required to declare this on joining the agency. Agency Workers can withdraw the option to work in excess of 48 hours per week at any time by providing 3 months written notice. Working time shall include only the period of attendance at each individual Placement. It shall not include travelling time.

## Care Planner App & Care Notes

The Care Planner app is a mandatory app that all care staff must use. It serves as a comprehensive tool for documenting care notes, accessing client care plans, photograph uploading and emergency plans. This app is designed to streamline and enhance the care management process, ensuring efficient and effective communication within our organisation. For full instructions on how to use the Care Planner App visit [Here](#).

Care Notes are an essential and legally mandated requirement. Staff members are responsible for submitting comprehensive care notes that document the specific details, including the times and events that occurred during their shifts. These care notes serve as vital information that will be reviewed by the Multi-Disciplinary Teams involved in the care of the clients.

## Annual Training and Development Requirements

The following training is required before existing training modules expire by all Agency Workers continuing to undertake agency healthcare work through MUVE Homecare. Training must be updated before expiry of previous training certification:

- Basic Life Support – Adult and Paediatric that is compliant with the Resuscitation Council of the UK guidelines.
- Manual Handling
- Lone Worker Training    Equality and Diversity
- Conflict Prevention and Management
- The Caldicott Protocols
- Health & Safety, including COSHH & RIDDOR

- Infection Prevention & Control, including MRSA & Clostridium Difficile
- Complaints and Complaints Handling
- Fire Safety
- Safeguarding Vulnerable Adults / Safeguarding Children & Young People Level 2
- Laws and Legislations
- Patient Consent and Confidentiality
- Additional Training Appropriate to your qualifications:
- Control & Restraint – Working in a mental health facility
- Resuscitation of the New-born – Midwives
- Interpretation of Cardiotocography Traces – Midwives
- Food Safety – Required if you handle food.
- Epilepsy
- Safeguarding Vulnerable Adults (SOVA) Safeguarding Children and Young Adults (SOCA), Safeguarding Children and Young Adults Level 3

Written confirmation of certain training received at another employer or MUVE Homecare validated organisation is also acceptable. Please contact your Consultant if you are unsure as to whether this is applicable to you. You must keep your knowledge and skills up to date throughout your working life. In particular you should take part regularly in learning activities that develop your competence and performance. MUVE Homecare conducts regular training sessions in our main branch office. Please contact your Consultant to book your training update before your previous certificate expires.

## Revalidation

Revalidation is a requirement all nurses on the register have to undertake, in order to maintain their registration with the NMC. Every nurse is required to revalidate every 3 years, this date will be the same date as when your annual fee is taken. To find out when your revalidation is due you must register with the NMC and create an online account, this is also where you find all necessary information regarding revalidation, what is required and where you will be notified of when you are due to renew.

It is important to note that as an agency we will be offering full support to our nurses going through this process. We offer revalidation workshops for those that require support in putting together their portfolio, as it will be the first time many of you will be doing this. The nursing team within MUVE Homecare will also be available to you to go through your reflective accounts, having the reflective discussion and being able to act as your confirmer, signing off your portfolio. An email address has also been specifically designed to our nurses for revalidation

purposes (info@revalidation.co.uk). This is manned during the working week and provides support to nurses who have any queries or unsure about certain aspects of the process. The nursing team within MUVE Homecare have attended the necessary training to be able to provide this support to you and have experience in every step of the revalidation process.

## Performance Monitoring and Appraisal

We actively seek feedback from Clients upon introducing a candidate to them for the first time, and periodically thereafter. We will enquire about performance, levels of competence, practice and standards, teamwork, time keeping and training needs that may have been identified. We will provide Agency Workers with feedback on their progress. Performance appraisals are an integral part of ensuring quality standards are met. MUVE Homecare ensures that job performances are routinely formally assessed against expected clinical standards and identifies opportunities to enable workers to improve their professional skills. For ongoing work in the NHS Agency Workers are required to be annually appraised. Each Agency Worker will undergo a formal review of job performance within the first 6 months of registration and commencing assignments with MUVE Homecare, and thereafter every 12 months.

Your appraisal will be carried out by a senior practitioner of the same discipline. ("Appraiser"), who will be appropriately trained in the conduct of appraisals, and regularly re-trained as appropriate. We are required to consider when assessing your clinical practice, the results of any quality assessment questionnaires completed by our Clients and the results of any reviews by MUVE Homecare of your clinical practices.

In addition to the above MUVE Homecare will request feedback from our Clients. This feedback will cover the following areas:

- General levels of service including punctuality, attitude, and ability to carry out practical tasks
- Clinical Performance
- Training Needs
- Any other issues, including progress since the last appraisal

Copies of the completed feedback requests will be given to you to raise any concerns or issues may have. All MUVE Homecare Agency Workers are requested to maintain a written portfolio of professional experience and attendance at professional development courses, which should also include a written and agreed Personal Development Plans as agreed at the appraisal. Please note: The results of the appraisal will be recorded on your electronic

data file, updated on an annual basis, and will form the basis of assessment for future job placements, training requirements and complaints handling.

## Business Expenses

We will reimburse you for authorised and legitimate expenditure, reasonably incurred by you, during the proper performance of your duties, i.e.

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 registered manager before incurring any expenses.

## Pension

If you are an employed PAYE worker, MUVE Homecare will enrol you for a workplace pension.

MUVE Homecare staging date is October 2017.

Employees who qualify for a workplace pension

- Aged between 22 and the state pension age
- Earn at least £10,000 per year
- Work in the UK



# Annual Holidays, Holiday Pay and Procedures

## Holiday Entitlement

The holiday year runs from 1st April to 31st March. As an Agency Worker you start accruing holiday pay as soon as you begin work through us and can request this from us at any time. Holiday entitlement is up to 5.6 weeks in any holiday year, pro-rata, for workers who work less than full time hours. Any holiday pay that you accrue must be taken before the end of September, as the holiday year runs from 1st April to 31st March. (Any outstanding balance of holiday pay not claimed by this date will be lost).

Holiday pay rate is calculated as an average of the pay rates you have received over the previous 12 weeks. It is each Agency worker's responsibility to claim his or her holiday pay, and MUVE Homecare will not send reminders, nor will MUVE Homecare be responsible for loss of holiday payments. You may not work whilst on holiday. It is simple – holiday is a necessary period of rest. You may not claim holiday for weekends unless these are usual working days for you. To claim Holiday Pay please contact your Consultant. Holiday pay is not applicable to any Agency Worker registered as a Limited Company or with an Umbrella Company as it is already included in the rate of pay.

## Public/ Bank Holidays, Pay & Procedures

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

# Sickness/Injury Absence Payments and Conditions

## Statutory Sick Pay (SSP)/ Sickness Benefit

A worker is entitled to SSP if they are employed by MUVE Homecare as a

PAYE candidate, the weekly rate for SSP is £109.40 for up to 28 weeks. It is paid for the days an employee normally works – called “Qualifying days” in the same way as wages, for example on the normal payday, deducting tax and national insurance.

