

# Domiciliary / Reablement Handbook

## Foreword

We hope this handbook will be a helpful guide to your work. It is not meant to be a substitute for induction or training but a quick reference to some of the questions, which could arise as you go about your work. We suggest you carry it with you every day. You also need to be aware that in every District office there is a policy and procedures manual, which also help you in your every day work. You must familiarise yourself with the policy and procedures manual. These can also be accessed on the County Council Intranet by following the link: <http://www.web.ccc/socsarchive/user/archive.asp>

**REMEMBER - If you are in any doubt about what to do contact your district office, supervisor or the out of hours team.**

## Vision/core values of Cumbria Care

We believe that Dignity, Care and Compassion must be at the core of everything we do with, to and for the people who use our services.

We will:

- Make the care of people our first concern, treating them as individuals and respecting their dignity;
- Promote choice and empower people who use our services to be as independent as possible;
- Work with others to protect and promote the health and wellbeing of those in our care, their families and carers, and the wider community;
- Give the best quality of support and safeguard the rights and welfare of those who use our services;
- Be open and honest, act with integrity and uphold the reputation and core values of our organisation;
- Provide a high standard of person-centred practice and care at all times;
- Actively promote equality of opportunity and right to freedom

**“Feeling you matter is at the core of being a person, knowing you matter is at the heart of being alive, seeing you matter is at the centre of carrying on in life.”**

**David M Sheard (Dementia Care Matters)**

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# Useful Telephone Numbers

(To be completed by the employee)

**district office**

**Tel No:** .....

Monday – Friday 7am to 5  
pm

**District Co-ordinator**

**Name:** .....

Monday – Friday 7am to 5  
pm

**Tel No:** .....

**Manual Handling Key  
Worker**

**Name:** .....

**Tel No:** .....

**Out of Hours Team**

Monday – Friday 5pm to 11pm  
Saturday – Sunday 7 am-12  
Midnight

Tel No: 01228 226395 or 01228  
226392

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**Other Emergency Numbers:**

Adult & Local Services out of hours  
emergency service

Tel No: 01228 526690

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# 1. SAFEGUARDING ADULTS

Cumbria Care has contracted you to deliver quality care, within the appropriate guidelines of best practice. Whether you are aware of it or not, at the point of service delivery, through default, you are placed in a position of TRUST, but also a position of 'POWER'. In recognising this, you must have an awareness of your own practice and the practice of others, at all times. Any issues of concern, must be fed back through the appropriate channels, in your case, your supervisor is the first point of contact, in line with your day-to-day reporting of any issues.

All staff have a responsibility in the recognition and reporting of any suspicions they may have about any form of abuse and neglect. You must take seriously any concerns / complaints / allegations made by individuals, relatives, visitors or other professional and report them immediately to your supervisor or District Co-ordinator.

Other numbers: Adult and Local Safeguarding Team: 01539 713398

## Confidentiality

Cumbria Care is committed to maintaining confidentiality wherever possible and information around safeguarding adults issues should be shared only with those who need to know.

More details about safeguarding can be found in the Cumbria Care S14 Safeguarding procedures.

# 2. ADMINISTRATION

## 2.1 Induction

- All Cumbria County Council employees will receive paid induction. Some of this time may be formal training, the remaining time will be spent shadowing experienced support workers and with your supervisor.
- During this period your supervisor will work through an Induction checklist. You should ensure that the supervisor has covered all the points on the checklist and answer any of your queries.
- You should also receive a copy of the Employee Information Handbook.

## 2.2 Allocation of work

- Work will be allocated to you by the district office.

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- Your supervisor will ensure that the work allocated to you is in line with the requirements of the working time Directive and does not exceed 48hours per week when averaged over 17 weeks.
- You must inform your district office if you work for another employer.
- You should work only on the days and times agreed and you must not change them without the prior agreement of the district office / supervisor.

### **2.3 Communication with the district office / supervisor**

- During the normal working day you should contact your district office / supervisor on the telephone number provided.
- There is an out of hour's team that operates during the evenings and at weekends. Your district office / supervisor will advise you how to contact this service.

### **2.4 Contacting the district office**

- The district office will provide you with a means of communication e.g. a mobile phone. If you need to contact the district office / supervisor you must use the device provided as much as possible.
- You should only use a service user's telephone on Cumbria Care business or in an emergency.
- If you need to use a service user's telephone always ask their permission first.
- If you have to use your own telephone at home, or a personal mobile phone, you can claim back the cost on your timesheet. You will need to produce a telephone bill as evidence of the claim. However if you have been provided with a mobile phone or other communication device you must attempt to use this first.

### **2.5 Timesheets**

- Completed Timesheets should be submitted weekly, by Monday at the latest or as instructed by your district office.
- Deliberately falsifying a timesheet could be fraudulent and could lead to disciplinary action.
- If your timesheet is late your pay may be delayed.

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- If your timesheet is incorrectly completed or incomplete the district office / supervisor may have to return it to you and this could delay your pay.
- Any overtime sheets / travel must be submitted by the end of the month.
- Receipts for fuel must be attached.

## 2.6 Wearing Uniform

- You must wear your uniform at all times when on duty.
- You will be issued with a Cumbria Care uniform.
- For health and safety reasons low heeled full footwear that is safe must be worn.
- You will also be issued with a Tabard to be worn when serving food.
- You will also be supplied with other protective equipment.
- When you leave the employment of Cumbria Care your uniform must be returned.
- More information about the dress code can be found in Cumbria Care D2 Dress code policy and procedure.

## 2.7 Identity badge

- You must carry your ID badge with you at all times.
- If you do not have an ID badge request one from your district office / supervisor.
- When you leave Cumbria Care the ID badge must be returned.

## 2.8 Supervision / Appraisal

- It is Cumbria Care's intention to ensure that all employees receive regular one to one supervision with a supervisor according to the S1 Cumbria Care policies and procedures.
- One of which will be an observed working assessment.
- The appraisal will be annual with an annual review.

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## 2.9 Attendance at team meetings

- You must attend team meetings. These are an opportunity to exchange ideas, hear the latest news, learn about training opportunities, give feedback and share experiences with colleagues.
- You will be informed of the dates, times and venue of team meetings by your district office / supervisor.
- If for some reason you cannot attend you should inform your district office of the reason in advance.

## 2.10 Mandatory training

It is a requirement that all new employees and some existing employees will work towards an NVQ qualification or equivalent.

## 2.11 Attending training courses

- When a training place has been allocated to you, you must attend unless you have agreed otherwise with your district office / supervisor.
- The time spent on the course must be recorded on your timesheet.
- Training mileage and any other expenses will be discussed with you.

