

Company Name:

CARE HOMES (including Dementia and Mental Health)	Version 11.0K
CONTENTS <i>(LIST OF ALL POLICIES)</i>	

1. BUSINESS MANAGEMENT

Policy Series 1000 to 1099: MANAGEMENT POLICIES:

- 01-1000 STATEMENT OF PURPOSE
- 01-1001 Statement of Aims & Objectives (Mission Statement)
- 01-1002 Statement of Values (Philosophy of Care)
- 01-1003 Equal Opportunities & Diversity Policy
- 01-1004 Disability Discrimination Policy
- 01-1005 Race Relations Policy
- 01-1006 Ethnic Awareness & Anti-Discrimination Policy
- 01-1007 Environmental Policy
- 01-1008 Confidentiality Policy
- 01-1009 Policy on the *Data Protection Act 1998*
- 01-1010 Sustainability Policy
- 01-1011 Staff Use of Personal Mobile Telephones
- 01-1012 Policy on the *Human Rights Act 1998*
- 01-1013 Equality Impact Assessments
- 01-1014 Duty of Candour
- 01-1015 Good Governance Policy
- 01-1016 *GDPR* Policy
- 01-1017 Internet Privacy & Cookies Policy (*GDPR*)
- 01-1018 Data Breach Policy (*GDPR*)
- 01-1019 Subject Access Request (SARs) Policy (*GDPR*)
- 01-1020 Cybersecurity Policy (*GDPR*)

Policy Series 1100 to 1199: GENERAL ADMINISTRATION:

- 01-1100 Insurance Arrangements within the Home
- 01-1101 Suppliers, Contractors & Purchasing Procedures
- 01-1102 Business Continuity Planning Policy
- 01-1103 Whistle-blowing Policy
- 01-1104 Control of Records
- 01-1105 Document Control Procedure
- 01-1106 Computer Disposal Policy
- 01-1107 CCTV Policy
- 01-1108 Image Capturing Policy
- 01-1109 Right of Search
- 01-1110 Copyright Protection
- 01-1111 Visits by Registered Provider
- 01-1112 Communications Systems within the Home
- 01-1113 Gifts, Gratuities & Bequests to Staff by Service Users
- 01-1114 Monitoring the Equal Opportunities & Diversity Policy
- 01-1115 Secure Management of *Disclosure* Information
- 01-1116 Financial Irregularities - *Allegations against a Staff Member*
- 01-1117 (----- **obsolete document – replaced by Policy No 1222** -----)
- 01-1118 Staff Use of Private Vehicles
- 01-1119 Electronic Communications Policy - *Code of Practice*
- 01-1120 Information Governance Policy

Company Name:

CARE HOMES (including Dementia and Mental Health)	Version 11.0K
CONTENTS <i>(LIST OF ALL POLICIES)</i>	

Policy Series 1200 to 1299: ORGANISATION, STAFFING & TRAINING:

- 01-1200 Organisation Chart
- 01-1201 Policy on the *Working Time Regulations 1998*
- 01-1202 Selection & Recruitment of Staff
- 01-1203 Staff Rules & Working Arrangements
- 01-1204 Staff Sickness, Absence & Time-keeping Policies
- 01-1205 Staff Training Policy
- 01-1206 (----- **obsolete document** -----)
- 01-1207 Staff Smoking Policy
- 01-1208 Staff Performance Appraisals & Training Review
- 01-1209 Staff Substance Abuse
- 01-1210 Staff Alcohol Policy
- 01-1211 Staff Uniform, Dress Code & Personal Grooming Policy
- 01-1212 Staffing Levels & Shift Planning
- 01-1213 Temporary, Bank & Agency Staff
- 01-1214 Emergency Staff Cover & Cover for Absence of Person-in-Charge
- 01-1215 Use of Volunteer Staff
- 01-1216 Policy on the *Agency Workers Regulations 2010*
- 01-1217 Staff Supervision Policy
- 01-1218 Staff Disciplinary, Grievance & Appeals Procedure
- 01-1219 Care Certificate - *Standards*
- 01-1220 Fit and Proper Persons
- 01-1221 Electronic Cigarettes ("E-cigarettes") - *Staff Policy*
- 01-1222 Use of Social Media - *Staff & Service Users*
- 01-1223 Disclaimer Statement - *for e-mails sent by the Home*
- 01-1224 Staff Capability Policy
- 01-1225 Recruitment of Ex-Offenders
- 01-1226 Related Staff Members – *Risk Management*
- 01-1227 Staff Shadowing of Work Duties

