



Staff Handbook

A Introduction

Your Staff Handbook and You

This staff handbook is designed to help explain your responsibilities and benefits as a member of staff of Pallottine Missionary Sisters. It is for your personal use whilst employed by the Charity and will help you to become familiar with our organisation.

The staff handbook is by no means a static document. From time to time there will be changes and revisions to the text. It is your responsibility to ensure you familiarise yourself with any changes and updates when notified.

If you would like help in translating any of this information or would like a copy of this publication in Hard copy or large print, please contact the Manager.



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A Introduction

Acknowledgement

As an employee of Pallottine Missionary Sisters you are required to read, understand and agree to abide by the Pallottine Missionary Sisters' guidelines, as stated in this staff handbook and this is applicable to all members of staff.

The Charity reserves the right to make changes to policies and procedures as necessary and as we continue to adapt these you will be informed of revisions to the handbook. However, the Charity cannot assume responsibility for the up-dating of any personal copies of the staff handbook.

In the case of a difference between what is stated in the staff handbook and the Charity's policies, procedures or points of law, the latter will govern.

If you have any other queries regarding Pallottine Missionary Sisters or should you require any further information, or wish to express your views or concerns, then the following options are available to you:

- Talk to your manager
- Access the web site

B Mission Statement

Pallottine Missionary Sisters – English Province

We acknowledge that people are individually created in the image of god, from whom they receive their unique dignity.

In our communities, we support each other and respect our various gifts and talents.

Our Relationship is marked by love and acceptance of each other.

We stand up for justice, peace and God's Creation.

Hospitality is one of our cherished traditions.

In solidarity with the poor, we maintain a simple life style. We respect their dignity and uphold their right to quality service. In this, we collaborate with others.

With an open mind, we adapt to the needs of the time. Our Pallottine charism is expressed through our 'Union of the Catholic Apostolate'

Our example of hopefulness and trust in God is a sign of hope in today's world.



C History of our Care Homes

Park Mount Care Home - Delivering Care since 1984

Park Mount Care Home is situated in beautiful grounds, it is purpose built and was opened on the 7th December 1984. The site had been the charitable bequest of the late William Goldman, whose portrait can be found hanging in the main dining room.

Keele Crescent Respite Care Home since 2018

In response to a need for respite care for the elderly in the area the trustees decided they would refurbish our property in Keele Crescent, the works started in 2017, and on 11th May 2018 saw us open our first dedicated service to respite care for the elderly.

Keele Crescent shares the mission statement and values with it's blue print Park Mount Care Home.

For further information of the history of Pallottine Missionary Sisters please visit our website www.pallottinemissionarysisters.co.uk

D General Social Care Council - Codes of Conduct

Codes of Practice for Employers of Social Care Workers

Introduction

This document contains agreed codes of practice for social care workers and employers of social care workers, describing the standards of conduct and practice within which they should work. This introduction, which is also reproduced in the Code of Practice for Social Care Workers, is intended to help you understand what the codes are for and what they will mean to you as a social care worker, employer, client or member of the public.

The General Social Care Council began its work on 1 October 2001, at the same time as the Northern Ireland Social Care Council, the Scottish Social Services Council, and the Care Council for Wales. The Councils have a duty to develop codes of practice and have worked together in developing these codes as part of their contribution to raising standards in social care services.

The two codes for workers and employers are presented together in this document, because they are complementary and mirror the joint responsibilities of employers and workers in ensuring high standards.



What Are the Codes?

The Code of Practice for Employers of Social Care Workers sets down the responsibilities of employers in the regulation of social care workers. This is the first time that such standards have been set out at national level. The code requires that employers adhere to the standards set out in their code, support social care workers in meeting their code and take appropriate action when workers do not meet expected standards of conduct.

The Code of Practice for Social Care Workers is a list of statements that describe the standards of professional conduct and practice required of social care workers as they go about their daily work.

Again, this is the first time that standards have been set in this way at national level, although many employers have similar standards in place at local level. The intention is to confirm the standards required in social care and ensure that workers know what standards of conduct employers, colleagues, the Residents, carers and the public expect of them.

The codes are intended to reflect existing good practice and it is anticipated that workers and employers will recognise in the codes, the shared standards to which they already aspire. The Councils will promote these standards through making the codes widely available.

How Will the Codes Be Used?

The codes are a key step in the introduction of a system of regulation for social care in the four countries of the UK. The Councils are responsible for the registration of those working in social care.

The register will be a public record, showing those registered have met the requirements for entry onto the register and have agreed to abide by the standards set out in the Code of Practice for Social Care Workers. The Councils will take account of the standards set in the Code of Practice for Social Care Workers in considering issues of misconduct and decisions as to whether a registered worker should remain on the register.

What Will the Codes Mean to You?

As a social care worker, you will have criteria to guide your practice and be clear about what standards of conduct you are expected to meet. You are encouraged to use the codes to examine your own practice and to look for areas in which you can improve. As a social care employer, you will know what part you are expected to play in the regulation of the workforce and the support of high quality social care. You are encouraged to review your own standards of practice and policies in the light of the standards set in the code.

As a resident of the home or member of the public, the codes will help you understand how a social care worker should behave towards you and how employers should support social care workers to do their jobs well.



Code of Practice for Employers of Social Care Workers

The purpose of this code is to set down the responsibilities of employers in regulating social care workers. The purpose of workforce regulation is to protect and promote the interests of the resident of our Care Services and the carers. The code is intended to complement, rather than replace or duplicate, existing employers' policies and it forms part of the wider package of legislation, requirements and guidance that relate to the employment of staff. Employers are responsible for making sure that they meet the standards set out in this code, provide high quality services and promote public trust and confidence in social care services.

Status

The National Care Standards Commission and the Social Services Inspectorate will take this code into account in their enforcement of care standards.

To meet their responsibilities in relation to regulating the social care workforce, social care employers must:

- make sure people are suitable to enter the workforce and understand their roles and responsibilities.
- have written policies and procedures in place to enable social care workers to meet the General Social Care Council (GSCC) Code of Practice for Social Care Workers.
- provide training and development opportunities to enable social care workers to strengthen and develop their skills and knowledge.
- put in place and implement written policies and procedures to deal with dangerous, discriminatory or exploitative behaviour and practice.
- promote the GSCC's codes of practice to social care workers, and the residents of our Care Services and carers and co-operate with the GSCC's proceedings.

As a social care employer, you must make sure people are suitable to enter the social care workforce and understand their roles and responsibilities.

This includes:

- using rigorous and thorough recruitment and selection processes focused on making sure that only people who have the appropriate knowledge and skills, and who are suitable to provide social care, are allowed to enter your workforce.
- checking criminal records, relevant registers and indexes and assessing whether people are capable of carrying out the duties of the job they have been selected for, before confirming appointments.



- seeking and providing reliable references.
- giving members of staff clear information about their roles and responsibilities, relevant legislation and the organisational policies and procedures they must follow in their work.
- managing the performance of members of staff and the Charity to ensure high quality services and care.

As a social care employer, you must have written policies and procedures in place to enable social care workers to meet the GSCC's Code of Practice for Social Care Workers.

This includes:

- implementing and monitoring written policies on: confidentiality, equal opportunities, risk assessment, substance abuse, record keeping, and the acceptance of money or personal gifts from the residents of our Care Services or carers.
- effectively managing and supervising members of staff to support effective practice and good conduct and supporting members of staff to address deficiencies in their performance.
- having systems in place to enable social care workers to report inadequate resources or operational difficulties that might impede the delivery of safe care and working with them and relevant authorities to address those issues.
- supporting social care workers to meet the GSCC's Code of Practice for Social Care Workers and not requiring them to do anything that would put their compliance with that code at risk.

As a social care employer, you must provide training and development opportunities to enable social care workers to strengthen and develop their skills and knowledge.

This includes:

- providing induction, training and development opportunities to help social care workers do their job effectively and prepare for new and changing roles and responsibilities.
- contributing to the provision of social care and social work education and training, including effective workplace assessment and practice learning.
- supporting members of staff in posts subject to registration to meet the GSCC's eligibility criteria for registration and its requirements for continuing professional development.



- responding appropriately to social care workers who seek assistance, because they do not feel able or adequately prepared to carry out any aspects of their work.

As a social care employer, you must put into place and implement written policies and procedures to deal with dangerous, discriminatory or exploitative behaviour and practice.

This includes:

- making it clear to social care workers that bullying, harassment or any form of unjustifiable discrimination is not acceptable and taking action to deal with such behaviour.
- establishing and promoting procedures for social care workers to report dangerous, discriminatory, abusive or exploitative behaviour and practice and dealing with these reports promptly, effectively and openly. Making it clear to social care workers, the resident of the Care Home and carers that violence, threats or abuse to members of staff are not acceptable and having clear policies and procedures for minimizing the risk of violence and managing violent incidents.
- supporting social care workers who experience trauma or violence in their work.
- putting in place and implementing written policies and procedures that promote staff welfare and equal opportunities for workers.
- while ensuring that the care and safety of the resident of the Care Home is your priority, providing appropriate assistance to social care workers whose work is affected by ill health or dependency on drugs and alcohol, and giving clear guidance about any limits on their work while they are receiving treatment.

As a social care employer, you must promote the GSCC's codes of practice to social care workers, the residents of our Care Services and carers and co-operate with the GSCC's proceedings.

This includes:

- informing social care workers about this code and your responsibility to comply with it.
- Informing social care workers about the GSCC's Code of Practice for Social Care Workers and their personal responsibility to meet that code.
- making the resident of the Care Home and carers aware of this code and the Code of Practice for Social Care Workers and informing them about how to raise issues through your policies and, if necessary, contact the GSCC in relation to the codes.



- taking account of the GSCC's Code of Practice for Social Care Workers in making any decision that relates to the conduct of workers.
- informing the GSCC about any misconduct by registered social care workers that might call into question their registration and inform the worker involved that a report has been made to the GSCC.
- co-operating with GSCC investigations and hearings and responding appropriately to the findings and decisions of the GSCC.

