



CARE SOLUTIONS
UK LIMITED

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CARER JOB SUMMARY AND CODE OF PRACTICE Updated 03/02/2014

The information and practices set out below, and the UK Home Care Association Code of Practice, apply to all carers while working for clients of Care Solutions UK Limited (the Agency). The information and practices are designed to ensure understanding of what is expected by clients and by the Agency to provide a service of the highest standards.

RESPONSIBILITIES RELATING TO THE CLIENT

EMERGENCY: Always have the client's details: Full name, date of birth, address, telephone number, GP's name and list of medication within reach of the telephone.

WHAT TO DO: Determine the extent of the injury or situation. If the client has fallen, determine whether they are conscious and ask where they are feeling pain. Administer First Aid if necessary. Do not move the client if you suspect they have an internal injury or they have hurt their back. Make the client as comfortable as possible by placing a pillow under their head and cover them with a blanket.

IF SERIOUS, PHONE: 999 Your call will be answered asking whether you would like to be put through to the Fire Service, Ambulance or Police. Please give all the client's details to the paramedics when they arrive.

Stay with the client until the paramedics arrive and reassure them, even just holding their hand. If there is not a family member present, make sure that you have your mobile phone and a purse at hand and ask whether you can accompany your client in the ambulance should they have to go to hospital. Inform the family, giving clear details as to which hospital you are going to. Remember to take the house keys.

Inform the Agency at this stage or when you have time to do so.

What type of Duties can carers expect to perform:

Privacy and Dignity

Carers must recognize and respect the dignity and value of clients at all times, take into account their needs and wishes, and maximize their independence and physical and emotional welfare. This will involve enabling clients to take over personal tasks, where possible.

Carers will be required to undertake a **range of personal and housekeeping duties** for clients, and the Agency will use its best efforts to ensure that the tasks required of carers are within their capabilities.

There is a **Care Plan** for the majority of clients. It is the carer's responsibility to maintain them with up to date information on client's detail and care needs. While the clients are obliged to allow carers to lead their lives without unreasonable levels of demands and stress, the clients do not have to accept in their own homes carers with whom they are not compatible. Clients' satisfaction with the service they receive will be monitored.

A carer's specific duties will vary from client to client – some may be shared with another helper. Such duties include:

- **Care Management:** Instructions are contained in the client's Care Plan. These should be read through thoroughly and discussed with the departing carer or with a family member and questioned if not understood, or appear to be outdated, or inappropriate. The carer should carry out these instructions and the contents must be kept up to date by the carer and always be made available to the next carer. Carers should liaise with the family, the Agency, medical and nursing staff, and others, as required.
- **Personal Care:** Assisting clients with mobility, washing, dressing, elimination (bowel and bladder functions), and decision-making, to varying degrees. Running errands and excursions in the client's car. Writing and answering letters and making general arrangements. Answering the telephone, if the client requests it, although clients should be encouraged, if possible, to answer their own telephone. Elderly clients will very much appreciate your companionship and good manners – the way you would look after your own grandparents.
- **Administration of Medication:** Many clients self-administer their medication. Please refer to the Agency's Policy and Procedure on the Administration of Medication if the carer is assisting with the administration.
- **Housekeeping:** The house (including the carer's own room/s) should be kept clean and tidy at all times, with meals cleared away immediately. Daily bed making, dusting, vacuuming, laundry, and ironing should be done. Check the security of the house and garden. Things to remember: draw curtains, put out garbage bins, defrost fridge, order milk, collect post, clean cupboards, water garden, sweep paths, clean car, look after house keys, check the smoke alarm battery, etc. Any breakages, or repairs needed, should be reported to the client or the client's representative. Please report back to the Agency should you find that the previous carer has left the kitchen/house untidy.
- **Shopping:** Carers responsibilities include doing the shopping unless other arrangements are in place. If the client has a car and he/she is able to go out, it is a good idea to go together and have a change of scenery. Please refer to Client's Finances below regarding keeping records of expenditure.
- **Night Calls:** In order to carry out the assignment effectively, carers should be able to get a good night's sleep. If there is an emergency during the night, they are obviously there to deal with it, but if it becomes a regular occurrence, the Care Manager should be informed. Carers do not charge extra for night calls.
- **Meals:** Clients' tastes are usually simple, but they do like their food to be nicely cooked. Do use fresh food where possible – carers are expected to cook from scratch and not to use ready-made meals. Please ask the Care Manager for recipe ideas.
- A typical daily routine for carers might be:
 - 07H00 - Tea or coffee in bed.
 - 08H00 - Breakfast, in bed or in the kitchen.
 - 10H00 -11H00 Coffee and biscuits.
 - 12H00 - 13H00 Lunch, in kitchen or dining room.
 - 16H30 - 17H00 Afternoon tea.
 - 19H00 - Supper
 - 21H00 - Hot drink before bed

