

Company Name:

<b>DOMICILIARY CARE SERVICE PROVIDERS</b>	<b>Version 8.1ER</b> (includes selected <b>Easy-Read</b> formats)
<b>CONTENTS (LIST OF ALL POLICIES)</b>	

## 1. BUSINESS MANAGEMENT

### Policies 1000 to 1099: MANAGEMENT POLICIES:

03-1000	STATEMENT OF PURPOSE
03-1001	Statement of Aims & Objectives (Mission Statement)
03-1001-ER	Statement of Aims & Objectives (Mission Statement) ( <i>Easy-Read format</i> )
03-1002	Organisational Statement of Good Practice
03-1003	Expectations of the Care Service
03-1004	Code of Conduct for Care Staff
03-1005	Duties & Activities NOT to be Undertaken by Care Staff
03-1006	Equality & Diversity Policy
03-1007	Monitoring the Equality & Diversity Policy
03-1008	Policy on Race Relations
03-1009	Disability Discrimination Policy
03-1010	Environmental Policy
03-1011	Sustainability Policy
03-1012	Policy on the <i>Human Rights Act 1998</i>
03-1013	Equality Impact Assessments - <i>Policies</i>
03-1014	Inducements & Conflict of Interests
03-1015	Fraud & Corruption Policy
03-1016	Duty of Candour
03-1018	Good Governance Policy
03-1019	Display of CQC Performance Assessment Ratings
03-1020	Notifications to CQC
03-1021	Social Values Policy
03-1022	Management of the Service - <i>Essential Policy Documentation</i>
03-1023	Clinical Governance Policy
03-1024	Financial Auditing Arrangements
03-1025	Professional Boundaries
03-1026	Service User Facing Policy

### Policies 1100 to 1199: GENERAL ADMINISTRATION:

03-1100	BUSINESS PLAN ( <i>template - Domiciliary Care Service Providers</i> )
03-1101	Organisational Insurance Cover
03-1102	Suppliers & Purchasing Procedures
03-1103	Whistle-blowing Policy
03-1104	Right to Search Staff
03-1105	Wasted Journeys by Care Staff
03-1106	Financial Irregularities - <i>Allegations against a Staff Member</i>
03-1107	Staff Use of Private Vehicles
03-1108	Staff Working from Temporary Locations

### Policies 1200 to 1299: ORGANISATION, STAFFING & RECRUITMENT:

03-1200	Selection & Recruitment of Staff
03-1201	Staff Rules & Working Arrangements
03-1202	Staff Disciplinary, Grievance & Appeals Procedure
03-1203	Staff Sickness, Absence & Time-keeping Policies
03-1204	Staff Uniform, Dress Code & Personal Grooming Policy
03-1205	Staff Smoking & Alcohol Policy
03-1206	Communications Policy - <i>Management &amp; Staff</i>
03-1207	Staffing Levels & Shift Planning
03-1208	Use of Volunteer Staff

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03-1209	Policy on the <i>Working Time Regulations 1998</i>
03-1210	Policy on the <i>Agency Workers Regulations 2010</i>
03-1211	Staff Use of Mobile Telephones
03-1212	Fit and Proper Persons - <i>Employees and Directors</i>
03-1213	Electronic Cigarettes ("E-cigarettes") - <i>Staff Policy</i>
03-1214	Supplying Agency Staff to the <i>NHS</i>
03-1216	Agile Working Policy
03-1217	Safeguarding in Recruitment & Selection of Staff
03-1218	Recruitment of Ex-Offenders
03-1219	Related Staff Members – <i>Risk Management</i>
03-1220	Organisation Chart ( <i>template</i> )

**Policies 1300 to 1349: JOB REQUIREMENTS - JOB DESCRIPTIONS:**

03-1300	Job Description - <i>Proprietor</i>
03-1301	Job Description - <i>Domiciliary Care Services Manager</i>
03-1302	Job Description - <i>Domiciliary Care Services Deputy Manager</i>
03-1303	Job Description - <i>Senior Domiciliary Care Worker</i>
03-1304	Job Description - <i>Domiciliary Care Worker</i>
03-1305	Job Description - <i>Live-in Carer</i>
03-1306	Job Description - <i>Administration Assistant</i>
03-1307	Job Description - <i>Co-ordinator</i>