## 2.12 Sickness

- You should phone the district office / out of hours team as soon as possible if you are sick, stating why you are sick and when you hope to return to work.
- All employees must follow the Cumbria County Council positive attendance procedures.
- If you have any service user keys arrange to have these returned to the district office.
- Other information about sickness absence is held in the district office and on the Cumbria County Council intranet.
- You must notify your district office by 12 noon on the day before your return to work so that your regular visits can be reassigned and relief employees stood down. You will be expected to attend a back to work interview in line with the positive attendance policy.

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### 2.13 Holidays

Annual leave must be authorised in advance by your supervisor / district office. Requests should normally be submitted 3 to 4 weeks in advance and in writing. Every effort will be made to accommodate requests but it is not always possible to agree every request.

### 2.14 Time off for other reasons

- You may be entitled to time off work for a number of other reasons such as Trade Union duties, Public duties, Jury Service, Witness in Court, Ante-Natal Care, Urgent Domestic, and Medical Screening etc. If you require any time off work you should make a written request or telephone to your district office / supervisor, providing as much notice as possible.
- All paid absences from work must be recorded on your timesheet.
- Employees must notify their district office / supervisor immediately if they have a request to attend jury service. Your supervisor will inform you of the procedure to ensure you get paid.

### 2.15 Do you have more than one job?

- You must notify your district office / supervisor in writing if you have, or intend to take up, any other employment in addition to your Domiciliary support worker / Reablement worker job.

### 2.16 Vehicle Insurance / Tax / MOT / parking fines

- If you use your car for work you must ensure it is insured for use on employer's business as well as for your own personal use. Insurance companies do not normally charge any extra for this. You must ensure your care has an annual up to date tax certificate displayed in the car window and has had an MOT.
- Cumbria Care takes no responsibility for any parking fines that you have occurred.

### 2.17 Moving home

If you move home notify your district office of your new address as soon as possible.

### 2.18 Problems with your pay

If you have any problems with your pay the contact number and times for calling with queries will be found on your payslip. You can also ask the district office for the appropriate telephone number.

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## 2.19 Children

You must not take children or other persons to work with you.

## 2.20 Pets

- You must not take any pets to work with you.
- The district office will inform you if there is a pet in the establishment that you are required to visit. If the pet causes you any discomfort you must discuss this with the district office.

## 2.21 Smoking

You must not smoke in a service user's home whilst on duty. There is a Cumbria County Council policy and can be found on the intranet.

## 2.22 Alcohol

- You must not drink alcohol while at work.
- You must not purchase or serve alcohol to service users unless it is part of the Reablement support / person centred care plan.
- Cumbria County Council and Cumbria Care have an Alcohol and Substance Abuse Policy which you should familiarise yourself with.

## 2.23 Pregnancy

Notify your supervisor immediately as soon as you know you are pregnant.

## 2.24 Pension advice

Information about the Council scheme is available on 0177253530.

## 2.25 Trade union membership

- Cumbria Care encourages membership of recognised Trade Unions.
- GMB and UNISON currently represent employees in Cumbria Care.
- Membership of a union is completely voluntary and you are free to join, leave or change your union at any time during your employment.
- Details of how to contact your local trade union representatives are available from your district office.

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## 2.26 Personal injury insurance

- The County Council has an accident insurance policy to cover any successful claim against it by an employee. This is a legal requirement on all employers. Generally speaking a claim by an employee is only likely to be successful if the employer is proven to have been negligent in some way. However the subject of personal injury liability is very complicated and each case is considered on its merit. It is not possible to give examples.
- Reablement and domiciliary employees will be treated in exactly the same way as all other County Council employees.
- If you have an accident at work you must notify your district office immediately.
- If you have any questions about a specific incident that has happened to you then discuss it with your supervisor who will seek advice.
- If you are considering making a claim against Cumbria County Council you would be well advised to obtain legal advice from a solicitor or independent source such as the Citizens Advice Bureau or your Trade Union.

## 2.27 Criminal offences including motor offences

- You must notify your supervisor immediately if you have been found guilty of any criminal offences including any motoring offences either in the past or whilst employed by Cumbria Care.
- All employees have an obligation to report to their line manager if they have been involved in any unlawful activity where the police have been involved

## 2.28 If you need to talk to someone about work or personal problems

- Contact your supervisor.
- District Co-ordinator.
- Operations Manager.
- Cumbria County Council Counselling Service.

## 2.29 Leaving

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- You must write a letter of resignation to your supervisor giving the date you wish to leave.
- As much notice as possible would be appreciated. The minimum required is four weeks.
- You will be invited to an exit interview and asked to return your ID badge, uniform and any other equipment that has been issued.

### **3. GENERAL SERVICE QUALITY**

#### **3.1 Service user's privacy / dignity**

Always knock and wait to be invited before entering bedrooms, bathrooms and other private rooms. This may not be possible if the service user has hearing difficulties. You must ensure the service users privacy and dignity is respected at all times.

#### **3.2 Meeting service users for the first time**

- Introduce your self and show your ID card.
- Ask the service user what name they would like to be called.
- Explain why you are there and what tasks you are expected to support the service user with.

#### **3.3 Information available in the service user's home**

- It is our intention to make information about the service user available to you in the service user's home.
- All necessary information you require will be contained in the person centred care plan / reablement support plan. This may include a domiciliary task sheets and a communication record sheet.
- The information will be stored in a location agreed with the service user.
- You should check the file at the start of each visit.

#### **3.4 The domiciliary task sheet / reablement support plan**

- There will be a domiciliary task sheet / reablement support plan available in each service user's home that you visit dependant on each service as required.

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- Check the domiciliary task sheet / reablement support plan at the start of each visit.
- You should only complete the tasks identified on the domiciliary task sheet / reablement support plan. You should not carry out any additional tasks without prior authorisation from your district office.
- You should complete all the tasks identified in the domiciliary task sheet / reablement support plan, unless requested not to do so by the service user. Where this has been requested you must record this information on the communication record and report it to the district office before moving on to the next visit.
- Where you have any concerns about the service user's health and wellbeing you must notify the district office immediately.
- If there are any changes to the care / support plan your supervisor will notify you by telephone.

### 3.5 The communication record

- Any records must be objective, accurate and factual only. Be careful to respect the dignity and feelings of the service user in your choice of comments.
- Check the record at the start of each visit.
- At the end of your visit complete the record in accordance with the procedure.
- Report any urgent matters to your district office, any confidential issues not suitable to be recorded must be telephoned into you the office for the supervisor to record the details and take appropriate action if required.

