



ARONEL COTTAGE

Staff Handbook

Mission Statement

**“To be recognised as the best family run
nursing home in Bognor Regis”**

May 2025

This handbook will be revised and updated in line with relevant legislation

CONTENTS

	Page
WELCOME	3
ORGANISATION CHART	4
PAY AND BENEFITS	5
SICKNESS / ABSENCE	7
TERMINATION OF EMPLOYMENT	8
PERSONAL CIRCUMSTANCES	10
PERSONAL DEVELOPMENT	10
MISCONDUCT	11
COMMUNICATIONS AND CONSULTATION	16
HEALTH, SAFETY AND SECURITY	18
COMPANY RULES	22
POLICIES AND PROCEDURES	27
INDEX	28

WELCOME

May I take this opportunity of welcoming you to Aronel Cottage which was established in 1975 and was the first home to be registered in Bognor Regis. Aronel Cottage is a family run business and we are proud of our commitment to development and training. Aronel Cottage was formally an Investors in People organisation and previously assessed as an excellent home from the CSCI.

This handbook describes our general working conditions and the guidelines of Aronel Cottage. Where a heading is marked with an asterisk (*) then you must read and follow the appropriate policy. If you need further information or help in any way, do not hesitate to ask a member of the Management Team.

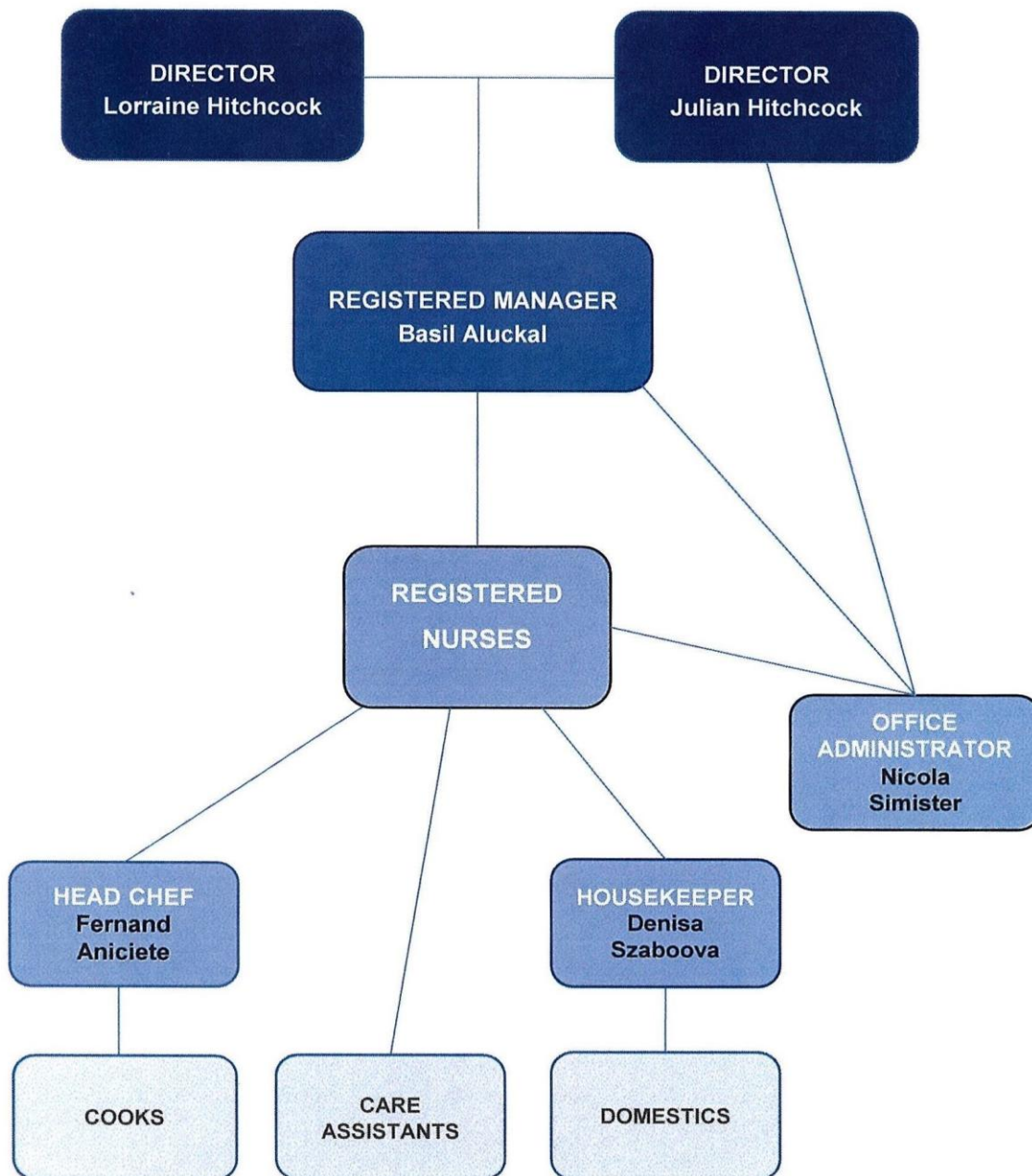
It is our policy to communicate regularly with you on matters that are important to us all, such as our residents' welfare, events, information about your job and your terms and conditions of employment. We will encourage you to give us your own views based on your own experience of the Home. Read our Home brochure which gives you an understanding of the expectations that our residents and their families have of Aronel Cottage and its staff.

It is our firm intent that **all** employees should have an equal level of advancement, access to opportunity and the training necessary.

I hope your time with us will be both enjoyable and rewarding.

Julian Hitchcock

Organisation Chart Aronel Cottage



Joining the Company

On joining the company, you will receive an in-house induction to our Home, followed by a full induction and then enrolled into NVQ 2, currently delivered by an external provider; Quality Matters.

Induction

Your induction programme is designed so that you will fit in quickly and effectively. You will meet your new colleagues and our residents. You will receive information on the company, your terms and conditions of employment, company rules, health, hygiene and safety. Successful completion of your induction programme forms part of the required standards for your probation. On successful completion of your induction and probationary period you will be asked to sign a contract of employment (approximately within 12 weeks).

