

October 9, 2018

**POLICY STATEMENT**

The aim of Homecare D & D Ltd is to ensure that service users receive a consistent, well managed and planned service and that its staff are supported by a suitable and appropriate management structure and operational infrastructure.

**POLICY**

In this organisation:

- a) The Registered Manager will be reliable and competent to run the service
- b) The organisation will work according to a robust and properly constructed business plan which will set out the strategic direction of the organisation and set goals and objectives for the organisation's development
- c) The business will operate from permanent local premises which are suitable for the work undertaken and are set up in compliance with all relevant health and safety laws and regulations and fire protection laws
- d) The premises will have space, heating, lighting and ventilation to conform to regulations
- e) The premises will be registered with Companies House as the registered address of the organisation
- f) The premises will contain equipment and resources necessary for the efficient and effective management of the service; all equipment, heating, lighting, ventilation and fittings must comply with relevant health and safety laws and regulations and fire protection laws
- g) There will be a management structure in place which has clear lines of accountability and which enables the agency to deliver services effectively on a day to day basis and support its staff working in service users' homes; this management structure will be explained to all staff on induction, published and a copy distributed to all staff
- h) There will be, at all times, adequate office staff cover to ensure the smooth operation of the agency and to support care staff, this includes a 24-hour staffed office to ensure support for care staff who attend service users during the night
- i) All care staff should know who in the management of the agency to contact in an emergency

**PROCEDURE**

1. The Registered Manager is registered with CQC and has the skill, experience and training to carry out the role
2. All senior staff will be trained, qualified and competent to carry out their role
3. Clear business plans and contingency plans will be implemented by the senior managers
4. Homecare D & D Ltd senior managers will meet bi-monthly to plan and monitor the business strategies and developments, responding to action points raised in the meeting
5. The organisational structure will show clear lines of responsibility
6. The senior management team will put the statement of purpose into practice
7. The personal data of service users and staff will be protected by internal door key codes and passwords on personal computer stations, with access only by identified office personnel

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8. Business contingency plans are in place in the event of electricity or water failure, fire, flooding or other emergencies
9. Meeting rooms are available for one-to-one, group or team briefings
10. The senior managers will ensure the financial planning, insurance and indemnity is sufficient to cover potential liabilities
11. The Registered person will give 28 days notice if they are to be absent for 28 days or more and provide a report for CQC
12. All visitors to the premises will report to Reception and sign in the 'Visitor's Book'
13. Senior managers will know how to respond to and record any activity, which gives cause for concern or needs to be reported under 'Safeguarding'
14. Risk assessments and COSHH risk assessments will be carried out on the premises it's activities, fixtures and equipment and is reviewed annually or if the activity or machinery should change
15. All electrical equipment is tested annually
16. Risk assessments will take into account the access for the disabled and meet the needs of the Disability Discrimination Act 1995
17. Fire safety will be observed through regular internal inspections and fire drills and safe evacuation
18. Evacuation procedures will be on display and Exit signs will be in working order
19. Fire extinguishers will available for all working areas

#### **TRAINING**

The General Manager and Training Manager are responsible for organising and co-ordinating training in the company.

All new staff should be taught about the management structure of the company on induction. This must include information about management cover in the office as well as contact details and methods. Staff supervision will be carried out as per the agency's separate policy on staff supervision.