### 3.6 Keys / safe boxes to service user's home

- The district office will advise you about access arrangements to the service user's home. This information will be recorded on the Roster.
- If required keys will be made available from a designated area as advised by the district office.
- You must never have extra keys cut.
- Service user keys should never be labelled with the service user's full name or address. The key / safe box number, code or

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abbreviation should be used to identify the service user. This must never be held anywhere it can be accessed by others.

- Service user keys / key safe code should never be passed onto another employee unless agreed with the district office.
- Never leave keys in inappropriate places i.e. under mats, flowerpots, behind doors, even if requested to do so by the service user. Inform the district office if you receive any requests to do so.
- If the service is suspended or terminated or you are absent from work for any reason all keys should be handed into the district office immediately.
- Any lost or stolen keys must be reported to the district office/ Supervisor immediately.
- Any key safe boxes that have been broken or tampered with must be reported to the district office immediately.

### 3.7 Entering a service user’s home

- Always knock before entering.
- Announce your arrival, show your ID badge and greet the service user.
- Check the communication record for messages.

### 3.8 If the service user does not answer the door

- If the service user does not answer the door, try to find out whether the service user is at risk or simply not at home.
- Call out and look through the windows or letterbox to see if the service user is inside.
- If the service user lives in a sheltered housing scheme contact the warden.
- If you can see or hear that the service user is inside and you think they may be ill, call the district office
- If you can make contact with the service user and you think they are not at risk but you cannot get them to open the door, contact the district office. Do not attempt to “break in” or climb through a window.

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- If the service user cannot be located contact the district office as soon as possible. The district office will contact the next of kin and Adult and Local Services.
- Record the “abortive visit” on your timesheet and record the time and mileage spent looking for the service user on your timesheet.

### 3.9 Dealing with a medical emergency

- If the person is conscious, try to find out what has happened, summon assistance as fast as possible and try to stay calm. If an emergency call line is available use it to call help.
- Do not give first aid.
- If you think the service user needs urgent attention, inform the district office without delay and then call the emergency services. Do not give the service user any fluids as this may hinder hospital treatment.
- Remember to follow normal health and safety and manual handling procedures.
- Make the person comfortable by placing a pillow under their head and covering with a blanket, but do not attempt to move the service user.
- Notify your district office immediately of the action you have taken, and seek advice on what further action you should take.
- If you think that the service user is dead call the emergency services immediately then the district office. Do not move the service user.
- Do not touch anything else or move the service user in case the Police or Coroner wishes to investigate.

### 3.10 Discovery of a fire, flood, gas leak, burglary or other non-medical emergency

- If an emergency call line is available use it to summon help.
- If you discover a fire, follow the advice of the fire service: get out, stay out and call for help. Do your best to help others out of the building but do not put yourself at risk.
- If you discover a flood or gas leak phone the emergency number for the appropriate service.

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- If you discover anything else untoward which requires emergency action phone the district office for advice.

### **3.11 If the service user needs a longer visit on one occasion**

- If you are not going to be able to complete the tasks on the domiciliary task sheet / reablement support plan in the allowed time, for instance there may be a medical emergency or a service user may be incontinent and need additional personal care, stay as long as necessary to make the service user comfortable.
- You must also notify the district office of the additional time taken and the reason it was necessary. Your district office will then notify your other services users that you may be delayed or reallocate them to another support worker if necessary. The district office will also notify Adult and Local Services that additional time was required. Additional time must be entered onto the back of your timesheet.

### **3.12 If the service user needs a shorter visit on one occasion**

If your work is completed in less time than that allowed on the domiciliary task sheet / reablement support plan notify your district office and claim the exact time of the visit on your timesheet.

### **3.13 If the service user needs a longer or shorter visit on every occasion**

- Notify the district office. Amend the exact time on your timesheet.
- The district office will feedback this information back to Adult and Local Services so that the service user's needs can be reassessed.

### **3.14 If you are asked to carry out tasks which are not on the domiciliary task sheet / reablement support plan**

- You must never carry out the tasks that are NOT on the domiciliary task sheet / reablement support plan. Explain to the service user or their carer / family member that you are only allowed to carry out the task that have been arranged and listed.
- If the service user or carer is not satisfied with this answer arrange for your supervisor to contact the service user or family member to discuss any requests they may have.

### **3.15 Confidentiality**

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- If you are concerned about the well being of a service user you should discuss it with your district office.
- You should not discuss any service users with your colleagues, friends or family. Likewise you should not discuss other employees with service users. If you have any concerns you should report this to your district office.
- A proven breach of confidentiality **could** result in disciplinary action.

### 3.16 Talking to the Press

You should not talk to the Press on any matter related to your work. If you are approached by the press, report the matter to your district office.

### 3.17 Social networking sites

- It is recognised that many people working for Cumbria Care use the internet outside of work for personal purposes and many participate in social networking websites such as Facebook, Twitter, My Space, You Tube, Friends Reunited and any other online discussion blogs / forums. In the majority of cases this is uncomplicated and trouble-free. However, there are some occasions where your personal life and work life can start to overlap through these sites.
- As an employer, we have no wish to interfere with your personal life. However we would advise you, when using such sites, to consider the potential impact on both your own reputation and that of the County Council.
- You should always use your own judgment but should bear in mind the codes of conduct and policies which are part of your professional and employment requirements.

Examples of these may include:

- Relevant County Council policies relating to confidentiality, whistle blowing, information security and data protection (including acceptable use policy for email and intranet), conduct and confidentiality clauses in your contract of employment.
- Social networking sites are a relatively new phenomenon and social norms of conduct and behaviour continue to evolve. It is important to intelligently review and reapply the principles of the code of conduct as new situations emerge. You should think through what this information means for you in practice and if

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needed, take steps to change the way you use social networking sites.