Clients' finances

When entrusted by the client with cash to pay for goods and services, a **record should be kept of receipts and payments in a notebook**, or in pages attached to the Care Plan. A receipt should be kept for each item of expenditure – the client should be asked to check them and sign the cash record weekly. If the client has problems with sight, hearing or dementia, their representative should be asked

to audit the records. In the absence of a representative, the Agency should be consulted. An incoming carer should check that any cash handed over agrees with the balance on the cash record.

Carers should not, without consulting the Agency, handle benefit books, carry sums of cash in excess of £100, withdraw cash or sign cheques from clients' bank accounts, deposit monies in clients' bank accounts or give financial advice to the client. It is not company policy for Carers to accept gifts or hospitality from Clients or enter into financial transactions with their Clients.

Training

The Agency is not a Training Organisation (i.e. not for nurses or carers in general). Placement and training is geared to the needs of specific clients. General training advice will be based on the UKHCA *The HomeCare Workers Handbook costing £5.99*. Carers are expected to acquire a copy of this handbook or borrow it from the Office. Videos in Movement and Handling, Dementia Care, Equality and Diversity, Infection Control, Food Hygiene and First Aid are available for giving guidance. In most cases, an induction will be carried out in the client's home.

Carers should not perform clinical tasks or tasks which are beyond their ability, and, if asked to do so, should phone the Agency for advice. The Care Plans have been designed to help carers, clients and their representatives enable the best, safest care. General guidance and Agency policies are included on the relevant pages. It is each carer's responsibility to use, follow and develop individual Care Plans in the fullest possible way. A suggestion for carers wishing to gain a recognised care qualification is:

www.openstudycollege.com and for a free course on dementia care: link to: <http://www.scie.org.uk/publications/elearning/dementia/index.asp> or for end of life care: www.endoflifecareforall.com

Moving & Handling – caring for your back

Carers, Clients and their Representatives should be aware of the risks involved in moving & handling Clients. **Carers should ensure that they protect their backs**, at the same time as maintaining the Client's comfort. We strongly advise carers to attend a recognised course in Manual Handling. Details of local courses can be obtained through the Agency.

Confidentiality

Clients' rights to privacy and confidentiality should be safeguarded, and no information about clients or the Agency should be disclosed to third parties without their consent.

Personal Presentation and Behaviour

- **Clothing:** Carers should be neat and tidy, with minimum jewellery, nails kept short and long hair tied back. Please wear **smart casual clothing**. In the mornings it is acceptable to wear a T-shirt and tracksuit bottom when doing personal care and/or washing/bathing. Please change into smarter clothing before lunch. Bedrooms must be kept tidy – it is the client's house after all. Do wear practical flat shoes. Carers are requested not to go about in bare feet nor wear heavy boots indoors.
- **Phones:** Clients' phones must not be used for personal calls, unless with a pre-paid phone card. Incoming calls must be short. **Never** inconvenience the client with your use of the phone. Mobile phones must be on **SILENT** during working hours. Missed calls must be attended to in your **TIME OFF**. Please answer the Client's phone as they would like you to. The Agency recommends: "Mr/Mrs A's house, "S" speaking"
- **Mail:** The client's address may be used for incoming mail **only during the period of an assignment**. It should not be given to credit card or other companies giving credit. In this country the address can be blacklisted if there is any credit outstanding of anyone resident at the property, it is not fair on the client! Please change your address to a fixed address at the end of the booking. The client is not responsible to forward all your mail for you when you move to a new booking!
- **Visitors:** Carers friends of either sex **must not be invited** into clients' homes. How would you feel if someone that works for you invites their own friends (whom you don't know) into your house?