Probationary Period

You will serve a 12-week probationary period. During this time, you will be making your own mind up about whether you wish to remain working with this Company. At the same time, your manager will be assessing your capabilities, attitude and potential.

If you do not reach the standards required by the Company your employment may be terminated at any time during the 12-week probationary period. In some instances, the 12-week probation period may be extended.

Expectations of You

We expect all staff to understand that Aronel Cottage is our resident's home. We try to make the general environment as 'homely' as possible. Our staff are extremely important to our residents, as they support them in their daily living. We therefore have high expectations of our staff to be kind, reliable, competent and productive and to have a positive attitude towards their work and colleagues.

PAY AND BENEFITS

Salary

Paid 4-weekly, 2 weeks in arrears following the end of week 4.

Discretionary Bonuses

Overtime payable at "double time" for each hour worked in excess of 140 hours in any given 4-week cycle. Should staff be asked to cover a duty the same day as requested and have not worked 140 hours in the cycle then these extra hours only will qualify for "double time".

Weekend Hours:

Saturdays an extra £1.00 per hour, Sundays an extra £3.00 per hour.

All payments are less Tax and National Insurance and Pension contributions due, paid via BACs credit directly into your bank or building society account. An itemised pay statement showing gross earnings, fixed and variable deductions and net wage will be given to you at the time of each wage statement. Your starting wage is that stated in your written statement of the main Terms and Conditions of Employment.

Loans

Aronel Cottage does not make loans to members of staff.

Pensions

Aronel Cottage operates a mandatory work place Pension via True Potential. All new employees are automatically enrolled into the scheme if they meet the criteria – 22 years of age and earning over £10,000 p/a. If you wish to opt out of the scheme, this can only be done directly with yourself and True Potential.

Be aware after 3 years, all employees that have opted out are auto enrolled back into the scheme. At that time, you will have to opt out again. Aronel Cottage is obliged to do this under government legislation.

Holidays - Annual

National minimum holiday entitlement is currently 5.6 weeks per annum (F/T 196 hours pa), pro rata according to start date. Part time staff are calculated according to your normal hours on rota, excluding overtime. Due to business needs, holidays can only be taken between 2nd January until 23rd December.

Employees should not commit themselves to any holiday plans until they have received approval from the manager for the holiday request. No responsibility will be taken for any holiday deposit paid or other losses incurred as a result of a failure to complete with this aspect of the procedure.

All requests for annual holiday should be written in the 'holiday request book', a minimum of 2 weeks before required dates. It is the responsibility of the employee to check the holiday calendar which shows holidays already booked by staff and dates available.

No more than 2 members of the same department may take holiday at any one time. Where there are conflicting holiday requirements, priority will be given to the employee whose request was received first.

No more than 2 weeks of annual holiday may normally be taken at any one time. Employees wishing to exceed limit must make their request to the manager at least 2 months in advance.

Any employee who takes annual holiday, which has not been previously approved, may be subject to disciplinary action, which includes dismissal.

Holiday Bonus - NVQ2 Direct Care

Aronel Cottage wishes to differentiate between qualified and unqualified staff as all employees are now entitled to the National Living Wage. Paid entirely at the Director's discretion, an extra 1 week's holiday may apply i.e., 6.6 weeks per annum (F/T 231 hours pa).

SICKNESS / ABSENCE

The company takes a sympathetic view about genuine ill-health problems and will provide a supportive approach to all employees in such circumstances.

On the first day of any sickness or absenteeism, you must ensure that the Duty Nurse is informed by telephone of your sickness at the earliest possible opportunity and, if practicable, at least half an hour before shift is due to commence. Absences should be reported by the member of staff themselves. Only in exceptional circumstances should notification be made by a partner or relative. Give details of the nature of your illness and the day on which you expect to return to work. You must inform the Duty Nurse as soon as possible of any change in the date of your anticipated return to work and provide a sick note.

Any cases of communicable diseases such as vomiting, diarrhoea, infected wound or sore eyes should be reported immediately to the Duty Nurse. Any notifiable disease should also be reported immediately to the Duty Nurse.

The Directors are particularly sensitive to absenteeism on Christmas Day, Boxing Day, Easter and Bank Holidays, with or without good reason and will automatically result in a Formal Hearing as to the reason for being off, which may affect any discretionary bonus entitlement.

Statutory Sick Pay

Provided a Doctors Sick Certificate is supplied and relevant National Insurance contributions have been paid, Statutory Sick Pay (SSP) will be given for each shift not worked through sickness, after three full shifts on the employee's current rota.

Medical / Dental Appointments

Members of staff should make routine / non-routine appointments outside of their normal working hours. Where this is not possible then the Management must be informed as soon as the appointment is made.

Short-Term Absence

The Management will formally review your absence record if, in any three-month period, there are three separate periods of absence (whether these are certificated or not), this may prompt further action. Short-term absence includes not being at work for the start of a shift and the unauthorised swap of hours, or if there is an unacceptable pattern of absence, for example, regular time off on the same day i.e., weekends.

Long-Term Absence

Long-term absence is a period of sickness which lasts longer than two calendar weeks.

The Management will monitor your absence and will counsel you through a period of sickness absence. If, after discussion, it appears that you are likely to be away from work for more than four weeks you will need to call the office every 2 weeks to provide an update. Management may visit your home every month, if felt necessary. These arrangements may be varied by agreement. Home visits will not be made without your consent.

Ultimately, if absence does reach problematic levels, then the Company may have to consider dismissal. The point at which this action may be taken will depend on the nature of your work and the difficulty caused to the Company by your continued absence. Dismissal will be regarded as a last resort and the Company will endeavour to ensure that the following criteria are fulfilled:

- relevant medical information is sought and considered
- options for alternative duties or working arrangements are examined
- Your views will be listened to

Before any dismissal the Company will comply with any applicable statutory dismissal procedure.

Return to Work Discussions

When you return to work from any absence (excluding holidays) your Manager will hold a discussion with you on the first day of your return to work, or as soon as reasonably practical after that.

Shift Swap

If a member of staff wishes to swap a shift with less than 48 hours' notice they should firstly discuss this with the Manager or in their absence, the Duty Nurse. Members of staff are not permitted to make unauthorised shift swaps or changes between themselves and certainly not make amendments to the rota. Alterations can only be countersigned by a Manager or Duty Nurse. The Duty Nurse does not have the authority to sanction planned shift swaps i.e., more than 3 days in advance, so please do not ask them, ask the Manager when next on duty.