Things to consider:

- Check your security settings on social networking site so that your information is only visible to the people who you want to see it.
  - Put your name into an internet search engine to see what people can find out about you. Are you happy with what they can see?
  - Help your friends and colleagues out – let them know if you spot things on their pages that might be misconstrued.
  - Do not reveal too many personal details such as contact details or your date of birth. Such information could put you at risk of identity fraud.
  - Do not upload any images of yourself in a work environment.
  - Before posting images or joining any causes, be aware that it is not just your friends and colleagues who may see this but also service users and employers.
  - Protect your own privacy. Think through what kinds of information you want to share and with whom and adjust your privacy settings. On Face book you can adjust your privacy settings at group level to share different levels of information with different kinds of friends. Remember that the more personal life is exposed through social networking sites, the more likely it is that this could have a negative impact.
  - Do not use social networking sites to build or pursue relationships with service users even if they are no longer in your care.
  - If you receive a friendship request on Face book you can ignore it without this person being informed so avoiding unnecessary offence. Do not feel pressured into accepting a friend request if it makes you feel uncomfortable.
  - Do not discuss work related issues online including conversations about service users or complaints about colleagues.
  - Never post pictures of service users or colleagues even if they ask you to do so.
  - Do not post inappropriate comments about colleagues, service users, Cumbria Care or the Council as a whole.
  - Do not use social networking sites to bully or intimidate anybody.
  - Do not distribute sexually explicit material.
  - Do not use social networking sites in any way which is unlawful.
  - Do not share confidential information.
- Remember that everything you post online is public even with the strictest privacy settings. Once something is online it can be copied and redistributed and it is easy to lose control of it. Presume that everything you post online will be permanent and will be shared.
  - More information can be found by following the S11 Social Networking Cumbria Care policies and procedures.

### 3.18 Familiarity

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- Be friendly at all times but not too familiar. Be aware that over familiarity in your way of speaking or your manner may be misinterpreted and could lead to harassment.
- Do not discuss your personal details with service users.
- Do not give your telephone number to service users.
- Do not invite service users to your home.
- Do not visit service users when you are not working.

### **3.19 If you are asked to provide care to a friend, neighbour or family member**

Notify your district office of the relationship so that the visits can be rescheduled.

### **3.20 Transporting service users in your own car**

- You must NOT transport a service user in your own vehicle unless it is specifically noted on the reablement support plan / domiciliary person centred care plan / tasks sheet.
- If this is the case you will be asked to show your car insurance and driving licence. A copy will be taken and held in your file in the district office. You must be insured for business purposes and as you review annually an updated copy must be passed to the district office.
- Risk assessments will also be put in place by your supervisor / district office.

**Any incident or accident must be reported to the district office / supervisor.**

### **3.21 Leaving the service user's home**

- When you have completed all the duties on the support / person centred care plan / task sheet and there is time remaining you may spend time talking with the service user. As this is part of delivering a quality service.
- Check that the service user is comfortable and not exposed to any risk. Leave a drink if required and make sure the telephone/care line/other aids are close to hand.

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- Carry out a security check before leaving the building. Check that all kitchen appliances are switched off, as appropriate. Check that the fire is switched off or guarded as appropriate.
- Complete the Communication Record Form.
- Ensure that the service user knows you are leaving, say goodbye / goodnight / good afternoon and remind the service user of the next visit.
- Secure the building according to the instructions on the support / person centred care plan / task sheet.
- Follow the support / person centred care plan for keys and keys safe boxes.

### **3.22 If you have any concerns about a service user's well-being**

- If possible discuss your concerns tactfully with the service user. Explain to the service user that you are obliged to pass on these concerns to your Supervisor.
- You should report any concerns you have regarding the service user or their family / care to your district office / supervisor even if the service user has asked you not to. If the supervisor thinks that there maybe changes needed to the support Cumbria Care provide they will report this to Adult and Local Services.
- Your supervisor will take necessary action and report back to you.
- Do not discuss the situation with anyone else unless asked to do so by the service user and without the permission of your supervisor / district office.
- If you are unhappy with the action taken by the supervisor raise your concern with the district co-ordinator or the Cumbria Care operations manager.

### **3.23 If you suspect a service user is being abused**

Report the matter to your district office / supervisor immediately. Your supervisor will follow the safeguarding procedures.

### **3.24 If you have any concerns about the behaviour of a colleague or support worker from another agency**

- Report the matter to your district office / supervisor. Do not leave written messages in the service user's home.

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- Information about whistle blowing policy can be found on the Cumbria County Council Intranet.
- Once you have reported your concerns do not discuss this with any one else.

### 3.25 Handling a service user's money

- Support workers do not handle services users' money unless authorised through the district office and until the appropriate risk assessments have been put in place. This will also be documented on the support / person centred care plan.
- If the handling of a service user's money has been authorised by the district office, a supervisor will ask you to familiarise yourself with the Cumbria Care financial procedures and will talk you through what it is that is exactly required of you.

### 3.26 Gifts and bequests

- You must not enter into any private financial arrangement with service users.
- You must report **all** gifts / bequests and money offers to your district office / supervisor. The supervisor will talk to you about this offer and it will be recorded on the G2 gifts and hospitality register.
- In exceptional cases the Operations Manager may give permission for you to accept a gift or bequest.
- There is a G2 gifts and bequests Cumbria Care procedure which you are expected to follow.

### 3.27 Witness / executor to a will

- Staff must be aware that they must not act as a witness or sign any legal documents for service users including power of attorney, wills and being an executor to a will.
- If you are asked to do so refer the request to your district office / supervisor.

### 3.28 If you are accused of theft

- Although this will be upsetting, stay calm and report it to the district office / supervisor.
- Try to establish from the service user what is missing and when it went missing.

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- Ask the service user if they wish you to search for the item(s). **(They must be present)**.
- If the item cannot be found, do not admit liability. Reassure the service user that this has been reported.
- Ensure that you are accompanied by the service user during the rest of your visit to them.
- Report the event to your district office / supervisor without delay, if the service user has not done so already. Inform the service user that you have done this.
- The supervisor may have to reallocate, suspend or put you on a double up with another support worker until the situation is resolved.
- Do not visit the service user again until the allegation is resolved and you are informed by your supervisor that you can do so.
- There may well be a formal investigation in which case you may be accompanied / represented by a Union Representative or “Friend”.
- The supervisor will give you regular progress reports and keep you informed.

### 3.29 Suppliers of goods and services

You should not recommend traders to service users.

### 3.30 Service user compliments, comments and complaints

- Positive comments from service users should be passed on to the district office where they can be recorded and shared with colleagues at the next team meeting.
- If the service user makes a negative comment or complaint, listen carefully to the comment, do not argue or be defensive. Ask the service user if they would like the supervisor to telephone or visit to discuss the comment or complaint.
- If the service user wishes you to take the complaint forward on his/her behalf, you should contact the district office / supervisor who will ask you to complete the appropriate form.
- If you are unsure whether the comment is a complaint, discuss it with your district office / supervisor.

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- If appropriate, your district office / supervisor will keep you informed of progress when dealing with a complaint from a service user, which affects you.
- There is a Cumbria County Council procedure which can be followed.