**Policies 1350 to 1399: JOB REQUIREMENTS - EMPLOYEE SPECIFICATIONS:**

03-1350	Employee Specification / Person Profile - <i>GENERIC</i>
03-1351	Employee Specification - <i>Proprietor / Domiciliary Care Services Manager</i>
03-1352	Employee Specification - <i>Domiciliary Care Services Deputy Manager</i>
03-1353	Employee Specification - <i>Domiciliary Care Services Supervisor</i>
03-1354	Employee Specification - <i>Senior Domiciliary Care Worker</i>
03-1355	Employee Specification - <i>Domiciliary Care Worker</i>
03-1356	Employee Specification - <i>Live-in Carer</i>
03-1357	Employee Specification - <i>Administration Assistant</i>
03-1358	Employee Specification - <i>Co-ordinator</i>

**Policies 1400 to 1499: STAFF TRAINING, SUPPORT & DEVELOPMENT:**

03-1400	Staff Training Policy
03-1401	Qualifications & Training Policy
03-1403	Staff Supervision Policy
03-1404	Staff Performance Appraisals & Training Review
03-1405	Care Certificate - <i>Standards</i>
03-1406	Staff Capability Policy
03-1407	Staff Shadowing of Work Duties

**Policies 1500 to 1599: DATA MANAGEMENT:**

03-1500	Control of Records & Service Users' Access to Personal Files
03-1501	Records Maintained at the Service User's Home
03-1502	Secure Management of <i>Disclosure</i> Information
03-1503	Computer Disposal Policy
03-1505	Confidentiality Policy
03-1506	Information Security Policy
03-1508	Electronic Communications Policy - <i>Code of Practice</i>
03-1509	Copyright Protection Policy
03-1510	Use of Social Media - <i>Staff &amp; Service Users</i>

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03-1511	Disclaimer Statement - for e-mails sent by the Organisation
03-1512	Information Governance Policy
03-1513	Document Control Procedure
03-1514	Policy on the <i>General Data Protection Regulation (GDPR)</i>
03-1515	Internet Privacy & Cookie Policy (GDPR)
03-1516	Data Breach Policy (GDPR)
03-1517	Subject Access Request (SARs) Policy (GDPR)
03-1518	Cybersecurity Policy (GDPR)
03-1519	Policy on the <i>Data Protection Act 2018</i>
03-1520	Image Capture & Control
03-1521	Data Quality Policy

**Policies 1600 to 1699: COMMUNICATIONS MANAGEMENT:**

03-1600	Accessible Information Standard
03-1601	Improving Accessibility of Information & Communication
03-1602	Deafblind Service Users
03-1603	Interpreter / Translation / Language Services
03-1604	Children with Special Communications Needs

## 2. COMPLIANCE MANAGEMENT

**Policies 2000 to 2099: AUDIT & ASSESSMENT OF SERVICE DELIVERY:**

03-2000	QUALITY POLICY STATEMENT
03-2001	Quality System Self-Assessment / Auditing
03-2002	Unannounced Monitoring of Service Delivery
03-2003	Quality Management & Continuous Improvement

**Policies 2100 to 2199: MANAGING FEEDBACK ON SERVICE QUALITY:**

03-2100	Staff Monitoring & Review of the Care Service
03-2101	Monitoring of Service User Feedback
03-2102	Participation Policy
03-2103	Management of Complaints
03-2104	Control of Non-Compliances
03-2105	Preventive & Corrective Action
03-2106	Staff Meetings & Management Review
03-2107	Complaints, Concerns, Comments & Compliments

## 3. LOOKING AFTER THE SERVICE USER

**Policies 3000 to 3099: SERVICE USER INFORMATION & ASSESSMENT:**

03-3000	SERVICE USER GUIDE
03-3000-ER	SERVICE USER GUIDE ( <i>Easy-Read</i> format)
03-3001	Handling Enquiries & Referrals for Care Services
03-3002	Baseline Assessment of Service User Needs
03-3003	Service User Ethnic Awareness & Anti-Discrimination Policy
03-3004	Person-Centred Care & Support
03-3005	Person-Centred Care for Service Users with Dementia - <i>General Policy</i>
03-3006	Dementia - <i>Summary Knowledge Set</i>
03-3007	Communications Policy - <i>Care Staff &amp; the Service User</i>