## Notification of Absence

The Sickness Absence Policy and Procedure can be provided to you by your local branch. 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. We appreciate that sometimes unavoidable things do occur however you must always try and give us as much notice as possible if you have to cancel a shift. If you feel slightly unwell but are unsure if you will need to cancel the shift still advise us of the situation so we can be prepared if a replacement is needed. To cancel a shift you have already accepted, please phone your Consultant immediately. Shift cancellations will not be accepted by e-mail or text.

## Maternity

The Maternity Policy and Procedure can be provided to you by your local branch.

## Adoption Leave

The Adoption Leave Policy and Procedure can be provided to you by your local branch.

## Insurance against Personal Accident and Illness

Agency Workers will only be paid for work that has been undertaken so, if for any reason you are unable to undertake work, you may well suffer financially as a result. The normal risks, which prevent Agency Workers from working, are accidents (either at work or at home) or illness. You are advised to seek and obtain insurance cover against such risks and at a level that protects your income during periods when cannot work. MUVE Homecare advises all Agency Workers to seek the services of an independent Financial Advisor in the first instance to ensure that they are covered in such an event.

## Shared Parental Leave

The Shared Parental Leave Policy and Procedure can be provided to you by your local branch. 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 can be provided to you by your local branch.

# General Rules and Regulations

## Travel

The general rule is that travel allowances are not paid for all assignments. You may find, however, that travel allowances will be payable for specific assignments, where a set distance is exceeded and if so, this will be discussed at the time that the booking is made. Any mileage incurred as “business mileage” where you have been required to use your own vehicle to transport a client will be reimbursed.

## Using your Own Car

On certain occasions, staff may be expected to accompany clients on outings. In such instances, it is important for staff to ensure they have the appropriate level of business insurance coverage for their own vehicle and have provided a copy of this insurance to the branch. MUVE Homecare emphasises the importance of staff taking responsibility for ensuring they are adequately insured when using their personal vehicles during working hours.

If you only use your car to travel to your permanent workplace and then use other transport, or walk, between Clients, 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 MUVE Homecare 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 MUVE Homecare of any changes to your license e.g endorsements, cautions or convictions.

## Recording an Accident/ Incident and Insurance

If any accident/incident occurs, which could give rise to a claim, the incident must be recorded accurately in the Client's Accident Book. You are also strongly advised to complete an incident report and forward it to your Consultant. You are advised to take out additional insurance.

## Documentation & ID Badge

You may be required to produce proof of identification in the form of your passport or UK photo card-driving license, before starting any assignments. In addition, you may be requested to produce a copy of the following and as such should carry them with you for each assignment:

- MUVE Homecare ID Badge
- NMC Pin Card: Registered Nurses and Midwives
- Enhanced DBS Disclosure Form

Care Planner will be your Digital Timesheet, please ensure you login when you arrive at the property and log out at the end of your shift.

ID badges are a security tool. Your ID badge will be issued to you before you start work for MUVE Homecare and should be worn whenever you are on an assignment booked through us. The ID badge displays your photograph, name, job title and expiry date. Your ID badge will be valid for a year, and you will automatically be issued a new ID badge as your current one expires. Should you not receive an updated ID badge or lose your current badge, you can request a new badge via your Consultant.

Failure to comply with any of these requirements could result in you being refused permission to work by the Client. Badges must be returned to us on termination of your employment with MUVE Homecare.

## Acceptance of Assignments

You are required to work competently; you must possess the knowledge, skills and abilities required for lawful, safe, and effective work without direct



supervision. You must acknowledge the limits of your professional competence and only undertake roles and accept responsibilities for those activities which you are capable to undertake. In view of this, please ensure that prior to agreeing to accept an assignment, you are satisfied that you have the skill level and competence to perform the role safely.

Please note that even if you feel you are competent to undertake a particular task you must check that the Client's Policy & Procedure enables you as an Agency Worker to complete the required task. The Client may ask MUVE Homecare to provide a copy of your CV before accepting you as an Agency Worker. The Client also reserves the right to accept or decline an MUVE Homecare Agency Worker for an assignment.

## Completing an Assignment

At the end of every assignment MUVE Homecare provides Evaluations of Service to Clients. Clients are asked to supply feedback on the service they have received from MUVE Homecare and also to provide a reference on the Agency Worker. Agency Workers are also asked for feedback on the assignment. Both positive and negative feedback is actively encouraged so MUVE Homecare can act upon it to improve its quality of service.

## Record Keeping

Funding Authorities will request copies of care notes on regular occasions therefore it is essential notes are made throughout the day via the Care Planner app. Record keeping is a professional requirement of all Agency Workers. Failure to maintain a record would cause considerable difficulties in respect of any legal proceedings, e.g., allegations of negligence.

Information is essential to the delivery of high-quality evidence-based health care on a day-to-day basis. Records are a valuable resource because of the information they contain. This information can facilitate clinical decision making, improved patient care through clear communication of the treatment rationale and progress and facilitate a consistent approach to team working. However, a record is only of use if it is correctly recorded in the first place, regularly updated, and easily accessible when it is needed. Everyone working in healthcare that records, handles, stores, or otherwise comes across information, has a personal common law duty of confidence to comply with this. All patient treatment and refusal of treatment and advice must be noted. It is advisable to note when telephone contacts are made. All

patients' records should be kept confidential in line with the GDPR Data Protection Act 1998. Ensure your clinical documentation complies with NMC and HCPC guidelines and industry requirements. If you require further information on this, please refer to the NMC or HCPC websites or contact our Nursing Department.

## Substance Abuse

You must not arrive on duty intoxicated by either alcohol or drugs prior to a shift. Clients may request that you undertake an alcohol breath test if they suspect that your performance may be affected. Each trust will have a policy regarding dealing with suspected intoxication. Any Agency Worker arriving for or suspected of arriving for duty intoxicated who is sent home will not be paid for time spent.

## Medicines Management

You have been provided with a copy of the NMC Standards for Medicines Management 2008 (2010 cover version). MUVE Homecare's Medicines Management policy reflects the guidance contained with that publication and you are expected to fully apprise yourself of the contents of both these documents and practise in accordance with the guidance contained therein.

The Medicines Management policy sets down minimum acceptable standards and behaviours expected of an Agency Worker placed through MUVE Homecare in acute and community settings, where they are involved with Medicines Management for the adult client or patient and aims to safeguard the best interests of Clients and patients, clarify the scope and limitations of the responsibility of the Agency worker, support Clients/patients with their medications, clarify the role of the unqualified Agency Worker, encourage safe systems for handling, storing, assisting and administering medicines, minimise risk, identify communication structures for concerns, errors and risks, define "assistance with medicines" and "administration of medicines", ensure that recording and control of medicines is correctly performed to prevent loss, inappropriate access to and misuse of medicines by patients / carers, residents, staff or any member of the general public, and support the Agency Nurse to work to the highest standard when involved in the prescribing and administration of medicines.