## 4. PERSONAL CARE

**Always follow the infection control procedures and the reablement support / domiciliary person centred care plan / task sheet**

### 4.1 Supporting a service users to get up in the morning

- All tasks on the reablement support / domiciliary person centred care plan / task sheet must be followed. The service user's dignity and choice must be respected at all times.
- Be alert for signs of incontinence, illness or injury. Always enquire sensitively about such signs so as not to cause alarm.
- Give assistance where required to enable the service user to move to another area of the home e.g. sitting room, kitchen.
- Soiled bed linen should be removed immediately and sluiced in the toilet. Wet and soiled linen should be left in an appropriate place i.e. washing machine / laundry collection bag.
- If the service user is ill and wishes to remain in bed you should ask whether the service user would like the GP to be contacted. Make the service user comfortable. Report the illness to the district office as soon as possible. Ensure the service user has all personal items at hand before leaving. Inform the office if you have any concerns.

### 4.2 Management of continence

- Ensure the reablement support / domiciliary person centred care plan / task sheet is followed at all times.
- You should wear protective clothing and gloves when dealing with any bodily fluids.
- If required and on the reablement support / domiciliary person centred care plan / task sheet Dispose of incontinence pads by double bagging and placing in the dustbin. Empty catheter bags into a bucket, rinse out the bucket. Change and sluice bed linen and clothing if necessary.

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- If the service user suddenly becomes incontinent this must be recorded in the Communication Records and inform the district office.
- Incontinence should always be referred to the GP. Use tact and discretion to encourage the service user to seek medical help themselves. If the service user does not seek help, explain to the service user that you will have to report the situation to your district office.
- If you are going to be delayed because you have had to deal with unexpected incontinence inform your district office.
- You should be sensitive to the service user's situation. Incontinence produces extreme discomfort and embarrassment for sufferers and their families. Use tact and discretion, be sympathetic and understanding.
- If a service user is running low on incontinence pads and is likely to run out before the next delivery, talk to the service user if they manage their own supply otherwise contact your district office.

#### **4.3 Assisting with the service users personal hygiene needs**

- Always follow the reablement support / domiciliary person centred care plan / task sheet.
- Do everything you can to encourage service users to manage their own personal hygiene.
- Never cut finger or toe nails.

#### **4.4 Assisting the service user to bath or shower**

- Only provide assistance with bathing or showers if it is on the reablement support / domiciliary person centred care plan / task sheet.
- Wear your protective clothing if required; follow infection control and manual handling procedures. Always use the aids and hoists provided.
- Whenever possible service users should be encouraged to wash themselves. The service user may however need help to get into or out of the bath or shower and may feel more secure taking a bath when your are present to help if necessary. Be sensitive to the intimacy of the situation. If you are asked to assist in any way that you find embarrassing discuss the incident with your district office / supervisor.

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- Never leave a service user alone in the bath or shower if it is unsafe to do so e.g. to answer the phone or door.
- Always check the temperature of the water before allowing the service user to use the bath. The easiest way of doing this is by dipping the elbow in.
- Be alert for signs of illness, bruising or disability and report any concerns to the district office / supervisor.
- You may need to tactfully remind a service user to bathe for personal hygiene reasons.
- A refusal to bathe should be reported to the district office / supervisor and recorded on the communication record sheet.

#### 4.5 Help with dressing and undressing

- Always follow the reablement support / domiciliary person centred care plan / task sheet.
- Always respect the service user's privacy and dignity. There is no need to stay in the room if the service user is able to dress or partially dress themselves. You should encourage as much independence as possible.
- Always let the service user choose for themselves what they wish to wear. You may need to offer more assistance to someone with a visual disability.
- Clothes should be selected in advance so that the service user is never left undressed while clothes are sought.
- You may need to tactfully remind the service user to change into clean clothes.
- Only put clothes away for the service user if they have given permission.
- You may also be asked to help service users put on jewellery and makeup if this is on the reablement support / domiciliary person centred care plan / task sheet.
- If the service user has no clean clothes or refuses to change inform the district office.

#### 4.6 Assisting the service user to Bed

- Always follow the reablement support / domiciliary person centred care plan / task sheet.

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- Assist with personal hygiene, toileting, continence management, undressing and any other tasks listed on the reablement support / domiciliary person centred care plan / task sheet.
- Be alert for signs of incontinence, illness or injury. Always enquire sensitively about such signs so as not to cause alarm.
- Give support to lay out clothes for the following morning if required.
- Give support where required to enable the service user to move into bed. Follow manual handling procedures.
- Check that the service user is comfortable. Leave a drink if required and make sure the telephone/ Careline / commode / wheelchair / zimmer etc is close to hand.
- Wish the service user good night before leaving.

#### 4.7 Assistance with Eating and Drinking

- Always follow the reablement support / domiciliary person centred care plan / task sheet.
- Check the reablement support / domiciliary person centred care plan / task sheet for any special instructions or dietary requirements and ask the service user about their likes and dislikes.
- You should not serve alcohol to service users unless specifically authorised to do so by your district office / supervisor and it is on the reablement support / domiciliary person centred care plan / task sheet.
- Help the service user with their personal hygiene and toileting needs before and after eating and drinking if it is on the reablement support / domiciliary person centred care plan / task sheet.
- Wash your hands before handling food and drink and wear your tabard if it is on the reablement support / domiciliary person centred care plan / task sheet.
- If serving meals is part of the tasks where possible meals should be provided at a time to suit the service user. Try to encourage their participation in the choice of menu. Present the food so that it looks attractive and don't outface the service user with large portions of food.
- Offer the service users a choice of where to eat and provide help, if required, to reach the chosen area. Help the service user to a

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comfortable position for eating, drinking and digestion. Sit down with the service user, do not stand over them.

- Encourage service users to feed themselves as much as possible.
- Judge whether to help with advice and encouragement, or if more help is needed. The service user should be encouraged to wipe their hands and mouth whenever necessary. If necessary use a napkin to protect the service users clothing.
- Cut up food in accordance with the service users wishes. If you are giving full assistance, always give the person what they ask for. Allow plenty of time for the service user to eat at their own pace. Make sure the food is at a suitable temperature and the mouthfuls offered are not too large.
- If the service user is visually impaired you should arrange the food around the plate and tell the service user where it is.
- Try to maximise independence for people with disabilities by ensuring appropriate aids are available. Your supervisor can support with this.
- Report any change in the service user's appetite or any changes in their abilities to eat or drink to the district office / supervisor.
- If a service user refuses a meal record the fact on the communication records.

#### 4.8 Dehydration

- You should be aware that a low intake of fluids especially if the service user wears a catheter could result in dehydration. This may cause headaches, confusion, constipation, and loss of appetite and urinary tract infections.
- Encourage service users to drink fluids at regular intervals, leave drinks.
- If you think a service user is not drinking enough report the fact to your district office / supervisor and record it on the communications records.