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03-3008	Effective Communication with the Service User with Dementia
03-3009	Safe Use of Bed Rails
03-3010	Assignment of Care Workers to Service Users
03-3011	CONTRACT FOR CARE SERVICE PROVISION ( <i>specimen</i> )
03-3011-ER	CONTRACT FOR CARE SERVICE PROVISION ( <i>specimen</i> ) ( <i>Easy-Read</i> format)
03-3012	Co-operating with other Care Providers
03-3013	Service User Consent to Care & Treatment
03-3015	Care Planning Procedure

*Policies 3100 to 3199:* SERVICE USER RIGHTS:

03-3100	Policy on Service Users' Rights (Charter of Rights)
03-3101	Service User - <i>Advocacy</i>
03-3102	Service User - <i>Dignity</i>
03-3103	Service User - <i>Privacy</i>
03-3104	Service User - <i>Respect</i>
03-3105	Service User - <i>Independence &amp; Autonomy</i>
03-3106	Service User - <i>Social Inclusion</i>
03-3107	Service User - <i>Pain Control</i>
03-3108	Service User - <i>Eating &amp; Nutrition (Service User Dignity)</i>
03-3109	Service User - <i>Personal Care &amp; Personal Hygiene (Service User Dignity)</i>
03-3110	Service User - <i>The Right to Take Risks</i>
03-3111	Service User - <i>Identity (Dementia Care)</i>

*Policies 3200 to 3299:* ASSISTING THE SERVICE USER WITH PERSONAL CARE:

03-3200	Assistance with Personal Care - <i>Bed Bathing</i>
03-3201	Assistance with Personal Care - <i>Washing, Bathing &amp; Showering</i>
03-3202	Assistance with Personal Care - <i>Using the Toilet or a Commode</i>
03-3203	Assistance with Personal Care - <i>Dressing / Undressing</i>
03-3204	Assistance with Personal Care - <i>Care of Teeth &amp; Nails</i>
03-3205	Intimate Care Policy
03-3206	Assistance with Personal Care - <i>Assisted Walking</i>
03-3207	Transgender Service Users

*Policies 3300 to 3399:* MANAGEMENT OF MEDICINES:

03-3300	General Policy for Managing Service Users' Medicines
03-3301	Safe Storage of Medicines in the Service User's Home
03-3302	Administration of Medicines to a Service User
03-3303	Safe Disposal of Unwanted or Out-of-Date Medicines
03-3304	Medication Problems & Errors
03-3305	Homely / Household Remedies ("Over-the-Counter" Medicines)
03-3306	Administration of "PRN" Medication to a Service User
03-3307	Covert Medication - <i>Administration to a Service User</i>
03-3308	Controlled Drugs - <i>Management at the Service User's Home</i>
03-3309	Administration of Oxygen to the Service User
03-3310	Medicines - <i>Cultural &amp; Religious Considerations</i>
03-3311	Prescribing & Obtaining Medication
03-3312	Verbal Instructions Regarding Prescriptions
03-3313	MDS Compliance Aids / Dossette Boxes
03-3314	Topical Applications - <i>Creams, Ointment, Gels &amp; Lotions</i>
03-3315	Topical Applications - <i>Transdermal Patches</i>
03-3316	Inappropriate Use of Medication
03-3317	Management of Medicines - <i>Good Professional Practice</i>
03-3318	Paraffin-based Emollients & Creams - <i>Fire Risk Management</i>

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**Policies 3400 to 3499: NUTRITIONAL CARE & FOOD HYGIENE:**

03-3400	Nutritional Support Policy
03-3401	Food Preparation at the Service User's Home
03-3402	Assistance with Feeding
03-3403	Diabetic Care - <i>Dietary Guidelines</i>
03-3404	P.E.G. Tube Feeding
03-3405	Planning Menus for the Service User
03-3406	Service User with Dysphagia
03-3407	Food Allergies, Intolerances & Restrictions
03-3408	Choking Prevention - <i>Risk Assessment &amp; Care Planning</i>
03-3409	Service User's Diet, Ethnicity & Religion - <i>master matrix</i>
03-3410	Oral Hygiene & Mouth Care

**Policies 3500 to 3599: DOMESTIC & ADMINISTRATIVE CARE:**

03-3500	Assistance with Cleaning & Housework
03-3501	Assistance with Laundry & Ironing
03-3502	Assistance with Planning & Shopping
03-3503	Assistance with Personal Planning Activities
03-3504	Assistance with Management of Fuel & Heating
03-3505	Escort Duties
03-3506	Gifts, Gratuities & Bequests to Staff
03-3507	Accompanied Holiday for the Service User
03-3508	Assistance with Accessing the Internet - <i>Supporting the Service User with Learning Disabilities</i>

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03-3601	Administration of Eye Ointments to the Service User
03-3602	Administration of Eye Drops to the Service User
03-3603	Administration of Ear Drops to the Service User
03-3604	Prevention of Pressure Sores
03-3605	Promotion of Continence
03-3606	Catheter Care
03-3607	Skin Care - <i>Management of Skin Integrity</i>
03-3608	Skin Care - <i>Emollients</i>
03-3609	Skin Care - <i>Wound Cleansing &amp; Dressing Procedure</i>
03-3610	Stoma Care Assessment - <i>Service User</i>
03-3611	Changing a Service User's Stoma Bag

**Policies 3700 to 3799: SAFEGUARDING THE SERVICE USER:**

03-3700	Management of Service Users' Keys, Door Entry Codes & Alarm Codes
03-3701	Staff Identification Policy
03-3702	Entering and Leaving the Service User's Home
03-3703	Gaining Access to the Service User's Home in the Event of Non-Response
03-3704	Fires & Damage at the Service User's Home
03-3705	Gas Leaks / Smell of Gas at the Service User's Home
03-3706	Failure of the Electrical Power Supply at the Service User's Home
03-3707	Attempted Break-ins / Theft at the Service User's Home
03-3708	Visits by Bogus Workers and Callers at the Service User's Home
03-3709	Burst Pipes / Flooding at the Service User's Home
03-3710	First Aid Policy
03-3711	Suspected Hypothermia in the Service User
03-3712	Suspected Service User Self-Neglect & Substance Abuse

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03-3713	Accidents & Injuries to the Service User
03-3714	Safeguarding the Service User during a Heatwave
03-3716	General Policy on the <i>Disclosure &amp; Barring Scheme (DBS)</i>
03-3717	Safeguarding Vulnerable Adults
03-3718	Handling Service Users' Monies & Pensions
03-3719	Policy on the Implementation of the <i>Mental Capacity Act 2005</i>
03-3720	Assessment & Review of a Service User's Mental Capacity - <i>Mental Capacity Act 2005</i>
03-3721	Best Interests Policy - <i>Mental Capacity Act 2005</i>
03-3723	Policy on Anaphylaxis
03-3724	Carbon Monoxide (CO) Poisoning
03-3725	Choking Incident
03-3726	Wilful Neglect or Ill-Treatment of a Service User
03-3727	Deprivation of Liberty Safeguards - <i>Mental Capacity Act 2005</i>
03-3728	Prevention of Extremism and Radicalisation ("PREVENT")
03-3729	Cold Weather Policy
03-3730	Missing Person Policy

**Policies 3800 to 3899: END-OF-LIFE CARE:**

03-3800	End-of-Life Care Strategy - <i>Plan of Palliative Care</i>
03-3801	Advance Directives ("Living Wills")
03-3802	Involvement in Service Users' Wills & Estates
03-3803	Death of a Service User

**Policies 3900 to 3949: SPECIAL REQUIREMENTS - FAMILIES & CHILDREN:**

03-3900	Child Inclusion Policy
03-3901	Care of Children of the Opposite Sex
03-3902	Care of Children from Ethnic Minorities
03-3903	Care of Children with Sensory Impairments (Sight & Hearing)
03-3904	Working with Families
03-3905	Planned Outings for the Child
03-3906	Administration of Medicines to a Child / Young Person
03-3910	Missing Child
03-3911	Unforeseen Absence of a Responsible Adult
03-3912	Assessment & Review of a Young Person's Mental Capacity - <i>Mental Capacity Act 2005</i>

**Policies 3950 to 3999: SPECIAL REQUIREMENTS - SAFEGUARDING THE CHILD FROM ABUSE:**

03-3950	Principles & Management of Abuse
03-3951	Allegations against a Staff Member
03-3952	Internet & Social Networking Policy
03-3953	Illicit Substances Policy
03-3954	Raising Awareness of Abuse - <i>Early Indicators</i>
03-3955	Child Sexual Exploitation (CSE)
03-3956	Child Trafficking
03-3957	Modern Slavery
03-3958	Forced Marriages
03-3959	Honour-based Violence
03-3960	Female Genital Mutilation (FGM)
03-3961	Witchcraft & Spirit Possession ( <i>Faith-based Abuse</i> )
03-3962	Gangs & Youth Violence
03-3963	Child Sexual Abuse in the Family Environment
03-3964	E-Safety Policy
03-3965	Policy on "Sexting"
03-3966	Under-age Sexual Activity



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03-3967	Domestic Violence in the Family Environment
03-3968	Concealed Pregnancy
03-3969	Dangerous Dogs & Safeguarding the Child
03-3970	Self-Harm & Suicidal Behaviour
03-3971	Fabricated or Induced Illness

#### 4. HEALTH & SAFETY MANAGEMENT

*Policies 4000 to 4099:* OCCUPATIONAL HEALTH & SAFETY (OHS):

03-4000	HEALTH & SAFETY POLICY ( <i>generic</i> )
03-4001	Use of Disposable Protective Clothing
03-4002	Harassment, Abuse and Aggression from the Service User
03-4003	Safe Use of Hazardous Substances at the Service User's Home
03-4004	Safe Use of Electrical Appliances at the Service User's Home
03-4005	Manual Handling Activities
03-4006	Safe Use of VDU Equipment
03-4007	Safe Use of RCDs ( <i>Residual Current Devices</i> )
03-4008	Fire Risk Assessment of the Organisation's Facilities
03-4009	Fire Drills at the Organisation's Facilities
03-4010	Workplace Bullying
03-4011	Staff Health - <i>General Precautions</i>
03-4012	Safe Use of Hoists
03-4013	Latex Sensitivity
03-4014	Safe Use of Wheelchairs
03-4015	Zero Tolerance Policy
03-4016	Slips, Trips & Falls - <i>Prevention &amp; Management</i>
03-4017	Safe Use of Hand-Held Touch-Screen Devices (Tablets & Smartphones)
03-4018	Safe Working at Height
03-4019	Inspection & Checking of Portable Electrical Appliances (PAT Testing)

*Policies 4100 to 4199:* STAFF VULNERABILITY & DUTY OF CARE:

03-4100	Out-of-Hours Management of the Service
03-4101	Staff Working Late or Alone with a Service User
03-4102	Working in a Smoking Environment
03-4103	Handling Challenging Behaviour - <i>General Policy</i>
03-4104	Handling Challenging Behaviour - <i>The Use of Physical Intervention (Restraint)</i>
03-4106	Accidents & Injuries to Employees While on Duty
03-4107	Management of Work-related Stress
03-4108	Staff Substance Abuse
03-4109	Staff Alcohol Dependency
03-4110	Reporting of Untoward Incidents, Near Misses & Risks
03-4111	Safe Use of Oxygen in the Domiciliary Environment
03-4112	Loss or Damage to Service User's Personal Property
03-4113	Journey Risk Assessment - <i>Service User Visits</i>
03-4114	Lone Working Policy

*Policies 4200 to 4299:* INFECTION CONTROL PRACTICES:

03-4200	Infection Control in the Domiciliary Environment
03-4201	Handling Service Users with Infectious Diseases
03-4202	Handling Service Users' Pets
03-4203	Pests & Infestation at the Service User's Home

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03-4204	Disposal of Waste at the Service User's Home
03-4205	Policy on HIV+ / AIDS
03-4206	M.R.S.A. Policy
03-4207	Handwashing (Hand Hygiene) Procedure
03-4208	Safe Handling of Body Waste
03-4209	Safe Handling of Biological Specimens
03-4210	Human Influenza Pandemic - <i>Emergency Plan</i>
03-4211	Needlestick Injury
03-4212	Work Restrictions for Staff with Infectious Conditions
03-4213	Therapy Dogs in the Domiciliary Environment
03-4214	Prevention of Hepatitis B Viral Infections (HBV)
03-4215	Sanitary Cleaning after Major Flooding at the Service User's Home

*Policies 4300 to 4399:* DISRUPTIONS TO THE SERVICE:

03-4300	BUSINESS CONTINUITY PLANNING POLICY
03-4301	Bad Weather & Contingency Plans for Emergency Cover
03-4302	Non-Attendance of Care Staff at the Service User's Home
03-4303	Use of Vehicles & Travelling to and from the Service User's Home
03-4304	Refusal of a Care Worker to Attend a Service User
03-4305	Withdrawing the Care Service from a Service User
03-4306	Suspension of the Service - <i>Continuity of Service User Care</i>
03-4307	Late Visit of Care Staff to the Service User's Home
03-4308	Visit Cancellation by the Service User