**The Policy Company Limited**

**The Policies and Procedures Only Package - WALES**

**List of Contents**

**Domiciliary Care Agencies Policies and Procedures (69) (Wales)**

**Index**

|  |  |  |
| --- | --- | --- |
| **National Minimum Standard Note (1)** |  | **Regulation(s)**  **Note (2)** |
| **25** | **Absence** | **4, 16, 17, 23** |
| **15** | **Access and Security** | **13, 14** |
| **11** | **Accident/Incident Reporting** | **13, 14** |
| **25** | **Additional Employment** | **4, 16, 17, 23** |
| **10** | **Administration of Medicines** | **14** |
| **25** | **Annual Leave** | **4, 16, 17, 23** |
| **9** | **Autonomy and Independence** | **14, 16** |
| **22** | **Business Continuity Planning** | **16, 24, 26** |
| **25** | **Capability** | **4, 16, 17, 23** |
| **2** | **Care Needs Assessment** | **14** |
| **7** | **Client Mobility** | **14, 16** |
| **26** | **Complaints** | **14, 23** |
| **25** | **Computers** | **4, 16, 17, 23** |
| **6** | **Confidentiality** | **16, 20** |
| **10** | **Consent to Care and Treatment** | **14** |
| **11** | **Control of Infection** | **13, 14** |
| **25** | **Data Protection** | **4, 16, 17, 23** |
| **8** | **Dignity and Respect** | **9, 14, 16** |
| **25** | **Dignity at Work** | **4, 16, 17, 23** |
| **17** | **Disclosure** | **15, 16** |
| **25** | **Diversity in Care** | **4, 16, 17, 23** |
| **19** | **Education and Training** | **16** |
| **18** | **Employee Discipline** | **16, 17** |
| **18** | **Employee Grievances** | **16, 17** |
| **18** | **Employee Responsibilities** | **16, 17** |
| **8** | **End of Life Care** | **9, 14, 16** |
| **25** | **Environmental Policy** | **4, 16, 17, 23** |
| **25** | **Equality** | **4, 16, 17, 23** |
| **7** | **Failure to Attend Client Visit** | **14, 16** |
| **11** | **First Aid** | **13, 14** |
| **17** | **Fit and Proper Persons Employed** | **15, 16** |
| **25** | **Fixed Term Employees** | **4, 16, 17, 23** |
| **13** | **Gifts, Wills and Bequests** | **13, 14** |
| **13** | **Handling Clients’ Money** | **13, 14** |
| **17** | **Handling Disclosure Information** | **15, 16** |
| **11** | **Health and Safety** | **13, 14** |
| **19** | **Induction** | **16** |
| **8** | **Intimate Care** | **9, 14, 16** |
| **25** | **Leave of Absence for Public Duties** | **4, 16, 17, 23** |
| **11** | **Lone Working** | **13, 14** |
| **11** | **Managing Challenging Behaviour** | **13, 14** |
| **25** | **Medical Appointments** | **4, 16, 17, 23** |
| **10** | **Medicine Administration Errors** | **14** |
| **25** | **Mobile Phones** | **4, 16, 17, 23** |
| **11** | **People Moving and Handling** | **13, 14** |
| **3** | **Person Centred Care** | **13, 14, 15, 16** |
| **11** | **Physical Restraint** | **13, 14** |
| **13** | **Prevention of Bribery** | **13, 14** |
| **25** | **Probation** | **4, 16, 17, 23** |
| **3** | **Protecting Clients’ Rights** | **13, 14, 15, 16** |
| **27** | **Quality Assurance** | **16, 23** |
| **16** | **Record Keeping** |  |
| **17** | **Recruitment** | **15, 16** |
| **17** | **Recruitment of Ex-Offenders** | **15, 16** |
| **14** | **Safe/Positive Touch** | **13, 14, 16** |
| **14** | **Safeguarding** | **13, 14, 16** |
| **25** | **Sick Pay** | **4, 16, 17, 23** |
| **25** | **Smoking** | **4, 16, 17, 23** |
| **25** | **Social Media** | **4, 16, 17, 23** |
| **25** | **Special Leave** | **4, 16, 17, 23** |
| **21** | **Staff Supervision** | **16** |
| **17** | **Staffing** | **15, 16** |
| **25** | **Substance Abuse** | **4, 16, 17, 23** |
| **25** | **Use of Email** | **4, 16, 17, 23** |
| **25** | **Use of the Internet** | **4, 16, 17, 23** |
| **11** | **Violence at Work** | **13, 14** |
| **14** | **Whistleblowing** | **13, 14, 16** |
| **25** | **Working with Volunteers** | **4, 16, 17, 23** |
| **11** | **Workplace Stress** | **13, 14** |

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