#### 4.9 Hypothermia

- In the winter older people are particularly vulnerable to hypothermia. If hypothermia is not treated it can lead to unconsciousness and death.

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- If you think a service user maybe at risk from hypothermia e.g. the house is always cold or damp and a reluctance to put the heating / fire on you must report to your district office / supervisor.
- You should be aware of the symptoms of hypothermia:
  - coldness and puffy face and skin, cold to touch
  - coldness of unexposed skin (eg armpits)
  - drowsiness
  - mental confusion
  - slurred speech
  - unsteady movement
- If you think a service user may be suffering from hypothermia, contact your district office / supervisor immediately. Wrap the service user in blankets, turn the heating on or up, if blankets are not available use aluminium foil or newspaper to avoid further heat loss, do not move the person and do not apply direct heat to the skin by rubbing or using a hot water bottle.

#### 4.10 Depression

If you suspect that a service user maybe depressed or suicidal, report it to your district office / supervisor immediately. Signs of depression can be: loneliness, crying all the time, distressed, anxious.

#### 4.11 Prompting service users to take medication

- Always follow the reablement support / domiciliary person centred care plan / task sheet.
- You must never involve yourself with a service user's medication unless it forms part of the reablement support / domiciliary person centred care plan / task sheet and have received special training.
- You may prompt the service user if this is part of the reablement support / domiciliary person centred care plan / task sheet.
- Check the blister pack / bottles etc for the service user's name, date and before prompting the service user. If you need spectacles for reading make sure you wear them when checking dosages.
- Medications must be stored in a secure location which will be noted on the reablement support / domiciliary person centred care plan / task sheet.
- If you come across medication that is not in labelled containers / bottles you must contact your district office / supervisor.
- You must never force service users to take medication.

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- If the service user refuses or does not take their medication, this should be recorded on the communication record and you should inform your district office / supervisor.
- You must not offer advice on non-prescribed medicines or remedies.
- You must not purchase non-prescribed medicine for the service user unless this is part of the reablement support / domiciliary person centred care plan / task sheet.
- You should only collect prescriptions for service users if this is part of the reablement support / domiciliary person centred care plan / task sheet.
- You should always advise service users seeking help to consult their medical practitioner.
- You should report any concerns about the health or medication of the service user to the district office / supervisor
- You must not discuss or disclose a service user's medical history or treatment to another individual other than your supervisor / district office if you have any concerns.

#### 4.12 Administering Medication

You will not normally be expected to administer medication.

## 5. SUPPORT AT HOME

**Always follow the reablement support / domiciliary person centred care plan / task sheet**

### 5.1 House Care

- Refer to the reablement support / domiciliary person centred care plan / task sheet to check the instructions about house care for the service user.
- Wear appropriate protective clothing if required.
- Do not mix cleaning materials together, follow the manufacturers instructions.
- Follow normal manual handling procedures when undertaking any manual handling tasks.

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- Work in a safe way at all times and follow agreed health and safety procedures.
- Do not carry out any tasks which require you to stand on a stool or chairs, e.g. hanging curtains, changing light bulbs.
- Always use the residual current device (circuit breaker) and visually check any equipment before use.
- Report any faults in equipment to your district office / supervisor.
- Ask the service users permission before moving any personal items.
- Return items to their usual place in the home.

## 5.2 Laundry

- Refer to the reablement support / domiciliary person centred care plan / task sheet to check the instructions about laundry for the service user.
- Check with the service user which items are to be laundered.
- Do not take service users laundry to your own home.
- Ask the service users permission before putting laundry away.
- Ensure the service user knows where the items have been stored.
- Encourage the service user to help with laundry wherever possible.
- If any items of laundry damaged or lost during the process, explain what has happened to the service user and report the damage to your district office / supervisor so that, where appropriate, an insurance claim can be made.

## 5.3 Shopping

- Shopping for the service user must only be completed if this is part of the reablement support / domiciliary person centred care plan / task sheet.
- You should not purchase alcohol for a service user unless specifically authorised to do so by your district office / supervisor and this has been written on the reablement support / domiciliary person centred care plan / task sheet.

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- If appropriate provide advice on healthy eating, new or alternate products.
- Estimate how much the shopping will cost the service user.
- All details about the shopping will be recorded on the reablement support / domiciliary person centred care plan / task sheet.
- When you return, check off the shopping from the list with the service user, account for all the money spent.
- Encourage the service user to put the shopping away and ensure that food is correctly stored in accordance with the instruction on the packaging.
- You may need to assist with additional labelling of food for the visually impaired.
- Follow the correct procedure for handling service user's money. Receipts must always be returned and passed onto the district office.
- If you are shopping on a regular basis, keep a written record in a notebook in the home.

#### 5.4 Preparing Meals

- The reablement support / domiciliary person centred care plan / task sheet will identify which meals you are expected to prepare. It should also provide information about cultural and dietary needs or any food allergies, time to be given as well as information about tidying up / washing dishes etc if required.
- Where possible, encourage the service user to choose what they want to eat and have a balanced diet including fruit and vegetables.
- Observe basic hygiene principles when handling food. Wash you hands before touching food and use clean containers and utensils. Wear appropriate protective clothing.
- If you need spectacles for reading make sure you wear them when reading the instructions on frozen food.
- Dispose of any food past its sell by date in a safe manner, with the permission of the service user.

#### 5.5 Short term – intervention

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All emergency short term care will be initiated by Adult Social and Local Services and your district office / supervisor will inform you of the intervention required. A short term package will be set up.

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## 6. GENERIC DOMICILIARY CARE AND OVER NIGHT SERVICES

As the service develops to meet the changing needs of service users, some employees may be involved in providing a different level of service aimed at preventing unnecessary hospital admissions or assisting in rehabilitation.

At the time of publication the following procedures are specific to Cumbria Care employees involved in Generic Domiciliary or over night services.

### 6.1 Supervision for employees involved in Generic Domiciliary Services

In addition to the supervision provided by your district office / supervisor you will receive appropriate training from a Health Care Professional.

### 6.2 Handover for over night workers

- Any relevant information would be recorded in the communication book for overnight workers to check on commencement of the overnight service.
- Check the communications records on entering the service user's home.
- Complete the communications records and any additional records which are kept in the service user's home during each visit.
- Record key information in the communication book held in the district office. Hand over this information to your district office / supervisor at the end of the over night shift.
- Record the start time and duration of each visit in you're the communication book together with the mileage incurred.
- You must follow the visits at the times stated by the district office / supervisor. Do not alter the route yourself.
- If you receive a request for additional visits or services whilst you are on duty e.g. from the service user's family or the hospital you must obtain authorisation from the District Co-ordinator / Operations Manager before agreeing to the request.
- Use the appropriate travel form to record your visits and mileage and submit it monthly to your district office for authorisation and so that it can be passed for payment.

