**Note:**

1. **All items listed in this document are in the Full Package – it is our most comprehensive Package.**
2. **We have 2 Further Packages – The NMS Standard 25.1 Package (which has certain policies and procedures + some additional materials listed in Appendix F of the National Minimum Standards, and the Policies and procedures Only Package, which has all of our current 69 Policies.**

**All of our work is produced in Microsoft Word, and is full editable by you.**

**For Clarity, the contents of the NMS Standard 25.1 Package are in RED.**

**The Policies and Procedures Only Package contents are in PURPLE.**

**Remember, the Full Package contains everything listed here.**

**Principal Folder: Managers and Staff**

|  |  |
| --- | --- |
| **Item** | **Description** |
| **24 Hour Live in Care** | **A set of very useful materials for you if you are providing 24 hour live-in care – Code of Practice, Daily Average Hours Agreement, Disclaimer, Model Job Description and Model Written Statement of Particulars (Employment).** |
| **Appraisal of Performance** | **We offer two Performance Appraisal systems – standard and a very comprehensive 360 degree feedback programme. Materials include including Employee Guide, Supervisor’s Guide, Appraisal Reports (Self-appraisal and Supervisor’s) etc.** |
| **Business Plan** | **Our model Guidance Notes and model Template will help you produce a Business Plan.** |
| **Disclosure and Barring** | **DBS Referral Form and Identity Validation.** |
| **Employee Attitude Survey** | **The reputation of the business, its profitability and its credibility are important considerations which are impacted largely by the way in which employees approach their work. Relationships with customers, suppliers, colleagues etc., will have an important bearing, and high staff turnover has the potential to cripple any business. This model “DIY” Employee Attitude Survey, complete with questionnaires, results analysis etc. will help you identify any issues.** |
| **Employee Handbooks** | **3 Model Handbooks. The first is a Handbook of Operational Policy for the Agency, providing you with the opportunity to give your employees important information as to how things are to be done. The second is a 24-page Handbook we have prepared on the subject of Dementia. Lastly we provide a model Staff Handbook, outlining important aspects of their employment. 72 pages of essential information underpinning a successful relationship with your employees.**  |
| **Environmental Policy** | **Supporting your policy on environmental matters – these 2 documents record feedback on the main environmental issues (energy use, recycling, resources etc.) and a form for identifying improvement targets for the coming year.** |
| **Exit Questionnaires** | **Employees are a valuable resource (of course) and scarce. Losing any employee is an expensive business. These questionnaires allow you to understand perhaps why someone has decided to leave you, and maybe go to a competitor, thus allowing you to put a halt on future losses.** |
| **Hr Forms and Letters** | **The comprehensive HR package – lots of forms etc. to help support the employment relationship in a professional manner. As well as the usual leave forms, sickness absence forms etc., we provide some really useful documentation, such as;**1. **Application Forms + Recruitment letters;**
2. **Letters in respect of the disciplinary process;**
3. **Casual workers Agreement – the so-called “zero hours contract”;**
4. **Model Written Statement of Particulars (often referred to as the contract with the employee;**
5. **Etc.**
 |
| **Job Descriptions** | **Model Job Descriptions for Agency Manager, Care Worker and Supervisor.** |
| **Preventing Illegal working** | **Notes on how to check that someone has the right to work in the UK + Notes to Job Applicants and Notes on preventing illegal working.** |
| **Record Keeping** | **Model record of care received by the Client and an incident record form.** |
| **Recruitment Guide** | **Not recruited before? This will help – a comprehensive guide to the critical aspects of the recruitment process.** |
| **Staff Compliment** | **Various notes and forms, including record of a DSB disclosure; Registered Manger personnel file contents; Duty Manger rota, calculating staff turnover; employee profile etc.** |
| **Training** | **Various forms related to education and training for your employees – record of NVQ attainment, training forms, training programme, etc.** |

**Principal Folder: Organisation and Running of the Business**

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| **Item** | **Description** |
| **Business Continuity** | **What do you do in an emergency? We offer 5 different Risk Assessments (Fire, Flood, Infectious Disease, Computer Failure, Adverse Weather) together with a model Action Plan.** |
| **Complaints** | **The model Complaints Policy (2 versions) is in the Policies and Procedures Folder. Here you will find a summary of the Complaints Procedure – a) where there is a possibility of internal appeal, and b) where there is not (i.e. the Agency Manager is also, probably the Registered Person, and there is no higher “authority” available within the Agency). We have also provided a form so as to make a written record of an oral complaint which needs investigation/response and a form for recording/summarising all complaints received.** |
| **Quality Assurance** | **Quality Assurance is a very important tool as it gives you the opportunity for important feedback from Clients, etc., as to how well you are performing. This superb “DIY” programme asks for comment on a variety of “Quality Statements”, such as, for example, “Staff seem to know what they are doing” – the Respondent would be asked to say whether they agreed with this statement, and to what extent they agreed.****The materials include –**1. **An introduction as to how the programme works;**
2. **A bank of model quality statements;**
3. **Analysis sheets;**
4. **Questionnaires;**
5. **Results summary sheets;**
6. **A worked example;**
7. **Action Plan template.**
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**Domiciliary Care Agencies Policies and Procedures (69) (Wales)**

