

Part 3 INTRODUCTION & WELCOME TO (----- name of Organisation -----)

(amend this section as required)

(----- name of your Organisation -----) is a professional Company specialising in the care of a diverse range of service users within their home environment. Our key objective is to ensure that the independence, privacy and dignity of each service user is maximised to the full through the provision of a comprehensive range of high quality care and welfare services, each delivered to meet specific service user needs.

As a Domiciliary or Home Care Service Provider we are a member of (---- **define appropriate professional or trade association** ----) and as such subscribe to the aims, objectives and standards of this organisation.

As a member of our staff you will be actively engaged in providing personal care to our service users, and we welcome you to our Company, or Organisation. We hope that your career with us will be rewarding and happy. Starting a new job is an important move and the purpose of this Handbook is to help you to learn about our Organisation and our conditions of employment so that you can settle in quickly and carry out your job duties with confidence.

We are proud of the reputation that we have built in the Home Care sector, but we are always mindful that such a reputation depends upon the people who work for us and provide the care to our service users. As such, we are constantly looking at ways of improving our services and our fundamental philosophy is that the care and welfare of our service users is our main concern. Our continuing success depends upon our employees, and how we all interact and co-operate with each other. To achieve this there has to be agreed rules, guidelines and standards of conduct for all and these are explained in this Handbook. You are asked to keep it handy for ready reference and to ask your supervisor or line manager if there is anything that you are not sure of.

(----- **Head of Organisation, or designate** -----)