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- Return the service user’s keys, mobile phone and report file to the local office at the end of the over night shift.

### 6.3 Over night reporting procedure / additional support

- A Cumbria Care Operations Manager will be on call to deal with emergency situations.
- You’re district office / supervisor will advise you of the on call arrangements.

### 6.4 Personal safety

Employees will work in pairs, and be provided with mobile phones, and other PPE if required where the nature of the service requires them to be mobile over night. This will not apply to night sits.

## 7. HEALTH AND SAFETY

Cumbria County Council and Cumbria Care specific health and safety policies are held on the Cumbria County Council intranet.

Every employee should also receive a copy of the Cumbria Care Employee Handbook when they join the organisation.

### 7.1 Lone Working

- Do not change the order of your visits without consulting the district office / supervisor.
- Always carry your personal alarm and torch.
- “Walkers” should choose a well-lit route with street lamps and try to take a different route each time.
- Do not talk to strangers.
- If unsure of anyone approaching you, do not hesitate to use your personal alarm.
- “Drivers” must ensure their vehicle is well maintained and has enough fuel, oil and water to complete the journey.
- Keep mobile communication devices charged up.
- “Drivers” in rural areas should be prepared for bad weather. Carry a spade and a blanket in the boot of the car. Do not put yourself at risk by battling through dangerous weather conditions to get to a service user.

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- Ensure you use the district office / out of hours services for support if required.
- Before leaving the service user's home make a point of checking outside, that no one is hanging around. If you see anything suspicious and are frightened to leave the house, phone the police. Contact your district office.
- Keep your doors locked whilst you are in the car as well as when you leave it.
- At the end of your last call of the day contact your district office / out of hours team to log off duty.

## 7.2 If you think you are being followed

- If you are a driver check your mirror constantly. If you believe you are being followed do not drive into your own driveway or any deserted area. Do not allow yourself to be forced into the side of the road.
- You must keep driving.
- Memorise or write the licence number of the other vehicle.
- Continue to the nearest police station or any well-lit building or place where people are visible to you.
- Report the incident to the police.
- If you should be followed home at night stay in the car with the doors locked. Sound your horn to get attention from your neighbours or someone in your household.
- If you are walking and you think someone is following you, cross the street more than once to check your suspicions. If you are still suspicious, quickly get to the nearest place where there are other people, e.g. pub, shop (and ring 999). Do NOT use a public telephone box in the street.

## 7.3 Risk assessment – hazard identification

- Check the reablement support / domiciliary person centred care plan / task sheet to see whether any risks have been identified.
- You must remain vigilant for new risks and identify any changes to the district office so that the reablement support / domiciliary person centred care plan / task sheet can be updated.

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- The homecare hazard sheet will also need to be up dated.

#### 7.4 Reporting incidents of aggression by service users

- If you at all uncomfortable with a situation you should report this to the district office / supervisor.
- All incidents of verbal or physical aggression should be reported to your district office / supervisor.
- Your district office / supervisor will complete an Accident, Violent Incident, Disease or Ill health form (P25).
- Seek training on handling aggression.

#### 7.5 Harassment

- Make sure you are familiar with the harassment policy. You can find this on the Cumbria County Council Intranet.
- Harassment is any unwanted attention or behaviour that a person finds objectionable or offensive and which makes him or her feel threatened or uncomfortable leading to a loss of dignity and self respect.
- Harassment may take many different forms. It is generally either verbal or physical, but could be visual, for example, leaving offensive material around for the support worker to see.
- Only you can decide what you personally consider to be unacceptable behaviour.
- You should be aware that some people may behave inappropriately because of illness such as dementia or disability. You should discuss any concerns with your district office / supervisor.
- If a service user or colleague acts in an unacceptable way ask the person to stop, making clear what aspect of their behaviour is offensive and unacceptable and that you may report the incident to your district office / supervisor.
- If it is an employee of the Cumbria County Council's behaviour that you find offensive, report the incident to the supervisor / district co-ordinator or the operations manager.

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- You can make either a formal or informal complaint. A formal complaint will result in the appointment of an independent investigating officer and a thorough investigation.
- You may not wish to report as this maybe the first incident of harassment; however you should consider other employees as they too may have been treated in the same way and it may not have been an isolated incident. The district office can then keep an eye on the situation. You should also consider keeping a record and reporting the incident if the behaviour persists.
- If harassment by a service user or member of their household persists you have the right to leave the service user's home and report the incident to the district office / supervisor. You also have the right to refuse to visit that service user alone but you must discuss this with your supervisor before taking any such action.

## 7.6 Manual handling

- You will be expected to attend a manual handling awareness course and Refresher throughout your employment with Cumbria Care. You will receive updates by a manual handling key worker. You must never attempt to move a service user without training.
- You must use any Occupational Therapy aides provided after training and only if this is part of the service user's reablement support / domiciliary person centred care plan / task sheet.
- Never attempt to lift a service user from the floor or out of a bath. Instead, make the service user comfortable and seek guidance from your district office / supervisor. (The district office will arrange for someone to come and help you or if circumstances require will call the ambulance service).
- Seek further training if needed.
- Seek advice from Key Workers.
- You should not perform moving and handling tasks with family members or other agency workers contact your district office / supervisor if asked to do so.

## 7.7 If a service user refuses to be lifted by a hoist

- Do NOT put yourself at risk.
- Report back to your district office / supervisor.

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- A hoist is only installed where an OT or other trained professional believes the risk of standard transfers to be too great for the service user or support workers.
- Be aware of this but also realise you are putting yourself and the service user at physical risk if you do NOT use the hoist where specified on the reablement support / domiciliary person centred care plan / task sheet.
- If the service user refuses to be hoisted and there is a requirement to do so, you must make the service user comfortable and safe and ring your district office immediately.

## 7.8 Protective Clothing

**Remember that hand washing is the best infection prevention.**

- A uniform is protective clothing and should be worn when undertaking all home care duties.
- Tabards should be worn when serving or preparing food.
- Supplies of protective gloves and plastic aprons are available from the district office / supervisor. These should be worn when providing personal care and dealing with excreta, blood and body fluids. If you have an allergy to any of the protective gloves inform the district office and an alternative product will be provided.
- Household rubber gloves are available from the district office for laundry, housework and washing pots.
- Heavy-duty gloves are available from the district office for cleaning and lighting coal fires.
- Safe working practices should be adopted for the disposal of all gloves, aprons

## 7.9 Personal protective equipment – manual handling aids

- You will be issued with personal protective equipment including a first aid pack, torch, grippers, high visibility jacket and alarm.
- You will be issued with a residual current device (RCD or circuit breaker) for use with electrical equipment in service user's Homes.
- Do not take faulty equipment for repair. Faulty equipment should be reported to the district office.
- If you leave the employment of Cumbria Care this equipment **MUST** be returned.