Code of Practice for Social Care Workers

The purpose of this code is to set out the conduct that is expected of social care workers and to inform the residents of our Care Services and the public about the standards of conduct they can expect from social care workers. It forms part of the wider package of legislation, practice standards and employers' policies and procedures that social care workers must meet. Social care workers are responsible for making sure that their conduct does not fall below the standards set out in this code and that no action or omission on their part harms the well-being of the resident of the home.

Status

The General Social Care Council expects social care workers to meet this code and may take action if registered workers fail to do so.

Employers of social care workers are required to take account of this code in making any decisions about the conduct of their members of staff.

Social care workers must:

- protect the rights and promote the interests of the resident of the Care Home and carers.
- strive to establish and maintain the trust and confidence of the residents of our Care Services and carers.
- promote the independence of the residents of our Care Services while protecting them as far as possible from danger or harm.
- respect the rights of the residents of our Care Services whilst seeking to ensure that their behaviour does not harm themselves or other people.
- uphold public trust and confidence in social care services.
- be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.



As a social care worker, you must protect the rights and promote the interests of the residents of our services and carers.

This includes:

- treating each person as an individual.
- respecting and, where appropriate, promoting the individual views and wishes of both the residents of our services and carers.
- supporting the resident's rights to control their lives and make informed choices about the services they receive.
- respecting and maintaining the dignity and privacy of the residents
- promoting equal opportunities for the residents of our services and carers.
- respecting diversity and different cultures and values.

As a social care worker, you must strive to establish and maintain the trust and confidence of the residents of our services and carers.

This includes:

- being honest and trustworthy.
- communicating in an appropriate, open, accurate and straightforward way.
- respecting confidential information and clearly explaining agency policies about confidentiality to the residents of our care services and carers.
- being reliable and dependable.
- honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why to the residents of our care services and carers.
- declaring issues that might create conflicts of interest and making sure that they do not influence your judgement or practice.
- adhering to policies and procedures about accepting gifts and money from the residents of our care services and carers.



As a social care worker, you must promote the independence of the resident of our Care Services while protecting them as far as possible from danger or harm.

This includes:

- promoting the independence of the residents of our care services and assisting them to understand and exercise their rights.
- using established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice.
- following practice and procedures designed to keep you and other people safe from violent and abusive behaviour at work.
- bringing to the attention of your employer or the appropriate authority resource or operational difficulties that might get in the way of the delivery of safe care.
- informing your employer or an appropriate authority where the practice of colleagues may be unsafe or adversely affecting standards of care.
- complying with employers' health and safety policies, including those relating to substance abuse.
- helping the residents of our care services and carers to make complaints, taking complaints seriously and responding to them or passing them to the appropriate person. Recognising and using responsibly the power that comes from your work with the residents of our care services and carers.

As a social care worker, you must respect the rights of the resident of our care services while seeking to ensure that their behaviour does not harm themselves or other people.

This includes:

- recognising that the residents of our care services have the right to take risks and helping them to identify and manage potential and actual risks to themselves and others.
- following risk assessment policies and procedures to assess whether the behaviour of the residents of our care services presents a risk of harm to themselves or others.
- taking necessary steps to minimise the risks of the residents of our care services from doing actual or potential harm to themselves or other people.
- ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.



As a social care worker, you must uphold public trust and confidence in social care services.

In particular you must not:

- abuse, neglect or harm the residents, carers or colleagues.
- exploit the residents, carers or colleagues in any way.
- abuse the trust of the residents of our care services and carers or the access you have to personal information about them or to their property, home or workplace.
- form inappropriate personal relationships with the residents of the home.
- discriminate unlawfully or unjustifiably against the residents of the services, carers or colleagues.
- condone any unlawful or unjustifiable discrimination by the residents of the homes, carers or colleagues.
- put yourself or other people at unnecessary risk.
- behave in a way, in work or outside work, which would call into question your suitability to work in social care services.

As a social care worker, you must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.

This includes:

- meeting relevant standards of practice and working in a lawful, safe and effective way.
- maintaining clear and accurate records as required by procedures established for your work.
- informing your employer or the appropriate authority about any personal difficulties that might affect your ability to do your job competently and safely.
- seeking assistance from your employer or the appropriate authority if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter.
- working openly and co-operatively with colleagues and treating them with respect.
- recognising that you remain responsible for the work that you have delegated to other workers.



- recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them.
- undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others.

E Residents of our Care Homes

It is Pallottine Missionary Sisters' commitment to ensure services consistently meet the agreed requirements and needs of each resident and that these encompass the basic care principles of privacy, dignity, choice, independence and fulfilment. These are defined in the following way:

Rights:

The maintenance of all entitlements associated with citizenship in accordance with the Human Rights Convention.

Choice: Opportunity to select independently from a range of different options.

Privacy:

The right to be alone or undisturbed and free from intrusion or public attention in relation to individuals and their affairs.

Fulfilment:

The realisation of personal aspirations and abilities in all aspects of daily life.

Independence:

Opportunities to think and act without reference to another person, including a willingness to incur a degree of calculated risk and accept responsibility for actions.

Dignity:

Recognition of the intrinsic value of people, regardless of circumstance, in respecting their uniqueness and their individual personal needs.

Care Plan

Pallottine Missionary Sisters is committed to providing each individual who lives in any of our homes with holistic support of the highest quality, which meets their needs. To this end, the Charity has a system of personal planning (individual life planning), which gives the resident as much control as possible over the planning of their care.

The plans ensure continuity of support and allow the Charity to monitor the quality of the service provided.



Care Assistants, management, family and representatives to co-ordinate these plans with the residents and ensure that the plan is sensitive, flexible and holistic, involving the individual and all those who are important in their life.

‘Knock and Wait’ Policy

Pallottine Missionary Sisters operates a ‘knock and wait’ policy and should be respected at all times except where there is a risk to peoples’ health, safety and welfare.

Handling Money

All members of staff should make themselves aware of the procedures in relation to the handling of Pallottine Missionary Sisters’ money and the financial affairs of the residents. Further information is available from the financial policy and procedures manual and your line manager.

Complaints

Pallottine Missionary Sisters is committed to ensuring that the Residents, their carers and advocates have access to the complaints procedure and understand their right to complain. It is the responsibility of all members of staff to ensure accessibility to the complaints procedure.

Care Practices

Pallottine Missionary Sisters is committed to ensuring that, where people require support from members of staff with personal care, it is based on the needs of each individual, as identified in their Care Plan, and is performed with due regard to safeguarding the privacy, dignity and respect of an individual. The General Social Care Council’s Code of Conduct must always be followed.

Abuse

All members of staff who suspect or receive a complaint regarding abuse from a resident must report their concerns immediately to their manager.

Consultation and Participation

All residents must be consulted on and encouraged to participate in all aspects of the service that affect their lives.

Reporting and Recording Information

Members of staff must ensure that all information relating to the residents of our care services are kept up-to-date and accurate. All the residents must have access to their records and be given the opportunity to help maintain them. Records must be maintained in accordance with the General Data Protection Act and other statutory requirements.



Use of Telephones

Except in cases of emergency, members of staff of Pallottine Missionary Sisters are strictly forbidden to use the telephone all mobiles must be switched off whilst on duty. All personal telephones should be locked away securely at the start of each shift.

Signing of Legal Documents

No members of staff may act as signatory on any legal documentation that relates to the resident. All such matters must be referred to the manager.

Personal Possessions

Under no circumstances shall a member of staff borrow or lend the personal possessions of a Resident. No member of staff shall sell to or purchase anything from the residents of our homes or their representatives.

Medication

Pallottine Missionary Sisters will liaise with the residents of the care services regarding any administration of prescribed medication. Medication will be administered in accordance with the medical practitioner's prescribed dosage and will follow the Charity's drug administration procedure.

Anything other than prescribed medication will not be administered by the Charity. Failure to follow the drug administration procedure may result in disciplinary action.

Carrying-out and Prioritising Tasks

Members of staff must at all times follow the instructions for carrying-out tasks recorded in the Care Plan. Where a change to the agreed plan is necessary/requested by the Resident, the member of staff must record the change:

- if there is a temporary change, record it in the daily diary and ensure a Senior Member of staff is informed
- if a longer-term change, the member of staff must arrange a Care Plan Review Meeting. Members of staff must ensure that they consult the updates on the Care docs system at the earliest opportunity when on shift and keep in touch with colleagues and their manager during the shift, on a regular basis.

Handover

Management of the home will carry out a handover at the start of each shift. All staff must attend the handover, listen to the information shared and follow the guidelines and instructions given by the Manager throughout their shift.



F Information Technology, Communication and Involvement

IT Related Policies

To ensure data security and acceptable use of the Charity's equipment and systems, the Charity works to an IT related policy. The policy is available to read on the website or a hard copy can be obtained from the administration office and includes the following; -

Information Systems Security and Acceptable Computer Usage

Data Protection

The Use of Removable Media (flash drives, CDs, DVDs, etc.)

Electronic Communications and Privacy (Internet access, e-mail, webmail, landline and mobile telephony)

All IT users should ensure they are familiar with the Policy

Disciplinary Action

Where the IT related policies are not adhered to, the Charity's disciplinary procedures may be followed.

Newsletters

The Charity produces the Pallottine Paper a regular newsletter which are available to staff via the website or hard copies kept in reception. Any staff wishing to add an article to the newsletter are welcome to pass any information to the Manager

Notice Boards

As part of the Charity's communication system, you will observe that there are notice boards throughout the homes, which are kept up-to-date with statutory notices, announcements of briefings, meetings, job opportunities, training and development events, and you must familiarise yourself with them.

Procedures Manuals

There are copies of all Procedures kept in the Manager's / Administration Office

Human Resource Procedures

Financial Procedures

Operational Procedures



Health and Safety Procedures

Amending Procedures

Members of staff may bring forward suggestions to change a Policy to the Manager by completing a suggestion form.