Policy Series 1300 to 1399: JOB DESCRIPTIONS:

- 01-1300 JOB DESCRIPTION - *Proprietor*
- 01-1301 JOB DESCRIPTION - *Manager*
- 01-1302 JOB DESCRIPTION - *Senior Care Assistant*
- 01-1303 JOB DESCRIPTION - *Care Assistant - Day Shift*
- 01-1304 JOB DESCRIPTION - *Care Assistant - Night Shift*
- 01-1305 JOB DESCRIPTION - *Head Chef*
- 01-1306 JOB DESCRIPTION - *Assistant Cook*
- 01-1307 JOB DESCRIPTION - *Dining Room Assistant*
- 01-1308 JOB DESCRIPTION - *Kitchen Assistant*
- 01-1309 JOB DESCRIPTION - *Activities Organiser*
- 01-1310 JOB DESCRIPTION - *Housekeeper (Domestic Staff)*
- 01-1311 JOB DESCRIPTION - *Laundry Assistant*
- 01-1312 JOB DESCRIPTION - *Handyman / Gardener*
- 01-1313 JOB DESCRIPTION - *Administration Assistant / Receptionist*
- 01-1314 JOB DESCRIPTION - *Activities Assistant*

- 01-1330 JOB DESCRIPTION - *Nurse Manager*
- 01-1331 JOB DESCRIPTION - *Matron*
- 01-1332 JOB DESCRIPTION - *Registered Nurse - Day Shift*
- 01-1333 JOB DESCRIPTION - *Registered Nurse - Night Shift*

Company Name:

CARE HOMES (including Dementia and Mental Health)	Version 11.0K
CONTENTS <i>(LIST OF ALL POLICIES)</i>	

2. COMPLIANCE MANAGEMENT

Policy Series 2000 to 2099: QUALITY ASSURANCE:

- 01-2000 QUALITY POLICY STATEMENT
- 01-2001 Quality System Self-Assessment / Internal Quality Auditing

Policy Series 2100 to 2199: FEEDBACK ON SERVICE QUALITY:

- 01-2100 Monitoring Service Users' Feedback regarding the Care Service
- 01-2101 Monitoring Relatives' & Visitors' Feedback regarding the Care Service
- 01-2102 Monitoring Staff Feedback regarding the Care Service
- 01-2103 (----- *obsolete document – replaced by Policy No 2107* -----)
- 01-2104 Control of Non-Compliances
- 01-2105 Preventive & Corrective Action
- 01-2106 Staff Meetings & Management Reviews
- 01-2107 Complaints, Concerns, Comments & Compliments

3. LOOKING AFTER THE SERVICE USER

Policy Series 3000 to 3099: SERVICE USER INFORMATION & ASSESSMENT:

- 01-3000 SERVICE USER GUIDE
- 01-3001 Handling Enquiries & Waiting Lists for Bed Vacancies
- 01-3002 Baseline Assessment of Needs of a Prospective Service User
- 01-3003 Interpreter / Translation / Language Services

Policy Series 3100 to 3199: ADMISSION & CARE PLANNING:

- 01-3100 Preparing the New Service User's Room
- 01-3101 Admission of a Service User to the Home
- 01-3102 Handling Service Users' Personal Property
- 01-3103 The Role of the Keyworker
- 01-3104 The Role of the GP
- 01-3105 The Role of the Staff-Service User Relationship
- 01-3106 Development & Monitoring of Service User Care Plans
- 01-3107 Person-Centred Care
- 01-3108 Service User Consent to Care & Treatment
- 01-3109 Co-operating with Other Care Providers

Policy Series 3200 to 3299: SERVICE USER RIGHTS & SERVICES:

- 01-3200 Policy on Service Users' Rights (*Charter of Rights*)
- 01-3201 Service Users' Rights - *Smoking & the Consumption of Alcohol*
- 01-3202 Service Users' Rights - *Advocacy*
- 01-3203 Service Users' Rights - *Preparing Their Own Snacks*