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## 7.10 Pets

- Treat all pets with caution. They can be a major source of pests and infestation.
- Ensure your inoculations e.g. tetanus are up to date and that you know the correct treatment for bites, scratches etc.
- Carry your first aid kit with you.
- If there are any incidents with pets in a service user's home, record the incident on an accident report form and inform the district office.
- Report any signs of infestation to your district office.
- Report any concerns about pets being neglected or causing a hazard to your district office.
- Employees should not carry out any tasks involving pets unless it has been requested and recorded on the reablement support / domiciliary person centred care plan / task sheet.

## 7.11 Standards of cleanliness – pests and infestations

- If the service users standards worsen to the point where their home is becoming dirty, report this immediately to your district office / supervisor.
- Wear protective clothing if you are working in an environment where protective clothing may be required.
- Follow health and safety / infection prevention procedures.
- Ensure that your inoculations e.g. for tetanus are up to date.
- Despite the difficulties of working in such homes, try to maintain a sensitive approach; in general everyone has the right to remain in their own home, however unsanitary or hazardous the conditions.

## 7.12 Infectious diseases

If you come into contact with someone who has an infectious disease notify your district office / supervisor immediately and seek further advice.

## 7.13 Aids and MRSA

Information about Aids and MRSA is included in the Cumbria Care infection control procedures found on the intranet.

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## 7.14 Hepatitis B

Information about Hepatitis B is included in the Cumbria Care infection control procedures found on the intranet.

## 7.15 Cleaning substances

Follow the manufacturer's instructions.

## 7.16 Household equipment

- You should use the circuit breaker supplied by the Home Care district officer when using household equipment.
- The types of household equipment you will be expected to use will vary but may include: vacuum cleaners, kettles, ovens, microwave ovens and toasters.
- These are naturally found within the domestic environment and generally should not cause any problems. However, it may be obvious in some cases that an individual appliance is old or in very poor condition, e.g. bare wires or worn cables on a plug and lead. If you have any doubt about using an appliance due to its visibly poor condition then do not use it. Report any faults or problems to your district office.

## 7.17 Safety around the house

Use this checklist to help identify and report safety hazards as you work in your client's home.

### Hall /staircases / landings

- Cluttered entrance ways
- Loose mats
- Loose stair rods
- Banisters for steep / awkward stairs
- Poor lighting
- Worn / torn carpets

### Kitchen

- Cooker taps left on
- Drying tea towels over cooker
- Metal pot handles
- Unsafe spouts on kettles
- Pot handles turned away from front of stoves
- Hot oil / fat
- Slippery floors
- Spilt water
- Food left uncovered
- Household cleaners left in damp boxes
- High shelves and aerosols left on ledges

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- Top heavy kitchen cabinets
- Sharp knives
- Can openers
- Improvised cookers
- Paraffin stoves
- Kettle / irons left plugged in
- Worn mats / turned up edges
- Bin with broken glass
- Ragged cans or tin edges

Bathroom

- Medicine cabinet filled with old, unused bottles and pills
- No portable electrical appliances
- Pull cords on lights and special heaters
- No handrails on bath
- No slip mat in bath
- Slippery floors
- No proper ventilation

Living room

- Unguarded fires
- Clothes / chairs too near to fire
- Objects / mirror over mantelpiece
- Loose mats, carpets
- No portable heaters in middle of the room
- No proper ventilation
- Furniture moved from its usual place
- Heavy furniture
- Multi-plug adaptor
- Electrical equipment
- Switches left on
- Plugs not pulled out
- Unsteady chairs
- Cluttered areas
- Trailing TV / telephone wires
- Too low / high chairs

Bedroom

- Cluttered / top heavy wardrobe
- No candles
- No cigarettes
- No proper ventilation
- Care with portable heaters

Outside the house

- Worn, broken steps
- Uneven paths
- Outside toilet
- No handrail at entrance
- No outside light

Safety hints for heating appliances

- Keep all fires guarded

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- Portable heaters must be used with care whether they are oil, bottled gas, paraffin, or electricity. Keep against walls, never in the centre of rooms, never move them whilst lit and never put things on top of them – drying clothes, papers, food
- Don't put them in a through draught
- Make sure they are regularly serviced and maintained
- Follow manufacturer's instructions before filling or changing the wick
- Store and pour paraffin outside the house
- Keep checking the gas taps with pilot lights

10 rules for the use of household cleaning agents

1. Handle all household cleaning agents with care. Remember they contain powerful chemicals.
2. Always wear protective clothing – overalls, rubber gloves.
3. Read the instructions properly.
4. Use in the recommended quantities.
5. Never mix chemicals especially Harpic and Bleach.
6. Make sure there is proper ventilation.
7. Never smoke whilst using cleaning agent or chemical.
8. Store:
  - In a dry place.
  - Out of reach of children.
  - Not on high shelves.
  - Never in lemonade bottles or anything else other than its original container.
9. Aerosols must be:
  - Kept away from heat.
  - Never punctured.
  - Never used near a fire or flames.
  - Used in a well ventilated room.
10. If you go home feeling drowsy or unwell after using these household cleaning agents, tell your line manager immediately.

**7.18 Accident reporting**

- If you should have an accident at work then you should report this to your district office / supervisor as soon as possible giving all relevant details. Failure to do this or a long-term delay may result in your accident not being recognised unless witnesses were available.
- Your supervisor will complete the necessary accident report forms but you will be expected to go through this with them and sign and date the form. An entry will be made in the accident book at your local district office.

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## 7.19 Do's and don'ts

### Do's

- Be prepared by being properly dressed for work. Wear your protective clothing – overalls, tabards, gloves, aprons and wear low heeled full footwear that is safe and suitable for the task.
- Be on the lookout for safety hazards.
- Report any safety hazards / accidents to your line manager immediately.
- Use safe working methods.
- Remember that your place of work is someone else's home. If you have spotted any safety hazards, always talk to the service user first, before you carry out any changes.

### Don'ts

- Never cut corners whilst working for the sake of speed.
- Never try to lift heavy or awkward furniture without help.
- Never try to move or lift clients without proper training.
- Never stand on chairs or tables to reach up.

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