Staff Representatives

Staff Representatives Support Group

The staff representatives support group provides a means of consultation on appropriate matters raised by members of staff on terms and conditions of employment and staff issues. Staff representatives are nominated by ballot and elected. They attend meetings in which management communicate changes and consult with staff representatives. The Charity does not recognise trade unions for collective bargaining purposes. However, staff representatives may accompany members of staff to meetings for the purposes of:

- Discipline
- Grievance
- Redundancy
- Long-term ill-health/capability

The name and telephone number of your staff representative will be displayed on the notice board in your workplace. Individual members of staff, who are members of a trade union, can be accompanied to the above meetings by their trade union representative.

Health and Safety Officer

The health and safety officer of the care services provides a means of consultation on appropriate matters raised by management or staff on health, safety and welfare issues. The aim of the role is to communicate, monitor and review the health and safety policy of the Charity and related procedures to ensure a safe and healthy working environment for all people connected with the Charity.

G Commencement of Employment

Induction to the Workplace

The Charity seeks to promote the induction and the integration of all new members of staff and volunteers. Induction is regarded as essential to enable individuals to broaden and extend the knowledge and skills necessary to fulfil their responsibilities. To help people settle quickly into their new role and environment, they will spend some time on induction. All members of staff will commence their induction on the first day, when they will be introduced to the home and meet their colleagues. The manager will ensure completion of the induction checklist. They will be shown procedures and work practices, which will enable them to gain confidence in their role and within their team.



Identification Badge

On the first day arrangements will be made for the member of staff to be issued with an ID badge. It will show the member of staff's photograph, name and job title this badge must be worn at all times during working hours and it must be visible to colleagues, resident 's of our Care Services and visitors. Should a member of staff lose their ID badge, they must contact their manager as soon as possible. The badge will be used to scan the machine in Reception as a means to signing into the Home. The badge must be scanned into the Machine on entry and exit to the Home. When starting and finishing work, leaving and when leaving for any other purpose. Failure to do so will result in a breach of Health & Safety and may lead to disciplinary action.

Probationary Period

A minimum three-month probationary period will apply. This period allows the manager to assess the member of staff's performance and conduct and gives the member of staff an opportunity to decide whether they are suited to the role. A probationary review will take place to confirm ongoing suitability.

During the probationary period, or any extension of this period, the Charity can terminate employment with one week's notice following a formal meeting where the member of staff will be given the right to be accompanied. Alternatively, the Charity may give contractual notice in writing to terminate their employment to allow time to re-recruit into the position. During the first two years of employment there is no recourse to the disciplinary procedure. This does not affect the member of staff's statutory rights.

Training and Development

Introduction

As a Care Provider there are mandatory training courses which all staff must attend on a yearly basis. All staff will be assigned to a course by the Manager and given sufficient notice. Failure to attend the mandatory courses would result in not being compliant to carry out duties within the home.

The Charity actively supports all forms of development and learning for everybody in line with our equal opportunities policy. The Charity aims to provide appropriate development for every member of staff through consultation with the manager and individual. The Charity enhances the equality of opportunity for all by ensuring the access to training opportunities. Overall the Charity strives to develop an ethos of lifelong learning amongst all members of staff. The Charity will meet the costs of any agreed course and legitimate expenses incurred in connection with the training course and will also consider requests for financial assistance and paid study leave from a member of staff who wishes to undertake a training course, often in their own time. All external training must be applied for through the relevant administrative systems, with your line manager. Training applications must be approved at senior manager level, or above, before any commitments are made. All training should be in line with the needs of the Charity and to enhance development as per a member of staff's appraisal objectives.

The Charity will consider training requests provided that the course is related to the work the staff member currently undertakes and is likely to significantly improve their ability to carry out



that work. If financial assistance is given, then the member of staff is expected to complete the course otherwise the Charity would look for reimbursement. If a member of staff leaves the Charity during the course or a stipulated period after the course the individual must reimburse the Charity for the cost incurred. A training costs agreement should be authorised prior to commencement of the training.

The Charity has always depended on the skills and knowledge of its members of staff. We are committed to attracting and retaining high quality people and developing skills to keep them up-to-date.

Our training and development policy aim to ensure that:

- the identification and implementation of learning and development takes place.the funding of
- learning and development is in line with policy.
- learning and development are fully evaluated.
- compliance with statutory obligations occurs and for this reason, members of staff are responsible for attendance at training events. Failure to attend without good reason could result in the disciplinary action.

Whilst staff attend any course they are expected to act professionally at all times

Education/Training Courses - Time Off

Members of staff who are required to attend courses will be paid their basic salary. Part-time members of staff who are required to attend courses may be eligible to an excess hour's payment up to the maximum fulltime hours for the grade, calculated daily or time off in lieu. This does not include travelling time, unless it is more than 'normal' travelling time.

Evaluation

Evaluation of training is very important, and the Charity needs to ensure that:

- the course achieved its objectives.
- you have benefited in terms of knowledge and skills acquired.
- you discuss with your manager how you can use what you have learnt in the workplace and monitor that the course has been beneficial to the improvement of the home.
- the training providers were effective in the delivery of the training and the venue for training was suitable.

Appraisal and Supervision

The Charity follows a process of supervision and appraisal, which is non-discriminatory and aims to empower members of staff within the workplace. This prepares them to meet the challenges of the future so that they can constantly improve the way in which they carry out the specific role entrusted to them.



Appraisal

All members of staff will have an appraisal meeting with their line manager on an annual basis. The appraisal system facilitates a genuine two-way exchange of views between manager and member of staff, which is used to review previous performance and look at ways of improving future performance. They are also used to help identify the skills and knowledge members of staff need to meet work objectives, offer support, provide a problem-solving mechanism, discuss the individual's approach to work. Through continuous improvement of an individual's performance, it is recognised that higher standards of care/work will be achieved, which will ultimately improve the quality of the lives of the residents.

An appraisal meeting will:

- ask you to review your own performance.
- ask for honest feedback and ways you believe the service can be improved.
- look at the skills, knowledge, abilities and behaviour required to do the best job possible.
- review the previous year's objectives and set new ones for the next year.
- review your annual personal development plan.

The appraisal meeting is supplemented by regular supervision meetings with your line manager.

Supervision

Supervision ensures that members of staff are provided with a professional support system in their work, to give an effective service to the residents. Supervision takes place regularly. The supervision system facilitates a genuine two-way exchange of views. Objectives for the individual within their work function are identified and agreed upon. Each member of staff is given the opportunity to review their skills and development, working practices, attitudes and values and managerial and personal support needs on an on-going basis.

Supervision meetings shall be used to discuss the following (not an exhaustive list):

- general job performance and attitude (progress/complaints/issues/job role)
- standards set and agreed
- communication and team working ideas and concerns
- ideas for improvements to services/quality of work
- review and set work objectives
- review training activities and evaluate the impact of these on the individual's performance or attitude



H Key Employment Policies

Grievance

Policy

Pallottine Missionary Sisters recognise the importance of establishing a procedure under which the member of staff is free to express employment related concerns. This process should encourage open and honest discussions between all parties involved in a safe, confidential environment with the objective of reaching a satisfactory outcome.

Scope

The purpose of this procedure is to provide a fair and consistent framework for the treatment of all grievances. This enables the individual member of staff to raise issues about their work, management, fellow workers or others matters that affect them. For example, terms and conditions, health and safety, relationships at work, new working practices, organisational change and equal opportunities.

The Charity aims to foster good relations between all parties by creating a channel for grievances to be heard and to use this positively to develop good working relationships for the future. The procedure aims to ensure grievances are resolved as quickly and fairly as possible at the appropriate level of management within the framework of the Charity. It is expected that grievances will be resolved informally, but Pallottine Missionary Sisters is committed to ensuring that members of staff are provided with the right to raise grievances in a more formal manner if necessary.

Procedure

Informal Procedure

If the member of staff has a grievance arising from their employment they should, in the first instance, raise the matter with their immediate line manager. Where the grievance involves their line manager they can raise with the next level of manager. If the grievance relates to the conduct of a colleague, then that member of staff may be notified of the complaint and will have the opportunity to reply dependant on the circumstances. If the member of staff is not satisfied with the outcome of the informal stage, then the individual must make a formal complaint and put their grievance in writing to their line manager or more senior manager within seven working days from notification of the outcome of the informal stage. This will then lead onto the formal stages.

Formal Stages

Stage 1:

On receipt of the formal grievance, a grievance hearing will be arranged as soon as possible. The member of staff may, if they wish, be represented by a trade union/staff representative or fellow staff member of the Charity.



The member of staff must be notified of the outcome of the grievance in writing within seven working days of the hearing. The letter must state that, if they feel their grievance has not been resolved, an appeal may be lodged within seven working days of the date of receipt of the letter notifying the outcome of the formal stage.

Stage 2:

This stage should only be invoked if the member of staff feels that insufficient action has been taken at the previous stages, or if they feel that the procedure has been handled incorrectly and has resulted in their grievance remaining unresolved.

The member of staff must write to the relevant person, giving full details of the grievance and stating why they do not feel it has been resolved. This must be done within seven working days of receipt of the letter notifying them of the outcome of the previous stage.

On receipt of the formal grievance, the relevant person will arrange a grievance hearing within seven working days, where possible. Members of staff may, if they wish, be represented by a staff representative or fellow staff member of the Charity. Their decision will be confirmed in writing and will be final.

If a grievance is raised once the disciplinary process is underway, the disciplinary process may be suspended for the grievance to be heard first. However, this will only be the case if the subject of the grievance is directly linked to the subject of the disciplinary. Where dismissal is a likely sanction of the disciplinary, suspension of proceedings is unlikely and would only be considered if it served the needs of the Charity.

Records

Records must be kept detailing the nature of the grievance raised, the Charity's response, any action taken and the reason for it. These records should be kept confidential. Blank forms are available as part of the documentation to assist all parties. Suitable alternative documentation is acceptable.