Company Name:

CARE HOMES (including Dementia and Mental Health)	Version 11.0K
CONTENTS <i>(LIST OF ALL POLICIES)</i>	

- 01-3204 Service Users' Rights - *Laundering Personal Garments*
- 01-3205 Service Users' Rights - *Dry Cleaning of Garments*
- 01-3206 Service Users' Rights - *Handling Their Monies & Valuables*
- 01-3207 Service Users' Rights - *Making Wills / Staff Involvement*
- 01-3208 Service Users' Rights - *Voting & Electoral Register*
- 01-3209 Service Users' Rights - *Worship in Their Chosen Faith*
- 01-3210 Service Users' Rights - *Shopping for Items*
- 01-3211 Service Users' Rights - *Expressing Sexuality*
- 01-3212 Service Users' Rights - *Provision of Personal Telephone Facilities*
- 01-3213 Service Users' Rights - *Opening Personal Mail*
- 01-3214 Service Users' Rights - *Access to Their Personal Files & Case Notes*
- 01-3215 Service Users' Rights - *The Right to Privacy*
- 01-3216 Service Users' Rights - *Provision of Library Services & TV Facilities*
- 01-3217 Service Users' Rights - *The Right to Take Risks*
- 01-3218 Service Users' Rights - *Respect*
- 01-3219 Service Users' Rights - *Independence & Autonomy*
- 01-3220 Service Users' Rights - *Dignity*
- 01-3221 Planning Social Activities for Service Users
- 01-3222 Planning & Organising Community Visits for Service Users
- 01-3223 Planning & Providing Transport for Service Users
- 01-3224 Authorised Driver Policy
- 01-3225 Service User Care - *Night-time Checks on Service Users*
- 01-3226 Service User Care - *Responding to Nurse Call Alarms*
- 01-3227 Service Users' Pensions
- 01-3228 Shared Rooms Policy

Policy Series 3300 to 3399: MANAGEMENT OF MEDICINES:

- 01-3300 Prescription & Verification of Medicines
- 01-3301 Self-Medication - *Service User Risk Assessment*
- 01-3302 Safe Storage of Medicines & Medical Equipment
- 01-3303 Administration of Medicines to a Service User
- 01-3304 Refusal of Medication by the Service User
- 01-3305 Medication Errors
- 01-3306 Handling Medicine Hazard Warnings
- 01-3307 Disposal of Unwanted Medicines
- 01-3308 Handling & Use of Household Remedies
- 01-3309 Administration of "PRN" Medication to a Service User
- 01-3310 Covert Medication - *Administration to a Service User*
- 01-3311 Refrigerated Storage of Medicines
- 01-3312 Administration of Oxygen to a Service User
- 01-3313 Controlled Drugs - *Management at the Home*
- 01-3314 Medicines - *Cultural & Religious Considerations*
- 01-3315 Prescribing & Obtaining Medication
- 01-3316 Verbal Instructions Regarding Prescriptions
- 01-3317 MDS Compliance Aids / Dossette Boxes
- 01-3318 Topical Applications - *Creams, Ointment, Gels & Lotions*
- 01-3319 Topical Applications - *Transdermal Patches*
- 01-3320 Inappropriate Use of Medication
- 01-3321 Management of Medicines - *Good Professional Practice*

Company Name:

CARE HOMES (including Dementia and Mental Health)	Version 11.0K
CONTENTS <i>(LIST OF ALL POLICIES)</i>	

Policy Series 3400 to 3499: NUTRITIONAL CARE & FOOD HYGIENE

- 01-3400 Menu Planning for Service Users' Meals
- 01-3401 Serving Meals & Controlling Special Diets for Service Users
- 01-3402 Assisting a Service User to Eat or Drink
- 01-3403 Monitoring the Temperature of Cooked & Heated Food
- 01-3404 Handling Gifts of Food from Visitors
- 01-3405 Management of Food Hygiene - *Food, Allergies, Intolerances & Restrictions*
- 01-3406 Management of Food Hygiene - *Prevention of Cross-Contamination*
- 01-3407 Management of Food Hygiene - *Handling Complaints regarding Menus and Meals*
- 01-3408 Management of Food Hygiene - *Safe Storage of Foodstuffs*
- 01-3409 Safe Storage and Handling of Ice
- 01-3410 Diabetic Care - *Dietary Guidelines*
- 01-3411 Service User with Dysphagia
- 01-3412 Choking Prevention - *Risk Assessment & Care Planning*
- 01-3413 P.E.G. Tube Feeding