Practitioners involved with the delivery of care carry responsibility for their actions. Signatures and initials must be capable of identification. Whilst the policy focuses on clarity for Agency Workers regarding their role and scope of practice for medicines management in the Acute & Independent Hospitals and

hospices the principles in this medicines management policy are to be understood to cover all settings i.e., the community setting.

Please note: A further comprehensive Medicines Management Policy is available focusing primarily on clarity for Agency Workers within the Community Setting. Please ask your Consultant or the Nursing Department for a copy.

Medicines management should ensure a patient/client receives maximum clinical benefit from the prescribed medication in a safe way, which minimises any potential harm.

Suitably qualified Agency Workers will provide patient/clients with supervision and support to ensure that they receive their medications in an appropriate manner: as they are prescribed and in accordance with dispensing instructions; and in a timely manner to ensure an effective clinical outcome.

Suitably qualified Agency Workers may administer prescribed medication, including controlled drugs, provided the patient/client has consented and this is recorded as part of their care (Signatures and initials must be capable of identification). Any medicines given must be given as directed by the prescriber.

#### Definition of a Medicinal Product

A Medicinal product is:

“Any substance or combination of substances presented for treating or preventing disease in human beings or animals. Any substance or combination of substances which may be to human beings or animals with a view to making a medical diagnosis or to restoring, correcting, or modifying physiological functions in human beings or animals is likewise considered a medicinal product.” Council Directive 65/65/EEC.

#### Procedure: Assistance & Administration of Medicines

Adults, who are supported in the community setting in their own homes by a MUVE Homecare Agency worker, will normally be responsible for their own medicines both prescribed and non-prescribed.

#### Definition of Assisting

The definition of assisting is (Care Workers in the Community setting should also refer to training level 1 in the Medicines Management for Agency Nurses within the Community Setting Policy) when a care worker or nurse assists someone with their medicine, the Client or patient must indicate to the care worker or nurse what actions they are to take on each occasion.

## Definition of Administration

If the Client or patient is unable to do this or if the care worker or nurse gives any medicines without being requested (by the Client or patient) to do so, this activity is interpreted as administering medicine (Care Workers in the Community setting should also refer to training level 2 in the Medicines Management for Agency Nurses within the Community Setting Policy).

To administer medicines means "to give a medicine either by the introduction into the body, whether by direct contact e.g., orally or by injection, or by external application e.g., a transdermal patch for analgesia or an impregnated wound dressing".

## Procedure: Qualified Nurse Agency Worker professional responsibilities

The Nurse's role in medicines management is the safe handling and administration of medicines and the provision of support to the Client/patient receiving them. Part of this responsibility is to ensure that the patient/Client understands the reasons for the medication, the likely outcome, and any potential side-effect.

Agency Nurses placed in organisations must work with local policies, procedures, and directives, and within the limits of their competency and experience. MUVE Homecare expects all agency workers, at the commencement of each assignment, to familiarise themselves with the local policies and procedures that they are working in. If these policies are not made available to you, it is your responsibility to inform the Departmental Manager and the Clinical Nurse Manager of MUVE Homecare.

Nurses are strongly advised to be fully appraised of the Nursing and Midwifery Council (NMC)

"Standards for medicines management", 2008. (Cover version 2010)

This framework provides the minimum standards by which their practice should be carried out and it is against these standards that their conduct will be measured. MUVE Homecare expects all qualified nurses working through the agency to follow these standards strictly and to use this to apply their professional expertise and judgement when supporting Clients/patients with their medicines in all care settings.

Key points of these are that the nurse must:

- Know the therapeutic uses of the medicine to be administered, its normal dosage, side effects, precautions, and contra-indications
- Be certain of the identity of the patient to whom the medicine is to be administered

- Be based, whenever possible, on the patient's informed consent and awareness of the purpose of the treatment
- Be aware of the patient's care plan
- Check that the prescription, or label on medicines dispensed by a pharmacist, is
- Clearly written and unambiguous
- Have considered the dosage, method of administration, route, and timing of the administration in the context of the condition of the patient and co-existing therapies
- Check the expiry date of the medicine to be administered
- Check that the patient is not allergic to the medicine before administering it
- Contact the prescriber without delay where contra-indications to the prescribed medicine are discovered, where the patient develops a reaction to the medicine,
- or where assessment of the patient indicates that the medicine is no longer suitable.
- Make a clear, accurate and immediate record of all medicine administered, intentionally withheld, or refused by the patient, ensuring that any written entries and the signature are clear and legible
- Ensure that a record is made when delegating the task of administering medicine
- Where supervising a student nurse in the administration of medicines, clearly
- Countersign the signature of the student

Procedure - Medicines - Unqualified Agency worker' Role in Medicines Management MUVE Homecare Unqualified Agency worker's responsibilities: When working in organisations such as Hospitals, Nursing homes and Hospices it is unlikely that an unqualified Agency Worker will be involved in medicines management. In a Care-Home or in the Community in client's home an Agency Worker may be required to assist a client with their medications.

Unqualified Agency Workers must clarify with their Consultant or MUVE Homecare Clinical Nurse Manager the extent of their responsibilities for medicines when placed in the community or care setting. In a Care-Home an unqualified Agency Worker may be asked to be a second witness to medication administration when no second qualified nurse is available. If an Agency Worker considers that they are not competent to do this, they must inform the person in charge of the shift. Any unqualified Agency Worker required to be a second witness must have received appropriate training in the management and Safe Handling of Medicines.

All care workers involved with medicine management must be able to evidence accredited training.

Please note: A further comprehensive Medicines Management Policy is available focusing primarily on clarity for Agency Worker within the Community Setting. Please ask your Consultant or the Nursing Department for a copy

#### Procedure - Medicines - Acute & Independent Hospitals and Hospices

All medicines administered in a hospice or acute hospital must be considered prescription only. In this setting, whether administered by a nurse/pharmacist or self-administered by the patient himself, medicines administration can only occur when a written prescription exists, or a Patient Group Direction (PGD) is available. Agency Workers must establish when they have responsibility for administering medicines. They can do this as a single-administration or by another qualified practitioner is required.

Self-administration of medicines by a patient does not discharge a staff member's responsibility for supervision, assessment and documentation of medicines taken.

#### Procedure - Medicines - Advice Giving

The Agency Worker must not offer advice on specialist treatments e.g., a subcutaneous syringe driver, used for palliative care or a cancer drug, unless they have the specialist knowledge to do so.

In the community setting MUVE Homecare Agency Worker will not influence:  
How the Client chooses to obtain his medicines  
How and where the Client chooses to keep medicines in the home (unless this affects the efficacy of the drug)  
How medicines, which are no longer needed are disposed of.

#### Procedure - Medicines – Consent

A Client's consent for medicines to be administered must be checked, documented, and dated in the Care Plan. This consent should be revised should the Client's physical or cognitive abilities alter.

Checking a Client's consent should confirm his/her understanding:

- Of the intended effect of the medicine
- Of potential side-effects
- that he/she has the right to refuse the medicine

Consent is dynamic and therefore must be established at every medication administration event. Agency Worker must obtain Clients' consent before administering or assisting with their medicines.