Timescales

As a guideline, all grievances and requests to proceed to the next stage should be submitted within seven working days of notification of the outcome of the previous stage. The Charity will make every effort to deal with the grievance within the guidelines set, although exceptions may apply.

Disciplinary

Purpose and Scope

The Charity recognises the importance of a fair and effective disciplinary procedure as a means by which rules are observed and standards maintained and believes that, through this process, effective staff relations will be maintained, ensuring quality services and the fair and consistent handling of staff.



This procedure is designed to help and encourage all members of staff to achieve and maintain acceptable standards of conduct, attendance and job performance.

The aim of the procedure is to provide a clear framework through which disciplinary breaches by members of staff are dealt with quickly, fairly and consistently, combined with justice for members of staff.

Every member of staff is responsible for making sure that they are familiar with this procedure and the disciplinary rules of the Charity.

All line managers should be aware that this procedure does not apply to bank workers and volunteers.

Members of staff with less than two years' service may not be subject to the Charity's disciplinary procedure. Statutory rights may apply.

Principles

- a) No disciplinary action will be taken against a member of staff until the case has been investigated.
- b) At every stage in the procedure the member of staff will be advised of the nature of the complaint against him or her and will be given the opportunity to state his or her case before any decision is made.
- c) At all stages the member of staff will have the right to be accompanied by a work colleague or staff representative during the disciplinary interview.
- d) No member of staff will be dismissed for a first breach of discipline except in the case of gross misconduct when the penalty will be dismissal without notice or payment in lieu of notice.
- e) A member of staff will have the right to appeal against any disciplinary penalty imposed.
- f) The procedure may be implemented at any stage if the member of staff's alleged misconduct warrants such action.
- g) The member of staff will be notified in writing of the need to attend a hearing at any stage of the disciplinary process.
- h) The disciplining manager will be accompanied by at least one colleague, one of whom will take notes. These notes will be made available to the member of staff upon request.
- i) At all stages, the hearing may be adjourned to allow matters raised, to be investigated and to permit the member of staff to consider further the nature of the case made against him/her.
- j) The member of staff will be issued with a copy of the recorded warning and given the right of appeal.



k) If a grievance is raised once the disciplinary process is underway, the disciplinary process may be suspended for the grievance to be heard first. However, this will only be the case if the subject of the grievance is directly linked to the subject of the disciplinary. Where dismissal is a sanction of the disciplinary, suspension of proceedings is unlikely and would only be considered if it served the needs of the Charity.

Procedure

Except in cases of gross misconduct, gross negligence or similar, the following procedure will apply.

However, if after initial investigation a matter appears sufficiently serious, the procedure may be taken up at any appropriate stage, even when a member of staff has no current warnings on record.

Stage 1 - First Warning

If conduct or performance does not meet acceptable standards, the member of staff will normally be given a formal VERBAL WARNING. He or she will be advised of the reason for the warning, that it is the first stage of the disciplinary procedure and of his or her right of appeal. A brief note of the warning will be kept but it will be spent after six months, subject to satisfactory conduct and performance.

Stage 2 - Second Warning

Failure to improve performance in response to the written warning or further breach of misconduct could result in Stage 3 Final Written Warning.

Stage 3 - Final Written Warning

Failure to improve performance in response to the final written warning, a further breach of misconduct or a first instance of serious misconduct or serious poor performance could result in Stage 4 Dismissal.

Stage 4 - Dismissal

If conduct or performance is still unsatisfactory and the member of staff still fails to reach the prescribed standards, DISMISSAL will normally result. The member of staff will be provided, as soon as reasonably practicable, with written reasons for dismissal, the date on which employment will terminate and the right of appeal.

Disciplinary Penalties

Type of warning On-record

First Warning (Verbal) 6 months

Second Warning 12 months



Final Written Warning 12 months

The Charity reserves the right, in addition to any warnings, to demote a member of staff with reduction in salary and/or loss of benefits and/or privileges consequent of such a demotion during any stage of the procedure.

For the purposes of poor attendance through sickness absence or sub-standard performance through lack of capability, as a result of ill health, it will not always be necessary for managers to follow the disciplinary procedure. In these cases, the capability procedure may apply as described in Section G.

Gross Misconduct - Dismissal Without Notice (Summary Dismissal)

Gross misconduct is an action that destroys the essential bond of trust and confidence between the Charity and the member of staff. The following list (which is not exhaustive or exclusive) provides examples of offences, which are normally, regarded as gross misconduct:

- Malicious or wilful damage to property belonging to the Charity or others associated with the Charity
- Any breach of criminal law such as theft, fraud, deliberate falsification of records, unauthorised possession of property
- Physical assault/fighting or verbal abuse of a threatening nature
- Serious incompetence or neglect of duty Serious act of insubordination
- Illegal or illicit use of computer software or hardware
- Negligence/abuse which leave the residents of our Care Services vulnerable and in danger
- Bringing the Charity into serious disrepute
- Misuse of the Charity's property or name Serious infringement of health and safety rules
- Serious breach of confidentiality (subject to the Public Disclosure Act 1998)
- Incapacity at work through alcohol or drugs
- Vexatious use of the grievance procedure by the pursuit of frequent complaints of no real substance
- Harassing, bullying or victimising another member of staff or resident or others associated with the Charity on the grounds of race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, marital status, age and/or disability

Suspension

Where an allegation of a serious nature has been made against a member of staff and the necessity arises for an investigation to take place, it may be necessary to suspend the member of staff from duty until the investigation is complete. Such suspension will be on basic pay and will continue until a decision has been reached on the facts of the matter. In such cases you may be asked not to contact certain people or the home while the investigation takes place, to protect all parties concerned. Suspension should not be seen as an indication of guilt, but as a way of protecting all parties concerned, until a resolution can be found.



Right of Appeal

A member of staff may submit an appeal against the action taken, giving their reasons for the appeal, in writing, to the appropriate person stated above, within seven days of written notification of the disciplinary penalty. A hearing will be arranged as soon as possible.

Capability

Principles

The capability procedure is intended for use when a member of staff's inability to meet the standards required is not due to misconduct. A member of staff may become incapable because of changes in their personal circumstances or because of changes in their job. In approaching such cases the Charity will seek to strike a balance between the needs of a member of staff to adapt to circumstances and the need of the Charity to have work done to the necessary standard within a reasonable time.

A probationary period may indicate a mismatch in the skills of the new member of staff and the needs of the post. It is important that all members of staff are clear on standards of performance expected of them, but this is of particular importance in respect of new members of staff. Regular monitoring of performance of new members of staff is essential to identify and address problems quickly.

Core principles apply:

- The member of staff is aware of the standards of performance expected.
- The member of staff is made aware of any shortfall as objectively as possible.
- The member of staff is given reasonable assistance and support to enable him/her to meet the standards.
- The member of staff is given reasonable time to make the necessary improvements.
- The member of staff is made aware of the consequences of not meeting the standards. This procedure may be varied where the Charity considers that it is necessary to ensure that the procedure followed is fair. Any such changes will be subject to consultation with the parties involved with a view to finding agreement on a way forward.
- The Charity reserves the right to digress from this procedure in so far as it may be consistent with its legal obligations as an employer and/or the legal rights of the individual member of staff.

Informal Procedure

Where a manager becomes aware of performance below that required, an informal discussion should be held to ascertain the circumstances. This discussion should re-affirm to the member of staff what standards are expected and identify any shortfall as objectively as possible. The member of staff will be provided with support and assistance in overcoming those factors leading to poor performance.



Such support may include additional training, mentoring, counselling or any reasonable steps that might be taken to improve performance and help the member of staff to reach the standards required.

The manager will identify an appropriate course of action and a reasonable period to give the member of staff an opportunity to improve. During this period there will be a regular review of progress.

Formal Procedure

Should there be no improvement or insufficient improvement over the period set, a formal interview with the line manager and senior management will be held. The member of staff will be notified of the date of the formal interview giving reasonable notice informing them of their right to be represented by a trade union representative, staff representative or work colleague.

The aims of this interview will be to:

- explain clearly the shortfall between the member of staff's performance and the required standard.
- obtain the member of staff's commitment to reaching that standard.
- identify the causes of poor performance and to determine what - if any remedial treatment (e.g. training, retraining, support etc.) can be given.
- set a reasonable time period for the member of staff to reach the standard, set a review date and agree on a monitoring system during that period.
- tell the member of staff what will happen if the standard is not met.

A written record of the formal interview will be made, clearly indicating the outcome of the meeting. The member of staff will be provided with a copy of the record. Where a monitoring system has been put in place a written record should be made of any assessment made during the period. The member of staff should also be made aware of poor performance or improvements during the review period rather than waiting for feedback at the formal review meeting.

Formal Review Meeting

A formal review meeting will be held within 2 weeks of the review date. The reviewers will be two managers, one of which must be the line manager plus a member of the senior management or trustee (the review panel).

The member of staff will be notified of the date of the formal review meeting, giving reasonable notice to allow the member of staff to arrange to be represented by a trade union representative, staff representative or work colleague. The review panel and member of staff will be provided with a written performance assessment from the line manager, of the member of staff's performance during the period, with a statement of one of the following:

- The member of staff has made the required improvement.
- The member of staff has made some improvement but that the required standard of performance has not yet been made.



- There has been no significant improvement and that consideration may be given to dismissal in the case of a member of staff who is still in his/her probationary period, or redeployment, downgrading or dismissal, in the case of a member of staff already confirmed in the post.

Any relevant documents will be circulated to all members of the review panel and the member of staff or his/her representative at least two days in advance of the meeting.

At the formal review meeting the line manager will present the performance assessment giving evidence in support. The evidence provided will be linked to the criteria discussed at the previous meeting and stated as objectively as possible. The member of staff or their representative will also be given an opportunity to put his/her case.

The member of staff and their representative will withdraw while the panel considers its decision.

