



Requirements for staff working in domiciliary care Policy

Notice to employees using a paper copy of this policy
The company Policies page of the shared drive holds the most recent version of this document and all employees must ensure that they are using the most recent guidance.

Document Control

Document Name	Requirements for staff working in domiciliary care
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Purpose	This policy describes the minimum requirements to ensure the health, safety and well-being of our care staff and is to be used in conjunction with all other policies relating to the minimum requirements to ensure the clinical safety of a package.
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Version Control

Version	Date	Amended by	Comments
V1.0	Nov 2017	Karen Hodgkinson	New policy implemented
V2.0	June 2018	Karen Hodgkinson	Added no alcohol during live in assignments to policy
V3.0	27.06.2019	Karen Hodgkinson	Reviewed and document and version control standardised

Contents

Subject	Page Number
Scope	4
Environment	4
Risk Assessments	4
Client care staff duties	4
Activities outside the home	4
Live-in Workers	5
Waking nights	5
Sleeping nights	5

Scope

This policy provides guidance on the minimum requirements to ensure the health, safety and well-being of our care staff and is to be used in conjunction with all other health and safety policies relating to the minimum requirements to ensure the clinical safety of a package.

Environment

As part of the initial assessment Libertatem Healthcare Group will undertake an assessment of the environment within which the care team will be working. This forms part of the risk assessment. It will be used to identify and rectify any potential hazards that need to be addressed and corrected prior to commencement of the delivery of care within the home or other environment of the person we support.

Areas to be reviewed include

- Clear, safe access to property
- Clean environment free of clutter
- Comfortable temperature
- Adequate lighting
- Safe storage for medication
- Safe storage for care plan documents
- Comfortable place for client care staff to sit when not providing care to client including a desk or table for completion of daily records
- Access to hand washing and toilet facilities. It is expected that toilet roll used by client care staff will be provided by the client.
- Client care staff working a shift that includes rest periods should be given an area to take breaks and eat as required
- Any pets kept in the home or any that will be brought round by visitors

Risk Assessments

As standard the following Risk Assessments will need to be completed:

- Environmental assessment
- Moving & Handling assessment
- COSHH assessment
- Fire assessment
- Medication assessment
- Lone Worker assessment

Other Risk Assessments will need to be completed if any hazards/risks are identified during assessment or whilst providing care.

Client Care Staff duties

All tasks to be carried out by client care staff should be detailed in the Care Plan. It is accepted that client care staff may undertake some tasks in addition to directly caring for the client, such as assisting with reasonable cleaning duties. All non-care tasks should be identified by the client at the assessment or care plan review so that, if agreed, they can be clearly documented. Client care staff will not be expected to undertake tasks not detailed in the care plan.

Activities outside the home

Before client care staff supports clients with activities outside the home a risk assessment must be carried out. Client care staff will not go outside the home on errands for the client without the client present unless this is specified in the care plan.

A risk assessment must be carried out before carers can drive clients in any motor vehicle. This will include checks on insurance, MOT and driver's licence.

Live-in Client Care Staff

Before undertaking a live-in care package to an individual in their own home, the following requirements must be met in addition to those listed above:

- Separate, private room for live-in care staff, which will have as a minimum a bed and a suitable place for clothes to be kept.
- Access to bath or shower facilities
- Space for storage of food including refrigerated/frozen food
- Access to kitchen facilities including for cooking and eating meals
- Facilities for cooking and storing food will be clean and hygienic
- It is expected that our client will provide meals for live-in care staff. This may be covered by a food allowance to be charged in addition to the live-in service. This will be agreed at the time of assessment.
- Live-in care staff will be allowed to make personal telephone calls whilst in the home. It is expected that this will fit around the routine of the person we support and will be restricted so that it does not impact on the care provided.

During a 24 hour period it is expected that a live-in care staff will:

- Have a minimum of 2 hours break time during the day between 07:00 and 22:00. This time does not have to be taken in a single break. Depending on the nature of the care package this time could be taken outside of the home.
- Be off duty at night time between 22:00 and 07:00. During this time it is expected that live-in care staff will be resting and sleeping. If during this period client care staff are required to attend the client for any occasion longer than 1 hour or for 3 or more occasions of any length of time then this will be classed as a Waking Night and the appropriate hourly rate may be charged for the period 22:00-07:00 (9 hours).
- If live-in care staff are frequently required to attend a client during the night then the service may be re-assessed to decide whether or not a waking night service is more suitable.
- Whilst undertaking a live-in service it is expected that staff may be called upon at any time, as such Libertatem Healthcare staff will ensure that they do not take any alcoholic drinks during their assignment with the client, including the allocated off duty hours.

Waking nights

- Client Care Staff undertaking waking nights will be allowed to do non-work related activity such as reading a book or using a laptop computer when not attending to the client or completing care records.
- For waking night shifts a separate area may be required to give workers a space away from the sleeping client. This will be agreed at the time of assessment.

Sleeping nights

- Separate, private room for care staff, which will have as a minimum a bed and a suitable place for clothes to be kept
- Access to bathroom
- Be off duty from agreed time in the evening until agreed waking time
- An agreed waking time may be arranged and detailed in the care plan for example to turn a patient then the carer will return to sleep.
- If during this period the care staff are required to attend the person we support for any occasion longer than 1 hour or for 3 or more occasions of any length of time then this will be classed as a Waking Night

- If sleep-in client care staff are frequently required to attend a person we support during the night then the service may be re-assessed to decide whether or not a waking night service is more suitable