#### Procedure - Medicines - Refusal of Medication

When a Client refuses to take their medication, or to receive it from the Agency worker, the refusal, and the reason for this must be recorded. The

patient's right to decide whether to receive medications must be respected. Appropriate encouragement to take or receive the medication is acceptable, however forcing a Client to take the medicine through physical or verbal coercion is not acceptable and is abusive. Agency Workers must be aware that sometimes, even the act of standing over a Client may be seen as intimidating.

#### Procedure - Medicines - Unqualified Agency Worker- Assisting, Prompting, Administering

Healthcare assistants/care assistants/auxiliaries and support workers may not administer medicines and healthcare products unless they have had appropriate and recognised training to enable them to administer medicines. An unqualified Agency Worker's competence to administer medicines must be supported with verified documentary evidence, which is clear about the scope of their training and its outcome, e.g., qualifies the individual to administer specific medicines to named patients. Competence to administer medicines in a specified setting does not give an unqualified Agency Worker the authority to do so in others.

An unqualified Agency Worker must not administer any medication through interventional techniques, unless specially trained by a qualified healthcare professional. The professional may delegate the task to the unqualified Agency Worker but remains responsible for his/her competence to undertake this.

#### Procedure - Management of Medication Errors

At any point of the medication process a mistake can occur.

##### Reporting an Error:

The Agency Worker must inform the supervisor or unit manager if on placement in an establishment and follow the local policy and guidelines for reporting and documenting a medication error. Depending on the situation and its severity, the prescriber must be informed immediately or the "out of hour's doctors" contacted if in the community. If an error occurs in the Client's home they must be informed or if they unable to understand, their main carer/guardian must be contacted. The Client's GP must also be informed. The Client must be monitored for any adverse reactions and the situation documented clearly and at the time of the event.

Qualified and unqualified Agency Workers must report any medicine errors to their local branch office.

If the Agency Worker made the error, he/she must provide all details to the Local Branch Office and document clearly on an incident report. If the Agency Worker has been personally involved in a medication error, an investigation will be carried out by the Local Branch Office. The Agency Worker will be kept informed of the progress of the investigation and support will be given to

achieve a satisfactory conclusion for both the Client and the Agency Worker. Depending on the circumstances and severity of the error, further action may be taken.

The Agency Worker is expected to cooperate with any investigation and may request an independent assessment of the investigation if they do not accept the outcome.

#### Procedure - Disposal of Medicines

Agency Workers must follow establishments' written policies for the safe disposal of unwanted medicines. Records must be made and kept. Clients in their own homes are responsible for the disposal of their own medicines. However, in some situations, the Agency Worker will be required to do this on their behalf. Best practice is to return unwanted medicines to the dispensing pharmacist. Controlled drugs must be treated in this way and returned to the Pharmacist or GP. A record and a signed receipt that this has happened are essential to protect the Agency Worker from any misunderstanding.

#### Procedure - Medicines Management - Trouble Shooting

All medication instructions and doses will be found in the digital MAR Chart.

The Agency Worker should not make decisions on medicine management unless competent to do so.

Agency Workers should access up-to date information about the use of medicines when they do not know or are unsure of the use and benefit of specific medications. The British National Formulary (BNF) should be available in hospitals, hospices, and Nursing homes. Any concerns regarding medication should be referred to the patient/client's key clinician or visiting specialist team e.g., Hospice or the community pharmacist who dispensed the medicine for the Client can be contacted for advice.

If a qualified Agency Worker has concerns about their or others' competence in medication administration, it is essential to contact the local branch office. Qualified nurses are advised to act promptly if they identify poor practice or errors in medication administration.

#### Procedure - Witnessing in Medication Management

It is important to understand that witnessing the administration of a drug carries the same responsibility as doing it and careful checking is required. Witnessing is not to be treated as a rubber-stamping exercise. Where two people sign that they have witnessed the administration of a drug, both are equally responsible only if both are registered nurses -unqualified Agency Workers cannot be held responsible for the administration of a drug.



## Additional Time Off Work

We recognise that there will be occasions when you will request time off for medical/dental appointments or 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 our premises.

## Lost Property

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

## Mobile Phones

It is necessary for staff to download the Care Planner app on your personal phones, which will be used for documenting care notes, accessing care plans, and reporting incidents. It is important to note that staff should refrain from using their personal phones during work periods for any other reason than using Care Planner, and should not make or take personal calls unless it is an emergency situation.

## 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 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

You must wear your MUVE Homecare issued ID badge at all times. If you lose or misplace your ID badge, please contact your Registered Manager immediately.

MUVE Homecare will provide appropriate uniforms for certain roles free of charge. Registered manager will speak to you about the requirements of your role. Employees should refer to the Appearance Policy and Procedure which can be provided to you by your local branch. Additionally, it is important to note that staff members are expected to refrain from wearing designer clothing as part of the dress code guidelines.

## Smoking

The Smoking at Work Policy and Procedure can be provided to you by your local branch.

## Alcohol & Drugs

The Alcohol and Drugs Policy and Procedure can be provided to you by your local branch.

## Attendance & Timekeeping

Good timekeeping and prompt attendance is paramount in the lives of the people to whom we provide support. Please advise the person in charge, if you are running late in attending work. We would also request that you inform

the person in charge/ [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 can be provided to you by your local branch.

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

## Handling Clients' Money

When you are tasked with making purchases on behalf of a client using client money, it is essential to document these transactions in the care notes. You must log all receipts related to these purchases using the camera function in the care notes. This documentation ensures transparency, accountability, and accurate record-keeping of client expenses.

Employees must remember that Clients may be vulnerable and rely on MUVE Homecare 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 Client.

Employees must not remove property or money from a Client without permission or purpose. This policy is designed to protect both employees and the Client 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 Clients

Information about all Clients is held in the Care Plan. If you are attending a Client for the first time, please make yourself familiar with the Client's needs through reading the Care Plan. If you have any doubts, contact the person in charge. All information to which you have access regarding a Client must be treated with the utmost confidentiality (see Confidentiality Policy). On each occasion on which you attend to the Client, you should record on the Care records brief details of duties carried out and general information regarding the Client's situation. Please also use this daily visit sheet as a means of communicating information to the next Support Worker on duty with the Client, or as a reminder for yourself.

## Gifts, Wills, Donations & Bequests

You should not, under any circumstances, act as signatories to the wills, lasting powers of attorneys or similar legal documents of Clients, or be beneficiaries of Client'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.

## 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 MUVE Homecare's Infection Control Policy and Procedure.

## Loss, Damage & Wastage

It is important to maintain efficient and cost-effective routines in order to ensure that resources are appropriately focussed on Client 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 when- ever 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.

## **Security and Confidentiality**

### **Confidentiality**

You must not disclose any trade secrets or other information of a confidential nature relating to MUVE Homecare or any of its associated companies or their business or their clients/Clients and employees in respect of which MUVE Homecare 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.