Policy Series 3500 to 3599: SAFEGUARDING VULNERABLE PERSONS:

- 01-3500 General Policy on the *Disclosure & Barring Scheme (DBS)*
- 01-3501 Safeguarding Vulnerable Adults
- 01-3502 Use of Bed Rails on a Service User's Bed
- 01-3503 Managing Lost and Missing Items & Suspected Theft
- 01-3504 Policy on the Implementation of *The Mental Capacity Act 2005*
- 01-3505 Assessment & Review of a Service User's Mental Capacity - *Mental Capacity Act 2005*
- 01-3506 Deprivation of Liberty Safeguards - *Mental Capacity Act 2005*
- 01-3507 Best Interests Policy - *Mental Capacity Act 2005*
- 01-3508 Handling Challenging Behaviour - *General Policy*
- 01-3509 Handling Challenging Behaviour - *The Use of Physical Intervention (Restraint)*
- 01-3510 Bullying Policy
- 01-3511 Wilful Neglect or Ill-treatment of a Service User
- 01-3512 Child Sexual Exploitation

Policy Series 3600 to 3699: LEAVING THE CARE HOME:

- 01-3600 Temporary Absence of a Service User from the Home
- 01-3601 Discharge of a Service User into the Community
- 01-3602 Transfer of a Service User to Hospital or another Care Home
- 01-3603 Emergency Admission of a Service User to Hospital
- 01-3604 Termination of a Service User's Contract by the Home
- 01-3605 Closure of the Home - *Contingency Plans*
- 01-3606 Accompanying a Service User on a Holiday Break

Policy Series 3700 to 3799: END-OF-LIFE CARE:

- 01-3700 End-of-Life Care - *Service User*
- 01-3701 "Do Not Attempt Resuscitation" Policy
- 01-3702 Advance Directives ("Living Wills")
- 01-3703 Death of a Service User & Last Offices

Company Name:

CARE HOMES (including Dementia and Mental Health)	Version 11.0K
CONTENTS <i>(LIST OF ALL POLICIES)</i>	

Policy Series 3840 to 3849: SPECIALISED POLICIES - TREATMENT OF SUBSTANCE ABUSE:

- 01-3840 Detoxification Contract - *Alcohol*
- 01-3841 Detoxification Contract - *Recreational Drugs*
- 01-3842 Illicit Substances Policy
- 01-3843 Treatment Observation Levels
- 01-3844 Discharge of a Service User & After-care Plan
- 01-3845 INFORMATION PACK (Alcohol & Drugs)

Policy Series 3900 to 3999: SPECIALISED POLICIES - DEMENTIA CARE:

- 01-3900 Dementia – *Summary Knowledge Set*
- 01-3901 Person-Centred Care for Individuals with Dementia – *General Policy*
- 01-3902 Development & Monitoring of Individual Dementia Care Plans
- 01-3903 Core Values of Dementia Care – *The Service User's Right to Privacy*
- 01-3904 Core Values of Dementia Care – *The Service User's Right to Dignity*
- 01-3905 Core Values of Dementia Care – *The Service User's Right to Make Informed Choices*
- 01-3906 Core Values of Dementia Care – *The Service User's Right to Independence*
- 01-3907 Core Values of Dementia Care – *Promoting the Service User's Identity*
- 01-3908 Effective Communication with the Service User with Dementia

4. HEALTH & SAFETY MANAGEMENT

Policy Series 4000 to 4099: OCCUPATIONAL HEALTH & SAFETY:

- 01-4000 HEALTH & SAFETY POLICY
- 01-4001 Managing Harassment, Abuse & Actual Violence by a Service User
- 01-4002 Zero Tolerance Policy
- 01-4003 Safe Use of VDU Equipment
- 01-4004 Code of Practice for Contractors Working at the Home
- 01-4005 Evacuation of the Home
- 01-4006 Management of Work-related Stress
- 01-4007 Workplace Bullying
- 01-4008 Latex Sensitivity
- 01-4009 Manual Handling Activities
- 01-4010 Care Home Emergency Kit ("Grab Bag")
- 01-4011 Safe Working at Height