The review panel will give its decision verbally. The decision will be one of the following

- Where the required improvement has been made, the member of staff will be informed and encouraged to maintain the improvement. Where there has been some improvement, but the standard has not been met, or where new issues have arisen during the review period, a further review period may be set. The degree to which a review period can be extended will be determined by factors such as length of service, personal circumstances and the likelihood of further review providing the necessary improvement. The nature of the work and the impact of poor performance on the service provided will also be considered. Any subsequent review meeting will have the status of a formal review meeting under this procedure and the review panel will be the same.
- Where there has been no significant improvement, a further review period may be set depending upon the circumstances.
- A member of staff who has not successfully completed a probationary period will be dismissed.
- In the case of a member of staff who is already confirmed in post, the review panel may recommend that the member of staff be re-deployed to a post at the same grade or downgraded to a lower grade. The review panel may consider any available post at the same or lower grade to which the member of staff could be re-deployed. It may adjourn the formal review meeting for this purpose and reconvene it within seven days. If such a post or posts are identified the member of staff will be given the choice of taking any such post or being dismissed. If no such posts are identified, the member of staff will be dismissed.
- In the case of the member of staff who is already confirmed in post, if the review panel does not consider that the member of staff should be redeployed, the member of staff will be dismissed.

The review panel will provide their decision in writing giving reasons including where the required improvement has been made. This will be provided to the member of staff within seven days of the conclusion of the hearing or any adjourned hearing.

Where the review panel decision is that the member of staff should be dismissed, the dismissal will take effect immediately with pay in lieu of notice. The member of staff will be informed in



writing of the reason/s for dismissal, the date on which the employment will terminate and the right of appeal.

Appeal

The decision of the review panel may be appealed on the grounds specified below.

The member of staff should submit an appeal in writing to the line manager within five working days of receipt of the written decision of the review panel. The appeal must state the grounds on which it is made. Grounds for appeal against a decision of a review panel must come under one or more of the following headings:

- Further evidence not previously considered at an earlier stage
- Where the member of staff can demonstrate that certain material evidence relating to their performance was not available to those conducting the performance review before the review panel reached its decision
- Process or procedural aspects
- Where a member of staff can identify material issues pertaining to incorrect or inappropriate use of this procedure which may have influenced the outcome
- Final decision not appropriate
- Where the review panel's decision is inappropriate in light of the findings of the evidence and/or taking any mitigating circumstances into account the appeal panel will be the appropriate head of strategy and operations/senior manager and a member of the senior management team.

The appeal panel may decide based on the written submission that the grounds stated are ineligible and reject the appeal. Where the grounds of the appeal are not clear the panel may ask for written clarification. Where eligible grounds are stated an appeal hearing is convened.

The member of staff will be notified of the date of the appeal hearing giving reasonable notice and will be informed of their right to be represented by a trade union representative, staff representative or colleague.

The hearing of the appeal should normally take place within ten working days of the receipt of the appeal. In exceptional circumstances, or by mutual agreement, this period may be extended or shortened if beneficial to the member of staff

The appeal panel will consider submissions and representations from the member of staff and seek whatever clarification is necessary from any of those involved in the earlier stages to determine if the decision of the review panel is unsound on any of the grounds specified.

The appeal panel has the authority to confirm, set aside or alter the decision of the review panel. The appeal panel will make a written decision giving reasons within seven days of the appeal hearing. Where the decision confirms the action of the review panel any sanction imposed will take effect from the date of the review panel's decision. Where the decision involves a variation of the action taken by the review panel, the appeal panel should state the reasons for it and the operative date.

Where a member of staff is reinstated following dismissal then the Charity will pay any arrears of pay for the period between the date of dismissal and date of appeal.



The decision of the appeal panel is final.

This policy does not form part of your terms and conditions of employment.

Data Protection

The purpose of the Data Protection Procedure is to ensure we provide a fair and consistent framework in the control of collecting and processing data, to make sure it is properly managed and kept secure.

Data is no longer restricted to automatically processed information but covers manual records too. Before personal data and sensitive data can be processed, the individual must give his/her consent to the processing, or the processing must be necessary for certain specified purposes. The Act also gives members of staff the right to receive appropriate parts of their personal files on request (at a small fee) and demand that any incorrect data is corrected or removed.

You are obliged to adhere to the following principles at all times, to ensure that appropriate security measures are taken against unauthorised access, alteration, disclosure or accidental loss of personal data.

The Principles

Personal data shall:

- be processed fairly and lawfully.
- be obtained for one or more specified and lawful purposes. be adequate, relevant and not excessive.
- be accurate and kept up-to-date.
- not be kept for longer than is necessary for that purpose or those purposes.
- be processed in accordance with the rights of data subjects under this Act.
- be kept securely and measures taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- not be transferred to a country or territory outside the European Economic Area, unless that country ensures an adequate level of protection.

You have a responsibility under the General Data Protection Act to ensure that data held on a computer, or in a manual system, is kept secure and confidential.

Equal Opportunities

The Charity promotes an equal opportunities policy aiming to eliminate discrimination wherever it exists, with regard to those we care for and those who work with us. The Charity supports the principle of equality of opportunity in employment. This policy ensures that members of staff and the job applicants receive equal treatment irrespective of their gender, race, age, colour, nationality, ethnic origin, family commitments, disability, religious beliefs, marital status or sexual preference.



The Charity will ensure that individuals are selected and developed on the basis of their relevant skills, knowledge and abilities. The senior management independently monitors that all members of staff are treated fairly during recruitment, staff development, promotion, with staff benefits, terms and conditions and in provision of its services.

Members of staff who believe they have been unfairly treated can raise the matter through the Charity's grievance procedure or contact the manager or CEO of the Charity. Any member of staff of the Charity who is found to be displaying discriminatory behaviour to other people will be subject to disciplinary action. If you require more information on the equal opportunities policy and procedure, please contact your manager in the first instance.

Bullying and Harassment

The Charity, by its constitution, philosophy and values, recognises the distress and harm that bullying and harassment can cause individuals and will not condone or tolerate any form of bullying or harassment at work.

We take bullying and harassment very seriously as an equal opportunities issue. As stated in our equal opportunities policy, the Charity promotes equality of opportunity with regard to residents of our Care Homes and those who work with them. We support the rights and opportunities of all people without discrimination in any form.

The procedure helps to protect individuals from personal bullying and harassment and enables them, if necessary, to have dialogue, to make a complaint or assist in an investigation without fear of discrimination/victimisation. The Charity will discipline any member of staff who is found to be bullying or harassing another person connected with the Charity.

Our aim is to:

- provide a working and service environment free from bullying/harassment.
- promote an attitude of greater confidence to challenge bullying/harassment.
- put in place appropriate procedures to enable incidents of bullying/harassment to be dealt with quickly and effectively.
- ensure that advice and support are provided for members of staff, volunteers and residents of our Care Services who may be subjected to, and complain of, bullying/harassment at work. If an individual feels they are being bullied or harassed they should speak in confidence to their line manager or other senior staff member, as appropriate.

Whistle Blowing (Responsible Reporting)

The Charity encourages a free and open culture in all its dealings with those we employ, residents of our Care Homes and those with whom it engages in business or has legal relations. In particular, the Charity recognizes that effective and honest communication is essential to its success.

All members of staff who have concerns about bad practice or wrongdoing should feel able to raise these issues, however insignificant they may appear to be. Every issue raised should be taken seriously and considered fully and sympathetically. No one should fear that they may be victimised or that their jobs or career prospects may be at stake if they report their concerns.



The purpose of this policy and procedure allows the disclosure of certain information relating to the Charity that is in the public interest, without the individual being subject to any detriment/prejudice in making the following protected disclosure(s) if they are made genuinely, in good faith and with no malicious intent, for example:

- a criminal offence
- failure to comply with a legal obligation
- a miscarriage of justice
- danger to the health and safety of any individual
- damage to the environment
- the deliberate concealment of information tending to expose any of the matters listed above

If a disclosure has been made in bad faith (to cause disruption within the Charity) or concerns information that is not substantially true, or made for personal gain, then the individual concerned will not be protected and will be subject to the Charity's disciplinary procedure. This may constitute gross misconduct.

Members of staff who have any concerns under this procedure can speak to their manager or the CEO of the Charity who has details of relevant inspection/standards units that can be contacted, should members of staff feel that a disclosure to an independent body is necessary.

I Pay, Benefits and Allowances

Hours of Work

Unless previously notified the normal working week commences on a Monday. All members of staff must clock in and out when entering or leaving the building at any time. Failure to do so may result in late or incorrect payment of salary and may lead to disciplinary action. Full-time working hours are 36 hours per week unless specifically stated otherwise in your terms and conditions of employment.

Unless a member of staff has 'opted out' of the working time provisions, no member of staff shall work more than an average of 48 hours per week over a rolling reference period of 17 weeks.

Young workers are those who are over the minimum school leaving age but have not yet reached the age of eighteen. They may not be employed for more than 8 hours a day or for more than 40 hours a week (including overtime). Young workers may not be employed for night work between the hours of 10.00pm and 6.00am, unless they are allowed the prescribed rest breaks and rest periods, or compensatory periods of rest.

Rest Periods

Unless a member of staff has 'opted out' of the working time provisions, the following shall apply:

Wherever possible, and dependent upon the needs of the home, managers shall endeavour to ensure that all members of staff have two days off work, running consecutively, at least once every two weeks and allow eleven hours rest in each 24-hour period. Alternatively, where shifts are worked, compensatory rest of a minimum of 90 hours per week shall be given.



Young workers are those who are over the minimum school leaving age but have not yet reached the age of eighteen. They shall receive a daily rest period of twelve consecutive hours. They shall also receive a weekly rest period of two days (48 hours), to be taken consecutively if possible, in each seven-day period. The two-day (48 hours) rest period may be interrupted, where the work they do is split up, or of short duration, or reduced for technical reasons, but must not go below a 36-hour rest period.

Rest Breaks

Statutory working time regulations apply.

Pay

Annual Salary Review

Salaries are reviewed annually. It is not guaranteed that salaries will be increased each year.