Antenatal Care / Maternity / Paternity / Adoption / Parental Leave

Aronel Cottage will comply with current statutory legislation.

Compassionate Leave

All employees are entitled to a reasonable time off work, without pay, to deal with an emergency involving a dependant. For example, if a dependant falls ill or is injured, if care arrangements break down, or to arrange or attend a dependant's funeral. Please do let us know as soon as possible, so that we can be supportive and arrange time off. You will need to continue to keep us up to date and let us know when you are likely to return to work.

TERMINATION OF EMPLOYMENT

Notice by Aronel Cottage Care Home Ltd. and notice by employee

Length of continuous service

Less than one month
One month onwards

Minimum period of notice

One day
One week

If you intend to resign, please first discuss it with one of the Directors, you may have a genuine grievance that can be addressed or we may be able to learn how to improve our systems & procedures. If we can't accommodate your requests then we require a written notice addressed to the Directors.

If the Company decides to terminate your employment you will be notified in writing and will be subject to your statutory rights.

A cheque, including bonuses due, will then be made ready for collection after last day of duty, on return of uniforms.

Failure to give sufficient notice will result in loss of any discretionary bonus that may have been due and, as yet, unpaid.

Redundancy

As far as the nature of our business allows, it is our wish to provide regular employment to our staff. However, the flow of work can be uneven and in certain circumstances redundancy cannot be avoided.

Consultation in the event of redundancies:

The company will consult with employee representatives and individual employees as soon as practicable and as fully as possible.

The company will seek to reduce the effect of any redundancy situation by:

- re-appraising its recruitment policy
- reducing or eliminating overtime
- investigating the possibility of re-deployment and natural wastage
- seeking applicants for early retirement
- introducing short-time working or temporary lay offs.

Selection for redundancy; where the above measures fail to prevent a redundancy situation the Company will use the following selection criteria to determine which employees will be made redundant:

- skills or experience
- standard of work performance or aptitude for work
- attendance or disciplinary record

Lay-Offs and Short-Time Working

Although every effort will always be made to ensure full employment, in the event of a temporary shortage of work the Company reserves the right to temporarily lay-off or place on short-time working any employees affected. If you are placed in these circumstances, you will be entitled to the statutory guarantee payments for five days of any lay-off in any period of three months.

PERSONAL CIRCUMSTANCES

Personal Problems

If you have any personal problems with which you believe the Company may be able to help, then you should approach the Manager. He or she may arrange for a personal discussion with the Directors, which will be in absolute confidence.

Changes in Personal Circumstances

To help us to assist you it is essential that all information on your personnel record is complete and correct. Please inform the Manager of any changes in your personal circumstances, including a change of:

- Address and telephone number
- Name
- Next of kin
- Tax position
- Health or injuries

Your personal information is classified as confidential and will not be released to outside sources without your prior authorisation.

References

The employee may, at any time, request that the employer provide to the employee or to a third party, a written or oral reference relating to the employee's work or conduct, and the employer may, in its absolute discretion provide such a reference, provide a limited reference, or decline to provide any reference and may further decline to provide a copy of any reference to the employee.

Criminal Conviction

If an employee is charged or convicted of a criminal offence, whether or not it directly relates to their employment, they must inform the Directors immediately. Consideration will then be given as to what effect the charge or conviction will have on the employee's suitability to do the job and their relationship with their employer, work colleagues and residents.

PERSONAL DEVELOPMENT

Training and Promotion

Aronel Cottage runs training sessions throughout the year and all staff are required to attend appropriate sessions for their job role and training needs. Persistent failure to attend mandatory training may trigger further action.

Nursing staff are required to maintain their registration with the Nursing and Midwifery Council (NMC) annually and to bring in evidence of renewal for our records if they wish to continue being employed in that roll.

Care staff are required to attend training as required by Care Standards. All other staff are required to attend training as identified by their line manager.

Aronel Cottage's training policy aims:

- Develop your skills and give you the knowledge necessary to do your job.
- Help you develop the skills and give you the knowledge required in other jobs in the Company, so that flexibility may be achieved at all levels at Aronel Cottage.
- Equip you for promotion, should the possibility arise.
- Increase the effectiveness of everyone working at Aronel Cottage.

Supervision

It is a requirement of the Care Standards Act that all Care staff receive supervision.

Appraisal

The Directors, Registered Manager or the line manager will complete a formal annual Appraisal which he or she will discuss with you. You will have the opportunity to air your views, record any comments and discuss plans for your development.

Promotion

All promotions are made solely based on individual merit and all suitable candidates will be considered regardless of their sex, race, religion, nationality, sexual orientation or age.

Your potential for promotion is assessed by considering many aspects of both your current performance and your future capabilities. Length of service, on its own, does not lead to promotion.

MISCONDUCT

All members of staff, whether on duty or visiting the home, must conduct themselves according to the guidelines in the staff handbook. In addition, staff must follow the General Social Care Council's Code of Practice for Social Care employees. Nursing staff are also bound by the Nursing and Midwifery Council's Code of Conduct.

If a member of staff's behaviour or working practice does not meet the required standard, then the Manager will speak with them regarding this as soon as is practicable. The member of staff will then be counselled with regard to the incident and support and training given to ensure that they work according to the guidelines and Codes of Practice. Persistent breaches may lead to further action.

Disciplinary Procedure

This is designed so that employees are fully aware of their rights in relation to disciplinary and grievance matters at Aronel Cottage Care Home Ltd. The Company follows the ACAS Code of Practice with regard to disciplinary and grievance procedures.

Disciplinary situations may include misconduct and or poor performance.

Code of Practice:

- Aronel Cottage and their members of staff should raise and deal with issues promptly and not unreasonably delay meetings, decisions or confirmation of those decisions.
- Aronel Cottage and their members of staff should act consistently.
- Aronel Cottage will carry out any necessary investigations to establish the facts of the case.
- Aronel Cottage will inform the member/s of staff of the basis of the problem and give them an opportunity to put their case in response before any decisions are made.
- Aronel Cottage will allow members of staff to be accompanied by a work colleague at any formal disciplinary or grievance meeting.
- Aronel Cottage will allow an employee to appeal against any formal decision made.