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

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

You must, if requested by MUVE Homecare, 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.

## 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, staff lockers (where available), 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 [Manager] is authorised to make any communication or statement to the media in matters relating to the business.

## Removal from MUVE Homecare Register

- Agency Workers may be removed from the Register in the following circumstances:
- Where an Agency Worker's conduct or standard of work has seriously fallen below the level required by MUVE Homecare Code or Code of Professional Conduct.
- If it is believed that an Agency Worker has acted in an unprofessional manner, MUVE Homecare reserves the right to remove you from your assignment and not re-assign until the matter has been investigated and resolved.
- If an Agency Worker has a reason to be put onto the "MUVE Homecare Alert List".
- If MUVE Homecare has been alerted by the NMC, GMC or other regulatory bodies with regard to practicing Agency Workers. Examples of such conduct are as follows. This list is not exhaustive:
- Failure to attend a Client having accepted an assignment or repeated lateness.
- Failure to provide care in a fashion consistent with the Agency worker's professional Code of Conduct or in a caring and appropriate manner, e.g., sleeping on duty, non-adherence to clinical instruction.
- Failure to carry out reasonable instructions of the Client or MUVE Homecare
- Breach of trust involving MUVE Homecare or the Client.
- Disclosure of confidential information to a third party relating to either a Client or MUVE Homecare
- Misconduct and/or gross misconduct - any behaviour which potentially puts any Client, individual or vulnerable person at risk or puts MUVE Homecare at risk including the following (non-exclusive and non-exhaustive) list: -
- Being under the influence of alcohol or any substance that will adversely affect your performance
- Possession, custody, or control of illegal drugs while on duty, or the supply of illegal drugs to Clients, their families, or representatives
- Theft or stealing from Clients, colleagues, or members of the public
- Other offences of dishonesty
- Abusive or violent behaviour including physical, sexual, psychological, emotional, financial abuse of a Client, a member of their family, or their representative or deliberate act of omission which leads to harm or potential for harm to someone from this group
- Fighting with or physical assault on other workers, Clients, or members of the public
- Harassment, bullying and/or discrimination

- Sexual misconduct at work
- Gross insubordination, aggressive/insulting behaviour, or abusive/excessive bad language
- Falsification of a qualification which is a stated requirement of the Worker's employment/ registration or which results in financial gain to the Worker
- Falsification of records, reports, accounts, expense claims or self-certification forms whether or not for personal gain
- Failure to observe MUVE Homecare procedures or serious breach of MUVE Homecare's rules
- Unsatisfactory work
- Damage, deliberate or otherwise, to or misuse of a Client's or MUVE Homecare's property
- Gross negligence which covers acts of neglect, misuse, or misconduct and/or not following requirements of the care plan or care instruction (deliberate or otherwise) which exposes Clients, Client/patients, their representatives, colleagues, or branch staff to unacceptable levels of risk and/or danger
- Conviction of a criminal offence, caution by a police constable or being bound over by a court where this is relevant to the worker's employment/registration or failing to disclose a criminal offence, caution or bind over (including those which would be considered 'spent' under the Rehabilitation of Offenders Act 1976) which occurred before engagement with MUVE Homecare
- Inappropriate relationship with Client or customer
- Other acts of misconduct may come within the general definition of gross misconduct.

You are advised to read both your Terms of Engagement for MUVE Homecare Agency Workers and this Handbook in full, to ensure you fully understand what we ask of you. Agency Workers cannot work if their health or physical ability impedes them from carrying out their duties effectively. Whilst Agency workers will not be required to relinquish registration at the normal retirement age of 65, they must, like any other Agency worker, be in good physical and mental health. They may be requested to undertake a medical examination/assessment, at their own expense, to confirm their fitness for work.



# Standards of Conduct/Performance

Throughout this section we shall give an indication of the required standards of conduct or performance expected from all 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 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)

Please ensure you always arrive for work at least fifteen minutes before the shift is due to start. This will allow you to obtain a handover where required, familiarise yourself with the care needs upon start of shift and gather any information required.

If running late for work, please contact your Consultant or the main MUVE Homecare office immediately.

Always call before the shift is due to start and please give a realistic estimated time of arrival. If your journey is further delayed, please update us again.

It is always better for us to call ahead and inform a Client of lateness, than the Client calling us looking for a worker running late. This will look unprofessional and may affect future work allocation from that Client. Allow plenty of time to travel to work, particularly if travelling by bus or tube, which are frequently subjected to disruptions and can run behind time.

When travelling to a new establishment, please plan out your route carefully and ensure you have all the travel information you need before you leave home- if you need assistance planning your journey, your Consultant will be happy to do this for you

It is not acceptable if you fail to inform us of your delayed arrival due to no

mobile phone credit, no number for MUVE Homecare. Please make sure your mobile phone credit is topped up and you have MUVE Homecare's main contact number saved: Phone Number: 0844 986 9784

We provide 24-hour service 365 days a year. You may use this service if you have an urgent concern, difficulty or emergency that needs immediate attention. Please call during office hours if the situation is non-urgent.

## Safeguarding Children and Young People

All Agency Workers are required to have a valid annual training certificate for Safeguarding Children and Young People, and which is part of MUVE Homecare's training program.

## Codes of Conduct

All registered Nurses, Midwives, and OPDs working with MUVE Homecare will be required to adhere to the respective Codes of Professional Conduct, which contain full details of the codes of practice, in respect of all agency work undertaken. You will have been provided with these publications directly by your professional body. Additional copies can be downloaded from the NMC and HCPC websites. Please ensure that you behave in a manner that upholds the reputation of your Profession. Behaviour that compromises this reputation may call your Registration into question even if it is not directly connected to your professional practice.

MUVE Homecare's code of conduct informs all Agency Workers of our Clients' expectations about their general conduct and approach to tasks, emphasises the importance of a professional approach to all Clients and service users, and highlights situations that Agency Workers may have to deal with.

You are required to adhere to the following:

## Sleeping On Duty

Where staff have been assigned to work a "waking night" anyone found to have been asleep whilst on duty will face disciplinary procedures which may result in

the termination of your employment.

Staff are encouraged to make regular care notes through the night including "welfare checks" if their client is asleep. Tips for staying awake include:

Small snacks

Caffeine

Stay in well light area

Don't "make yourself comfy" on a sofa or similar.

Stay active

## Recordings

Clients may have in their possession a mobile phone with the capability of recording videos and sound. Please be aware whilst on shift that clients may use and record your actions or conversations so please ensure you remain professional at all times.

## Confidentiality

Agency Workers will at times become privy to information concerning a Client or service user, this information must be treated with respect and remain confidential at all times. At no time may any Agency Worker discuss the confidential affairs of MUVE Homecare, a Client or a service user without specific written permission to do so. The only exceptions to this requirement are cases where the law dictates otherwise or if silence may negatively affect a service user's wellbeing.