Policy Series 4100 to 4199: FIRE SAFETY:

- 01-4100 Fire Prevention Measures
- 01-4101 Fire Drills & Handling an Outbreak of Fire
- 01-4102 Safe Use of Oxygen in the Home

Policy Series 4200 to 4299: INFECTION CONTROL:

- 01-4200 General Precautions for Infection Control
- 01-4201 Managing an Outbreak of Infection within the Home
- 01-4202 Use of Isolation Rooms

Company Name:

CARE HOMES (including Dementia and Mental Health)	Version 11.0K
CONTENTS (LIST OF ALL POLICIES)	

- 01-4203 Use of Disposable & Re-useable Protective Clothing
- 01-4204 Work Restrictions for Staff with Infectious Conditions
- 01-4205 Policy on HIV+ / AIDS
- 01-4206 Pets within the Home
- 01-4207 Pest Control within the Home
- 01-4208 Laundering of Bedding, Linen & Service Users' Personal Garments
- 01-4209 Cleaning of the Kitchen & Food Handling Areas
- 01-4210 Cleaning of Bathrooms, Toilets & Showers
- 01-4211 Cleaning of Service Users' Rooms & Communal Living Areas
- 01-4212 Cleaning of Soft Furnishings
- 01-4213 Safe Use of Disinfectants
- 01-4214 General Policy for the Disposal of Waste
- 01-4215 Disposal of Household Refuse
- 01-4216 Disposal of Clinical Waste
- 01-4217 Disposal of Sharps & Handling Needle-stick Injuries
- 01-4218 MRSA Policy
- 01-4219 Handwashing Procedure (Hand Hygiene)
- 01-4220 Handling Spillage of Body Waste
- 01-4221 Control of Legionella
- 01-4222 Sanitary Cleaning after Major Flooding at the Home
- 01-4223 Prevention of Hepatitis B Infections (HBV)

Policy Series 4300 to 4399: MAINTENANCE OF PREMISES, UTILITIES & EQUIPMENT:

- 01-4300 Maintenance of the Buildings & Grounds of the Home
- 01-4301 Servicing, Repair, Maintenance & Calibration of Equipment & Installations
- 01-4302 Safe Use of Wheelchairs
- 01-4303 Safe Use of Wheelchair Ramps & Lifts on Vehicles
- 01-4304 Inspection & Checking of Portable Electrical Appliances
- 01-4305 Safe Use of Hoists

Policy Series 4400 to 4499: ENVIRONMENTAL SAFETY & SECURITY:

- 01-4400 Handling a Failure in the Electrical Power Supply
- 01-4401 Handling a Breakdown of the Passenger Lift
- 01-4402 General Policy on Security Measures at the Home
- 01-4403 Visitors to the Home
- 01-4404 Service User Missing from the Home
- 01-4405 Locking of Doors within the Home
- 01-4406 Control of the Temperature of the Mains Hot Water Supply
- 01-4407 Safe Storage of Laundered Linen, Bedding & Personal Garments
- 01-4408 Safe Storage of Portable Equipment & Aids
- 01-4409 Safe Storage of Cleaning Materials
- 01-4410 Safe Storage of Garden Materials & Pesticides
- 01-4411 C.O.S.H.H. Assessment of Hazardous Substances
- 01-4412 Hazard Identification within the Home
- 01-4413 General Policy for Risk Management within the Home
- 01-4414 Children Visiting the Home
- 01-4415 Prevention of Extremism and Radicalisation ("PREVENT")
- 01-4416 Carbon Monoxide (CO) Poisoning
- 01-4417 Safe Storage of Denture Tablets in Service Users' Rooms

Company Name:

CARE HOMES (including Dementia and Mental Health)	Version 11.0K
CONTENTS <i>(LIST OF ALL POLICIES)</i>	

Policy Series 4500 to 4599: ACCIDENTS & INJURIES:

- 01-4500 Managing & Reporting Accidents & Injuries
- 01-4501 First Aid Policy
- 01-4502 Choking Incident
- 01-4503 Slips, Trips & Falls - *Prevention & Management*
- 01-4504 Policy on Anaphylaxis