Secondly it is a **security risk** – you will be held responsible by law if anything happens e.g. a fire starts. You are working after all. It is not possible to give your client your full attention when you are entertaining friends at the same time.

- When clients have visitors or are on the telephone, **please use discretion** to allow them privacy. You may offer the visitors tea and then suggest that they have a nice visit with your client. Offer to come as soon as you are needed, perhaps go to your room to read.
- **Smoking:** Smoking is **not permitted** in the clients' homes. If you have informed the Agency that you are a non-smoker, you will be held to that. If a client has requested a non-smoker, that is what they were expecting. How would you feel if you were bedridden and someone providing personal care leant over you and you inhale their stale smoky breath?
- **Photos** on your phone or ipad or similar of a client, their house or private land is **STRICTLY** prohibited.
- **Alcohol:** For their own protection we advise carers not to drink alcohol when on an assignment. Sometimes, however, on special occasions, carers are offered a glass of wine with a meal. Please do have 1 drink only but remember: **You are in a responsible position**. If something happens to your client, if they should fall over and the ambulance has to come to attend and they smell alcohol on your breath, you can be charged!
- **Luggage:** Carers may store a reasonable amount of luggage in clients' homes, and must remove it at the end of the assignment.
- **Driving:** Always make sure that you have the client's Insurance Details with you in the car. Learn the Highway Code (purchased from bookshops) and conventions about parking, fines and clamping. Discuss with the client action to be taken if involved in an accident. Drivers without a UK drivers licence **MUST** have an International Drivers Licence purchased in their country of origin before coming to the UK.

CONDITIONS OF ENGAGEMENT POLICY

Care Solutions UK Ltd acts in all cases as an Introduction Agency in that the agency facilitates the meeting and subsequent employment of the carer by the client.

THE CARER'S CONTRACT WITH THE CLIENT

Our Agency provides live-in care on a continuous basis, usually consisting of a 2 or 6 monthly turnover, to provide continuity to the client and provide our carers with a few days off between bookings. However, it is possible, by mutual agreement between the client and carer, for the carer to stay for a longer period. We would only encourage longer bookings where the carer has been in the employment of the client for the duration of 1 booking. In such cases, the client is expected to provide the carer with one 6-8 hour day off per week.

Self Employed Status

As someone who is working on a Self Employment basis, it is the carer's responsibility to carry out their own risk assessment of the working practices and environment on the Client's premises. Attention should be paid to the following areas: Practices:

TAXES

Care Solutions UK Ltd is an 'introduction only' agency where carers are self employed and paid directly by the client without deductions for tax and NI. The Carers working through Care Solutions UK Limited for private Clients are Self Employed and are therefore responsible for paying their own Income Tax and NI Contributions at the end of the tax year. For all workers the first £9,440 earned in the 2013/14 tax year is tax free and the first £7,748 is National Insurance free. It is the carer's

responsibility to register for NI and for Income Tax, information can be found on the Inland Revenue website: www.hmrc.gov.uk

Fees

Carers' fees are paid weekly, directly by the client or the client's representative. Carers **must** have a UK Bank Account and will not be allowed to ask for cash or bank a cheque in a foreign country. The carer must check with the Agency re the rate that has been agreed with the Client and NOT negotiate fees with the Client directly. The Agency has three different levels of recommended pay, depending on the level of care required and experience of the carer:

Home Support - £70.00

Home Support & Care - £75.00

Home Support & Advanced Care - £80.00

Carers will be remunerated at double the daily rate on Bank Holidays.

Travelling Expenses

Carers are reimbursed for their travelling expenses by the client, calculated from London Zone 1 to the client's address at public transport rates. In the cases where there is no public transport, the cost of taxi services will also be paid by the client. In the event of a higher amount being needed due to exceptional circumstances, such expense will be agreed before being incurred. Travelling costs for interviews with a client will also be carried by the client.

Period of Work

Once a carer has entered into a commitment with a client, the commitment should not be broken. Two weeks' notice must be given before a carer leaves any assignment. Carers are expected to consider that occasionally, due to unforeseen circumstances or the change in a client's needs, a booking can be ended at short notice. In such cases, the Agency endeavours to provide you with a new booking as soon as possible.