Investigation - The first stage is to establish the facts and carry out an investigation. This will be done without any unreasonable delay and may require the employee to attend a meeting.

Where a period of suspension with pay is considered necessary then this period will be as brief as possible.

Meeting - If it is decided that there is a disciplinary case to answer, the employee will be informed in writing. This notification will contain information about the misconduct or poor performance and its possible consequences to enable the employee to prepare to answer the case at a disciplinary meeting. The meeting should be held without unreasonable delay, whilst allowing the employee time to prepare their case.

The notification will give details of the time and venue for the disciplinary meeting and advise the employee of their right to be accompanied at the meeting by a work colleague. To exercise this right to be accompanied, then the employee must make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However, it would not normally be reasonable for employees to insist on being accompanied by a work colleague whose presence would not prejudice the hearing, nor would it be reasonable for an employee to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available on site.

The companion of the employee should be allowed to address the hearing and sum up the employee's case, respond on behalf of the worker to any views expressed at the meeting and confer with the worker during the hearing. The companion does not,

however, have the right to answer questions on the worker's behalf, address the hearing if the worker does not wish it or prevent the employer from explaining the case.

After the meeting it will be decided whether or not disciplinary or any other action is justified and the employee will be informed in writing.

Outcome - Where misconduct is confirmed, or the employee is found to be performing unsatisfactorily, then a written warning will be given. Any further acts of misconduct or failure to improve performance within a set period will normally result in a final written warning.

If an employee's first misconduct or unsatisfactory performance is sufficiently serious, it may be appropriate to issue a final written warning. This may occur where the employee's action has had, or is liable to have, a serious or harmful impact on the organisation or residents.

Written Warnings

A first or final written warning will set out the nature of the misconduct or poor performance and the change in behaviour or improvement in performance required (with timescales). The length of time the warning will remain current will be 12 months. The consequences of further misconduct or failure to improve performance within a specified period of time will also be stated.

Gross Misconduct

Gross misconduct (including but not limited to; dishonesty, theft or fraud, malicious damage, fighting, assault on another person, serious incapability through alcohol or illegal drugs, actions which endanger employee's or resident's safety, falsification or unauthorised removal of company records or property, a serious act of insubordination, inappropriate use of language and cruelty to residents).

In the event of serious misconduct, the Duty Nurse has the authority to suspend an employee immediately on full basic pay, whilst an investigation is carried out. Such suspension is a neutral act, which DOES NOT imply guilt or blame and will be for as short a period as possible.

For all instances of gross misconduct, the disciplinary procedure will be followed and if gross misconduct is confirmed then the employee will be dismissed by the Director.

Appeals - Where an employee feels that disciplinary action taken against them is wrong or unjust, they can appeal against the decision. Appeals will be heard without unreasonable delay and at an agreed time and place. Employees should let the Directors know the grounds for their appeal in writing. Wherever possible the appeal will be heard by a manager who has not previously been involved in the case.

Employees have the right to be accompanied by a work colleague at an appeal hearing.

Employees will be informed in writing of the results of the appeal hearing as soon as possible.

Grievance Procedure

We have a very open management style at Aronel Cottage. Our Management team welcomes ideas to improve the work place environment from the staff. However, should you still feel the issue is unresolved please speak to one of the Directors personally or write to them setting out the nature of your grievance.

The Manager will then hold a meeting with the employee to discuss the grievance and they have the right to be accompanied by a work colleague. This meeting will be held without unreasonable delay.

Meeting - At the meeting the employee, who may be accompanied by a work colleague, will meet with the employer. To exercise the right to be accompanied an employee must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However, it would not normally be reasonable for employees to insist on being accompanied by a companion whose presence would prejudice the hearing nor would it be reasonable for an employee to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available on site.

The companion of the employee should be allowed to address the hearing to put and sum up the employee's case, respond on behalf of the worker to any views expressed at the meeting and confer with the worker during the hearing. The companion does not, however, have the right to answer questions on the worker's behalf, address the hearing if the worker does not wish it or prevent the employer from explaining the case.

Employers, employees and their companions should make every effort to attend the meeting. Employees should be allowed to explain their grievance and how they think it should be resolved. Consideration will be given to adjourning the meeting for any investigation that may be necessary.

Appropriate Action - Following the meeting a decision on what action, if any, should be taken. The decision will be communicated to the employee in writing and without unreasonable delay, and where appropriate will set out what action Aronel Cottage Ltd intends to take to resolve the grievance. The employee can appeal the decision if they are not content with the action to be taken.

Appeal - Where an employee feels that their grievance has not been satisfactorily resolved they can appeal. They should write to the Directors with their reasons without unreasonable delay.

Appeals will be heard without unreasonable delay and at a time and place which will be notified to the employee in advance.

The appeal will be impartial and wherever possible by a manager who has not previously been involved in the case.

Employees have the right to be accompanied to the appeal under the same conditions for the grievance meeting.

The outcome will be communicated to the employee in writing without unreasonable delay.

Grievance and disciplinary cases - Overlapping

Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.

DBS Barred Lists - Referring Employees

There is a legal requirement on the home's management to refer a care worker for possible inclusion on the DBS barred list where there is evidence that the person has been guilty of misconduct by harming a resident or putting a resident at risk of being harmed during the course of their work and as a result has been dismissed or removed from the carrying out of regulated activity.

The purpose of the DBS barred lists is to make sure that anyone who has been guilty of misconduct by harming resident should not be able to obtain employment elsewhere working in regulated activity with adults and/or children. Being on the list(s) will indicate their unsuitability for employment in positions that require them to carry out regulated activity with adults and/or children.

How a Person Might be Referred to the List

The home will refer a person for inclusion on the DBS barred list(s) when it has dismissed or removed a person from working in a care role with residents (or would have if the person had not left or resigned, etc) because that person has:

1. been cautioned or convicted for a relevant offence
2. engaged in relevant conduct in relation to residents (ie an action or inaction (neglect) that has harmed a person or put them at risk of harm)
3. satisfied the Harm Test (ie there has been no relevant conduct (ie no action or inaction) but a risk of harm still exists).

A referral is not made when an allegation is first made. It follows a disciplinary investigation and evidence gathering in order to establish if any allegation has foundation. The DBS will only proceed with its assessment when it has obtained adequate information and evidence that satisfies one or more of the three conditions described above.

In exceptional circumstances, the home might make a referral before it has completed its own investigations when it has good grounds for believing that residents could be put at risk without the referral being made. The DBS will then decide if it has sufficient evidence to make a full assessment in line with its procedures.

Further information on this policy can be found in Section 8, Ref 317 of the policies and procedures.

COMMUNICATIONS AND CONSULTATION

Regular meetings of the Management Team take place, staff are encouraged to raise items on the agenda. Running alongside the Management meetings we regularly organise Nursing and General Staff meetings we would appreciate your participation. Minutes of these meetings are published; staff are encouraged to read them.

Suggestion Scheme

Aronel Cottage welcomes any ideas that lead to greater efficiency and productivity or ideas for the greater safety and well-being of all residents and employees. You should either discuss these with the Registered Manager, Duty Nurse, Housekeeper, or one of the Directors.

There is a suggestion box in the front lobby which can be used by staff and visitors.

Notice Boards

There are three notice boards, two in the Reception Area, one of which is for the residents; the other for staff. The third notice board is in the laundry area for the staff and contains important information regarding the Home.

You should look at the boards regularly to ensure that you do not miss any valuable information.

Communication – Role of the Registered Manager

Perhaps the most important means of communication are the informal face-to-face discussions that occur each day, about your job, the work environment, the homes daily routine and your benefits. Your prime source of information about your job is the Registered Manager. It is part of their job to inform, answer questions and listen to constructive opinions, comments or suggestions.

Communication - Role of the Duty Nurse

The Duty Nurse has responsibility for the day-to-day care of our residents and the running of our home. Any instruction that is given to you by the Duty Nurse must be followed and carried out with due diligence. Where this is not done then an investigation may be carried out.

Team Working

To support and care for our residents 24 hours a day, 7 days a week, we have staff teams who are led by members of the management team. The employee will work in a team and is responsible for carrying out their own duties and supporting their immediate colleagues and that of other teams to complete their duties.

If you have completed your duties please see if there are colleagues in your team that need help. If your team has completed their duties diligently, then you are obliged to assist other teams to complete their work.

When assisting a resident, it is essential that you let a colleague in your immediate team know which resident you will be with and where you will be with that resident, or if you are going to the lounge, stores or other areas of the Home. This is for your safety, the resident's safety and the safety of your colleagues.

This is team work!

Care Plans

Care staff are responsible for recording the care and should do so as soon as practical and before the end of their shift. We use digital social care records (PCS). Any information that is considered to be out of date e.g., the manual handling risk assessment, should be notified either to the Registered Manager or Duty Nurse immediately. All paper recordings should be written clearly and in black ink. Accurate, objective recordings are essential to ensure high quality care. Staff can always seek guidance from the nurse in charge.

Key Workers

All our residents have a named key worker who supports them. The key workers are members of the Nursing Team. If a resident has a need or concern that is not urgent then please raise this with the key worker. All matters that are urgent should be raised immediately with the Registered Manager or Duty Nurse.

Communication with Residents

Remember our residents are the reason we are here! All our residents should be spoken to as an adult, in a respectful manner. They must be treated with dignity and their privacy respected. All staff must, at all times, knock on a resident's door, pause and wait for a reply and before entering the room. If there is no reply the door should be carefully opened and if the resident is there you should explain who you are and what you wish to do.

Prior to supporting a resident, you must clearly explain what you are going to do and get their consent. Any refusals should be reported immediately to the Duty Nurse.

If a resident requires help whilst you are on a break you should offer them assistance and, if appropriate, let the Duty Nurse know who may then sanction an extension of your break. (This will depend upon the needs of the other residents).

Messages from a Relative / Visitor

If a relative or visitor of a resident gives you a message, then you should write this down, put the date and time, who it is from, who it is about and give it immediately to the Duty Nurse.

Call Bells

Residents are given call bells so that they can summon assistance when they need help. Call bells must be answered promptly and cancelled. Where assistance cannot be immediately given (for example when dealing with an emergency), then the resident

should be informed and told the reason why. Call bells should never be ignored or a resident left without access to a call bell.

Staff should ensure that they are responsible for giving priority to the call bells of residents in their key working area.

Staff are encouraged not to use the call bell facility unnecessarily, it is a tannoy and can be quite intrusive throughout the building. During the morning, whilst working in your key worker areas, please arrange with your colleague to help each other without using the tannoy system, unless there is a potential health and safety issue re leaving your resident, instead maintain good communication with your co-worker i.e., "I'm just about to start in room 10 please can you assist me at 9.50", thus avoiding unnecessary use of the call system.

When using the tannoy, it can be heard in every room and therefore professional language and confidentiality must be maintained. Think before you speak, address the person you want to address, give a brief message, remember to hold the button down before speaking and momentarily afterwards otherwise your transmission will be clipped i.e., "Nurse, doctor in the front lobby"

HEALTH, SAFETY AND SECURITY

Health & Safety

We firmly believe that adequate provisions for health and safety are essential to the safety of our residents, staff and visitors. The maintenance of healthy and safe working conditions and the prevention of injuries and losses are in the best interest of all who live and work at Aronel Cottage.

We therefore aim to ensure that all employees are aware of their responsibility for health & safety and of the appropriate risk assessments which are relevant to their own jobs.

We provide up to date information and training about health and safety issues at work.

Safety Do's and Don'ts - The list of safety rules set out below is not exhaustive and is intended for general guidance only. Some rules will be explained to you by your line manager or by an experienced employee. If you are unsure about health and safety issues don't be afraid to ask.

Do

- ✓ Look where you are going and proceed cautiously and carefully around the Home, remember our residents may not hear or see you
- ✓ Avoid running or rushing about, it's better to be safe than sorry
- ✓ Check the individual Risk Assessment form in each room and follow the instructions
- ✓ Make sure that you really understand what to do before you operate any piece of equipment or machine on your own, however simple

- ✓ Make sure that you use proper methods for moving and handling or wait until someone can help you
- ✓ Clean up after you, your untidiness or carelessness may cause injury to someone else
- ✓ Wear protective clothing, including gloves and aprons, when advised to do so
- ✓ Always take care for the safety of yourself and others
- ✓ Report any injury, however slight, to your line manager
- ✓ Report hazards

Don't

- ✗ Run inside or outside the Home
- ✗ Attempt to operate any machine or equipment without taking proper instructions
- ✗ Attempt to clean any machine or any moving part whilst it is in motion
- ✗ Interfere with any safety equipment or machine guards
- ✗ Tamper with any electrical wiring or equipment
- ✗ Leave things lying around on floors or corridors
- ✗ Obstruct fire exits

Accidents – First Aid

Any injury requiring treatment should be dealt with by the Duty Nurse.

Accident Reporting

You should report any accidents involving residents, staff, and visitors, however minor to the Registered Manager or Duty Nurse, who will ensure that all reported accidents are entered in the Accident Book. They will also need to ensure that the area in which the accident occurred is operationally safe. This may include removal of equipment from use, switching off equipment and the placing of 'out of order' signs.

In the event of a serious, notifiable accident or dangerous occurrence, it is essential that the Directors are informed immediately so that suitable action is taken. They will also need to assess the nature of the problem and take any preventative measures necessary unless these have already been put in place.

Fire Procedure

Rules concerning fire evacuation are posted at the top and bottom of the front foyer stair well. The Fire Procedure policy should be read and followed. If you are unsure of anything please ask the Registered Manager or Duty Nurse.

Manual Handling Equipment

Employees must not use any item of manual handling equipment unless they have been trained to use that equipment. They must also follow the guidelines (which are in the Care Plans, a copy of this should be on the inside of the door of the resident's wardrobe – please inform the office if this is not present) and have also understood the manual handling risk assessment for the resident that they are supporting. Before

assisting any resident an assessment of the resident's capability at that time, must be made. If in doubt you must immediately seek guidance from the Duty Nurse. Failure to follow this procedure could result in injury to you and the resident and could also be considered physical abuse.

Infection Control

Hand washing and the use of personal protective equipment is essential to prevent the spread of infection. All employees must familiarise themselves with the Infection Control policies and relevant risk assessments.

Personal Protective Equipment

Aronel Cottage carries out risk assessments and these must be consulted before carrying out any activity. The appropriate personal protective equipment is supplied for all employees. Any allergies should be notified immediately to the Duty Nurse. It is stressed that effective washing of hands by all employees is extremely important in preventing the spread of infection. White plastic aprons, gloves for care, masks when required and blue plastic apron (for Kitchen) are provided.

Hazardous Waste (Yellow Bag Collection)

Any disposable item that has contaminated bodily fluids i.e., soiled pad, used disposable gloves etc., must be placed in a white bag in the room, then deposited in the pre-lined 120L wheelie bin. At the end of the morning shift bring down to the court yard, empty and seal the yellow bag, place into 1100L waste containers in garden at the rear of the dining room.

Sharps - Placed in sharps box which is kept in the nursing station on the first floor.

Safeguarding Vulnerable Adults

All members of staff will be briefed on the policy with regard to safeguarding vulnerable adults and the Sussex multi-agency policy. If a member of staff has any concerns, however small, about a resident they can speak in confidence to the Nurse in charge or one of the Directors.

Residents Refusing Care

All our residents have a plan of care and all staff are responsible for ensuring that this is carried out. Where a resident refuses support (e.g., does not want a bath, or to remove dentures) then the Duty Nurse must be informed immediately. The Duty Nurse will then take responsibility for any changes to the care plan for the day.

Whistle blowing

Whistle blowing is where an employee sees misconduct by another member of staff. All incidents of misconduct must be reported immediately to the nurse in charge and the whistle blowing policy followed. If an employee is unhappy about the care or support that is being given to a resident, they should challenge this immediately with their colleague and remind them of their duty of care. If in doubt consult the Duty Nurse.

Visitors

When a visitor to the home arrives, they should be greeted by the member of staff who is nearest the front door. On entry they should be asked to sign the visitor's book. They will be invited to sit down and the office and resident informed of their arrival. If the resident wishes to receive the visitor/s they will be accompanied by a member of staff to the resident. Visitors will be offered refreshment and shown where the visitor toilets are situated.

Any unknown contractors will be asked for identification and this will be confirmed with the Manager, Housekeeper, Office or Duty Nurse.

Any unknown visitor in Aronel Cottage should be immediately accompanied by the member of staff to the front lobby, the Duty Nurse informed and the member of staff should wait with the visitor until the Nurse arrives.

Security of Premises

From 18.00 to 0700 the outside doors will be locked and staff and visitors admitted via the front door. The night staff are responsible for walking around the premises and physically ensuring that ground floor windows and doors are securely locked and curtains closed.

CCTV

To ensure the safety of our residents and staff, there are CCTV cameras in operation 24 hours a day. The location of the cameras has been carefully considered to ensure people's privacy and dignity are respected, there are no cameras located in resident rooms.

Location of Cameras (8); 1 x outside front door, 2 x back garden (facing the laundry room and patio door), 1 x entrance lobby, 1 x office, 1 x dining area, 2 x lounge area.

Confidentiality

In the course of employment, staff may have access to and be entrusted with information as to the business of the employer, or as to the private or financial affairs of residents, this information must be treated as strictly confidential. Staff shall not (except in the proper course of their duties), during or after the period of employment, divulge to any person any confidential information concerning the business of the employer or concerning any of the residents. If staff are in doubt as to what information is confidential, they should take advice from the Registered Manager or Duty Nurse.

Aronel Cottage Ltd is registered with the Information Commission Office (ICO).

Confidential discussions regarding residents must take place in a private area where it cannot be overheard. Staff should not discuss residents in the corridor or any communal areas where other residents or visitors may be present.

Employees are encouraged to report and record any observations on the residents. Any urgent issues should be reported immediately to the Duty Nurse.

Employees wishing to discuss matters in the office should knock and wait to be admitted. If the office is unattended then employees will not be able to enter, as the office is kept locked at all times. If you need to locate the Duty Nurse, try to find them first within the building and if urgent use the call system.

Data Security

We take every possible precaution to protect personal data and actively work to avoid any data protection breaches which could compromise our data security, or the personal rights of our residents, employees, stakeholders or anyone else associated with our company.

A data breach is defined as any incident, event or action that has the potential to compromise the availability of data, the integrity of data or confidentiality or Aronel Cottage's data systems. This includes incidents or events that happen by accident or deliberately. Both confirmed and suspected incidents may qualify as a data breach.

All staff are responsible for ensuring that:

- any personal data that they hold is kept securely, when not in use
- personal information is not disclosed either orally or in writing or via Web pages or by any other means, accidentally or otherwise, to any unauthorised third party

Staff should note that unauthorised disclosure will usually be a disciplinary matter, and may be considered gross misconduct in some cases

Personal Property

The Company will not accept responsibility for loss of, or damage to, your property whilst it is on the Company premises. All personal property must be left in the Staff Cupboard. Any items found elsewhere in the home may be disposed of. However, if you lose or find any articles, please notify the Duty Nurse without delay.

Employees should also be vigilant and exercise due care with regard to the valuables of our residents. If you see or are told that an item is missing then please immediately speak to the Duty Nurse.

Nurses Station

This is secured by a PIN lock and all employees are responsible for ensuring that the cupboard is securely locked when not in use. Only items brought in for the shift should be left in the cupboard. The Directors of Aronel Cottage reserve the right to dispose of any items which have been left in the cupboard for a period of time.

COMPANY RULES

Uniform and Dress Code

All staff should pay attention to their personal appearance, hygiene and grooming, to ensure that they present a professional image that is appropriate to Aronel Cottage and wear their name badge whilst on duty.

Nurse Uniform - Dark blue dress or tunic and dark trousers with black non- patterned or flesh-coloured tights or dark socks.

Care and Domestic Staff Uniform - The Home issues staff with tunics. You are responsible to supply smart black trouser/slacks to accompany them. We normally have at least one uniform in stock in your size, if required we can order additional uniforms.

Appearance is essential, when meeting visitors you are representing the Home. Should your uniform become tired or stained, we'll order a replacement. Staff are required wear smart fresh uniforms each time you come on duty.

It is important to put uniforms through a hot washing cycle, to help reduce cross infection. Please ensure they you are presentable at all times i.e., not creased, etc.

Staff are entitled to make a claim on their annual tax return for Uniform expenses directly related to your work.

Catering Staff Uniform - All catering staff must wear appropriate uniform and are responsible for complying with guidelines in accordance with the Food Hygiene Regulations.

Footwear - Dark leather type closed in shoes with non-slip soles and flat heels. Or specialist catering footwear designed solely for use in kitchens. Trainers / sports shoes, crocs or croc type shoes, canvas or suede shoes are not permitted.

Name Badges - Upon employment we will issue you a temporary name badge and at the earliest opportunity order a manufactured badge. All staff are obliged to wear their name badges as part of their uniform, it helps the residents, visitors and integrates you as part of the team. If you lose your badge, inform the office at the earliest opportunity, for a replacement to be organised.

Non-Uniformed Staff – Smart / smart casual

Tattoos - Visible tattoos are discouraged and where present should not be offensive to others. Where they are deemed to be offensive, they should be appropriately covered.

Nails - Nail varnish and false nails are not permitted. Nails should be sufficiently short to ensure safe resident contact.

Jewellery and Piercings – In a care environment any item of jewellery that creates the potential for an act of violence, or the possibility for entanglement (e.g., large hoops in earlobes) must be removed during working hours. This includes any item that is

worn on any part of the body e.g., 'friendship' bracelets, or charity bands. Jewellery must be removed except for a wedding/plain band ring and one pair of discreet stud earrings are permitted. Facial and visible jewellery must be removed before coming on duty. If staff have other piercings for religious or cultural reasons these must be covered.

Watches - Watches MUST NOT BE WORN by Nursing, Care, Domestic or Catering staff unless pinned to the uniform.

Hair - Hair should be clean, neat and tidy at all times. Hair accessories when worn should be discreet. Nursing, Care and Domestic staff should have their hair tied back to prevent entanglement or the potential for violence.

Make Up and Perfume - Discreet make up may be worn, perfume and after shaves must be subtle to prevent exacerbation of nausea in some residents.

Personal Conduct

Due to the nature of our business and the high standards of cleanliness we must observe, you must not smoke or eat in the Home at any time, unless on an authorised break. You must not drink alcohol, except during recognised social activities, or gamble on company premises.

All employees must only speak in English whilst they are on Aronel Cottage premises. Inappropriate use of foreign language could be considered a disciplinary matter. Employees must ensure that they are fit to carry out their duties. Lack of sleep, injury or illness can cause accidents to the employee, resident or colleague.

You are not permitted on company premises outside normal working hours unless you have been authorised by duty nurse.

Victimisation

Aronel Cottage has zero tolerance on victimisation. Any member of staff who feels they are being victimised should immediately discuss this in confidence with the Registered Manager, Duty Nurse, Office Manager, Housekeeper or a Director. Any member of staff who witnesses victimisation has a duty of care to report this immediately to the Duty Nurse.

Theft

There is zero tolerance with regard to theft of property whether from residents, the Home, visitors or other members of staff. The Directors will not hesitate to inform the Police immediately. Members of staff who are found in possession of stolen property are guilty of gross misconduct and will be instantly dismissed.

Any member of staff who witnesses or is suspicious of the action of a colleague, or visitor should immediately inform the Duty Nurse. Failure to do this will be viewed as a breach of their duty of care and a disciplinary investigation may be started.

Replenishing Supplies

Where employees see supplies (e.g. gloves, liquid soap, paper towels etc) running low, they must replenish these supplies immediately. You may be the person who needs them! Continence items should be replaced with items that have been individually prescribed for the resident.

Staff must not take supplies home and ensure that wastage is kept to a minimum.

Breakages

Aronel Cottage accepts that genuine accidents happen and sometimes items belonging to residents are broken or damaged. We have a no blame policy, when this happens please let the Nurse in charge know immediately, so we can discuss with the family.

Items belonging to the Home which are broken, should be reported immediately to the Duty Nurse and a note made in the maintenance book. They should also be taken out of use and a sign put on them stating that they are broken.