Salary Payment

Salaries are paid on the last working day of each month, directly into staff's bank or building society account except for December, when staff will be advised in advance when they will be paid.

Final month's salary will be paid by BACS at the end of the relevant month, providing all appropriate documents have been received by the manager, i.e. time sheets, expense claims, ID badge, receipt for return of uniform and other property, e.g. mobile telephone, computer, if applicable.

Acting-up to a Higher Grade

A member of staff who performs the full duties and responsibilities of a higher grade will be paid an allowance equal to one-half of the difference between their own grade and the higher grade. Where more than one member of staff shares this responsibility, the one-half difference will be shared in proportion to the shared arrangements. Where an acting allowance is paid for covering a vacancy, a maximum of three months duration is permitted, in usual circumstances.

Protection of Salary

In cases where protection of salary becomes necessary, the member of staff will retain their current rate of pay until members of staff in the same pay band meet the target salary.

On-Call

Designated team members may be paid an allowance for carrying out on-call duties. Any hours worked may be paid as excess hours or, if requested, time off in lieu will be granted at the discretion of senior management. Where a member of staff is not officially on-call but is called in to work to deal with an emergency outside of normal working hours, they are eligible to claim the on-call payment in addition to the time worked as per above.

On-call denotes the designated team member who will be available for contact outside their normal duty shift and who is obliged to respond appropriately to any consequent call. A session is a period of time within 24 hours.



A worker called out to a service during a period of on-call can reclaim their mileage at the relevant rates.

Sleep-Over

The home may require the staff to sleep-over night at their place of work. An allowance may be paid for each sleep-over.

Residents' Holidays

Members of staff accompanying residents on holiday, etc will be paid the following unless different arrangements prevail within the home.

Full-Time: Normal basic pay, plus sleep-over allowance for nights away from home.

Time off in lieu of rest days not taken whilst away from home.

Part-Time: As for full-time staff, with the exception that normal part-time basic pay will be made up to full-time basic pay (calculated on a daily basis). Time off in lieu of rest days will be at the full-time hours worked.

Travel and Subsistence

Mileage

Mileage allowance will be paid to members of staff using their own car for authorised travel. The current mileage rates are detailed on the travel and subsistence claim forms.

Mileage will be paid from base, except where the authorised journey commences from the member of staff's home and distance is shorter than from base. Journeys to and from work cannot be claimed.

It may be that, in the course of your duty, particularly if on-call, you are expected to use your own vehicle for the purposes of official business. It may also be that you offer to transport the residents, or to perform duties on behalf of the Charity, using your own vehicle. This vehicle cannot and must not be used unless it is insured for business use (including risk of injury to, or death of, passengers and damage to property). It should also be ensured the policy has not been invalidated through failure to tax or maintain the vehicle in a roadworthy condition. Mileage rates paid include an element to cover additional insurance costs.

Anyone driving a Charity's vehicle, whether or not at the request of the Charity, must be in possession of a valid driving licence. All members of staff must immediately inform their manager if they receive any driving/speeding convictions, as this may affect the Charity's Insurance cover.

Members of staff required to work away from their normal base may be paid for miles in excess of their normal miles. This must be authorised by the instigator of the move.

Members of staff travelling on business should use the most appropriate, most economical mode and combination of travel and accommodation arrangements. In most circumstances, this will normally involve travel by standard class rail.



Subsistence

Staff will be reimbursed for reasonable expenditure incurred on meals, etc, whilst away from their base on authorised business. Subsistence should not normally be claimed if the member of staff is visiting one of the Charity's premises where meals, etc, are provided.

Receipts for expenditure should be obtained and submitted with the relevant claim form along with the time sheets at the end of the month. Failure to do this may result in non-reimbursement.

Pension Scheme

Pallottine Missionary Sisters offer an auto enrolment scheme company pension in line with government regulations.

For further details contact the Home Manager.

J Leave and Holidays

Annual Leave

The leave year commences on 1 April and ends on 31 March. All members of staff are advised of their individual entitlement, on commencement of employment and if their leave entitlement changes due to any contractual changes.

Your annual leave entitlement is determined by the job role you undertake and will be as notified in your offer of employment and terms and conditions of employment. The annual leave entitlement that we offer is six weeks for all staff.

Annual leave is calculated on pro-rata basis in order to take into account part-time working arrangements. For example, a part-time worker working 30 hours per week x 6 weeks = 190 hours for the year. If a full year's service is not completed, then annual leave is calculated on a pro-rata basis.

Members of staff who commence working with the Charity after the beginning of the leave year and members of staff who terminate their employment with the Charity before the end of the leave year, receive annual leave entitlement on a pro-rata basis.

Members of staff who have exceeded their annual leave entitlement upon leaving the employment of the Charity will have their final salary payment reduced accordingly. Members of staff who have undertaken their annual leave entitlement upon leaving the employment of the Charity will have their final salary payment increased accordingly.

All public/bank holidays are included in your annual leave entitlement. Therefore, the annual leave request procedure must be followed if these days are to be taken as holiday.

Annual Leave Requests

Members of staff must obtain the agreement of their manager/line manager to their proposed leave dates before finalising arrangements. Certain services or departments have fixed close-down periods and members of staff in these units are required to take part of their annual leave entitlement in these periods, unless otherwise agreed. An annual leave request form must be completed, signed and

authorised by the member of staff's line manager to cover every period of annual leave absence, except for compulsory closure periods.



All members of staff shall request their annual leave by giving reasonable notice of annual leave requested. Failure to receive prior authorisation may mean that the leave is treated as unauthorised and therefore subject to disciplinary action.

Employers can reasonably refuse annual leave in line with the service needs and staffing requirements.

Bank Workers

Statutory rights apply.

Time off for Dependants/Domestic Emergencies

All members of staff, regardless of length of service, are entitled to take reasonable time off to deal with certain unexpected or sudden emergencies, to enable them to make necessary arrangements. This leave will be unpaid, although members of staff can request paid annual leave.

A dependant is a partner, child or parent of the member of staff or someone who lives with the member of staff as part of their family.

A member of staff who requires this leave must contact their manager about their absence, the reason for it and how long they expect to be away from work.

A member of staff who is found to be abusing this policy may be subject to disciplinary action.

Parental Leave

Parental leave is a thirteen-week statutory entitlement (eighteen weeks for children with disabilities) to unpaid leave from work for staff with one year's continuous service, to enable members of staff to find a better balance between their work and family commitments. It gives time off work to look after a child,

or make arrangements for the child's welfare. Leave is taken in blocks of one week and a maximum of four weeks can be taken in any annual leave year (April to March).

Members of staff of either sex are entitled to apply for one period of parental leave in respect of a child.

The leave must be taken by the child's fifth birthday, the fifth anniversary of the adoption of the child, or whichever is the sooner, or if the child is disabled by their eighteenth birthday.

A member of staff who wishes to apply for parental leave must put their request in writing, giving at least twenty-one days' notice and detailing the dates on which they intend to commence leave and when they will return to work.

All requests for parental leave should be submitted to your manager, who will provide you with additional guidance.

The Charity reserves the right to postpone parental leave where the Charity's services would be 'substantially prejudiced' by the absence at the time requested.

Compassionate Leave

Compassionate leave is where a member of staff suffers a bereavement or life-threatening illness to someone, either in the family, or very close to them.

Members of staff may be granted up to a maximum of one week's paid leave, for compassionate reasons. Any additional leave is at the discretion of the Charity.

Members of staff are advised to seek appropriate medical advice, especially if they need additional time off work.



Jury Service

The Charity will grant paid leave of absence to any member of staff called upon to provide jury service.

The member of staff should advise their manager as soon as they are aware of the requirement for jury service. The member of staff should complete the appropriate documentation from the court of attendance in order for the Charity to be reimbursed.

Volunteer Reservists

For those members of staff who attend annual training for the Armed Services Volunteer Reserve, unpaid leave of absence up to a maximum of two weeks will be granted.

Unpaid Leave

Requests for unpaid leave will be dealt with on an individual basis. Unauthorised absence may be subject to disciplinary action.

Doctor, Dental and Hospital Appointments (not ante-natal - see maternity policy)

Members of staff should make appointments outside of their normal working hours, or as near as possible to the start or finish of the working day where possible. Any appointments of this type will be unpaid and must be arranged with their manager in advance.

K Sickness Absence

Reporting Sickness Absence

The Charity, in acknowledging the value and importance of our staff in the mission of the organisation, recognises the need for a fair and consistent approach in the management of absence. We also recognise the need to minimise the level of absenteeism among our co-workers throughout the organisation, to ensure we offer a consistent quality service to the residents of the home.

Reporting Absence

All members of staff or a person nominated by the member of staff shall, on the first day of absence, notify the manager or person in charge on duty at the workplace in advance of their normal starting time that they will be absent from work, giving as much notice as practicable. The member of staff must state the reason for the absence and possible duration. Contact should be made on a regular basis during absence. Both certificates confirming on-going sickness absence should be forwarded to ensure sickness payments are administered and paid.

All members of staff, at the end of the duration, shall notify the home manager or person in charge that they will continue to be absent from work. The member of staff must give the reason for the continued absence and the likely date of return.

Unauthorised absence shall be dealt with through the disciplinary procedure.



Contact During Sickness Absence

It is the member of staff's responsibility to maintain regular contact during the period of absence in order to keep the manager up to date regarding likely duration and reasons for the absence. The Charity reserves the right to make contact with the member of staff when it is necessary to confirm work issues or if regular contact has not been made. Failure to maintain regular contact with the manager and/or submit medical certificates in a timely fashion covering the correct period, may lead to disciplinary action.

Returning to Work

The member of staff and the line manager have a responsibility to ensure fitness to return to work.

Where a member of staff has been off work with a medical certificate, signed by an approved medical practitioner, they must ensure that the medical practitioner has signed the individual fit to return to work (this is stated on the final medical certificate).

If the absence was up to seven days, on return to work the member of staff must, in all cases, complete a self-certificate (this will be available from your manager). Thereafter a doctor's medical certificate is required to ensure payment.

Members of staff absent from work will, if possible, be interviewed on the first day of returning to work.

The return to work interview should be held within seven working days of the absence. The purpose of these interviews is to ensure that:

- you are aware that your absence has not gone unnoticed.
- you have an opportunity to discuss with your manager any health problems, whether your work is affecting your health and whether you are fit to return to work.
- your attendance record can be reviewed. You can be briefed as to how your work was covered whilst you were absent.
- the necessary documentation is completed. Failure to produce relevant sickness certification will result in no payment for the period of absence.

The Disciplinary Procedure may be invoked due to poor attendance at work.

Action taken during a return to work interview may be dependent on several factors: -

If the absences reach the following action levels:

- Third separate absence in 'rolling' twelve-month period
- Twenty days or more absence in a "rolling" twelve-month period the following recommendations may be considered:

To monitor the absence, but to take no immediate action. This is likely to occur in the case of a single absence where there is a clear medical/clinical reason for the absence and where the member of staff is likely to be fit to return to work in the short term; for example, in the case of a broken bone.



A meeting with the member of staff, their line manager or manager and to determine whether further guidance or advice is necessary. The member of staff would have the right to be represented at this meeting by a trade union/staff representative or fellow staff member.

- Referral to Occupational Health or a nominated General Practitioner (nominated by the Charity) for an independent medical assessment.
- Consideration of reasonable alternative options, which may help to improve attendance; for example, transfer to another service (different environment), reduced hours of work, alteration to work duties or methods.
- Action may be taken under the Charity's disciplinary procedure or capability procedure.

Depending on the individual case, it may be necessary to consider termination of employment for cases of long-term ill-health or persistent sickness absence.

This will only be after consideration of all facts including medical information and, in some cases, medical examination. In the event of long term ill health dismissal will only take place after the expiry of occupational sick pay.

Infectious Diseases

Where a member of staff is advised to refrain from work confirmed by a medical certificate, the normal sickness procedure is to be followed.

Sickness During Annual Leave

Where sickness occurs during annual leave, a doctor's certificate (not a self-certificate) must be obtained in order for annual leave entitlement to be re-claimed.

Sickness outside of the UK will be paid in accordance with the Charity's terms and conditions, providing medical certificates are produced.

Sickness Following Invitation to a Disciplinary/Capability Hearing

Statutory Sick Pay will be paid where sickness commences immediately once an invitation to a disciplinary/capability hearing is given.

Sick Pay

Statutory Sick Pay (SSP) is paid by the Charity to eligible members of staff in accordance with statutory obligations. State Sickness Benefit (SSB) is paid by the Department of Social Security to eligible members of staff once Statutory Sick Pay is exhausted. If you are not entitled to receive this, you will be notified by the manager on the relevant forms. Payment is made in accordance with the Social Security Acts Regulations

L Family Friendly Policies



Maternity

Introduction

Managing your work, pregnancy and eventually your return to work, following a period of maternity leave can be challenging. This guide is intended to help members of staff who are expecting a baby to understand the maternity leave arrangements. However, this guide should not be your only point for information.

Initial Notification

You should complete the Charity's notification of pregnancy form. On receipt of this form the manager will confirm all entitlements.

Ordinary Maternity Leave

Pregnant employees have the right to 52 weeks maternity leave. The first 26 weeks is known as ordinary maternity leave, and the second 26 weeks as additional maternity leave.

While there is no minimum length of service required to take maternity leave, a pregnant employee must tell their employer at least 15 weeks before the baby is due:

- that they are pregnant
- when the expected week of childbirth is (an employer can request a medical certificate that confirms this)
- the date they intend to start maternity leave. This can normally be any date which is no earlier than the beginning of the 11th week before the baby is due. Also, see the section, Premature and sick babies.

The employee must give this notification in writing if their employer requests it.

If the employee wants to change the start date of their maternity leave, they must give the employer 28 days' notice, or mutually agree a new date.

After receiving confirmation that the employee is pregnant, an employer must write to them within 28 days setting out her return date. The employer at this point should assume the employee is going to take 52 weeks' leave.

If, in the four weeks before baby is due, the employee is off work with a pregnancy-related illness, maternity leave automatically begins on the following day.

- All pregnant members of staff are entitled to 26 weeks ordinary maternity leave.
 - You are requested to provide the following information, in writing, to the manager by the end of the 15th week before the expected week of childbirth:



- The expected week of childbirth
- The date you intend to start your maternity leave
- It is also very important for you to produce a MAT B1 form, a medical certificate from your GP or midwife, which confirms your expected week of childbirth. You should forward this to the Manager as soon as possible. (Usually given to you no earlier than the 20th week before the expected week of childbirth).
- On receipt of your letter the Manager will confirm your entitlements and dates, highlighting the end of your maternity leave periods.
- You also need to remember when planning your maternity leave, that it cannot start any earlier than the 11th week before the expected week of childbirth and that there is a two-week compulsory period of leave immediately after the birth of your child

Additional Maternity Leave

All members of staff are entitled to additional maternity leave. It starts at the end of ordinary maternity leave and finishes 26 weeks after, giving you a total of 52 weeks maternity leave.

Sickness Absence

If you become unwell during the later stages of pregnancy, four weeks or less to the expected week of childbirth, and it is directly linked to your pregnancy, then you will automatically commence your maternity leave.

Time off for Antenatal Care

As a pregnant member of staff, you are entitled to a reasonable amount of time off, with pay, during normal working hours to receive antenatal care. You must inform your manager of any intended absences and provide proof of antenatal appointments if requested. Unpaid time off for classes such as relaxation, parent-craft etc. may be granted at the discretion of your manager.

Your Terms and Conditions of Employment

Continuous service during maternity leave will be preserved. The normal terms and conditions of employment will be maintained during maternity leave, apart from remuneration.

Returning to Work

It is no longer necessary for a pregnant member of staff to state she is 'exercising her right to return to work'. It will be assumed by the Charity that you will return to work at the end of ordinary or additional maternity leave. However, if you wish to return to work before the end of ordinary or additional maternity leave, you must give your manager eight weeks' notice in writing. If you do not provide eight weeks' notice the Charity may delay your return until the notice period has been met.

Maternity Pay



All pregnant members of staff who qualify under the statutory rules are entitled to 39 weeks statutory maternity pay. This is paid in the following way:

Statutory maternity pay

Statutory maternity pay (SMP) will be payable if a worker has been:

- working continuously for one company for at least 26 weeks ending with the 15th week before the expected week of childbirth
- has average weekly earnings at least equal to the lower earnings limit for National Insurance contributions.

SMP is payable for 39 weeks. For the first six weeks it is paid at 90 percent of the average weekly earnings. The following 33 weeks will be paid at the SMP rate or 90 per cent of the average weekly earnings whichever is the lower.

Since April 2018 the rate for SMP has been £145.18 per week. The amount is reviewed every April.

For more information on qualification for SMP, go to [GOV.UK - Maternity, Adoption and paternity calculator for employers.](#)

Contractual maternity pay

Some employers may offer contractual maternity pay that is more than the statutory rate. The amount and how long it is available for is dependent upon the contract of employment. For example, 26 weeks of full pay followed by 13 weeks of SMP. Contractual maternity pay cannot be less than statutory maternity pay.

If an employer offers contractual maternity pay there may be a provision in the contract for repaying some or all of the enhanced maternity pay if an employee does not return to work. This should be clearly set out in writing in the terms and conditions of employment. An employee should not have to repay any money that would amount to statutory maternity pay they receive.

Maternity Allowance

If a pregnant mother does not qualify for statutory or contractual maternity pay, they may be entitled to Maternity Allowance. This is paid by Jobcentre Plus for up to 39 weeks. To qualify, they must have been employed or self-employed for 26 weeks out of the 66 weeks before the expected week of childbirth. A claim can be made for maternity allowance once the mother has reached 26 weeks of pregnancy, although payments cannot begin until 11 weeks before the baby is due.

Generally, to qualify for Maternity Allowance a pregnant mother, in the 66 weeks before the baby is due must have:



- been employed or self-employed for at least 26 weeks (these need not be consecutive weeks)
- earned at least £30 a week, on average, over any 13 of those 26 weeks.

The rate at which Maternity Allowance is paid is dependent on whether the mother has made National Insurance contributions in the 13 weeks they have relied on for qualification.

There may be other circumstances in which an amount of maternity allowance can be claimed. For more information on the wider range of options for claiming Maternity Allowance and benefits as a new parent visit [GOV.UK - Maternity Allowance](https://www.gov.uk/maternity-allowance).

During Maternity Leave

The employer may make contact with the member of staff (and vice-versa) while she's on maternity leave, as long as the amount and type of contact is not unreasonable, to discuss a range of issues, e.g. to discuss her plans for returning to work, or to keep her informed of important developments at the workplace. The member of staff should be informed of any relevant promotion opportunities or job vacancies that arise during maternity leave.

The member of staff can do up to ten days' work under her contract of employment, as long as both she and the Charity have agreed for this to happen and agree on what work is to be done and how much she will be paid for it.

Bank Workers

Statutory rights to apply in all cases.

Paternity

Leave Arrangements for Fathers or Partners with Parental Responsibility

Paternity leave is a statutory entitlement to enable members of staff to find a better balance between their work and family commitments. It allows time off work to assist partners in the aid of newly born children.

Receiving Paternity Pay

The statutory right is for members of staff to take a maximum of two weeks' leave paid at the current rate of SPP (statutory paternity pay). The Charity may enhance this by granting members of staff two weeks paternity leave at full pay.

Employees or workers who take time off may be entitled to either Statutory Paternity Pay or Contractual Paternity Pay.



Statutory Paternity Pay

Statutory Paternity Pay will be payable if an employee or worker has been:

- working continuously for one company for at least 26 weeks ending with the 15th week before the expected week of childbirth
- has average weekly earnings at least equal to the lower earnings limit for National Insurance contributions.

