

Pulse Nursing at Home

Worker Handbook

Thank you for joining Pulse
Nursing at Home
A bright future awaits...

Welcome

With an unprecedented demand for Health and Social Care staff, there has never been a better time to work with Pulse Nursing at Home.

Pulse Nursing at Home is a specialist service provider delivering packages of care nationwide. We use a highly skilled workforce of nurses and health care support workers to ensure we work in accordance with regulation and best practice. We have Regional Clinical Leads who provide the clinical input and support required to ensure that you are able to deliver the best quality care in harmony with our commissioned responsibilities and clients needs and wishes.

Pulse Nursing at Home provides flexible, bespoke care for people living in their own homes and communities. With over 10 years of experience providing trained support worker and nursing led packages, we are committed to delivering high standards of compassionate care, supporting our clients choices.

Our nationwide services focus on finding the right solution for our clients. We offer care for a variety of needs over the medium and long term but were also able to provide temporary staffing solutions quickly and efficiently.

We work closely with CCGs, multi-disciplinary teams and families to provide a complete end to end solution, and ensure clients have the care they need but in the comfort of their own home. Our packages are completely flexible and tailored to individual needs.

We recruit to a high standard for the most experienced nurses and trained support workers. Our nurses and trained support workers have specialist clinical skills including airway management, brain injury, end of life, neurological, post-operative care and spinal injury. We believe great things begin with great people, so we provide our nurses and trained support workers opportunities to realise their potential and make a real difference.

Expertise runs through every part of our business. We are leaders in clinically-led community care and we strive for excellence in everything we do.

We support our clients, both Adult and Children with a wide range of health conditions and social care needs, many of whom have complex care requirements. These include:

- Acquired Brain Injury
- Spinal Injury
- Specialist Care
- Physical Disabilities
- Elderly Care
- Learning Disabilities
- Palliative Care
- End of Life Care
- Airway Management

Our approach is based on the safe and effective delivery of person centred care.

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Introduction

Thank you for choosing to work with Pulse Nursing at Home. We are pleased that you have chosen to join us and look forward to offering you a wide range of care packages to work in that suit your requirements.

The purpose of this handbook is to help you understand the way in which Pulse Nursing at Home operates and your role within it. It shows our commitment to providing a quality service to our clients and to you. This handbook should be read in conjunction with your Contract of Employment or Terms and Conditions.

If any of the sections in the handbook are unclear, or if you have any questions, please do not hesitate to contact a member of our car coordination team.

By email: operations@pulsenursingathome.co.uk

By phone: 0207 9591003

When you join us, we will also provide you with all the information you need about your pay and other benefits.

Before you start work...

Pre-employment Screening

In order to be eligible for an assignment with Pulse Nursing at Home you will need to have completed all of the following:

Stage 1: Pre-screen Interview

This is where our Resourcing team will talk to you about your skills and experience and whether the opportunities we have available are suitable for what you are looking for. They will also explain the recruitment process to you.

Stage 2: Application form

In order to complete your compliance checks you will need to provide us with a completed application form containing all the necessary details.

Stage 3: Hire Vue Interview

This is where you will answer a series of interview questions in order for us to assess your suitability for the work we have available. You will complete this interview through an online link.

Stage 4: Offer letter

If you successfully pass your interview, you will be given an Offer Letter which will outline the pre-employment and compliance checks that need to be completed before you can be given a Contract of Employment.

Stage 5: Compliance checks

This can be the longest part of the process and any assistance you can provide will be greatly appreciated.

The compliance checks that have to be completed are as follows:

Compliance requirements: Eligibility to work in the UK

You must have a current eligibility to work in the UK and you must inform your care coordinator immediately if your right to work status change.

Compliance requirements: Criminal Records Check

We are required by the Care Standards Act 2000 to obtain a criminal record check prior to your initial assignment with Pulse Nursing at Home and again on an annual basis. The criminal record check will depend on which country you are planning to work, England and Wales will be the Disclosure Barring Service (DBS) and Scotland will be the protection of vulnerable groups (PVG).

Before you start work...

DBS offer an update service. If you are not already signed up to this service, you will have the opportunity to do so after we have completed a full check for you. The benefits of signing up to the update service are that one DBS is all you may ever need, you can take your DBS certificate from role to role within the same workforce and it is cheaper than a full application on an annual basis.

For more information including any conditions that may apply, visit: www.gov.uk/government/organisations/disclosure-and-barring-service.

The Rehabilitation of Offenders Act 1974 (amended 2013) is aimed at helping people who have been convicted of a criminal offence and who have not reoffended since. This act makes it unlawful to take into account any offences of a person who is considered to have undergone a satisfactory period of rehabilitation.

However, there are some expectations; anyone applying for a position which involves working with children or vulnerable adults must declare all spent and unspent convictions.

We will request an Enhanced DBS as the job role is exempt under the terms of the Rehabilitation of Offenders Act 1974 (Amended 2013).

We will where possible, consider the nature of any conviction and its relevance to the job in question.

We will take a balanced view during the recruitment process whilst at the same time maintaining awareness of our obligations to protect our clients and the general public. We will comply with the UK Data Protection Act 2018 when accessing criminal records information.

If you receive any caution or convictions during the recruitment process or after you have been placed on assignment with Pulse Nursing at Home you must inform your care coordinator immediately. Failure to do so may result in disciplinary action.

Compliance requirements: Evidence of Skills/Competence

All candidates are required to provide evidence of having the skills / competence, as required by the Care Quality Commission, as part of the pre-employment requirements:

- Moving and Handling
- Basic First Aid
- Basic Life Support
- Health and Safety
- Fire Safety
- Basic Food Hygiene,
- Infection Control
- Mental Capacity and consent
- Safeguarding Adults
- Child Protection

Before you start work...

If you are unable to provide evidence of any of the above skills / competence or the evidence you provide us with is not in date or not sufficient, you can choose to complete classroom or on-line training (as relevant) with Pulse Nursing at Home voluntarily. Or you can choose to obtain the required evidence elsewhere. Please ask your recruitment coordinator to assist you with what is needed.

Compliance requirements: NMC

If you are a Registered Nurse, as part of recruitment we check any registrations with the relevant professional body- in this case the Nursing and Midwifery Council to ensure you are current on the register with no restrictions in place. It is our policy that any worker who has a current restriction or caution on their registration will be prevented from working with us until the restriction/caution has been removed. Nurses are permitted to re-apply to the agency once the restriction/caution has been removed from their registration.

Compliance requirements: Fitness to Practice

It is important for your own health and that of those in your care that you are fit to practice whenever you work in a care package. You will be required to complete a health declaration form prior to starting work. Because of the importance of your fitness to practice, community healthcare reserves the right to request a certificate of fitness to practice from your GP as required.

Pregnancy

Because of the potential risks to your unborn child, you MUST inform us if you become pregnant. If you are concerned that you're assigned care package involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact your regional clinical lead. This is important as we are required to perform a health and safety risk assessment for all expectant mothers.

Immunisation

There may be roles within community healthcare that requires proof of immunisation, in these instances your care coordinator or registered manager will advise you. We advise that you keep the following immunisations up-to-date at all times:

- Hepatitis B
- Rubella (German Measles)
- Tetanus
- Varicella (chicken pox)
- Tuberculosis

Before you start work...

Aids/HIV

If you believe you may have been exposed to the HIV infection in any way you should seek medical advice from your GP and, where appropriate undergo diagnostic HIV antibody testing. If you are found to be infected you must follow the guidelines given to you by your GP. As a Pulse employee you have an obligation to notify Pulse Nursing at Home. (Please note that the above guidance does not supersede current Department of Health Guidelines or local practices and procedures. Be reassured any information that you disclose will be held confidentially in accordance with data protection.)

Compliance Requirement: References

You will be asked to provide a full employment history from which references will be taken. We will require a minimum of two satisfactory references that evidence your suitability to work for us

Stage 6: Issue of contract and Handbook

Once all the required pre-employment compliance checks have been completed you will be issued with a contract that you need to sign and return and also a copy of this Handbook for which you will need to complete a receipt.

After this process has been fully completed you will be considered cleared to work in a Pulse Nursing at Home package, subject to any further client specific training that you may need to complete.

Working for Pulse Nursing at Home

Rates Of Pay

Pulse Nursing at Home offers competitive hourly pay rates, which vary according to band, placement/grade/ speciality shift type ie. Day, night, weekend, speciality and client. You will be advised of the applicable rate of pay for each placement/shift, when you are offered that placement.

Please see our guidance below on Paid Annual Leave for further information about taking your holidays.

Availability

Please keep your care coordinator up to date with the days and times you are available to work by contacting the office at least once a week.

Where possible, rotas for regular work will be circulated on a rolling 2-month basis.

Timesheets

- Time sheets must be submitted on a weekly basis
- The Pulse Nursing at Home working week runs from Monday – Sunday and this is reflected on the timesheet
- Please fully complete your timesheet including your name, the client code and the hours worked
- You must have a separate timesheet for each client
- You must also sign your timesheet yourself
- If you do not get the timesheet correctly filled in, we will contact you to let you know what is outstanding in order to pay you

- If the client code is missing when you submit your timesheet, payment may be delayed
- Please deduct breaks from the total hours as these are unpaid
- Please record any on-call hours confirmed as part of the assignment in the section marked on-call
- Pulse Nursing at Home will treat any attempt to falsify any of the information on your timesheet very seriously, any incident will be thoroughly investigated and may result in disciplinary action
- If you are in any doubt, please contact the office for advice
- You should complete a new timesheet each week
- At the end of the shift or at the end of the week make sure that your timesheet is signed by the client or their nominated relative/advocate. If this is not possible please document 'unable to sign' on your timesheet and ensure that you inform your care coordinator prior to submitting the timesheet

The Working Time Directive

Pulse Nursing at Home is required to take reasonable steps to ensure that you do not work more than an average of 48hrs a week over a 17 week period. However, you are entitled to choose to work more than the 48hr limit by opting out of the Working Time Directive.

Annual Leave

Please refer to your contract which will state your entitlement to annual leave

Working for Pulse Nursing at Home

Waking nights and sleeping nights

If you are booked to work a “waking night” this means that you will be doing a full working shift where you are required to remain awake and on duty for the duration of the shift. You are not permitted to sleep and if there is an allegation that you have slept on a shift this will result in an investigation. Please see the section “Sleeping on Duty” for more information.

If you are booked to work a “sleeping night” this means that you are expected to sleep, and will be paid a “sleeping rate” for the time that you are asleep. This rate may be different to a waking night rate. If you are woken and are required to provide care to the client, you must inform the care coordination team (who are available 24 hours a day) so the care provided can be recorded correctly and, if necessary, your shift rate details can be amended so we can ensure you receive the appropriate pay rate for your working time. It is your responsibility to inform the local office if this situation arises.

IR35

All workers that are engaged through a Personal Services Company must comply with current IR35 Legislation and Income Tax (Earnings and Pensions) Act 2003. As a Director of a Limited Company it is your responsibility to ensure that the appropriate tax and national insurance has been paid in accordance with HMRC Guidelines.

Tax and National Insurance

- Pulse will deduct Tax and National Insurance from your wages. You will receive a payslip each week you are paid that contains a detailed breakdown of deductions made

- If this is your only or main job, please provide Pulse with your P45. If you do not have a P45 or if this is not your main job, please complete a P46 available from the Pulse office

The details for the Tax Office are as follows:

The Pay Reference Number you need to quote is 321/ 53137.

Address: **HMRC
Beaufort House
Crown Gate
Harlow
Essex
CM20 1NB**

Telephone: **0845 302 1460**

Car Insurance

It is your responsibility to obtain additional insurance for business travel if you intend to use your own vehicle for anything other than private use e.g. attending clients in the community and/or transporting clients.

Personal Accident Insurance

Pulse does not provide personal accident insurance cover. We advise that you consider taking out your own cover.

Embracing Diversity

Pulse subscribes to the view that equality and diversity are all-encompassing principles. By following them it ensures that every person receiving a service by Pulse has their need comprehensively addressed and is treated equally without discrimination.

This takes place regardless of the individual's ethnic background, language, culture, faith, gender, age, sexual orientation or any other aspect that could result in them being discriminated against because they have

Working for Pulse Nursing at Home

such characteristics. The service aims to celebrate differences (because of ethnic background, etc) between individuals. It avoids treating people unequally. It recognises that treating people unequally can result in them losing their dignity, respect, self esteem, and self worth and ability to make choices.

Equal Opportunity

Pulse is committed to achieving a working environment that provides equality of opportunity and freedom from discrimination on the grounds of race, religion, sex, class, sexual orientation, age, disability or special needs. Pulse is also committed to building a workforce that is diverse and reflects the community around us.

Supervision and Appraisal

We will arrange regular supervisions with you to give you and us the opportunity to review how your work is going. We will also arrange an annual appraisal.

Supervisions and appraisals are useful tools in the development of your career and they should not be seen as negative.

It is important to remember that you are able to raise any issues that you have at any time with your care co-ordinator or regional clinical lead and you do not need to wait until your next supervision session or appraisal.

Supervision gives us an opportunity to explore with you your performance at work. They are also an opportunity for you to raise any concerns or issues you may have.

Supervisions include the following areas:

- Performance
- Development
- Support
- How your work aligns to the CQC's key lines of enquiry – safety, responsiveness, caring, effective and well led.

Team Meetings

All workers will be required as part of their role to attend team meetings during the year. This will enable your full participation in delivering tailored care packages for clients. It is also an opportunity for workers to share experiences and receive clinical supervision to promote good practice and support for each other.

Our expectations of you

Please conduct yourself in a professional manner at all times, we ask you to pay special attention to the following:

Attendance/Punctuality

You must ensure that you arrive on time for your shift. If you are unavoidably delayed or if you are unable to work it is essential for the safety of your client that you let us know as soon as possible. Remember that you can contact us 24hrs a day. Regular lateness or non attendance will be monitored and may result in disciplinary action.

Standards of Dress

Although requirements of some of our clients differ as standard you should dress in sensible, practical clothes for working in. Clothing should be of a smart and clean appearance. No ripped jeans, tracksuit bottoms or crop tops. Please remember you are representing Pulse Nursing at Home at all times. You should also wear comfortable footwear and no high heels or flip flops. Please make sure your shoes and clothes are clean.

For most clients it is likely you will need to wear a pair of indoor shoes whilst in the property. Please ensure these are appropriate for the work you will be carrying out. Slippers are not acceptable.

You are permitted to wear a wedding band but all other jewellery should be removed prior to the shift commencing.

These guidelines also apply to any skill training you may attend.

If you have any queries regarding the dress code please check with your care coordinator.

Identity Badges

Please attend all bookings with your current Pulse Nursing at Home identity badge. Identity badges are renewed annually and must be handed back into Pulse Nursing at Home if you decide to leave.

Quality of Care

Pulse takes pride in the quality of care that their workers deliver. Pulse expects you to deliver quality and safe care to your client's in accordance with the training you receive and within your competence level.

Consideration and Respect

You must remember that you are working within your client's home and you must be considerate and respect the client wishes.

Confidentiality, honesty and integrity

Pulse expects you to maintain your client's confidentiality, to be honest and act at all times with integrity. Any breaches of this will be treated very seriously and will be thoroughly investigated.

You should be familiar with the UK Data Protection Act 2018 and ensure you apply these to any service user information.

Telephone calls

You are not permitted to use the client's telephone except in an emergency to call your care coordinator service with the client's permission. Using a client's telephone without permission is, in effect, theft and will be treated as such.

Our expectations of you

Maintaining Professional Boundaries

Your relationship with the client is based on trust, respect and intimacy, and requires the appropriate use of power which focuses on acting or making a decision with the client's best interests.

This should also take into account the client's culture, spiritual, psychological and physical needs. As a nurse/carer, you must function within your appropriate Codes of Conduct, recognising your accountability for maintaining professional behaviour, whilst also possessing a wide range of communication strategies and effective interpersonal skills.

You are responsible for the maintenance of appropriate professional boundaries for the duration of the relationship with your client, regardless of the wishes of the client or the setting. This also includes confidentiality and its limitations within the provision of care by a team.

You and your client both have needs but the therapeutic relationship is based on the health and well-being of your client and is not designed to meet your needs.

Behaviours or acts are unacceptable if they are abusive or done to satisfy your personal needs, such as social support, companionship or used as a forum to air your grievances.

It is an abuse of trust when you see the client to share personal information and problems or discuss other team members. The client may not feel comfortable refusing such interactions and may fear any potential repercussions.

You should understand and respect the client's values and opinions and ensure that they are incorporated in the plan of care. You should also be able to listen and give your client the opportunity to express and identify goals, wishes and expectations of care, showing a genuine interest in the choices a client makes and promoting those choices.

You need to recognise when you don't have the necessary knowledge or skills to manage the therapeutic relationship and to seek assistance from other members of the health care team or Pulse.

Social Media

The popularity of social media has grown rapidly in recent years. While many healthcare workers use social media without encountering any difficulties, media interest into examples of unprofessional behaviour online have raised concerns that some healthcare workers may be unknowingly exposing themselves to risk by participating in online social media.

Key points:

- Social media can blur the boundary between a healthcare workers public and professional life
- The ethical and legal duty to protect client's confidentiality applies equally on the internet
- It is highly inappropriate to post informal, personal or derogatory comments about clients on social media
- Pulse Nursing at Home prohibits the sharing of details across social media between workers and clients. You should not accept any friend requests from your

Our expectations of you

clients, their family members or friends. All communication should be via the care coordination team and your regional clinical lead.

- Healthcare workers should be conscious of their 'online image' and how it may impact on their professional standing
- Healthcare workers should be conscious of their 'online image' and how it may impact on the reputation of Pulse

Social networking sites should not be used for raising and escalating concerns (commonly referred to as whistleblowing).

Pulse's policy on Whistle blowing sets out your professional duty to report any concerns which put the safety of people in your care or the public at risk, and the steps you should take.

If you are concerned about the online behaviour of someone who is registered with Pulse, you should take steps to raise your concerns with Pulse. In the most serious circumstances, for example if someone's use of a social networking site is unlawful, you should also report the incident to the police.

Gifts and Gratuities

Under no circumstance will you accept any gifts, loans or gratuities from client's, relatives or other interested parties.

Family and Pets

Whilst on duty you will not take with you to a client's home/place of work pets or members of your family (i.e. children, friends or other relatives). In some instances the client may ask to meet your children or other members of your family. Please notify the care coordination team or regional clinical lead.

Smoking

Smoking on duty is forbidden (including ECigarettes). Please remember that if you smoke the smell remains on your clothing which many client's find offensive.

Mobile Phones

There are a number of complex issues that can arise out of the use of mobile phones. In order to protect the interests of clients, Pulse and Workers you MUST NOT:

- Give your contact telephone number (mobile or other) to the client
- Disclose the telephone numbers of other Workers to clients
- Use your mobile phone to photograph clients
- Create or send mobile phone messages which make comment or statements which could in anyway be contrived to be defamatory
- Create or send mobile phone messages containing photographs/images of clients
- Create or send mobile phone messages containing information confidential or otherwise, regarding clients
- Initiate or forward mobile phone messages that could be considered to constitute an act of harassment or discrimination on any grounds
- Use your mobile phone whilst on shift, except in an emergency
- If you require to have your mobile phone on for personal reasons please inform your care coordinator
- In some care packages, a team mobile may be provided. This must be used for professional purposes only.

Our expectations of you

Alcohol and Drugs

Impaired judgement in caring for vulnerable people is extremely dangerous. For this reason, consumption of alcoholic drinks/illegal drugs at any time before the start of a shift or whilst on duty is strictly forbidden. If you are offered an alcoholic drink or drugs by a client, please decline by saying “We are not allowed to drink or take drugs on duty” and report it to your care coordinator. Any incidents of drinking/illegal drug taking will be taken very seriously and could end up in dismissal and referral to regulating bodies.

Sleeping on Duty

Unless working a ‘sleeping night’, sleeping on duty, at night or day, is prohibited by Pulse. Any Worker reported to be asleep on duty will be investigated and appropriate action will be taken. Action may include dismissal and referral to regulating bodies.

Statements to the Media

Workers will, under no circumstances, enter into any communication, provide or make any statements to the media relating to patients, clients, Pulse or any other matter in connection with their placement or registration with Pulse without the express permission of Pulse. If you are asked to provide comment please decline and advise your regional clinical lead or care coordinator immediately.

Duty of Candour

The Duty of Candour places a requirement on Pulse and other providers of health and social care to be open with clients when things go wrong.

Medical treatment and care is not risk free. Errors will happen and nearly all of these will be due to failures in organisational systems or genuine human errors. The obligations that challenges candour reminds us that for all its continued technological advances, healthcare is a deeply human business. A Statutory Duty of Candour being introduced relates to implementing a key recommendation from the Mid Staffordshire NHS Foundation Trust Public Enquiry (The Francis Enquiry) in responding to the Francis Report, the government supported the proposal to implement a duty of candour with criminal sanctions on providers.

The Statutory Duty of Candour is enforceable by law. It is a criminal offence to fail to provide notification of a notifiable safety incident and/or comply with the specific requirements of notification. If Pulse are non-compliant to this legislation they could be liable to a potential fine of £2500 per incident. All healthcare professionals have a duty of candour – a professional responsibility to be honest with patients/clients when things go wrong.

As community worker you must first discuss the need to inform the client. Pulse as an organisation has direct governance control; therefore the duty of candour sits with Pulse. All workers MUST escalate to a senior person/registered manager immediately, the senior person or manager will make the decision to inform the Client.

Our expectations of you

Wills and Financial Advice

You are not permitted to act as a witness to the Will of any client for whom you are providing or have provided care. You are also not permitted to give advice in relation to Wills, investments of financial matters generally.

We ask all workers behave in a way that upholds the reputation of healthcare workers and of Pulse Nursing at Home:

- You must comply with community healthcare procedures for the safe handling of money and property belonging to client's as set out in the 'Managing a Client's finances Policy'
- Under no circumstances will you accept any gifts, loans or gratuities from client's, relatives or other interested parties
- Do not agree to look after or safeguard any part of a client's property
- You must report any incidents/requests regarding the above matters to your regional clinical lead or care coordinator

Our expectations of you

- To act in a manner that promotes and safeguards the interests and well being of client's and Pulse Nursing at Home
- To acknowledge any limitations in your knowledge and competence and decline any duties or responsibilities unless able to perform them in a safe, competent and skilled manner
- To arrive at work on time
- To familiarise yourself with the client's social and clinical care plans
- To wear appropriate dress

- To wear the correct Pulse photo ID badge
- To report any accidents, incidents or near misses to your regional clinical lead or care coordinator
- To report any changes to your client's social care or clinical requirements to your regional clinical lead or care coordinator
- To report any information passed onto you by third parties regarding the client's wellbeing
- To take responsibility for your own actions when working in a care package and, work together with your colleagues, and regional clinical lead or care coordinator to ensure you deliver the best possible care for your clients
- To complete all tasks allocated to you in accordance with the client's clinical and social care plans

What you should expect when given an assignment (care package):

- The name of the client
- Details of the role
- The pay rate
- The location and directions
- Start and finish times of the shift/visit
- The dress code

Remember to take note of ALL the details.

Caring for People in their Own Homes

Supporting Clients in their own homes

Pulse Nursing at Home aims to provide safe and effective care and support for those who wish to remain within the comfort of their own home. Each client's care plan will be based on the individual client's needs and the care they require will be tailored to meet their specific requirements. The care plan is completed by a representative from Pulse Nursing at Home. You must ensure you read this information as it will give you instructions on what care your client is receiving, instructions on how to move your client, complete clinical interventions, and identify any hazards that are present within the client's home.

The following is a guide of the type of duties you may be asked to carry out – this is not a definitive list and other duties maybe required.

General Duties

- Provide support that respects the client's dignity
- Promote and assist clients to maintain independent living
- Assist clients with personal care
- Assist clients with moving and handling
- Assist with nutritional needs i.e. cooking meals, making drinks, administering enteral feeds and assisting with feeding in accordance with dietary, religions or cultural requirements
- Light household duties, dusting, vacuuming, cleaning work surfaces and floors etc
- Shopping
- Assisting the client with their finances
- Assist clients to take their medications

- To inform your care coordinator of any changes to a client's medical or social care needs
- To liaise with any Third parties that may be involved with the client, e.g. gp, community nurses etc and to update your care coordinator with any changes

General Conduct

- Clients and their families should at all times be treated with dignity and respect
- Have regard for the clients and their families emotional needs
- Take due consideration of the client's religion, culture and any other preferences that they may have
- Address client's by their preferred name
- Support the independence of clients and encourage where possible through appropriate communication about involvement in their own care
- You should not make use of a client's property (including their telephones) without their expressed permission
- You should not use the client's electricity for charging personal equipment without their expressed permission
- You should report any accident or emergency situations as soon as possible to your regional clinical lead or the care coordination team
- You should report any incidents to your regional clinical lead or the care coordination team and Document in the daily records
- You should report any concerns you have to your regional clinical lead or the care coordination team

Caring for People in their Own Homes

Record Keeping

Client's records should be written objectively and state what you have actually done. Never assume or write what you think about your client. Remember that these are official documents which could be used in a court of law. Full records are essential should any questions be raised about the care and standards of care delivered. Paperwork for your client will be in the client's folder – more can be obtained from the office. Ensure that the sheet number on the follow-on sheets is entered in the box at the top left hand corner.

Documentation (record keeping) is an integral part of healthcare. It is essential to the provision of safe and effective care; it is not an optional extra. Good documentation (record keeping) has many important functions such as:

- Helps to improve accountability
- Showing how decisions related to patient care were made
- Supporting the delivery of services
- Supporting effective clinical judgments and decisions
- Supporting client care and communications
- Providing documentary evidence of services delivered
- Promoting better communication and sharing of information between members of the multi-disciplinary healthcare team
- Helping to identify risks, and enabling early detection of complications
- Helping to address complaints or legal processes

Types of documentation:

Documentation can be both paper based and electronic records.

Documentation does not only consist of daily record sheets but:

- Charts (clinical, social, medication)
- Emails
- Letters to and from other health professionals
- Incident/complaint reports including interview transcripts and statements
- Photographs
- Tape recordings of telephone conversations
- Text messages

Good records are essential to safe and effective care and should be:

- Clear, legible and indelible
- Factual and accurate
- Written as soon after the event as possible
- Written in black ink
- Mistakes should NOT be covered with correction fluid or scribbled out. One line should be scored through the mistake and your initial and date written
- Signed, timed and dated
- Written with the involvement of the client or their main carer where possible
- Written in terms the client can understand
- Identify problems that have arisen and action taken to rectify them
- Include details of medication taken
- Document care planned, decisions made, care delivered and any information shared

Caring for People in their Own Homes

Things that you must record each shift:

- Time you arrived and left with your initials
- The tasks you performed during your shift
- Any medication given (using the Medication Administration Record MAR)
- Any changes in the client's condition • Information important to colleagues or others involved in your client's care package

Attending a Client's Home

- You should announce your identity clearly on arrival and not enter a client's home without invitation
- Always ensure your ID badge is worn visibly and encourage your client to check it on each visit
- Upon arrival you should check whether your client has any specific needs by reading their care plans and receiving handover from other workers or family members
- Remember you are a guest in the client's home; you should treat their property and possessions with respect

Leaving a Client's Home

- If you are working in a 24/7 package do not leave the client until the next member of staff arrives as the client should not be left unattended
- Ensure the client is aware you are leaving
- Check that the client is comfortable and has everything they need within easy reach
- Check that potential sources of danger are not accessible
- Make sure the client knows which windows, if any have been left open
- Ensure appliances are no longer in use and switched off

- Please take full care in securing a client's home when leaving including, where appropriate doors and windows and the safeguarding of keys
- Please report any concerns you have to care coordination team who will escalate the concern appropriately.

Guidelines on the use of equipment

If you are supplied with equipment to use whilst on duty, you must use it in accordance with the manufacturer's instructions. If you are unsure or do not know how the equipment is to be used please contact the care coordination team who will escalate the concern appropriately.

If the equipment you have been supplied with becomes faulty or is damaged, it is your responsibility to inform your care coordinator immediately. Label the faulty/damaged equipment DO NOT USE and date it. Inform the client and/or relative not to use it. If the piece of equipment is vital in sustaining the client's clinical status call your care coordination team who will escalate the concern appropriately for advice or consider contacting the emergency services.

Do not make any repairs or carry out maintenance work of any description unless you are authorised to do so.

Do not handle electrical equipment with wet hands.

Guidelines – Portable Electrical Equipment

It is your responsibility to ensure you use a circuit breaker plug whilst working in your client's home. Before using any electrical equipment make sure you check the following:

Caring for People in their Own Homes

- The casing of the appliance is in reasonable condition
- The cable is held firmly into the plug and the appliance with no exposed wires. The coloured wires inside should not be visible anywhere along the cable
- The plug is in a reasonable condition, not broken or scorched
- The cable leading from the appliance to the plug is in good condition, not frayed, broken, cracked or taped up
- The on/off switch should work properly and not be damaged or loose

DO NOT use any electrical appliance that has a defect. Inform the care coordination team and put a note on the appliance 'DO NOT USE' and date it. Inform the client that the appliance appears unsafe.

DO NOT attempt to repair a blown main fuse. Do not make any repairs or carry out maintenance work of any description unless you authorised to do so.

Guidelines on Fire Prevention and Evacuation

In order to survive, a fire needs oxygen, a source of heat and fuel. Some of the main causes of fire in the home are due to:

- Faulty electrics
- Open fires
- Gas fires
- Unattended cigarettes
- Clothes drying too near to a source of heat

Fire guards should be used where available, especially for the elderly or children. If your client does not have a fire guard and you fear for their safety inform your care coordinator.

Free standing heaters must be placed where they cannot easily be knocked over or tripped over.

Ensure matches are kept out of the reach of children or confused client/s and makes sure that cigarette ends are put out properly and disposed of appropriately.

Always keep furniture, papers, drying clothes, tea towels etc, away from a direct source of heat, e.g. gas or electric fires and cookers:

- Report faulty fire and smoke alarms
- Please report any concerns you have to the care coordination team.

Fires spread very quickly. It is the smoke from the fire that kills, if you see or suspect a fire you must act immediately and evacuate yourself and the client outside and dial 999. If you are unable to get the client out, get yourself to a place of safety await the emergency services.

Never try to tackle a fire yourself – call 999 immediately. Once you have called the emergency services you must also inform Pulse Nursing at Home as soon as is reasonably possible

Guidelines – Oxygen Cylinders

The client's care plan will detail all instructions for the administration of oxygen in their own homes. You should not administer oxygen therapy unless you are specifically trained however you should take note of the following:

- Do not clean oxygen cylinders
- Ensure oxygen cylinders are stored in a cool place away from direct heat or naked flame
- Never allow client's to smoke whilst receiving oxygen

Caring for people in their Own Homes

If you encounter any problems with the care of a client receiving oxygen therapy the care coordination team who are available 24 hours a day.

Guidelines on personal protective equipment (PPE)

As an associate performing personal care you may come into contact with a client's bodily fluids. You will be supplied with gloves and aprons to perform these tasks and should ensure that you employ good hand washing techniques and abide by infection control standard precautions.

You should also ensure that you wear protective clothing when handling hazardous substances such as cleaning materials, in accordance with the COSSH guidelines.

Please inform the office in reasonable time when you are running low of gloves and aprons so they can replenish you with new stock.

Guidelines on reporting Accidents and notifiable diseases

You are responsible for reporting any accidents or dangerous occurrence immediately to your the care coordination team.

Any accident to yourself or your client whilst you working with them must be reported and documented in the client's daily records. Call Pulse Nursing at Home as soon as possible. If you are unfit for duty due to an accident at work the care coordination team or the complaints and incidents team must be informed so this can be logged onto our Datix risk management software.

If you have a notifiable disease you must report this to regional clinical lead and/or care coordination team or the complaints and incidents team or out of hours oncall service. You must not carry out duties for Pulse during the period you have a notifiable disease as you will put your client's at risk.

You may be required to stop working if you have or have had contact with a person with a notifiable disease. These include:

- Acute encephalitis
- Acute poliomyelitis
- Anthrax
- Cholera
- Diphtheria
- Dysentery
- Leptospirosis
- Haemophilus influenza
- Malaria
- Meningitis (meningococcal, pneumococcal)
- Meningococcal septicaemia
- Mumps
- Ophthalmia neonatarum
- Paratyphoid fever
- Plague
- Rabies
- Relapsing fever
- Rubella
- Salmonella
- Scarlet fever
- Smallpox
- Tetanus
- Tuberculosis
- Typhoid fever
- Typhus fever
- Viral haemorrhagic fever
- Viral hepatitis (A, B and C)

Caring for people in their Own Homes

- Whooping cough
- Yellow fever
- Ebola
- Zika

Guidelines on Safe-working

Environment - Your care coordinator will undertake risk assessments on clients that require care in their own homes. Any hazards that have been identified will be documented in the care plan.

If you encounter any hazards document these in the care plan, inform your client or their relative and, report these hazards to the care coordination team. Always be aware of the following general hazards:

- Unsafe furniture
- Loose carpets and mats which may present a trip hazard
- Rotten floor boards or stairs treads
- Loose handrails
- Faults or defects to equipment
- Equipment left in a precarious place
- Overloaded electric sockets
- Inadequate lighting
- Unsafe wheelchairs
- Unsafe commodes
- Stair lifts with loose connectors
- Thermostat of hot water set too high
- Sharps not disposed of correctly

Hot Water Bottles and Heat Warming

Pads – Clients should be discouraged from using hot water bottles as they pose a health and safety risk to both client's and workers. If the client insists on having a hot water bottle you should check with your regional clinical lead or the care coordination team first.

Mouth care sponges - There has been incidents reported to the MHRA when mouth-care sponges have become detached from the stick causing risk to the client. Please ensure that when using mouth-care sponges that the sponge is firmly attached to the stick, and is removed from the client's mouth intact.

Management of sharps

The sharp instruments in healthcare regulations refer to medical sharps as being an object or instrument necessary for the exercise of specific health care activities which is able to cut, prick or cause injury. These injuries within the community setting are caused primarily by needles.

Injuries presenting a higher risk would be those where the sharp is contaminated with blood where there is the potential of transmitting infectious diseases such as hepatitis B and human immune deficiency virus (HIV). Most sharps injuries can be prevented.

If you sustain a sharps injury complete the following:

- Encourage the wound to bleed (but do not suck the wound)
- Rinse thoroughly under warm running water (do not scrub the wound)
- If running water is not available – use cleansing wipes from the first aid box
- Dry the wound
- Cover the wound with a dry plaster / dressing
- Report the incident to your regional clinical lead or the care coordination team

Caring for people in their Own Homes

Key holding

If you are required to access a key safe to enter a property, an authorisation form must first be completed and you will be notified by the care coordination team if this is the case for your client. Any key safe number must be kept confidential at all times.

You must always observe and respect the privacy of your client. Knocking and announcement of arrival is essential and the client should, where possible, be given the opportunity to let you in. You must never hand the key to any other person to use.

You should never enter the client's premises if you know the client to be absent or at any other time unless instructed by Pulse.

If you lose or misplace the client's key you must inform the care coordination team.

If the client's key is kept in a key safe, you must never disclose the key code to any unauthorised personnel.

Linen

Contaminated and clean/unsoiled linen should be kept separately. Place any contaminated linen in a plastic bag and sealed. Ensure the client is aware that the bag contains soiled linen and under no circumstances should you take washing home to complete. If it is our responsibility to wash the soiled linen ensure that it is washed at the temperature stipulated in the client's care plan.

Lone Worker Information

Lone workers are those workers who work by themselves without close or direct supervision. Lone working is not governed by any specific legislation but a wide range of legislation may apply depending on the

nature of the work involved, in all instances the Health and Safety at Work Act 1975 and the Management of Health and Safety Regulations 1992 cover lone working.

In all cases where a worker is expected to work alone an appropriately trained member of Pulse staff will perform a lone worker risk assessment. Steps should be taken to reduce risk to the lowest practicable level. The risk assessment should address:

- Whether the work can be done safely by a single person
- What arrangements are required to ensure the lone worker is at no more risk than associates working together

The dangers of lone working cannot always be seen and avoided. Full risk assessments of clients' homes, personal care tasks and potential for violent and aggressive behaviour are performed prior to service delivery commencing except in emergency circumstances, where, a risk assessment will be performed within 48 hours of commencement of service delivery.

Health and Safety

You will be required to evidence your training or competence in health and safety, risk incident reporting and managing violence and aggression and thereafter on an annual basis.

Your responsibilities:

- To familiarise yourself with the contents of this handbook
- To report any health and safety concerns to your care coordinator or the out of hours oncall service
- To participate in any meetings and supervisions organised by Pulse

Caring for people in their Own Homes

- To carry out work practices in accordance with Pulse policies and procedures and instructions
- To carry a mobile phone and/or panic alarm at all times during working hours
- To report any accidents, near misses and incidents of actual and any potential violence/aggression or abuse and be prepared to co-operate in any investigative process Pulse responsibilities:
- To ensure you are suitably trained in health and safety, personal safety and managing violent, aggressive and abusive behaviour
- To ensure a full risk assessment is made of any health and safety issues which may affect associates and clients
- To ensure that you are fully debriefed and supported following an incident
- To ensure that appropriate information on the history of violence or potential violence of the client is obtained and shared where appropriate To ensure that incident reporting procedures are followed and accurate records are kept and maintained.
- Reports are made to the appropriate authorities/regulators (Care Quality Commission, police, safeguarding boards, health and safety executive)
- To hold regular meetings with the associates to discuss concerns, incidents and to evaluate current working practices
- To maintain accurate logs of all home visits undertaken
- To ensure up-to-date details of client's names, contact numbers and addresses are maintained on IQX

Risk Incident Reporting: Under the Management of Health and Safety Regulations 1992 you have a legal duty of care to report all accidents, incidents and near misses, these regulations impose a duty on employers to perform risk assessments on all work activities. If during the course of your work you identify a risk to the health, safety and welfare of your own personal safety, and/or that of your colleagues or client's, you have a duty to report this to you must report this to the care coordination team.

An incident report must be completed.

Moving and Handling

You will be required to evidence your competence in moving and Handling prior to starting work. Before moving and handling any of your clients ensure you have read the client's moving and handling risk assessment which is contained within the client's care plan and ensure that you are familiar with any lifting aids supplied for use by the client. If you are unsure please contact your regional clinical lead – do not use the equipment if you do not know how to use it correctly.

It is imperative that all staff adhere to good safe working practices at all times. Under Health and Safety Legislation, associates are accountable for their own actions.

If lifting equipment or aids have been supplied by the client they must be used in accordance with the manufacturer's instruction and the instructions contained in the client's care plan.

If a client is about to fall – DO NOT ATTEMPT TO HOLD THE CLIENT UP. Allow the client to fall to the floor and try to protect them from sustaining any injuries. Make the client comfortable and call for assistance.

Caring for people in their Own Homes

If a client falls in their own home, and you are sure they have not injured themselves contact the care co ordination team who will be able to seek advice on your behalf who will arrange assistance. If the client is injured call for an ambulance, record the incident in the client' daily records and inform your regional clinical lead or care coordinator .

Visiting Clients in their own homes

Below is guidance for visiting clients in their homes, you remain responsible for your own personal safety.

On foot or public transport:

- Ensure you have full information regarding the client and any other persons who are likely to be present and the environment in which you will be working both internally and externally
- Work out your route before you leave home
- Ensure that you carry your mobile phone and that the office has this number on file in case of emergency
- If using public transport, avoid using A-Z maps etc in public
- If you are unfamiliar with an area do not use short cuts
- Keep to roads that are busy and well lit and always walk facing oncoming traffic
- If a vehicle pulls alongside you turn and walk in the opposite direction – a person on foot can change direction faster than a car
- Avoid isolated bus stops and empty tube or train carriages
- If you feel you are being followed cross over to the other side of the street
- Be prepared to give up personal belongings if you are challenged – your own personal safety is of paramount importance do not risk personal injury
- Travelling by car:
 - Keep doors locked and your windows closed whilst driving and when leaving your car parked
 - Ensure that you car is well maintained and in good working order
 - Always make sure you have enough petrol
 - Always park in well-lit areas and obvious surroundings with a quick escape route – e.g. park facing out of a cul-de-sac
 - Always have your keys ready and check the back seat before you get back into the car
 - If you are waved down do not stop
 - Never leave anything in the car so that it is visible to passers-by

On arrival at Client's home:

- If you do not have direct access and it is expected to have the door answered always follow the person in from behind into the home
- Ask the client not to lock the door – unless the door is the type that to stay closed has to be locked, in this case ask him/her not to remove the key from the lock
- Make sure you are aware of the environment and know your way out
- If there are other persons present, ask to be introduced and that they wait in another room if possible
- If you feel at all uncomfortable and it is not safe to leave the client, call the office immediately
- Keep yourself between the client and the door

Caring for people in their Own Homes

- If there are dogs present ask for them to be shut away, particularly if you have to touch the dog's owner to perform care tasks
- If anyone is under the influence of drugs, alcohol or appears to be agitated politely leave the environment • If you are asked to perform a task that is not in the care plan you must check with your regional clinical lead or call the care coordination team first.

Unable to Gain Access to a Client's Home:

If you are unable to gain access to a client ensure you complete the following:

- Make a visual check though the windows
- Contact the neighbours/warden to ask if the client has gone out
- Contact the care coordination team to report the situation. You will need to wait at the property for further instructions from Pulse Nursing at Home
- You may be required to post an 'unable to gain access' note through the door

If you are refused access to a client's home contact the care coordination team. It is essential that you do not provoke or aggravate the situation – look after your own safety.

Personal Care

Ensure you have the necessary equipment before you carry out any personal care, e.g. soap, towels, clean clothes, comb, razor etc.

When running a client's bath, run the cold water first. ENSURE that the bath water is not too hot before assisting the client into the bath.

When undertaking personal care for your client, ensure you pay attention to the following areas:

- Hair – including observing the scalp for soreness, dryness or flaky skin
- Skin – check for breaks in the skin, cuts, bruises, infections, rashes or burns
- Pressure Areas – look for signs of pressure sores, or breaks in the skin developing
- Mouth – check that the client's mouth is not dry, their dentures (if appropriate) are clean and fit well, they do not have a sore tongue or any ulcers
- Nails – hands should be clean and nails neatly filed – do not attempt to cut the client's hand or toe nails
- Eyes – check for stickiness of the eye lids, redness of the whites of the eyes, any soreness or weeping

Record any personal care on the client's daily records and report any changes/ concerns to your regional clinical lead or care coordinator

When engaged in personal care, please ensure that you respect the client's right to privacy, dignity and decency as far as the care intervention permits.

Meals and Food Hygiene

You may be required to prepare meals for the client. In order to do this you will have been required to evidence that you are competent in food hygiene awareness as part of your pre-employment checks.

- Ensure that you wash your hands first
- Clean the work surfaces
- Wear protective clothing if necessary
- Never smoke

Caring for people in their Own Homes

- Report any illness such as vomiting, diarrhoea, or skin conditions to your care coordinator or the out of hours oncall service
- Tie back loose hair
- Remove jewellery
- Buying food:
 - Only buy food that looks fresh
 - Avoid unpasteurised dairy products
 - Check that eggs are not cracked
 - Avoid cans with dents in

Food storage:

- Refrigerator frozen or chilled food as soon as possible
- Store raw foods below cooked foods to avoid contamination
- Once opened, store food in a suitable container
- Observe food sell by or use by dates

All food should be freshly made and cooked thoroughly. Ensure frozen foods are cooked through to the middle. Never reheat food.

Ensure tools and equipment such as knives, utensils and chopping boards are cleaned regularly during cooking and you should never re-use utensils which have been used on meat or raw eggs without cleaning them.

Wash your hands after handling raw meat or eggs and particularly before handling other foods. You should always wash your hands after visiting the lavatory.

Always place dairy products and cooked foods above any raw meat to prevent contamination of the dairy and cooked foods.

Ensure you record that your client has eaten the food that you have prepared and has

taken fluids. Ensure that you report any changes to the client's intake with food or fluid to the care coordination team.

Microwave ovens: Always follow the manufacturer's instruction when using microwave ovens. You must be aware of the wattage output of the oven as longer or shorter cooking instructions on individual pre-prepared foods.

Do not place metallic objects, tin foil or eggs into the microwave or crockery with gold/silver edging.

Ensure food cooked in the microwave is heated through thoroughly. Do not re-microwave food. Clean the microwave oven after use to prevent a build up of debris.

CCTV

CCTV surveillance has become a common feature of our daily lives. We are caught on numerous CCTV cameras every day we move around towns and cities, visit offices and shops, and travel on the road and other transport networks.

Some clients' use CCTV in their homes, it offers the client comfort and protection, it also provides protection for Pulse associate employees against false allegations. The benefits for both the client and the Pulse associate employee comes at the cost of privacy. If a client has CCTV in place they are by law required to inform you, if you discover CCTV that has not been declared please report it to the care coordination team.

MRSA

Methicillin Resistant Staphylococcus Aureus (MRSA) is the name given to a range of strains of antibiotic-resistant bacteria.

Caring for people in their Own Homes

MRSA lives on the hands or in the nose of around one third of the healthy population and is usually harmless. It can however prove fatal if it enters the bloodstream of an already weakened client. It is usually transmitted by touch.

The single most effective measure for preventing MRSA contamination is washing hands before and after every client contact. In addition please:

- Use liquid soap and water or an alcohol-based hand rub when washing hands – make sure it comes into contact with all areas
- Remove wrist and preferably hand jewellery at the beginning of each shift where you will be regularly decontaminating your hands
- Wear disposable gloves and aprons when attending to dressings or dealing with blood and bodily fluids
- Dispose of gloves and aprons after each use
- Cover cuts or breaks in your skin or those of client's with waterproof dressings

Guidelines for Dealing with Accidents & Emergencies

Violence and Aggression Incident reporting

It has been recognised for some time, that workers in care settings work within an environment where there is a potential for threat, aggression or violence. Any violent, abusive or threatening behaviour is unacceptable and all staff must report every incident of violence or abuse as soon as possible after it occurs:

- All incidents involving a client must be documented factually in the daily records
- All incidents must be reported to the care coordinator or out of hours oncall service, detailing all persons involved, details of the incident and any injuries involved

Violence and aggression can be defined as including the following circumstances:

- Minor assault including situations where physical contact and/or injuries occur which require first aid treatment
- Threats with an offensive weapon with or without physical injury
- Aggravated assault resulting in injury requiring medical assistance
- Threatening behaviour which could include verbal abuse or threats, and fear arising from damage to the physical environment
- Assault resulting in serious injury and/or death

Collapsed Client

If a client collapses whilst you are attending them;

- CALL THE EMERGENCY SERVICES on 999 and follow their instructions

Inform the care coordination and document the incident in the client's daily records.

Scalds, Burns or Lacerations

If the client suffers from any injuries, e.g. scalds burns or lacerations, you should apply first aid techniques and contact the client's GP or if appropriate, the emergency services by dialling 999.

For less serious injuries you can also contact the NHS service for advice by calling 111. Please inform your care coordinator or the out of hours oncall service.

Falls

If the client does not appear to be injured, call the client's GP for advice. Do not leave your client until you have been given instructions from the GP. Inform your care coordinator or the out of hours oncall service. Document the incident in the client's daily records. If your client was made unconscious by the fall call the emergency services on 999 even if the client regains consciousness. Inform your care coordinator; document the incident in the client's daily records.

If your client falls and they are unable to stand without assistance, inform your care coordinator or the out of hours oncall service. Make them comfortable with a pillow and blanket. DO NOT LEAVE until help arrives. Document the incident in the client's daily records.

If your client falls and it is obvious they have injured themselves or are in pain, call the emergency services, DO NOT LEAVE the client until help arrives. Inform your regional clinical lead or the care coordination team; document the incident in the client's daily records.

Guidelines for Dealing with Accidents & Emergencies

Evidence of drug overdose

Apply first aid techniques and call the emergency services by dialling 999. DO NOT LEAVE until help arrives. Document the incident in the client's daily records. Please inform your care coordinator or the out of hours oncall service.

If there is any doubt about the need for medical attention, the emergency services should be called on 999.

Sharps/splash injury

If you sustain a sharps or splash injury you must immediately:

- Encourage bleeding from the wound (sharps injury)
- Wash the wound using warm running water
- Cover the wound
- Wash skin, eyes or mouth with plenty of water
- Report the accident to your care coordinator or the out of hours oncall service and complete an incident form
- Visit your GP as soon as possible

Death of a client

Where a client dies in their own home, if there is not a DO NOT ATTEMPT RESUSCITATION ORDER (DNAR), commence basic life support and contact the emergency services on 999, notify your regional clinical lead or the care coordination team.

If there is a DO NOT ATTEMPT RESUSCITATION ORDER (DNAR) in place, contact the emergency services on 999, but do not commence basic life support. Please call the care coordination team immediately, who will pass you through to your regional clinical lead for further

instruction. Document any action taken in the daily records.

In the case of sudden/unexpected death notify your regional clinical lead or the care coordination immediately. Remain in the client's home until the medical practitioner arrives. Do not move or wash the body. Document any action taken in the daily records.

Do not remove or discard any consumables.

Water Leak

Ask your client where the stop-cock is, this is also detailed in the client's environmental risk assessment. Turn it off. Inform your regional clinical lead or the care coordination team and await further instructions. Document the incident in the client's daily records.

Gas

Explosion and carbon monoxide poisoning are the hazards associated with gas. Ensure you are aware of where the main gas

A sign that gas fires are not working properly is when the white burners or the wall around the fire is stained brown. The flame should be blue/green in colour.

If you suspect a gas leak ensure you follow the following:

- Open the doors and windows
- Check that the gas appliances are switched off
- If the smell persists turn off at the mains and telephone the Emergency Gas Service immediately
- If possible get yourself and the client outside
- Contact the care coordination team

Guidelines for Dealing with Accidents & Emergencies

If you feel that your client is not able to use a gas appliance safely inform your contact the care coordination team or your regional clinical lead immediately.

Electrocution

If your client or any other person is electrocuted DO NOT TOUCH THEM – switch off the supply of electricity first. Call the emergency services and follow their instructions. Inform the care coordination team. Document the incident in the client's daily.

Our Policies & Procedures for Associate Employees

You will be sent a link to access all policies and procedures once you have been fully cleared for work. If you require access to any of our policies and procedures at any time, please contact the care coordination team.

Absenteeism

If you are absent from work on any day not pre-arranged you must ring your care coordinator or the out of hours oncall service no later than one hour before your shift is due to start.

You must state the reason for your absence, what action you are intending to take to ensure you return to work as soon as reasonably practicable and when you hope to return to work. Thereafter you must continue to notify your care coordinator of your absence on a daily basis unless you have submitted a Doctor's medical certificate.

In all cases of sickness absence. Associate Employees and PAYE Associate workers must submit a Pulse Self-certification Form – available from your care coordinator or payroll on return to work. In accordance with SSP regulations, failure to submit a Self-Certification Form will result in no payment for periods of sickness. In the event of the absence exceeding seven continuous days due to sickness or injury, you must also submit a Medical Certificate as soon as possible. Thereafter, further Medical Certificates must be submitted covering all absence until you resume work.

Failure to follow the above rules will result in any payment from Pulse, including Statutory Sick Pay, being withheld and could result in disciplinary action being taken against you.

Where an associate is absent through sickness (or sickness is given as the reason) or any other combination of days which clearly reflect an ad-hoc attendance pattern or where the absence record is cause for concern the associate will be asked to attend a formal disciplinary hearing where the attendance record will be discussed.

Pulse reserves the right to arrange for a Medical Examination by an Independent Medical Practitioner, or to request report from your own Doctor/Specialist, in order to ensure that you are fit to continue or undertake your job, or to determine your current state of health. Full consultation will take place with you in this event.

Allegations of Abuse or Neglect

Pulse will take seriously any allegations of abuse by or against staff working through us.

Abuse or neglect can occur through well-intentioned actions such as urging the client to 'Hurry up' or to 'Stop wetting the bed'.

If we receive complaints of this sort against you, we may not be able to offer you work whilst the allegation is being investigated. Ultimately if allegations are proven we may not be able to continue to offer you work and it may result in a referral being made to DBS/PVG/Access NI.

Recognising the signs of abuse or neglect: You will have been required to provide evidence of your competence in the understanding of the types of abuse, recognising abuse and how to report suspicions or concerns about abuse. This competence requires an annual renewal which you can chose to complete on line with Pulse Nursing at Home.

Our Policies & Procedures for Associate Employees

You must be alert to the signs of abuse, which can take many forms:

- Verbal/psychological abuse – such as using demeaning language or name calling, provoking or frightening the client or subjecting them to witness unpleasant acts. The client may appear frightened, nervous, irritable or withdrawn
- Physical abuse – such as rough handling, slapping, punching or burning. Look for marks and bruises that cannot be adequately explained. The client may wince or withdraw from you when you approach them
- Sexual abuse – clients who have been sexually or indecently assaulted may have soreness or bleeding in the genital area, they may display inappropriate sexual behaviour, anxiety when removing clothing
- Financial abuse – such as using someone's credit card to steal money without them knowing or stealing valuable or sentimental items, accepting loans from the client. The client may appear worried or withdrawn
- Neglect / deprivation – such as withholding of basic rights/comforts such as food, light, heating, medication or personal hygiene. The client may appear dirty, have little food in the house, or be inappropriately dressed for the time of year
- Radicalisation – Radicalisation is the process by which a person comes to support terrorism and forms of extremism leading to terrorism. It is your responsibility to inform your care coordinator or out of hours oncall service with any concerns

- Female Genital Mutilation (FGM) – FGM involves procedures that include the partial or total removal of the external female genital organs for cultural or other non-therapeutic reasons. It is your responsibility to inform your care coordinator or out of hours oncall service with any concerns
- Cyber bullying – The use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature

If you suspect any form of abuse or neglect is taking place report it to your care coordinator or out of hours team immediately. You will be required to objectively record the nature of their concern, the date and time, the name of the person to whom it was reported. You must also:

- Co-operate fully with any official investigation
- Maintain strict confidentiality and share information on a need to know basis, initially only with your care coordinator/ registered manager, and then with the authorised investigators
- Comply fully with the policies and procedures in place

Our Policies & Procedures for Associate Employees

Child Protection

A child's welfare is paramount and should be safeguarded and promoted by all staff. It is the policy of Pulse:

- To ensure all children are treated as individuals and protect their right to be treated as individuals
- To ensure each child encountered in the course of providing services is protected from all types of abuse and neglect
- To ensure that Pulse does everything possible to prevent, report and tackle abuse wherever it is encountered
- To comply with the Department of Health Guidance on multi-agency working

Protection of Vulnerable Adults

Pulse is committed to safeguarding vulnerable adults. At all times the safety of vulnerable adults is paramount.

Associates are expected to report any concerns about the actual/potential abuse of a vulnerable adult immediately to their care coordinator or the out of hours oncall service.

Any action or behaviour by an associate which is believed to be a criminal offence will be reported to the Police.

Assistance with Medication

It is the policy of Pulse that Associates may not administer medication (including homeopathic and non-prescription remedies) without evidence of competence as part of the pre-employment checks. Associates may only:

- Assist or prompt clients in taking medication (by aiding the client with water or re-positioning

- Assistance may only be given where the medication is supplied in a monitored dosage system such as a Dossette box, Nomad dispense or blister pack

Where it is not possible to administer medication in the above methods e.g. application of eye drops or ointments, these may only be administered with the explicit agreement of the client's GP.

Administration of medication training will be facilitated for Associates when required in line with the Skills for Care Knowledge set for administration of medication.

You must maintain a complete and accurate record of all medication taken in the client Medication Administration Record (MAR chart).

If the client refuses medication, if it is spilled, or if the client is unable to take it, you should make a clear record in the client MAR chart and inform your care coordinator or the out of hours service.

If you are unsure of any details of the client's medication plan please contact your care coordinator or the out of hours service.

Advocacy

Advocacy is defined as speaking up for, or pleading on behalf of another party or group. In practical terms, ensuring that your client are given information and the opportunity to offer input into all aspects of their care and respect for their legal and moral rights. Clients may require an advocate for reasons such as illness, learning disabilities, or where English is not their first language.

If you believe a need for an advocate exists, please inform your care coordinator or the out of hours service.

Our Policies & Procedures for Associate Employees

Complaints

During the course of your work with Pulse you will come across complaints from clients. It is the policy of Pulse to deal with any expression of dissatisfaction in professional and precise manner. If you are assigned to a client in his/her home then please report the complaint to your care coordinator or the out of hours oncall service. All complaints must be investigated within a specified time limit and resolved as soon as possible and this is the responsibility of the Pulse Registered Manager and/or Pulse Nursing at Home Quality Management Team. You may be requested to put details of the complaint in writing and/or attend an interview to investigate details further.

Making a complaint – If you have a complaint about the way you have been treated at work or by our staff, please direct this in the first instance to your Registered Manager. If for any reason you remain unsatisfied with the case, please contact our Quality Management Team, they are contactable by:

Telephone: **0333 577 3115**

Email: **qualitymanagement@pulsenursingathome.co.uk**

Post: Pulse Nursing at Home
Third Floor
Caledonia House,
223 Pentonville Road, London,
N1 9NG

Timescales for resolution – Pulse will as a minimum, respond with an acknowledgement to all complaints within 2 working days.

Pulse will investigate each complaint and provide a written report on the outcomes to the complainant within 28 working days

(with the exception where the complainant nature is such that involves an investigation under Handling of Allegations of Abuse or Neglect Process) If the investigation is unlikely to be completed within 28 days, the complainant will be informed and a further mutually agreeable date set.

Incidents

During your work with Pulse you may come across or be involved in an incident. An incident includes the terms untoward incident, near miss, adverse incident or accident. These are where an act, omission or undesired circumstance or event results, or had the potential to result in an unintended or undesirable outcome, harm, loss or damage. This may involve clients', workers, members of the client's family, property or equipment. The term 'incident' includes issues related to but not exclusively related to:

- Working practices
- Client safety
- Health and safety
- Fire
- Theft
- Emergency situations
- Loss of information or data or data security breaches
- Violence/aggression from client's or their family against any worker and vice versa

Reporting an incident – If you are required to report an incident that has occurred, please complete an incident form and telephone your care coordinator or the out of hours service. The incident will be logged onto Pulse risk management software and will be investigated by the complaints and incidents team.

You may be asked for a statement and/or be required to attend an investigation meeting.

Our Policies & Procedures for Associate Employees

Referral to Regulating Body

If you have serious concerns about our service, which has not been resolved, the regulatory body for Domiciliary Care Agencies contact details are:

Care Quality Commission (CQC):

Address: Citygate,
Gallowgate,
Newcastle upon Tyne,
NE1 4PA

Tel: 03000 616 161

Email: enquiries@cqc.org.uk

Confidentiality

Any client information obtained by you during the course of your duties is

confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation. Please take care with client records when working to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Client's information should generally only be shared with their consent; you should ensure that your client understands

that their information may be shared with various members of the Pulse team providing care. It is a client's decision what information should be shared with their family or others. Where a client is considered incapable of giving consent due to capacity please consult your care coordinator or the out of hours oncall service.

Where a client has withheld consent, disclosures of information may only be made if:

- They can be justified in the public interest (normally where the discloser is essential to protect the client or someone else from risk of significant harm)
- They are required by law or court order

Whilst in staff or supervision meetings, you should take care to conceal the identity of clients, and never gossip about clients or pass on information relating to clients other than for professional reasons. You should never disclose information about your client on social media.

Cross Gender Care

Same gender care is not mandatory, but Pulse recognises the client's right to decide the gender of their carers to protect their privacy and dignity. This is deemed a 'Genuine Occupational Qualification' and is therefore permitted under the Sex Discrimination Act.

Pulse does not permit male workers to undertake personal care tasks on female clients without explicit justification detailed in the client's care plan.

If you feel you have been placed with a client and believe there is, or is likely to be incompatibility, please inform your care coordinator or the out of hours oncall service.

Our Policies & Procedures for Associate Employees

The Data Protection Act – What is it?

- The Data Protection Act 2018, modernises data protection laws in the UK to make them fit for purpose in an increasingly digital era
- The Data Protection Act 2018, applies to anyone who handles or who has access to information about individuals and has developed enforceable principles, therefore all data must be
 - Processed lawfully and fairly
 - Adequate, relevant and not excessive
 - Accurate
 - Not kept for longer than necessary
 - Processed in accordance with the data subject's rights

Two Main types of Data

Personal Data:

- Name
- Date of Birth
- Address
- Contact Number

Sensitive Personnel Data:

- Ethnic Origin
- Political opinions
- Religious or other beliefs
- Trade Union Membership
- Physical or Mental health
- Sexual Life
- Offences
- Criminal proceeding or sentencing

Data Subject Rights

Under data protection legislation, data subjects have the following rights with regards to their personal information:

- The right to be informed about the collection and the use of their personal data
- The right to access personal data and supplementary information
- The right to have inaccurate personal data rectified, or completed if it is incomplete
- The right to erasure (to be forgotten) in certain circumstances
- The right to restrict processing in certain circumstances
- The right to object to processing in certain circumstances
- Rights in relation to automated decision making and profiling
- The right to withdraw consent at any time (where relevant)

Our Data Processors

It may, in certain circumstances be necessary to disclose your personal data to:

- Customers, suppliers or clients of Pulse
- Third parties who provide services to Pulse
- Business partners or third parties involved in the management of Pulse business, as a result of, for example, a joint venture, merger or outsourcing contract
- Pulse advisers, the relevant regulatory authorities
- Other third parties where required by law

In all cases, third parties to whom your personal data is disclosed for processing on behalf of Pulse will be contractually obliged to use the data only for the relevant purpose specified above and not to forward the data to other parties without your consent.

Our Policies & Procedures for Associate Employees

Use of Data

Pulse holds a personnel file and computer records within the UK, which contains data relating to you and concerning a wide variety of matters. This includes matters such as your contact details, application, references, bank details, and other personal details.

It may include some sensitive data concerning your health and ethnic origin. It is held for the following purposes:

- Staff administration
- Administration of payroll and Associate benefits
- Internal accounts and records, marketing and business transactions
- The provision of management information for business purposes, such as marketing activities and corporate and staff planning
- To ensure fair treatment and permit Pulse to comply with its legal responsibilities

We may collect from you certain details relating to another individual, for example details of a person to contact in case of an emergency. In such cases it is your responsibility to ensure that you have informed any such individual of the use of his/her data by Pulse for the applicable purpose.

- It may, in certain circumstances be necessary to disclose your personal data to:
- Customers, suppliers or Clients of Pulse
- Third parties who provide services to Pulse

- Business partners or third parties involved in the management of Pulse business as a result of for an example a joint venture, merger or outsourcing contract
- Pulse advisers, the relevant regulatory authorities; and/or
- Other third parties where required by law

In all cases, third parties to whom your personal data is disclosed for processing on behalf of Pulse will be contractually obliged to use the data only for the relevant purpose specified above and not to forward the data to other parties without your consent.

If you have any questions relating to the management of your data, please contact your care coordinator .

Handling client's money

It is the policy of Pulse that all transactions in relation to the handling of client's monies in any form be it cash, pension book, cheques, benefits payment book is a serious matter and you should only carry these if they are detailed in the client's care plan.

If you are asked to handle the client's money in any form and is not detailed in the care plan, please contact your care coordinator or out of hours team for guidance.

To avoid any discrepancies and to protect yourself ensure you record any transaction in the care plan section 'Financial Transactions Form' (available at the back of the client's care plan or from your Pulse care coordinator)

Our Policies & Procedures for Associate Employees

Record any receipt of money from the client. Obtain and retain receipts for any expenditure, or a stamped counterfoil for bills paid. On returning change after purchases obtain the client or client's representative's signature for the complete correct transaction.

At the end of each shift ensure all transactions are completed, signed for and recorded. DO NOT carry money, cheques, cash card or pension books 'to settle up next time'.

Do not undertake your own shopping or financial activities at the same time as you are undertaking client's transactions

You are not permitted to use your own store loyalty points cards when doing shopping for a client, and neither are you allowed to keep any purchases from promotions such as 'buy one get one free' or 'three for the price of two' etc. Under no circumstances will you buy goods from your client or sell goods to your client.

You must declare any financial or business interests that may cause conflict with your ability to handle clients' money with honesty and integrity.

You must report any problems, irregularities, discrepancies regarding the finances of the client and report any concerns that the client is being defrauded by a third party, or has lost money or other valuables to your care coordinator of the out of hours oncall service.

Failure to comply with any aspect of this procedure will be treated seriously and may result in disciplinary action.

Health and Safety

Under the Health and Safety at Work Act 1974, it is your duty to:

- Take reasonable care for the health and safety of yourself and any other people who might be affected by your acts or omissions
- Co-operate with Pulse and others to enable them to comply with statutory duties and requirements
- Not intentionally or recklessly misuse anything provided in the interests of health, safety or welfare

The management of Health and Safety at Work Regulations 1999 further require you to:

- Use any equipment, etc, provided in the interests of safety
- Follow health and safety instructions
- Report anything that you consider to be a serious danger
- Report any shortcomings in the protection arrangements for health and safety

Information technology

Whilst working for Pulse you may be required to use IT systems to document care interventions and observations for your client. You must not use any IT equipment unless directed to do so by an authorised member of Pulse, and it should only be used for work related purposes.

