

## CARERS' GUIDANCE NOTES

### Before you start work make sure that:

- There is fuel in your car
- Your car has an MOT and that your insurance covers business use
- You have told someone the time you expect to be home
- Your mobile phone is charged and the necessary numbers are programmed in, for example, 'On-Call'
- Number etc.  
You have your rota
- You have Service User contact details including Key Safe numbers
- You have some money (not too much) for emergencies
- you have a torch

### Unavailability

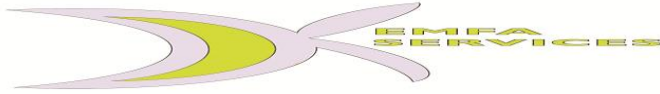
If you are unable to attend work or meet rota requirements you must notify either the office or On-Call as soon as possible. Please do not leave this to the last minute as it can be very difficult to find alternative staff to cover immediately.

### Uniform

- Your uniform consists of a ----- shirt (supplied by Kemfa care), black smart trousers and comfortable black closed toe shoes. **You MUST NOT wear jeans, trainers or other coloured attire as this is not Company Policy.**
- ID Badge to be worn at all times. If you lose it, you must report this to the office so that a replacement can be obtained. **Please take care not to lose the Badge for obvious reasons.**
- Please tie long hair back and **do not** wear jewellery eg, large stone rings or dangly earrings. Ear studs and a wedding band are acceptable.
- Please be discreet with perfume and make-up as these are often offensive to the Service User
- Nails **must** be kept short, no bright nail polish to be worn

### At work

- Text 'Start' and 'Finish' (to include first and last Service User's surname) to On-Call each time you go to work.
- Park under a street light and as close to the Service User's home as possible if you are unable to park on their driveway.
- Always wear PPE (gloves and apron) during a visit to a Service User.
- Always complete written records accurately as shown during training.



- If in doubt of anything at all, ring either the office or On-Call for advice.
- **Smoking and Drinking**
- No consumption of alcohol or tobacco permitted during work hours.
- Employees found under the influence of alcohol or illegal substances whilst at work, will be liable to summary dismissal. **Please read Company Policy.**
- Smoking is not permitted in or around a Service User's home. **Please note Company Policy.**
- **Confidentiality**
- **BREACHES** of Confidentiality are regarded as Gross Misconduct.
- **DO NOT** leave Rotas or Care Plans on view on the seat of your car.
- **NEVER** take one Service User's details into the homes of others.
- **AVOID** discussing a Service User with other staff in ear shot of the public.
- **DO NOT** discuss Company issues with Service Users, this would be regarded as gross misconduct.
- **ENSURE** enquiries regarding Service Users from third parties are answered appropriately
- **CONFIDENTIALITY** is extremely important at all times. However, any 'Safeguarding' issues must be brought to the attention of the Care Manager as soon as possible. **Please see Company Policy**

### **Training**

**Please note, the delivery of training is a legal requirement and therefore staff MUST attend courses as and when required.**