## 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 Clients. 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 into 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 Client
- Would be a breach of our Equal Opportunities Policy
- Would cause us to question your suitability to be working with our Clients

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 MUVE Homecare at all times.

Employees should not connect/be "friends" with Clients on social media unless there was a relationship (Family or friend) prior to them becoming a Client of MUVE Homecare or you have permission of [Manager]. This is to protect the reputation of MUVE Homecare and avoid the risk of adversely affecting relations with our Clients and prevent any safeguarding issues arising.

Employees should refer to the Social Networking Policy which can be provided to you by your local branch.

## Stock/Property

Homecare property (and/or that of our Clients) 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 Clients) 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

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 offer more appropriate remedies.

The Poor Performance and Capability Policy and Procedure can be provided to you by your local branch.

## Health and Safety

It is the policy of MUVE Homecare to ensure, as far as is reasonably practicable, the health, safety and welfare of all our Employees, Agency Workers, Service Users and Members of the Public, accepting our statutory responsibilities in this area. This involves working in partnership with our Clients who for the purpose of Agency Workers provide the physical setting for the work undertaken by the MUVE Homecare Workers.

MUVE Homecare seeks to ensure the following in relation to Health & Safety:

- That you have the necessary qualifications, experience, skills, and capability to carry out the assignments that you will be undertaking.
- That any risks to health, in connection to the use, storage and handling of substances hazardous to health, are identified through an assessment of their potential effects, as required by the latest edition of The Control of Substances Hazardous to Health (COSHH) Regulations, and that necessary control measures are implemented.
- That you are given sufficient information, instruction, and training to ensure your own Health & Safety.
- That consideration is given to Health & Safety factors when equipment is procured, or new services obtained, or when changing procedures or work patterns and that all necessary safety precautions are taken and that necessary safety instructions have been understood.

You are responsible for your own personal Health & Safety, and you have a duty of care to your fellow workers. Your responsibilities include:

- The duty to comply with all safety instructions and directions laid down.
- The duty to use the means and facilities provided for health and safety in a proper manner.
- The duty to refrain from the wilful misuse of, or interference with, anything provided in the interests of health, safety and welfare and any action that may be construed as dangerous.
- The duty to report any potential hazards or dangerous occurrences that may cause harm to others.

## Safety Requirements

- Always familiarise yourself with the Health & Safety policies and procedures for the environment in which you are working and pay particular attention to fire and emergency procedures.
- Never attempt a task without first ensuring that you understand the instructions and can carry them out safely.
- Always maintain a clean and safe work area.
- If you see, or believe you see, an unsafe act or condition, report it to your branch as soon as possible, taking immediate steps to correct it or ask your branch to rectify it. You may be assumed to have agreed to an unsafe condition if you do not comment on it and if you continue working.
- Certain jobs require you to wear protective clothing or to use equipment. If you are unsure, ask for advice before you start working.
- You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labelled and are used in compliance with the manufacturer's instructions in order to reduce the risk of injury or danger to health. All waste or by-products must be properly disposed of.
- Only use, adjust alter or repair equipment if you are authorised to do so. If you, or the equipment you operate, are involved in an accident - regardless of how minor -report it

If you suffer a needle stick injury you must attend for treatment immediately and report the incident. If possible, take note of the patient's details in order to help identify potential risks. As soon as a needle stick (sharp) injury occurs you should do the following:

- Encourage bleeding by squeezing site of puncture wound, do not suck.
- Wash the wound with soap and water, do not scrub.
- Cover wound with waterproof dressing.
- Report incident to the Branch.
- Report to OH Department during normal working hours.
- If the injury happens out of office hours report to A&E and inform your Branch the next day.

Document the circumstances that led to exposure

Counselling is available following these blood tests. Always report a needle stick injury even if it occurs with a 'clean' needle, via an incident report or accident book according to protocol.

## Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

As a self-employed person you have legal duties under RIDDOR that require you to report and record some work-related accidents.

### Over-Seven-Day Injuries

As of 6 April 2012, the over-three-day reporting requirement for people injured at work changed to more than seven days. Now only injuries that lead to an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) are reportable. The report must be made within 15 days of the accident.

### Over-three-day injuries

However, a record of the accident must still be kept if a worker has been incapacitated for more than three consecutive days. You are legally required to inform us of any over three-day injuries so that we may keep an accident book and fulfil our legal responsibilities under the Social Security (Claims and Payments) Regulations 1979.

### Occupational diseases

Employers and the self-employed must report the following listed occupational diseases

<http://www.legislation.gov.uk/uksi/1995/3163/schedule/3/made> when they receive a written diagnosis from a doctor that they or their employee is suffering from these conditions and the sufferer has been doing the work activities listed.

You have legal duties under RIDDOR that require you to report and record other work-related accidents. These include for example, deaths, major injuries, fractures, amputations, dislocations, loss of sight.



### Reportable Major Injuries Are:

- fracture, other than to fingers, thumbs, and toes;
- amputation;
- dislocation of the shoulder, hip, knee spine;
- loss of sight (temporary or permanent);
- chemical or hot metal burn to the eye or any penetrating injury to the eye;
- injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours;
- any other injury leading to hypothermia, heat-induced illness, or unconsciousness, or requiring resuscitation, or requiring admittance to hospital for more than 24 hours;
- unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent;
- acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin;
- acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

Dangerous occurrences are certain listed near-miss events. Not every near-miss event must be reported. Here is a list of other occurrences relevant to the Client /End User environments that are reportable:

- collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- explosion, collapse or bursting of any closed vessel or associated pipe work;
- failure of any freight container in any of its load-bearing parts;
- plant or equipment coming into contact with overhead power lines;
- electrical short circuit or overload causing fire or explosion;
- any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion;
- accidental release of a biological agent likely to cause severe human illness;

- failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period;
- malfunction of breathing apparatus while in use or during testing immediately before use;
- collapse or partial collapse of a scaffold over five metres high, or erected near water
- where there could be a risk of drowning after a fall;
- a road tanker carrying a dangerous substance overturns and suffers serious damage, catches fire or the substance is released;

They must be reported to the Health and Safety Executive Incident Contact Centre.

The Control of Substances Hazardous to Health (COSHH) Regulations  
 COSHH is the main piece of legislation covering control of the risks to people from exposure to harmful substances generated out of or in connection with any work activity. As with all other regulations affecting Health & Safety at work, legal duties under COSHH are laid primarily on the establishment in which you are working, and it is their duty to see that proper systems of work and management are in place.

Duties on Agency Workers include:

- Making proper use of any control measures.
- Following Safe Systems Of Work.
- Abiding By Local Rules And Policies.
- Reporting defects in safety equipment as appropriate.

Health surveillance must be carried out, where assessment has shown that a substance is known to cause occupational asthma or severe dermatitis and COSHH requires that employers provide suitable information, instruction, and training about:

- The nature of substance's the worker works with or are exposed to, and the risks created by exposure to those substances and;
- The Precautions Workers Should Take
- Control Measures And How To Use Them
- The Use Of Any Personal Protective Equipment And Clothing
- Results of any exposure monitoring or health surveillance
- Emergency Procedures

MUVE Homecare's full Health and Safety Management Policy is available on request. We actively encourage all employees to inform their immediate superior of any areas of the health and safety policy that they feel are inadequate to ensure that the policy is maintained as a true working document. Employers should give sufficient information and instruction on:

#### Agency Worker Responsibilities

If you suffer illness or injury as a result of a work-related issue, we need to be notified.

## Occupational Health

MUVE Homecare is required to ensure that all our Agency Workers undergo comprehensive occupational health screening and have a current health clearance / immunisations and test results in accordance with the latest Department of Health guidelines, before we can send you out on any assignments. We are required to update these health assessments on an annual basis, unless you have spent a period of 3 months or more outside of the United Kingdom, in which case we will need to update the health assessment before deploying you. MUVE Homecare and our Occupational Health Advisor will support you in achieving this. This process is described below:

Once the Occupational Health Questionnaire is completed, and this form, together with the Agency Workers immunisations and test results are forwarded to MUVE Homecare. MUVE Homecare forwards this information to our Occupational Health Service provider. MUVE Homecare Occupational Health Service provider/s evaluate each Agency Worker's file, and if satisfied with the contents, will issue to MUVE Homecare "Certificate of Fitness to Work" valid for 1 year. If not satisfied with the contents, the OH provider will ask MUVE Homecare to request from you, additional proof of immunizations, and once happy with this, will issue a certificate. Before Agency Worker's "Certificate of Fitness to Work" is due to expire; MUVE Homecare contacts the Worker to complete a one page "Health Medical Questionnaire – Yearly Review". We request this is completed, signed, and forwarded to us together with any new immunisation and test results. This will be then forwarded to our Occupational Health Service Provider for evaluation, where they will either issue a new "Certificate of Fitness to Work" or request additional proof if

required. This annual stage is expected to be routine.

The immunisation and test results required for Occupational Health Clearance are:

Varicella: Tests showing a positive result (immunity). Negative or Equivocal results require re- vaccination and retesting. Written confirmation of having had chicken pox or shingles is also acceptable.

Self-certification is acceptable.

Tuberculosis: Occupational Health or GP certificate of a positive scar or a positive skin test result. Rubella: Certificate of vaccination or a blood test result showing a positive result (immunity) or TWO doses of MMR, Please note: > 15 UI/ml: Immune, 10 – 14 UI/ml: Low Level Immunity, and < 10 UI/ml: Non-Immunity.

Measles & Mumps: Evidence of TWO doses of MMR, or a positive result (immunity) for measles, mumps & rubella. Negative or equivocal requires re-vaccination and re-testing.

Hepatitis B: A recent pathology report showing titre levels of > 100IU/l. If the result is <100IU/l, then a Hepatitis B Booster is required.

The following three are ONLY required if you need an Exposure Prone Procedure (EPP) Certificate:

Hepatitis B Surface Antigen: Evidence of a negative result.

Hepatitis C: Proof of non-infectivity (negative) with a recent UK pathology report. 59

HIV: Evidence showing antibody negative. Agency Workers should be aware of and abide by the requirements of HSC 1998/ 226 "Guidance on the management of AIDS/ HIV Infected Health Care Workers and Patient Notification"

- If you believe you may have been exposed to HIV infection in any way you should seek medical advice from your GP or Occupational Health Department and, where appropriate, undergo diagnostic HIV antibody testing.
- If you are found to be infected, you must again seek guidance from your GP or Occupational Health Department.
- If you are found to be HIV positive and perform or assist with invasive surgical procedures you must stop this immediately and seek advice from your GP or Occupational Health Department regarding what action, if any, should be taken.

Please be aware that it is the obligation of all health workers to notify their employer and, where appropriate, the relevant professional regulatory body, if they are aware of HIV positive individuals who have not heeded advice to modify their working practice. Please note the above guidance does not supersede current Department of Health Guidelines (in particular HSC 1998/226) or local practices and procedures. All healthcare workers are under ethical and legal duties to protect the health and safety of their patients. Agency Healthcare Workers have general duties to conduct their work so that they and others are not exposed to health and safety risks. Certain information may be requested for audit purposes and used to verify medical evidence by the government bodies.

## Leaving MUVE Homecare

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 Clients 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 the 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

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
- Costs incurred in covering your shifts under your notice period by an agency worker who's hourly rate is higher
- Admin costs incurred by reason of using an agency to obtain cover for the shifts under your notice period.

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 OR a fixed amount in the sum of [£x] will be deducted from your final pay in the event that you fail to work some or all of your notice and as a result MUVE Homecare has incurred additional costs.

This right does not prejudice any other legal rights or remedies which MUVE Homecare 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 can be provided to you by your local branch.

# Data Protection/ Access to Records

## GDPR Changes

In view of the publicised changes to the General Data Protection Regulations (GDPR) 2018 we have reviewed our Terms and Conditions and have made a few changes. These changes are predominantly concerning applicant and application data, data protection legislation, obligations for protecting and processing data securely, and based upon feedback from our Customers on their interpretation and understanding of our Terms & Conditions.

MUVE Homecare is a "data controller" for the purposes of the Data Protection Act 1998. This is because MUVE Homecare holds and uses both "personal data" and "sensitive personal data" about its employees, Clients, Agency Workers, and other individuals. MUVE Homecare processes data, including your records and Client records. The information contained in your Agency Worker records is taken from your application form, as well as Disclosure and Barring Service, references and Terms and Conditions for Agency Workers. There may be occasions when your records are disclosed to Regulators and Inspectors and Clients (e.g., CQC, and the relevant Frameworks).

MUVE Homecare will use your personal details and information we obtain from other sources for assessing your suitability for employment with us and if your application is successful, we will use your information for personal administration and management purposes including carrying out appropriate security (or financial) checks. We may need to share your information for these purposes with our associated companies, and our Clients. We will provide you with a consent form to outline processing sensitive personal data about you, for example your health information or racial or ethnic origin information, for the purposes of your placement with us and to the transfer of your information abroad where necessary.

## Data Protection Compliance Officer

In order to ensure that MUVE Homecare complies with its obligations under the Act, it has appointed a Data Protection Compliance Officer who is Lee Barry. You should refer to the Data Protection Compliance Officer if you are in any doubt about any of MUVE Homecare's obligations under the GDPR Regulation and more information can be found on our website [www.muveomecare.co.uk](http://www.muveomecare.co.uk)

## Rights of Access (Subject Information)

The Act gives you the right, on application in writing to ask for a copy of the information we hold on you and to correct any inaccuracies. For quality

control, training, and security purposes, we may monitor or record your communications. MUVE Homecare is not obliged to provide information to you in all circumstances. A number of exemptions apply and MUVE Homecare may in certain circumstances be unable to disclose information, where that information also relates to another individual who could be identifiable from the information disclosed. However, in these circumstances MUVE Homecare will provide you with reasons why we believe such a decision to be necessary. All requests for disclosure received from you or those who claim to be data subjects will be submitted to the Directors for action and they will normally respond within two weeks. Upon receipt of such data, you should check its accuracy and inform the Director of any amendments required. It is in the interests of everyone that all information is accurate and up to date. Your co-operation and assistance are greatly appreciated. It is assumed that you will only need to verify personal data on one occasion. There will be no charge made for the first application in any calendar year; however additional requests will normally attract a charge.