Ownership of Rights and Intellectual Property: You are not permitted at any time whilst working with Pulse Nursing at Home or at any time after you have ceased working with Pulse Nursing at Home to disclose to any person, company or third party any confidential information

Our Policies & Procedures for Associate Employees

obtained during the course of any client assignment. For the purposes of this agreement, confidential information means information relating to Pulse, or its client's including patents, trademarks, rights subsisting in domain names, registered designs, unregistered designs, copyrights, database rights; and all similar or equivalent rights protecting software, data methodologies, technical information, know-how, inventions, technological improvements or discoveries together with all applications and rights to apply for registration of any such rights and the right to enforce past infringements of the same.

To the extent permitted under any applicable laws, you now assign to Pulse Nursing at Home or its nominee with full title guarantee all Intellectual Property arising in the course of your work with Pulse capable of being assigned in advance of its creation in accordance with the laws of the applicable jurisdiction (whether by way of future assignment or automatic assignment upon creation); agree to assign Pulse Nursing at Home or its nominee with full title guarantee any Company IP and that is not so capable of being assigned in advance of its creation; and unconditionally waive all moral rights that you may have in respect of any Company IP and shall promptly at Pulse Nursing at Home request and expense execute all such documents and carry out such acts as may be reasonably necessary or desirable in order to effect the provisions of this.

Whistle-blowing

Whistle-blowing is the disclosure of confidential information that relates to danger, fraud, or other illegal or unethical conduct connected with work including abuse or neglect of clients. The disclosure may relate to concerns regarding:

- The location in which you currently worked or have worked
- Pulse
- A fellow Pulse associate
- A member of the Pulse team
- Any other party e.g. a client's relative

Under the Public Interest Disclosure Act 1998, workers who speak out, in good faith, against corruption and malpractice at work have statutory protection against victimisation and dismissal.

Pulse encourages an open culture, which recognises the potential of our workers to make a valuable contribution to protecting public interest.

The aims of whistle-blowing are:

- To protect the public
- To ensure the safety and protection of clients
- To provide avenues for workers to raise concerns
- To receive feedback on any action taken
- To inform workers how to take matters further if they are dissatisfied with the response to such action
- To reassure workers that they will be protected from reprisals or victimisation for whistle-blowing in good faith

Our Policies & Procedures for Associate Employees

This section only applies to you if you are an Associate Employee who signed a Pulse Contract of Employment. If you are in any doubt if this is you please contact your care coordinator.

Flexible Working Policy

Pulse will consider requests from eligible Associate Employees to vary their working hours (also known as flexible working) in order to care for children or to care for certain adults in line with statutory right to do so. It will not provide an automatic right to work flexibly as there may be circumstances when Pulse is unable to agree to the Associate Employee's request.

Any Associate Employee considering requesting to change their work pattern should make this request as soon as

it is reasonably practical as, under the statutory procedure, the process of making and considering a request can take up to 14 weeks and only one request is permitted per year. Both mothers and fathers are able to request to work flexibly.

The Flexible Working Policy and Procedure is available from your Pulse care coordinator.

Disciplinary

In situations where it is alleged that an Associate employee has fallen below the minimum standards of capability, performance, conduct and behaviour, action will be taken.

In most cases of minor misdemeanours, or short comings, the matter can and should be dealt with informally by the Registered Manager without the need to utilise the more formal disciplinary procedure.

There will be instances however where informal counselling does not change the Associate Employee's behaviour or improve their performance or a more serious breach of conduct, capability, and performance or behaviour standards may be alleged. It is in these circumstances where formal disciplinary action needs to be taken.

A full copy of the Disciplinary Policy and Procedure can be obtained from your care coordinator. The main features are:

- All associate employees should be aware of the type of misconduct that may lead to formal disciplinary action
- Associates Employees will be advised of the nature of the allegations
- No disciplinary action will be taken until all allegations have been investigated
- At all stages of the procedure Associate Employees will be given the opportunity to explain their case fully, usually at a formal disciplinary interview or hearing. The Associate Employee will also have the right to submit any documentation that they wish to be considered
- The Associate Employee will normally be given at least 3 calendar days written notice of any such interview or hearing. In exceptional circumstances, such as an Associate Employee's refusal to attend a formal disciplinary interview, the matter maybe considered in their absence
- Associate Employees will have the right to be accompanied by a colleague or trade union official at any stage of the formal procedure

HR Policies & Procedures for Associate Employees

Grievance Policy

Pulse recognises that Associate Employees may from time to time have problems, dissatisfactions or concerns directly connected with their work and need to have a speedy and reliable process for resolving these issues. The Pulse Grievance Procedure aims to resolve problem areas as quickly as possible.

Most routine complaints and grievances are best resolved at a local level with your care coordinator or the central complaints and incidents team. Dealing with grievances in this way can often lead to speedy resolution of problems, and is recommended as the first option.

If the informal approach does not resolve the matter or if the associate wishes to opt out of the informal option then the Associate Employee should put their grievance in writing to their Registered Manager. An appeal mechanism is available to the Associate Employee.

A copy of the Grievance Policy is available on request from your care coordinator.

Adoption and Parental Leave

For further details please request a copy of the Associate Employee Working Parents Policy from your care coordinator.

Maternity Leave

If you become pregnant whilst employed by Pulse you should inform your care coordinator in writing as soon as you have the pregnancy confirmed. As soon as is practicable but no later than the end of the 15th week before expected week of child birth (EWC), you must also provide a certificate of expected conferment (form

MAT B1) or equivalent document signed by your doctor or registered midwife.

You will be entitled to up to 52 weeks Maternity Leave, which can commence at any time after the 11th week before your EWC. You are required to notify your care coordinator in writing no later than the 15th week before the EWC of the date on which you intend to start Maternity Leave; Pulse will acknowledge your notifications within 28 days of receipt, advising you of the date on which you will be expected to return to work.

Should you wish to change the date you intend to commence Maternity Leave, you are required to give Pulse at least 28 days notice of the revised date.

Should you qualify, Statutory Maternity Pay is payable for a 39 week period from the commencement of your maternity leave. The first 6 weeks SMP is paid at 90% of your average weekly earnings, followed by a further 33 weeks at a rate set by the Government. To qualify for SMP, you must be earning more than the lower earnings limit for National Insurance Contributions. If you do not qualify for SMP, you may be eligible for the State Maternity Allowance.

For further details please request a copy of the Associate Employee Working Parents Policy from your care coordinator.

Paternity Leave

Associate Employees who are the natural or adoptive fathers of a child born or placed with them for adoption will have the right to take up to 2 weeks paid paternity leave.

To qualify for paternity leave an Associate Employee must have been continuously employed for 26 weeks in the 15th week

HR Policies & Procedures for Associate Employees

before the baby's expected week of birth. They must also self-certify their wish to take paternity leave during or before the 15th week or as soon as is reasonably practicable using Form SC3, which is available from your care coordinator. This form confirms when the baby is due, when you would like to take the leave and for how long.

Associate Employees can change their mind about when they start leave and for how long, but must give Pulse 28 days notice, or as much notice as is reasonably practicable of such a change. Pulse must employ you up to the birth of the child and paternity leave cannot begin until the baby is born. Paternity leave is for one-two consecutive weeks and cannot be taken as odd days. Leave should be taken within 8 weeks from the start of the expected week of childbirth or the baby's actual birth.

Statutory Paternity Pay (SPP) starts on the same day as Paternity Leave and is paid for a maximum of two weeks. The rate paid is either 90% of the Associate Employee's average weekly earnings or the rate fixed by the government, whichever is the lower figure. To be eligible for paternity pay the Associate Employee's average weekly earnings must be at least equal to the lower earnings limit for National Insurance Contributions. For further details please request a copy of the Associate Employee Working Parents Policy from your care coordinator.

Redundancy

Where there is a need to enforce redundancy, then Pulse will handle the situation in a fair, consistent and sympathetic manner and attempt to minimise the effects upon individuals as far as possible. Any such situation will be handled in accordance with statutory requirements and in these circumstances, Associate Employee's will be provided with a copy of Pulse Redundancy Policy and Procedure.

Time off for Dependents: The Employment Relations Act 1999 has introduced entitlements to "reasonable unpaid time off, during normal working time" for Associate Employee's to attend to family emergencies. The legislation is designed to enable Associate Employee's to have time off to deal with the "unexpected" and to put in place any necessary longer-term arrangements to deal with the problem.

The term 'dependent' is defined as partner, child or parent of the Associate Employee, or someone who lives with the Associate Employee as part of their family (except tenants, lodgers, boarders, or people who are employed by the Associate Employee).

Under the legislation, unpaid time off is allowed when an Associate Employee needs to take action that is necessary:

- a) To provide help when a dependant falls ill, gives birth or is injured or assaulted (including mental illness or injury)
- b) To make arrangements for providing care when a dependant is ill or injured

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- (c) To cope when the arrangements for caring for a dependent unexpectedly break down (a dependent can be any person who reasonable relies on the Associate Employee to make arrangements for providing care
- (d) When a dependent dies, or
- (e) To deal with an unexpected incident involving the Associate Employee's child at a time when the child's school has responsibility for him or her.

Any Associate Employee wishing to take Dependents leave must notify their Pulse care coordinator at the earliest opportunity and no later than one hour prior to the start time in their shift and at that time provide an estimate of the likely return date. The care coordinator will notify the client. It is not envisaged that staff will have frequent occasion to seek dependents leave.

If you would like to receive a copy of any of our policies or procedures, please speak to your RCL, care coordinator or the compliance team and these will be sent to you via email.

Notes

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Nursing at Home

pulsenursingathome.co.uk