In the case of a family crisis or emergency, the Agency must be contacted immediately, any day of the week, should a carer wish to discuss leaving a client at short notice. However, the Agency must be given a reasonable time to find a replacement carer. **At no time should a client of this Agency be left unattended without prior arrangement.** Should a carer act inappropriately in any way during their placement through Care Solutions, their actions will be reported to their referees, and, in cases of serious misconduct, to the authorities, according to government regulations.

Hours Worked

During a live-in carer's day, there will be times when the carer is indirect attendance on the client, and times carrying out duties at the direction of the client, both of which constitute hours worked. There will also be times when carers are able to carry out their own activities while being available on call, and times when they can pursue their own activities without being on call. The mix of how these hours are structured varies daily, and can be different for each client. Carers are required to sign a statement that they accept this, and that the hours worked will exceed the 48-hour working week threshold designated by *The Working Time Regulations 1998*, which require such written consent by temporary workers exceeding these hours.

Time Off

Arrangements for time off are individual to each client. Resident carers can usually take 2-3 hours off during daytime when they may leave the client's premises. Carers should be flexible about their time-off, usually it is after lunch and to be back by Tea Time. Time off in the evenings is not normally permitted. Days off should be agreed with the client and the Agency must be informed.

Liability Insurance

It is the responsibility of carers to obtain their own Liability Insurance for claims made against them whilst working on an assignment. Insurers must be made aware of all the activities undertaken by the carer whilst on duty.

CRB Check

It is the responsibility of the carer to pay towards their Criminal Record Bureau Check, arranged through the Agency. It is a legal requirement to have a CRB check.

RESPONSIBILITIES RELATING TO THE AGENCY

Support

AGENCY TELEPHONE NUMBER: 01753 861117

Communication is vital. It is extremely important that **carers should call the Agency once a week** for a confidential conversation about the Client's Care Plan, and to ensure things run smoothly. Check in with the Agency every Monday before 12.00 – **ALL CARERS MUST AT LEAST SEND A TEXT MESSAGE EVERY MONDAY.**

Please note the Agency's Office Hours below. Carers are welcome to contact the Agency during office hours. **Contact the Agency out of office hours for emergencies only. This includes sending text messages. Please adhere to office hours! Carers contacting the Agency from countries such as South Africa should please note the time difference of 1 hour in British Summer and 2 hours in British Winter Time.**

Carers should call **immediately** if they are ill, something happens to the client, there are difficulties with the client relationship, or if other advice is needed. Things that may not seem important to the carer at the time might have definite consequences later. Home visits have been carried out in most cases and another visit can be requested in certain circumstances. **Office hours are 09.30 to 17.30 Monday to Friday**, but we can easily be contacted out of hours if necessary in an emergency.

Furthermore, each carer is required to submit a weekly written report. Carers should sign and date the reports, and mail it to the Agency at the end of every 14 days during the booking. These weekly reports should inform the Agency about any changes in the client's condition and/or Care Plan.

Policies and Procedures

It is the carer's responsibility to read and comply with the Agency's Health and Safety Policies. Furthermore, it is the carer's responsibility to read and comply with all the Agency's policies and procedures, including anti-discriminatory practice, safekeeping of the client's keys, signs and symptoms of abuse, either to themselves or towards the client, and the keeping of records. All new Carers working for this Agency will be subject to an eight weeks probation period. If performance is unsatisfactory, the Agency will terminate its relationship with that Carer.

Should you have any complaints about your client or the Agency, the Carers' Complaints Procedure should be followed

Private Agreements

Remember that the Agency is the ongoing provider of care, and is responsible for recruiting successive carers after you leave. Carers must not introduce acquaintances to act as carers for clients unless it is through the Agency. The introduction of a carer to a client is proprietary to the Agency and it is a condition that no private agreement, financial or otherwise, is entered into between the client, or a third party introduced by the client, and the carer, or someone introduced by the carer, during a current assignment or subsequently.

**TERMS OF CONTRACT BETWEEN CARE SOLUTIONS UK LTD AND THE
CARER**

Please sign below:

I have read and understood the Agency's Job Summary and Policies and Procedures and agree to comply with the contents of these documents and understand that failure to do so may lead to disciplinary action and or termination of contract.

Signed:

Name of Carer:

Date: