



# A-Z of Spire

A helpful guide for all Spire employees

# CONTENTS

Introduction	3-4
Accidents	5
Alcohol & Other Drugs	5
Annual leave	5-6
Car drivers	6
Care Quality Commission (CQC)	7
Communication and report writing	7-8
Conduct outside of work	9
Confidentiality	9
Diet	10
Dress Code	10
Driving Up quality	11
Equality & Diversity	11
Expenses	11
Forms	12
Funding	12
Gifts	12-13
Handling other people's money	13
Health action plans (HAP)	13
Health and safety at work	13-14
Homely remedies	14
Hospital Passport	14
ID badges	14
Informed Choice	15
Meals	15-16
Medication Administration Record sheets (MAR)	16
Mental Capacity Act	16-17
Mobile phones at work	17
Office hours	17-18
On call & On Call Guidance	18-19
One Page Profiles	19
Pensions	19
People Planner	19
Personal Details	19
Person Centred Plans & Person centred support	20
Pets	20
Photographic equipment	20-21
PRN medication	21
Probationary period	21

Professional Boundaries	21-22
Risk Assessments	22
Safeguarding	22
Salaries	23
Seeking additional support and information	23-24
Sickness	24-25
Smoking	25
Social networking	25-26
Supervision and appraisal	26
Support plans	26
Timekeeping	27
Training	27-28
Values	28 -29
Visitors	29
Whistleblowing	29
Who's Who at Spire	29
Working hours	30
Zzzzzz	30

# INTRODUCTION

## WELCOME TO SPIRE

Welcome to Spire (Preston) Ltd.

We are a registered charity which has provided high quality, person centred, support to adults with a learning disability in the Preston area since 1999.

Our vision is for local people who have a learning disability to be empowered to live the life they choose and achieve their goals and dreams. We focus on continually building skills and independence from strengths, gifts and talents.

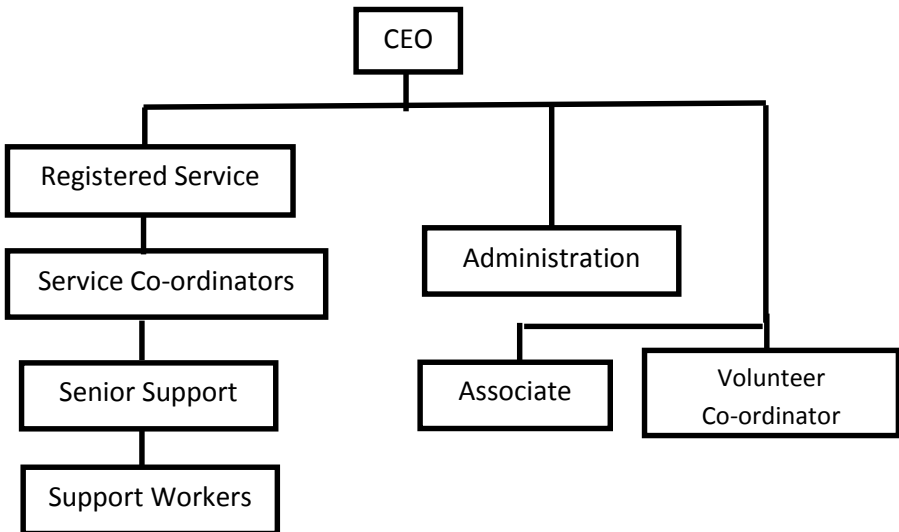
The A to Z of Spire has been prepared to help you settle into your role as comfortably and efficiently as possible and to help as a point of reference throughout your time with us.

## ORGANISATIONAL STRUCTURE

The original Trustees who set up Spire were all parents of people with a Learning Disability. Since then other family members and individuals interested in helping Spire have joined the Trustee Board.

Trustees are responsible in law for the general control and management of Spire. All of them serve as volunteers, and receive no payment for their work.

The Trustees are supported by a team of paid staff led by an Interim Chief Executive and Service Manager. (See structure chart below)



# A

## **ACCIDENTS**

Staff must complete an accident report after any accident (however minor) or a near miss. Accident forms are available at the houses of the people we support or may be downloaded from the internet and returned to the office at the earliest opportunity.

**Other resources:** First Aid at Work Policy 2.2

## **ALCOHOL & OTHER DRUGS**

You are not permitted to drink alcohol or take other drugs, other than those prescribed for you by a Doctor, before or during work. If it is ever suspected you are under the influence of alcohol or other drugs prior to your work commencing you will be sent home from your duties with immediate effect. Similarly if you are working and you suspect someone is under the influence of alcohol or other drugs you must inform on call immediately.

**Other resources:** Alcohol & Smoking at Work Policy 3.14

## **ANNUAL LEAVE**

All staff have a right to annual leave and it's in the best interests of all concerned that all employees take regular breaks. However in order to ensure that the people we support receive a consistent service we have some general guidance around annual leave.

At the beginning of the financial year staff must pre-book at least four weeks of annual leave for the on-coming year. This is to prevent a build-up of staff annual leave towards the end of the year and staff being unable to take their full entitlement. It also allows managers to foresee staffing levels and provide a consistent staff team throughout the

year. Your pre-booked annual leave may be re-scheduled at any time providing 28 days' notice has been given.

Only one staff member from each team may usually be absent at any one time. A second member of staff may be absent at their managers discretion.

At the start of the financial year all annual leave requests must be submitted to your manager before 30<sup>th</sup> April. All requests must be made 28 days before annual leave is to be taken and only when this has been authorised may people book any tickets, holidays etc. Staff may not take any annual leave during the period of December 15<sup>th</sup> to January 2<sup>nd</sup>.

**Other resources:** Annual Leave Policy 2.5

# C

## **CAR DRIVERS**

Before you can use your car for work purposes you are required to have shown us the following:

- A valid MOT certificate.
- A valid driving license (both card and paper parts).
- A valid car insurance document with business insurance.
- A completed approved car user document.

While cars can be extremely useful in your role we ask that all employees consider their car usage carefully, bearing in mind petrol costs and negative effects it can have on a person's independence. Petrol expenses are usually covered by the individual you are supporting, not Spire.

**Other resources:** Usage of Personal Transport Whilst at Work Policy 3.24, using a Tenants Vehicle Whilst at Work Policy 3.25.

## **CQC (CARE QUALITY COMMISSION)**

The Care Quality Commission (CQC) is the regulating body of all care organisations in the UK, including Spire. CQC Inspections can include unannounced visits. At the end of their inspection which will include visiting some of the people we support, inspecting paper work and speaking with staff, trustees and family members, the CQC provide a rating saying how well Spire is doing. <https://www.cqc.org.uk/>

## **COMPLAINTS**

If you wish to make a complaint or submit a formal grievance you can put this in writing to your manager. If the complaint is about your manager, or you feel that it hasn't been dealt with appropriately you can contact the Service Manager. Should you feel that nobody at Spire is taking your complaint seriously you can contact Care Quality Commission (CQC). If your complaint is a safeguarding concern and you feel somebody is being abused you can also contact the Lancashire County Council safeguarding team.

**Other resources:** Complaints Policy 1.9, Grievance Procedure Policy 3.2 Safeguarding Adults Policy 3.6

## **COMMUNICATION & REPORT WRITING**

Communication is paramount to the smooth running of the person centred support provided to each individual. Records are also required as proof to inspecting bodies who regulate the way in which Spire operates. Records kept by Spire reflect the quality of services being provided. It is therefore imperative that records are properly kept for each individual we support.

You are required to ensure that you make time at the beginning of each shift to read all documentation in relation to the person being supported. You must also ensure that you make time at the end of each shift to ensure that all records are completed. Your Project Coordinator will inform you of which documents need to be completed.

All records kept by Spire are legal documents and may be used in a court of Law if required. Good records can give you confidence to defend your actions if necessary.

Your records must be legible, personalised, respectful, accurate, concise, objective, clear, timely, complete, up to date, relevant, signed, dated and acted upon where appropriate.

Your records must not use correction fluids, red pen or pencils, mustn't discuss the content with people who do not have a right to know (see confidentiality policy), use abbreviations or slang/negative comments.

Failure to keep accurate, timely and factual records may result in disciplinary action being taken against you, such is their importance.

You are required to keep the following records on a regular basis:

- Daily diaries; to be completed daily. What have they done, who have they been with, how is their health, have they told you anything relevant, is there anything they would like to be doing in the next few days?
- Health records; have they visited any health professional? Has any appointments been made, has there been a change in health?
- Support plan/risk assessment. These are live documents and should be added to or amended whenever appropriate.
- Accident report forms (for both employee and individual being supported)
- Critical incident forms
- Medication administration records (MAR sheets)
- Financial logs of an individual's money (where appropriate)
- Financial logs of all petty cash money (where appropriate)
- Maintenance report forms
- Health & Safety checks
- Handover reports

For our records you will also need to complete a timesheet on a monthly basis in order to receive payment of wages.

**Other Resources:** Record Keeping Policy 3.7



## **CONDUCT OUTSIDE OF WORK**

A large percentage of your work will be spent in the community. Therefore you as a person may very quickly be associated with Spire by the people you meet on a daily basis. We ask that you also consider this outside of work as by not doing so may have the potential to bring the organisation into disrepute.

## **CONFIDENTIALITY**

In your role at Spire you will play an important part in the life of the people you support, and will therefore be surrounded by sensitive and confidential information. It is incredibly important that this information is kept confidential and shared only on a need to know basis. This means that information is only passed on to people that need to know about it.

Areas where confidentiality can be broken:

- Family members  
Does your family know everything about you and your life? Family members do not have the right to know everything that is going on in somebody's life.
- Staff or other professionals familiar with the person you support  
Information should only be shared with people that have a right to know. It is easy to make the mistake of sharing information with somebody that has suggested they know the individual, but may no longer have a part in their life.
- Training  
Take care with the information you use when giving examples on training courses. The people we support may have been supported elsewhere, access other services or attend different groups where they may be well known to other people in the group.
- The team  
If you suspect abuse is taking place you should not approach your team members if they may be the perpetrator of the abuse. This should be reported to a senior member of staff within the organisation immediately

**Other resources:** Confidentiality Policy 1.11 Safeguarding Policy 3.6

# D

## **DIET**

Within your role at Spire you will be required to promote a healthy diet. It is the role of the support worker to educate and ensure the individual supported is given enough information to allow them to make an informed choice about the food they choose, purchase, prepare, and eat. All people supported by Spire should be involved in their food shop, meal planning and preparation of meals as much as possible.

If you make food with an individual any leftovers belong to them and should be stored safely to be eaten another time. It should not be eaten by the support team.

All support workers who are required to support somebody to prepare food will be given food hygiene training.

**Other Resources:** Nutrition and Diet Policy 3.26 Food Hygiene Policy 5.10

## **DRESS CODE**

We ask that all our employees dress appropriately for their role. Day to day it is generally acceptable to wear casual clothing although staff must always look presentable. Suitable clothing can vary depending on the people you are working with and some general rules are in place to ensure your safety – for example suitable footwear should always be worn (no high heels/platform shoes).

Long or false nails are also not allowed should your work include any level of personal care as this is a common place for germs to gather.

**Other resources:** Dress Code Policy 3.29

## **DRIVING UP QUALITY (DUQ)**

This national code was established in response to the abuse at Winterbourne View, to help ensure it never happens again. Spire has signed up to the code and is committed to an annual action plan to drive up the quality of its services. The DUQ website contains examples of good practice including some from your colleagues here at Spire: <https://www.drivingupquality.org.uk/home>

# E

## **EQUALITY & DIVERSITY**

Spire aims to create an environment in which individual differences and the contributions of all our staff and the people we support are recognised and valued. We ask that all staff share these values and play an active role in making this a reality

**Other resources:** Equality Policy 4.1

## **EXPENSES**

If you use your own transport for work purposes you will be reimbursed for any mileage on a monthly basis direct to your bank account midway through the month. Travel expense sheets must be submitted on a monthly basis in order for your expenses to be reimbursed.

Travel expenses incurred during work hours are invoiced to the individual being supported. When working at more than one project within one day travel expenses incurred between shifts are paid for by Spire.

# F

## **FORMS**

We understand there are a large number of forms you may be required to complete in your role. To help with these we provide a comprehensive induction process, and many of the most used forms are downloadable from our website: [www.spirepreston.org.uk](http://www.spirepreston.org.uk) We encourage you to ask for help and support from more experienced staff, or from you Senior, if in doubt about how to complete any form, as rectifying incorrect or incomplete forms can cost the organisation a lot of time and will often result in the form being sent back to you.

## **FUNDING**

Spire receives an hourly rate to provide an assessed amount of support to an individual. The amount of support is decided by Lancashire County Council, not by Spire. Any additional hours would only be provided in the case of an emergency. Any support provided by the team over the allocated amount needs to be approved by the management team, otherwise it may result in the support worker not being paid for the additional support provided.

# G

## **GIFTS**

Our employees are actively encouraged not to accept gifts from people we support. Exceptions to this may be at Christmas or when people may take offence if you don't

accept their gift. Any gifts given should be reported to your manager and logged in the gift book.

**Other resources:** Acceptance of Gifts in Cash or Kind Policy 3.9

# H

## **HANDLING OTHER PEOPLES MONEY**

You may be required to handle money belonging to the individual you are supporting. In these cases it's imperative that money is logged in and out with receipts kept to ensure it can be traced.

Under no circumstances should money be borrowed from or lent to anybody we support, unless permission has been granted by your manager.

**Other resources:** Handling of Individuals Monies Policy 3.10

## **HEALTH ACTION PLANS (HAP)**

A health action plan may be in place in an individual's file, or occasionally incorporated into an individual's support plan. The HAP identifies an individual's health issues and creates a list of actions of how to combat them.

## **HEALTH & SAFETY AT WORK**

Spire's Interim Chief Executive is the responsible person for health and safety within the organisation. They report back to each trustee board meeting on any accidents or near misses within the organisation.

Each project has a designated person responsible for monitoring health and safety within the workplace and reposting any hazards. Spire employees are expected to follow all health & safety rules set out within the workplace. Staff must ensure that they wear attire appropriate to their role, follow all guidelines set out in risk

assessments and support plans and report any risks or hazards to their line manager. Please refer to the health & safety at work policy for more information.

**Other resources:** Health and Safety Policy 2.1

### **HOMELY REMEDIES (Over the Counter Medication)**

Homely remedies are items of medication for mild to moderate symptoms that can be purchased over the counter, such as paracetamol and throat lozenges. These should be purchased at the pharmacy usually used by the individual. This ensures the pharmacist has access to records of the current prescribed medication for the individual to ensure any issues such as contra-indications (a reaction between medications) will be identified with regards to homely remedies and prescribed medication.

Any homely remedy or over the counter medication must be recorded on an appropriate Medication Administration Record sheet (MAR) which should be obtained from the pharmacist.

**Other resources:** Homely Remedies Policy 3.5, Handling and Administration of Medication Policy 3.3

### **HOSPITAL PASSPORTS**

A hospital passport is a document to assist people with learning disabilities to provide hospital staff with important information about them and their health should they be admitted to hospital. Some of the people you support may have these



### **ID BADGES**

All staff must carry their ID badges on them at all times, as per CQC requirements. However we ask that you keep this in your purse or wallet and not on display. If you do not have an ID badge, it has expired or you would like to change your photo please inform the office immediately.

**Other Resources:** ID Badge Policy 3.18

## **INFORMED CHOICE**

Informed choice is about providing the people we you support with the adequate information for them to be able to make a choice for themselves. This may require seeking information from the internet, researching, or speaking professionals/experts. For example if the person you are supporting wishes to purchase a television you may want to consider which has the best reviews online, how much money the individual wants to spend and how big they want it. You may also wish to speak to an expert about the difference between HD and HD ready. This information can then be passed on to the person you support in a way they will understand.

We also believe that everybody has the right to make what others may consider to be an unwise choice.

**Other resources:** Mental Capacity Act Policy 5.7



## **MEALS**

If working in our supported living teams you may be required to support somebody who'd like to go out for lunch or tea. In these cases you can take the appropriate money from petty cash to purchase your lunch however you will be required to contribute 50% of the meal cost. Please note there is a limit to the cost of the meal you are allowed to purchase. Only your first drink is paid for out of petty cash.

If the person you support wishes to go out for a coffee and also purchases a cake you can also purchase a drink with petty cash money, however if you also want a cake this must be paid for with your own money.

If working on our outreach team Spire will pay some of your food and drink expenses when accompanying a person you are supporting for food. When working on a shift in

the community for longer than four hours Spire will contribute 50% of the cost of food and drink up to a maximum of £5. This should be claimed for using an outreach expenses sheet at the end of each month.

The above is to ensure the relationship between you and the person you support does not draw attention and appear peculiar, which it would should you attend a restaurant and only one person eats.

Please remember that although most people enjoy eating out it can also be very expensive for the people we support.

### **MEDICATION ADMINISTRATION RECORD (MAR) SHEETS**

MAR sheets are used to record the administration of medication to an individual. They are required for anybody that you administer medication to.

Should new or PRN medication be required it must be obtained from the individuals usual pharmacy to ensure a MAR sheet can be obtained.

MAR sheets are not required if the individual you are supporting administers their own medication.

**Other resources:** Handling and Administration of Medication Policy 3.3, Controlled Drugs Policy 3.4, Over the counter medication/Homely Remedies Policy 3.5

### **MENTAL CAPACITY ACT (MCA)**

The MCA is protects the rights of people who are deemed to lack the capacity to make specific decisions. Some people with learning disabilities form a significant part of this group. The first principle of the MCA is that a person is presumed to have capacity unless it is proved otherwise.

Spire is committed to ensuring that the organisation operates at all times in full compliance with the Mental Capacity Act 2005 the accompanying code of practice, and with Deprivation of Liberty Safeguards. All staff will receive training in these areas starting at induction.

In the vast majority of cases decisions or actions taken by persons using our services are taken without any question arising to the mental capacity of the individual



concerned. Spire believes that the onus at all times is on empowering individuals to make their own decisions which enables them to become more independent

**Other resources:** Mental Capacity Policy 5.7

## **MOBILE PHONES AT WORK**

Spire requests that staff do not use their mobile phones for personal use while at work. If you are supporting an individual who has a mobile phone allocated to their team due to it being identified as a necessity in their support plan, your personal mobiles must be placed on silent and put away at all times. If you are supporting someone in the community you are permitted to take your mobile phone with you to ensure that you are contactable at all times.

If you have a potential personal emergency and require your mobile phone to be on you must seek authorisation from your manager to do so. You must not give out the telephone number of the house at which you are working to anybody with regards to a personal issue. Instead you should give them the office or on call number.

Under no circumstances should you give yours or anyone else's personal telephone number to an individual we support. It is also recommended that you do not give your number to the parents of people we support and instead allow them to contact you through the office. This is to prevent you from receiving calls during time off in which you are required to rest and enjoy yourself – not deal with work related issues. It is also to prevent the giving out and spreading of incorrect information.

**Other resources:** Mobile Phones at Work Policy 3.8, Professional Boundaries Policy 3.28



## **OFFICE HOURS**

The office is usually open Monday to Friday 9am-5pm although it is advised to telephone the office beforehand to ensure the person you wish to see is available.

If you require any kind of paperwork you are advised to visit the Spire website or contact the admin worker in their working hours should the required forms not be available online.

## **ON CALL**

Spire operates a 24/7 emergency on call telephone service which is shared between the Spire management team. This should be used for emergencies only, unless otherwise stated in policies and procedures.

## **ON CALL GUIDANCE**

Examples:	Call?	Further guidance/advice
You have come on shift to find a money tin is £5 down.	YES	Although it may be an honest mistake, if any tin is more than £5 up or down then you must ring on call.
A MAR sheet has not been filled in correctly for the previous shift.	YES	Medication errors like this could mean the person you are supporting has not had their medication today and should be reported to on call immediately. Medical advice may be required from a professional.
You have woken at 4am being sick.	WAIT	You should call on call at 8am, or 60 to 90 minutes before your shift if you are due to start before 9am. There is nothing the on call manager could do at 4am.
The washing machine has broken and there's water all over the kitchen.	NO	Locate the water stop clock to stop the water and contact the housing association or landlord to arrange for a repair man to visit as soon as possible. Text or leave a voicemail on your line manager's phone so they're aware of the situation.

You've been put on a training course on a Sunday and you don't know where it is.

NO

It is your responsibility to think ahead and seek directions when a manager is at work to help you.

## **ONE PAGE PROFILE**

A one page document where the person tells us the key things about them self. Each person we support has one of these. It is the best starting point to get a quick overview of their needs and wants likes and dislikes

# P

## **PENSION**

Spire operates a Pension auto enrolment scheme in line with national legislation. Both it and you must contribute to this, starting at 1% of salary in year 1 and rising to 3% of salary from year 3 onwards. Further details are available from your manager.

## **PEOPLE PLANNER**

Is the name of the computer software package used by Spire to record information about the support we provide to people and their needs.

## **PERSONAL DETAILS**

You are responsible for ensuring that your manager is notified immediately of any changes to your personal details such as your name, address, mobile telephone number and email address. It is in your interest to give your manager these updated details as Spire will not be held responsible for an issues arising out of your failure to notify changes in personal details.

You are required to inform the executive committee about any legal charges or penalties made against you whilst employed by Spire. Spire requires you to have a current DBS check and to register for the update service.

### **PERSON CENTRED SUPPORT**

Spire prides itself on its person centred support. Person centred support is individualised support centred on the needs and wants of the individual being supported.

Every effort is made by the organisation to ensure that the people we support are supported by people they like, on the days and times they want, to do the activities they want to do, in the way they want to do them.

The individuals we support may seek our guidance from time to time in order to make a choice or decision. It is our role to provide an informed choice – helping the individual gather all the information they require in order to make a choice that best suits them.

### **PERSON CENTRED PLANS (PCPs)**

Usually completed every twelve months this sets out a person's strengths gifts and skills, relevant people in their life and their dreams and aspirations. PCP's hold all the key information which is pivotal to supporting that individual and sets targets for the staff team to be working to in order to help the person accomplish their own personal development.

### **PETS**

Pets and animals can be extremely beneficial to the people we support, however before you introduce a pet to somebody we support we ask that you gain permission from your manager.

### **PHOTOGRAPHIC EQUIPMENT (INCLUDING MOBILE PHONES)**

Providing they have your permission it is okay for somebody we support to take and keep your photograph. It is not however okay for you to have their photograph –

regardless of having their permission or not, unless in special circumstances where permission has been granted by your manager.

If an individual you support wishes to have a photograph or video taken then they should be encouraged to use their own equipment to do so. If the person you are supporting does not have equipment with them but would like a photograph to be taken support staff must seek authorisation from their manager before taking photographs and videos of the person being supported. The photograph or video can then be passed on to your manager and given to the person in an appropriate format before being deleted from your equipment.

### **POSITIVE RISK TAKING**

There are occasions when somebody we support would like, or needs encouragement, to do something that could be considered to have risks associated with it. We believe that positive risk taking is a necessity in order to increase a person's independence. You will be provided with training about this.

### **PRN MEDICATION**

PRN stands for pro re nata, meaning as needed. For example paracetamol is often taken on a PRN basis, as you may administer only when somebody is in pain. PRN medication still requires a MAR sheet.

**Other resources:** Medication Administration Policy 3.1

### **PROBATIONARY PERIOD**

All new employees are expected to undertake a probationary period of six months at the start of their employment. Within this time you will be shadowing your team members, familiarising yourself with the job role, building relationships with the people you support and undertaking necessary training. Spire holds the right to extend any employees probationary period should it be felt they are not meeting the necessary standard.

### **PROFESSIONAL BOUNDARIES**

Under no circumstances should you give out any details relating to other staff members without their permission - likewise we will not give out your details unless we have your permission. If you are asked any further information about a colleague then you

again re-enforce your professional relationship and pleasantly inform the individual that you're not permitted to discuss any personal information with them.

# R

## **RISK ASSESSMENTS**

You will find various risk assessments in the files of the individuals we support; often one for the person being supported, one for the environment, and one for yourself in relation to the tasks you are to undertake. These identify any potential risks and methods in which to limit this risk. It should also provide some answers to what you should and shouldn't do within your remit as that persons support worker.

**Other resources:** Risk Assessment Policy 2.10

# S

## **SAFEGUARDING**

Safeguarding is everybody's business. If you believe somebody is being abused then you must inform a suitable person immediately. This would normally be your manager or the managing director. However if you believe they may be the abuser then you can contact CQC or the adult safeguarding team at Lancashire County Council. You will be provided with safeguarding training.

**Other resources:** Safeguarding Adults Policy 3.6

## **SALARIES**

Salaries are processed on a monthly basis by our accountants. In order to ensure that you get paid you have a responsibility to ensure that all procedures relating to pay and hours worked are completed as required.

Wages are paid on or around the 28<sup>th</sup> of the month (or the nearest earlier week day) direct into your bank account. A list of pay dates for the year is circulated every twelve months for your reference. Wages in December are paid before Christmas Day.

If you do have any queries regarding your salary you should contact your manager immediately. If your query cannot be resolved by them you can email a payroll query form to [payroll@spirepreston.org.uk](mailto:payroll@spirepreston.org.uk) for us to deal with as soon as possible. Payroll query forms are available to download on our website.

For all tax code and national insurance queries you need to contact the managing director who will liaise with our accountants.

## **SEEKING ADDITIONAL SUPPORT AND INFORMATION**

Spire acknowledges that the job you are undertaking can be stressful. It may also necessitate you making decisions and using your initiative. Your manager will not always be on hand to support you but there are various other people and pieces of paperwork at hand that you can consult to assist you.

All managers have work mobile phones with email access which they can be contacted on if they are not at the office. Please note that calls, texts or emails will not be answered by a manager on their days off. If your manager is unavailable you can contact the office to speak to somebody else, or if in case of an emergency outside of office hours you can call the emergency on call manager.

Each person that you are supporting has a file either at their home or in the office (or both) containing various pieces of paperwork which will give you information surrounding the individual and the way they are to be supported. The files usually

contain a support plan, person centred plan, risk assessments and a health action plan. More about these can be found elsewhere in this document.

In emergencies you are required to contact the on call manager. This is shared between the managers at Spire. Please do not be afraid to use this number in cases of emergency. Similarly do not use it for non-emergencies as it is quite possible you could block up the line with a non-urgent call, delaying a response to an emergency.

At each supported living property you will find a set of all policies and procedures. These are also available in the office. You are required to read these regularly to ensure you are familiar with them. There is also a communication book at projects where required which you may use to communicate with your team. Spire discourages staff members from calling team members with work related enquiries while they aren't at work.

**Other resources:** Emergency on call Policy 3.1

## **SICKNESS**

On the rare occasion that you may have to report in sick for work you are required to call the on-call manager. Text messages or calls from partners/family members will not be accepted.

When ringing in sick you are required to give as much notice as possible. However we ask that staff do not ring in sick before 8am as the on call manager will not be able to contact anybody to provide cover at that time. An exception to this would be if you're already on shift (on a sleepover, for example) or your shift starts before 9am, in which case you're asked to provide at least 60 minutes' notice to allow the on call manager time to wake up, shower and travel to the required destination.

In all cases it is the responsibility of the person ringing in sick to inform the on call manager of a date they intend to return to work as soon as they know they are well enough to return.

All staff sickness is monitored and action is taken where members of staff are considered to have unacceptable levels of sickness. Persistent sickness has a hugely



detrimental effect on the quality of support that's provided and is not fair on the rest of the team.

A return to work interview is held between an employee and manager after each episode of sickness. For any period of sickness between three and five days a self-certification form is required to be completed. For any period of sickness over five days a doctor's note will be required.

**Other resources:** Attendance Policy 2.4, Unauthorised Absence Policy 2.16, Absence and Capability Review Policy 3.23

## **SMOKING**

You are not permitted to smoke on work premises or in the homes of the people we support. If you are working more than a four hour shift you are permitted to have a discretionary cigarette break providing that it is not placing the person being supported at risk and it occurs in the designated smoking area for that specific project. It is the staff members responsibility to ensure that they familiarise themselves with the designated smoking area for each project.

**Other resources:** Alcohol & Smoking at Work Policy 3.14

## **SOCIAL NETWORKING**

You should not under any circumstance give yours or another staff member's social network details to somebody that we support, their friends or family members. If you are asked for your social network details (such as Facebook) then you should tell the person you're supporting with that you do have an account (unless of course you don't) however inform them that you are not permitted to give out your details as it is deemed inappropriate due to your professional relationship with them. It is important that we are always honest with the people we support and should be promoting our professional relationship at the same time.

It is best practise that any public profile that has the purpose of being public (such as YouTube, Instagram or Twitter) should either be anonymous or be used only to show content that is considered to be professional.

**Other resources:** Usage of Email and Internet at Work Policy 3.15, Professional Boundaries Policy 3.28

## **SUPERVISION & APPRAISAL**

As part of your role you will be required to undertake regular supervisions with your manager. Supervisions are meetings between you and your manager to discuss you and your role, providing you with a chance to off load or discuss elements of your work where you might want further guidance. You are required to attend all supervisions arranged by your manager. You will be offered regular supervision, the precise details will depend on the nature of your work. Support worker supervision will also include occasional observed supervisions at a project. Your manager will inform you when your supervisions will take place and all supervision records are held at the office.

An annual appraisal system has also recently been introduced and this will build on supervision to take an annual look at your overall performance, your training needs and your career development.

## **SUPPORT PLANS**

Sometimes referred to as a care plan, this sets out the individuals assessed needs and the procedure in which *they* want the care to be delivered. It highlights what the person can and cannot do for themselves and how *they* wish to be supported with the tasks they cannot fulfil.

This is a live document that can be changed as and when required. Feel free to make changes to these plans at your workplace if a person's support needs or preferences have changed.

# T

## **TIMEKEEPING**

Timekeeping plays a major part in everyone's roles at Spire. It is important that all employees are on time for the following reasons:

- It is important to our employees that they are able to finish their shift at the time specified on their rota.
- Regular lateness has a damaging effect on Spire's reputation and could result in a loss of future support.
- Poor timekeeping while at work could result in additional support hours being required, which may not be funded and therefore may not be paid to the member of staff who is late.

## **TRAINING**

As an employer we want to ensure that all our employees are competent, skilled, professional workers. In order to do this we have to ensure that they all have a comprehensive induction at work.

Basic induction will include as minimum:

- Your responsibilities
- Spire's values
- Delivering person centred services
- Professional boundaries
- Data handling & communication
- Safeguarding of adults
- Policies & procedures
- First Aid
- Infection Control

- Health & Safety
- Communication & Report Writing
- Diet & Nutrition
- Mental Capacity

Depending on the needs of the individual you are working with you may also be requested to complete training specific to your workplace, which may include courses such as food hygiene, epilepsy, administration of medication, sexuality & relationships training, challenging behaviour, physical Intervention etc.

Under new standards employees who do not have a nationally recognised qualification such as an NVQ or diploma in health and social care will be required to undertake the Care Certificate. This is a portable nationally recognised qualification in care.

All employees are paid for the time spent on training courses and the cost of the course is covered by the organisation, however if you do not attend a training course that has been arranged for you will be liable for the costs of the training.

Your feedback is imperative to ensuring we're providing the best training available to our employees. Therefore in order to receive payment for training you have attended we ask that you complete a training evaluation form and submit this to us by the 4<sup>th</sup> of each month.



## **VALUES**

Spire's vision is for local people who have a learning disability to be empowered to live the life they choose and achieve their goals and dreams. From this vision flow our values:

- Dedicated individualised high quality support

- Enthusiastic and motivated with positive attitudes
- Promoting people's strengths and creativity
- Always ready and willing to listen and learn
- Demonstrating respect for everyone
- We will never compromise our integrity

It is vital that you share these values if you are to be effective in your work and we see the values as more important than previous experience

## **VISITORS**

Please remember whilst at work that you are a visitor in that person's home, and should behave in such a way. This includes knocking and waiting before entering rooms, treating other visitors with respect at all times, not using the individuals electricity to charge your mobile phone, not using their belongings (i.e.: recording programs on Sky+, accessing their Wi-Fi) etc.

**Other resources:** Visitors Policy 3.12



## **WHISTLEBLOWING**

Whistleblowing is the reporting of abuse. Should you be required to report abuse we will work with you to ensure you cannot be identified throughout as best we can, however this may not always be possible.

**Other resources:** Whistleblowing Policy 3.7

## **WHO'S WHO AT SPIRE?**

We have produced a simple 2 page A4 sheet with pictures to show you who's who amongst the office and senior support workers at Spire. This will be given to all new staff as part of their induction.

## **WORKING HOURS**

You will receive a rota on a monthly basis, approximately two weeks in advance. It is your responsibility to ensure that you attend punctually for work and follow all timekeeping and absence procedures.

Spire encourages all appointments to be made outside of normal working hours. If this cannot be done and you require time off please inform your manager. You may be required to provide your manager with an appointment card to evidence the need for time off.

Persistent lateness, high levels of absence or unauthorised absence are taken very seriously due to the nature of our work and their inconsistencies with our ethics of providing a high quality service, and are not on fair on either the people we support or your team.

# **Z**

## **ZZZZZZZ**

If working on one our supported living teams it's likely you will be asked to do a sleepover shift. Sleepovers are required in case of support being required overnight.

Bedding is provided for all staff although some support workers like to bring their own. You are expected to change the bedding over either for yourself later that night, or for the next person the following day.