## Privacy Notice

You can download the Privacy Notice which will inform you of the legal basis we intend to process your data under if this legal basis changes you will receive an updated privacy notice.

## Your Data Protection Rights

Under the GDPR regulation you have the following rights:

- right to be informed about your data
- right of access to your data
- right to have your data rectified or deleted
- right to restrict or object to the processing of data
- right of data portability making it easier to access your information
- right to object to automated decision making and profiling
- If you wish to withdraw your consent or to make a request for any of the above rights, you can visit our website [www.MUVE Homecare.co.uk](http://www.MUVE Homecare.co.uk) where you will find an appropriate form.

## Record Keeping

We may be required to keep your data even if you withdraw your consent due to our legal obligation, details of this can be found on our website under "Record Keeping Table" [www.MUVE Homecare.co.uk](http://www.MUVE Homecare.co.uk)

6.5.5 Data Protection Lead contact details

Scott Lintern - Data Protection Lead

08448236888 – change to MUVE phone number

[data@muvehomecare.com](mailto:data@muvehomecare.com)



# Disciplinary Procedures

## Discipline and Disciplinary Appeals

The Discipline Policy and Procedure can be provided to you by your local branch.

## Grievance Procedure

The Grievance Policy and Procedure can be provided to you by your local branch.

## Whistleblowing

Whistleblowing Policy and Procedure can be provided to you by your local branch. 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 prescribed medications, or other treatable causes, for example, a urinary tract infection or chest infection, dementia or 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 Client. They should be enabled to make decisions about their own lives to the fullest extent of their abilities.

Clients can be supported to complete a Preferred Priority Care Document which will enable them to make decisions about their 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 Client.

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. Carers 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 Client and advocates will be involved in making decisions about any Care service which restricts Clients 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 neuron disease, progress rapidly; Clients will be confident that the carer 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 Clients, if that is the Client'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 life. The Client 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.

## Isolations 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. Carers will have the training and past experience to enable them to recognise symptoms such as depression, lethargy, or problems with eating or sleeping. Carers will also be able to listen and talk to the Client and support them. Carers can also help the Client obtain appropriate advice and counselling by liaising with the Registered Manager or person in charge.

## Discrimination

MUVE Homecare 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 Clients, 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 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. Carers 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 Carers are/will be familiar with the indicators of abuse and will report any suspicions to the person in charge/ [Manager].

### Definitions of Abuse

Abuse under the policy on safeguarding children, young people and vulnerable adults includes:

- Physical abuse, including hitting, slapping, pushing, kicking, or inappropriate sanctions;
- Sexual abuse, including encouraging relevant individuals to look at pornography, harassing them by making sexual suggestions or comments, or sexual acts where the individual has not consented, or could not consent or was pressured into consenting;
- Psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
- Neglect and acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, and heating;
- Financial or Material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits;
- Discriminatory abuse, including racist, sexist, that based on a person's disability, and other forms of harassment, slurs, or similar treatment.

### Detecting Abuse

There are a number of ways in which suspicions of abuse may be raised or actual abuse brought to your attention:

- A child/young person/vulnerable adult may confide you that they are being abused
- A colleague may report to you that a child/ young person/vulnerable adult has confided in them that they are being abused or that they have a suspicion that a child/young person/vulnerable adult is being abused
- A child/young person/vulnerable adult may display signs of physical abuse or the behaviour of, or a change in the behaviour of a child/young person/vulnerable adult, may suggest that they are being abused
- A colleague may confide in you that they have abused a child/young person/vulnerable adult
- The behaviour of, or a change in the behaviour of a colleague, may

suggest that they are abusing a child/young person/vulnerable adult

If you suspect abuse has taken place or abuse has been brought to your attention, you are obliged to take action, but you must also ensure at all times that the welfare of the child/young person/vulnerable adult is paramount and the interests of the person against whom the allegation has been made are protected.

Where practicable you should obtain the following information:

- Contact details for the child/young person/vulnerable adult
- Details of the allegation or suspicion including where known the name of the alleged abuser and the circumstances, which brought the alleged abuse to your attention

#### 4. Reporting Suspicions or Allegations of Abuse

You should immediately report any suspicion or allegation of abuse to MUVE Homecare. Do not attempt to assess yourself whether or not the allegations are true and do not attempt to deal with any suspicion or report of abuse yourself.

MUVE Homecare may:

- Provide appropriate support for the Child/young person/vulnerable adult
- Report the suspicion or allegation to the relevant agencies that may include the Police and/or Social Services.
- Make a written record of the contact at any of these agencies to which the case is reported
- Provide appropriate support for the person against whom the allegation has been made
- Confirm to the person who originally reported the allegation that action has been taken

#### 5. Follow up Procedures

MUVE Homecare will confirm to you the action that has been taken. If you feel that insufficient action has been taken and you still have concerns for the safety and welfare of the child/young person/vulnerable adult, you should report your suspicions or allegations again explaining why you feel the action taken to date is insufficient.

*Please find enclosed MUVE Homecare's Staff Handbook which is designed to assist us to maintain our compliance with the Health and Social Care Act 2008 and other legislation.*

*MUVE Homecare's Staff Handbook is intended to be a single reference source for you to fully understand what expectations we have and outline some of your conditions of employment. You can also view the Staff Handbook via the company intranet. Please speak to me if you need assistance with accessing the system.*

*You are asked to read through the Handbook and the policies. The intention of the Handbook is to bring many elements of your conditions of employment that may previously have been given to you in various documents into one document and to highlight some key policies. If you are concerned about any issues that you find on reading this document, please bring them to my attention and we will discuss the matter.*

*All policies are available via your local branch and will be provided where necessary however they are able to request any specific policy at any time.*

*Please sign to confirm that you have received a copy of the MUVE Homecare Handbook online or in person.*

*Please return a copy of the form and keep a copy for yourself*

*Yours sincerely,*

*James McAlpine*

*Homecare Director*

*Handbook Version Number: 1*

Manager	
I confirm that on (date) I gave a copy of MUVE Homecare's Staff Handbook to  (Name of Recipient).	
Manager Name:	
Manager Signature:	Date:

Employee	
I confirm that on (date) I received a copy of MUVE Homecare's Staff Handbook.	
Employee Name:	
Employee Signature:	Date:

*All MUVE Homecare Policies and Procedures are amended by the nominated person on an annual (12-monthly) basis or as required. MUVE Homecare will on an annual basis engage the services of an independent senior registered nurse to review the appropriateness of MUVE Homecare Clinical Practices & Procedures.*

# MUVE

## HEALTHCARE

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