**The Policy Company Limited**

***The Standard 25.1 Pack – List of Contents (Items in Red)***

**NATIONAL MINIMUM STANDARDS FOR DOMICILIARY CARE AGENCIES IN WALES**

**APPENDIX F**

**POLICIES AND PROCEDURES OF THE AGENCY (Standard 25.1)**

**The policies and procedures encompass the following areas:-**

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| Appendix F Requirement | The “Standard 25.1 Pack” contains, briefly: |
| * statement of purpose and aims and objectives of the agency | **Model Statement of Purpose** |
| * conditions of engagement including travel expenses, insurance etc. | **Model Standard Terms of Business for the Provision of Care Services** |
| * form of staff contracts & job descriptions | **Model “Written Statement of Particulars” for the engagement of staff + Model Job Descriptions** |
| * range of activities undertaken – and limits of responsibility | **Model Staff Handbook of Operational Policy** |
| * personal safety whilst at work | **Model Policies on “Lone Working” and “Violence at Work”** |
| * standards for quality assurance | **Model Quality Assurance Programme + Model Policy on Quality Assurance** |
| * confidentiality of information | **Model Policy on Confidentiality** |
| * provision of non-discriminatory practice | **Model policy on Diversity in Care** |
| * equal opportunities, sexual or racial harassment | **Model Policy on Equality** |
| * health and safety | **Health and Safety Materials, including various Risk Assessment Forms, Model Health and Safety Policy etc.** |
| * moving and handling | **Model Policy on People Moving and Handling** |
| * dealing with accidents & emergencies | **Model Policy on Accidents and Incident Reporting** |
| * disclosure of abuse and bad practice | **Model Policies on Safeguarding + Whistleblowing** |
| * data protection and subject access to information | **Model Policy on Data Protection and Access to Information** |
| * assisting with medication | **Model Policy on Administration of Medicines** |
| * handling money and financial matters on behalf of a service user | **Model Policy on Handling Client’s Money etc.** |
| * maintaining the records in the home | **Model Policy on Record Keeping** |
| * acceptance of gifts and legacies | **Model Policy on Gifts, Wills and Bequests** |
| * dealing with violence & aggression | **Model Policy on Managing Challenging Behaviour + Forms** |
| * entering & leaving a service user’s home | **Model Policy on Access and Security** |
| * safe keeping of keys | **Included in above** |
| * complaints & compliments | **Model Policy on Complaints and Suggestions + Forms** |
| * discipline and grievance | **Model Policies on Employee Discipline and Employee Grievances** |
| * training and staff development | **Model Policy on Education and Training** |
| * recruitment and selection procedure | **Model Policy on Recruitment** |
| * sickness absence | **Model Policy on Absence** |