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1. **National Minimum Standards for Domiciliary Care Agencies in Wales**
2. **The Domiciliary Care Agencies (Wales) Regulations 2004**

 **Principal Folder: Personal Care**

|  |  |
| --- | --- |
| **Item** | **Description** |
| **Statement on Confidentiality** | **This model Statement (2 pages) covers the subject of the protection of confidential information, by the Agency, and the possibility that certain confidential information may have to be divulged to third parties who may be involved, also, in the care and treatment of the Client.** |
| **Self - Administration of Medicines** | **Client Leaflet – this leaflet states –** **“You have been provided with this Information Leaflet because you have been recommended for self-administration of medicines, and you have given your consent to this”. The leaflet makes some important points about self-administration.****Consent Form for self-administration of medicines.****Medication List – A form for describing the medicines that are to be self-administered.****Self – Administration of Medicines Assessment – A 4 page form which will assess the Client’s overall competence and ability to self-administer medicines, with an overall recommendation.****Form for recording medicine administration errors.** |

**Principal Folder: Protection**

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| **Item** | **Description** |
| **Control of Infection** | **Explanation of what C.difficile is, symptoms etc.** **A description of infections, such as Hepatitis, Legionellosis, Salmonellosis etc.****Explanation of what MRSA is, symptoms etc.****A permanent record of a Client’s infection, symptoms, etc.****Explanation of what Season Flu is, symptoms etc.****General notes about infections at work.****Information about the chain of infection.****Explanation of the Agency’s duty of care.****Description of the Agency’s general approach to infection control.****Information for staff members on what to do if they suspect that either they or a Client has an infection.** **A Job Description for a Care worker with Infection Control responsibilities.****The Care Quality Commission’s form for statutory notifications including serious infectious disease.****A form to obtain information on a prospective employee’s health.****Important procedural information on the control of infection.** **Notes about the Risk Assessment process, with special mention of hygiene, pets and litter boxes, use of protective clothing, safe handling of sharps, hand washing.** |
| **Financial Protection** | **A variety of forms for the recoding of financial transactions involving the client.** |
| **Health and Safety** | **Notes and guidance on: COSHH; Display Screen Equipment; Electricity at Work Regulations; Fire Safety; HASWA; Hot Surfaces; Information Regulations; Insurance; Key Health and Safety legislation; LOLER; Management Regulations; Noise at Work Regulations; PUWER; RIDDOR; Workplace Regulations; + a variety of Risk Assessments, Domestic Workplace Inspection Report and Office Health and Safety Report, etc.** |
| **Protection of the Person** | **Forms covering challenging behaviour, use of physical restraint, abuse/bullying.** |
| **Security of the Home** | **Key transfer form.** |

**Principal Folder: User Focussed Services**

|  |  |
| --- | --- |
| **Item** | **Description** |
| **Care Needs Assessment** |  |
| **Part 1** | **This 4 page form is designed to collect important information about a Client.** |
| **Part 2** | **This 3 page form seeks information about the Client’s ability to hear/understand, their speech, sight, mobility and their need for transfer assistance.** |
| **Part 3** | **This is the Needs Assessment and the key document in this set. Over 5 pages, the form collects vital information about the Client’s current needs – whether they are being satisfied – what assistance is required, etc.** |
| **Part 4** | **This 6 page form focuses on important issues such as cognitive limitations, restrictions on independence, a general risk assessment etc.** |
| **Weekly Care Schedule** | **A form detailing the tasks to be undertaken and the help required to carry them out.** |
| **Client Agreement and Terms of Business** | **Model contract between the Agency and the Client for the provision of 24 hour live-in care services. Additional version in larger type.****Model contract (general) for the provision of care services between the Agency and the Client. Additional version in larger type.****Model Terms of Business. Additional version in larger type.** |
| **Service User Guides** | **A guide for Clients on the services of the Agency, key points, etc. Additionally we have produced a smaller version, for children.** |
| **Personal Care Plan** | **Our 6 page form embraces a review of the Client’s own assessment of needs and a detailed overview of the care tasks which are to be performed, the help needed, anticipated outcomes etc.** |
| **Advance Care Plan (Normal font)** | **This document (11 pages) gives an overview of why it is important to consider aspects of care and treatment when approaching death. The accompanying “Statement of Care – Wishes and Preferences” covers a variety of subjects, including the possibility of Advance Decisions, Lasting Powers of Attorney, Wills, and wishes regarding care and treatment.** |
| **Advance Care Plan (Larger font)** | **As above, but the document is produced in larger type, making it easier to read for older people with some sight difficulties.** |
| **Discrimination** | **A record of a request from the Client to discriminate in respect of a care worker.** |
| **Genuine Occupational Defence** | **A note about the Genuine Occupational Qualification defence in respect of discrimination.** |
| **Statement of Purpose** | **Our model Statement of Purpose for the Agency.** |

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