Staff, Visitors and Personal Telephone Calls

You must get permission before you receive visitors during working hours. Relatives / partners / friends meeting members of staff, when they come off duty, should remain outside the premises. Only in exceptional circumstances and with the express permission of the Nurse in charge, may your visitor/s wait in the entrance lobby.

In special circumstances you should seek permission from the Duty Nurse to make outgoing phone calls in cases of emergency.

Mobile Phones

Employees are discouraged from bringing mobile phones to work. Aronel Cottage cannot be responsible for the loss of any phone or valuables.

Employees who do bring mobile phones to work should ensure that they are switched off and left either in their car or the staff cupboard. On no account have them on your person, switched off or otherwise, this will still be regarded as a breach of conduct. Mobile phones should not be left anywhere in the Home, even when switched off i.e., kitchen drawers, laundry room, airing cupboard, office, etc., this is still a breach.

Mobile phones can be used during official breaks, on the express understanding that this is a privilege not a right. Abuse of this undertaking will result in a complete ban for several months. Continued abuse, will implement an indefinite ban by the Directors. It is recommended that the compliant staff police this policy as you do not wish to lose this privilege.

Be assured the Directors will enforce this code of conduct and sanctions will apply.

Other Employment

Should you wish to take on employment with another employer in addition to your work at Aronel Cottage you should first discuss the matter with one of the Directors to agree the tax position and implications for the minimum working time directive. It is not acceptable for staff to swop duties or request days off to suit the operational needs of a second employer.

Sale of Goods

Sale of goods on company premises is not permitted unless authorised by one of the Directors.

Collections

If you wish to carry out collections for charities, for employees, or for outside organisations you must first get the approval of the Directors.

Eating and Drinking

Staff may eat or drink in the reception area, the dining room or outside in the garden during authorised breaks only. Chilled water is kept in the lobby fridge together with squash, tea making facilities etc and is available for staff and visitors. No personal food or drinks are to be kept in the kitchen fridge

Meals on Duty

Day Staff who work for more than 7 continuous hours will be provided with sustenance. Night staff can make a snack from food which the Chef has identified and authorised them to use. Unopened supplies must not be used as these are for our residents.

Smoking

Smoking is at the Director's discretion and only permitted in the one designated area of the courtyard, adjacent to the laundry room.

Voluntary Work

Aronel Cottage wishes to encourage all employees to undertake voluntary work with our residents. If you would like to do this, please discuss this with the Directors so that Aronel Cottage can fully support you and reimburse you for any genuine out of pocket expenses.

Gifts - On no account must gifts be accepted from residents and visitors without the Directors permission.

Witnessing of Legal Documents - No witnessing of legal documents without the Directors consent.

Purchases for Residents

No purchases must be made on behalf of a resident or visitor without the Directors / Registered Managers permission.

Policies and Procedures

All members of staff are required to work to the policies and procedures of the Home. These procedures are to ensure the safety and well-being of our residents, staff and visitors.

The policies and procedures, sample of Written Statements of Employment, Job Description and Specification are available online at www.aronellcottage.co.uk or from the office. These will be explained to you in your induction and any revisions to these policies will be communicated to you by your line manager. You may access these policies at any time by speaking to the Office Manager, Registered Manager or Directors.

Please remember that if you have any queries or are unsure about policies and procedures, you should speak to the Registered Manager or to your line manager – it is never wrong to ask and we believe in supporting our staff so that we can continue to be “the best Nursing Home in Bognor Regis”.

Julian Hitchcock

INDEX

A

Accidents-First Aid	19
Accident Reporting	19
Antenatal	8
Care/Maternity/Paternity/Adoption/Parental	
Appraisal	11

B

Breakages	24
-----------	----

C

Call Bells	17
Care Plans	17
Care & Domestic Staff Uniform	22
Catering Staff Uniform	23
CCTV	21
Changes in Personal Circumstances	10
Collections	25
Communication with Residents	17
Communication – Role: Registered Mgr	16
Communication – Role: Duty Nurse	16
Confidentiality	21
Criminal Conviction	10
Compassionate Leave	8

D

Data Security	22
DBS Barred Lists	15
Disciplinary Procedure	12
Discretionary Bonuses	5

E

Eating and Drinking	25
Expectations of You	5

F

Fire Procedure	19
Footwear	23

G

Gifts	26
Grievance Procedure	14
Grievance & Disciplinary - Overlapping	15
Gross Misconduct	13

H

Hair	23
Hazardous Waste	20
Health & Safety	18
Holidays	6
Holiday Bonus NVQ2	6

I

Induction	5
Infection Control	20

J

Jewellery and Piercings	23
Joining the Company	5

K

Key Workers	17
-------------	----

L

Layoffs and Short-time Working	9
Loans	6
Long-term Absence	7

M

Make Up and Perfume	23
Manual Handling Equipment	19
Meals on Duty	25
Medical/dental Appointments	7
Message from a Relative/Visitor	17
Misconduct	11
Mobile Phones	25

N

Nails	23
Name Badges	23
Non-Uniformed Staff	23
Notice Boards	16
Nurse Uniform	22
Nurses Station	22

O

Organisation Chart Aronel Cottage	4
-----------------------------------	---

Other Employment	25
------------------	----

P - Q

Pensions	6
Personal Conduct	23
Personal Problems	10
Personal Property	22
Personal Protective Equipment	20
Probationary Period	5
Promotion	11
Purchases for Residents	26

R

Redundancy	9
References	10
Replenishing Supplies	24
Residents Refusing Care	20
Return to Work Discussions	8

S

Safeguarding Vulnerable Adults	20
Salary	5
Sale of Goods	25
Security of Premises	21
Shift Swap	8
Short-term Absence	7
Sickness Absence	7
Smoking	26
Staff Visitors & Personal Telephone Calls	24
Statutory Sick Pay	7
Suggestion Scheme	16
Supervision	11

T

Tattoos	23
Team Working	16
Termination of Employment	8
Theft	24
Training and Promotion	10

U

Uniform and Dress Code	22
------------------------	----

V

Victimisation	24
Visitors	21
Voluntary Work	26

W

Watches	23
Whistle Blowing	20
Witnessing of Legal Documents	26
Written Warnings	13
Weekend Hours	5

X - Y - Z