Contractual Paternity Pay

An employer may choose to offer a rate of pay which is higher than the statutory rate. The amount and the length for which it is paid should be set out in the terms and conditions of employment. Contractual paternity pay cannot be lower than the statutory rate.

Other leave options

An employee may not qualify for paternity leave, or they may want to take some additional time off when the baby is born. In these circumstances an employee could consider the following:

Shared Parental Leave

Give parents more flexibility in how they share the care of their child in the first year following birth or adoption. Eligible parents can exchange part of their maternity or adoption leave for Shared Parental Leave. They can then share this leave with each other in a way that best suit their needs in caring for their child.

Who is Eligible?

The rights and obligations apply to a member of staff having, or expecting to have, responsibility for the upbringing of a child and on him/her being the biological father or being married to or being the partner of the child's mother.

The member of staff must also have been continuously employed by the Charity for a minimum of 26 weeks up to and including the 15th week before the expected week of childbirth. or the end of the week in which the child's adopter is notified of being matched with the child (UK adoption), or the date the child enters the UK (overseas adoptions)

When Can the Paternity Leave Be Taken?

Eligible members of staff will be able to choose to take two consecutive weeks leave, or two separate weeks leave.

An employee can choose for their leave to begin on:

- the day the baby is born
- a certain number of days after the baby is born



- a specific date which is not earlier than when the baby is due.

Paternity leave cannot start before the baby is born and the baby may not arrive on time. An employer should therefore be prepared to flexible with cover arrangements for employees planning to take paternity leave.

Employees will need to complete their paternity leave within 56 days of the actual date of birth of the child.

What Notification Does the Member of Staff Have to Give?

The member of staff must provide the manager with adequate notice of their intention to take leave, specifying the expected week of confinement, the length of the intended period of leave and the intended start date. This must be done on or before the 15th week prior to the expected week of childbirth. If the member of staff wishes to alter the start date, then they must give their manager 28 days' notice, prior to the new start date. The member of staff must also provide evidence of the partner's confinement to qualify for this leave i.e. producing a copy of the MAT B1 form that a pregnant woman gives to her employer.

Additional Information

Further guidance can be sought from your line manager.

Bank Workers

Statutory rights to apply in all cases.

Flexible Working for Parents and Carers

The Charity recognises that working parents may need to co-ordinate raising their children with meeting their work responsibilities. The Charity also extends the right for carers who are, or expect to be, caring for an adult to request flexible working. The Charity wherever possible will co-operate by allowing working parents/carers to undertake flexible working.

Qualifying for the Right – Parents

In order to qualify for the right to request a change in the terms and conditions of employment, you must:

- on the date on which you apply for a contract variation, you have been continuously employed for a period of no less than 26 weeks; and
- you are the mother, father, adoptive, guardian or foster parent of the child; or
- married to such a person and living with the child: or
- are the partner of such a person; and
- have or expect to have responsibility for the upbringing of the child.



- The right to request flexible working will be open to you whilst your child is under the age of six, or eighteen if disabled. You may request a change to the hours, times or place required to do work, or any such other aspect of your terms and conditions as necessary to require you to care for the child.

Qualifying for the Right – Carers

In order to qualify for the right to request a change in the terms and conditions of employment the definition of 'carer' will cover any member of staff who is or expects to be caring for an adult who:

- on the date on which you apply for a contract variation, has been continuously employed for a period of no less than 26 weeks: and
- is married to, or the partner or civil partner of the member of staff.
- is a 'near relative' of the member of staff - parents, parent-in-law, adult child, adopted adult child, siblings (including those who are in-laws), uncles, aunts or grandparents and step relatives.
- falls into neither category but lives at the same address as the member of staff.

Procedure for Applying

Your request for a variation to your contract must be made in writing on the appropriate form and include:

- a statement that it is an application to work flexibly.
- specify the change applied for and the date on which it is proposed a change should become effective.
- explain what effect, if any you think making the change applied for would have on the Charity and how in your opinion, any such effects may be dealt with.
- explain how you meet, in respect of the child or adult concerned, the conditions as to the relationship as specified above and,
- state whether a previous application has been made to the Charity and if so, when.
- your application must be signed and dated.

Your application may be made before the 14th day before the child to be cared for reaches the relevant age limited, i.e. six years of age or eighteen years for those with disabilities.

Once your line manager receives your application for a contract variation, he/she will hold a meeting with you to discuss your application within 28 days of the date on which the application is made. Your desired work pattern will be explored in depth and discussed as to how the Charity can accommodate it if possible. At this hearing you will be entitled to be represented by a trade union/staff representative or work colleague.



In addition, alternative suitable working arrangements will be considered. After the hearing your line manager will give you notice of their decision on the application within 14 days of the day of the hearing.

Where the decision is to refuse a variation, your line manager will set out the grounds for refusal and supply you with an explanation as to why those grounds apply. You will have the right to appeal against this decision by giving notice within 14 days of the date of which you receive notice of the decision. You must appeal in writing setting out the grounds of appeal and this must be signed and dated by you. An appeal hearing will be held with you, within fourteen days of the date on which, notice of appeal is given by you to the Charity. A senior manager or trustee will give you their decision on the appeal within 14 days of the date of the appeal hearing. You will have the right to be accompanied at the application or appeal hearing by a work colleague or member of a trade union.

In the event that the Charity decides to grant your request for a variation to your contract, or uphold your appeal hearing, it may deem it unnecessary to hold a meeting with you, in which case the Charity's decision will be notified to you in writing.

If a variation to your terms and conditions of employment is granted, we will state at the time whether this is on a permanent or temporary basis. Moreover, as a result of the request being granted, the Charity may reduce on a pro rata basis, the benefits you receive with the number of hours you work.

Adoption

Introduction

Eligible members of staff can take up to 52 weeks of adoption leave. This is made up of: 26 weeks' ordinary adoption leave – during which the contract of employment continues, with the exception of remuneration.

- and -

26 weeks' additional adoption leave – during which the contract of employment continues with the exception of remuneration.

Additional adoption leave follows immediately on from ordinary adoption leave and there must be no gap between the two.

Entitlement

- A member of staff qualifies for adoption leave if he/she has been notified that he/she has been matched by an adoption agency with the child for the purpose of adoption and has been continuously employed for a period of not less than 26 weeks ending with the week in which the notification was given.
- Entitlement for one adoptive parent to take 39 weeks paid leave. Applies in respect of children up to eighteen years and covers UK and overseas.
- Additional thirteen weeks unpaid leave available.
- A member of staff may choose to begin a period of ordinary adoption leave on the date the adoption takes place or on a specified date that is no more than fourteen days before the adoption date.



Notification Requirements

- A member of staff must give notice of the adoption and the intention to take leave no more than 7 days after the date on which the member of staff is notified of having been matched with the child for the purposes of adoption.
- The Charity must within 28 days notify the member of staff of when the period of additional adoption leave ends.
- A member of staff can vary the date of leave by giving 28 days' notice.
- A member of staff must give 8 weeks' notice of early return.

Statutory Adoption Pay

- Pay is same as standard rate of SMP and member of staff must give 28 days' notice to claim SAP.
- Employers can recover SAP from Government in same way as SMP and SPP.
- Employers may receive funding in advance from the Inland Revenue to pay SAP.
- Additional to other statutory leave entitlements such as parental leave

For further information please refer to the maternity pay clause within the Charity's family friendly policies.

Rights During Leave

During ordinary adoption leave the member of staff is entitled to the benefit of the terms and conditions of employment that would have applied if he/she had not been absent, except of terms and conditions about remuneration. The member of staff has a right to return to the same job with no effect on seniority, pension rights and on terms and conditions no less favourable.

The right to additional adoption leave works in the same way as additional maternity leave. A member of staff is entitled to additional adoption leave in respect of a child if he/she has taken ordinary adoption leave in respect of that child.

The terms and conditions that apply during additional maternity leave apply to additional adoption leave and there is a similar right to return on terms and conditions that are no less favourable than if he/she had not taken leave. The right to adoption leave is supplemented by the right not to be dismissed or to suffer a detriment.



M Health and Safety at Work

Introduction

Pallottine Missionary Sisters operates a full health and safety policy detailing the responsibilities and procedures to ensure high levels of health and safety practices. The full policy, including procedures, is located in the health and safety procedures manual

Fire

The Charity's fire procedures are always a high priority and you will receive instructions on what to do in an emergency at the very start of your induction. This is reinforced regularly throughout the year with more formal training and up-dates. All our services have procedures which cover:

1. Fire prevention
2. Action to be taken in the event of a fire
3. The selection and maintenance of fire detection and alarm systems
4. The maintenance and use of portable firefighting appliances
5. The training of members of staff in the fire procedures

It is your responsibility to ensure you remain familiar with these procedures and follow the procedures given, to keep you, your colleagues and the residents of our services safe.

Accident/Incident Reporting

It is the responsibility of all members of staff to ensure they report to the person-in-charge any accident, incident or 'near miss', whether or not it results in injury, that they are involved in or witness.

The Care Homes have an incident record form that members of staff need to complete, and some services may also require members of staff to fill in an accident book. This ensures there is a record of all accidents or incidents, which we need to fulfil our legal obligations, and it also gives us access to vital information in order to devise strategies to reduce the risk to people who use our services.

Risk Assessment

All services have written general risk assessments in place. The purpose of these is to ensure employers assess the health and safety risks for members of staff, both within the environment in which they work and the jobs they do. It is vital these hazards are communicated to members of staff at the start of employment and members of staff are told what control measures are in place to avoid or limit the risks.

Young Persons

There is an increased health and safety risk to young people who are inexperienced in the workplace environment. Special consideration is given to the assessment of risks in the workplace to young people, which are identified during induction by your manager.



Pregnant Women and Nursing Mothers

Managers will complete a thorough risk assessment to reduce the risk of increased injury to pregnant women and nursing mothers in the workplace. All members of staff in this situation should highlight to their manager any concern they may have of increased risk or injury in the workplace.

Health Assessments for Night Workers

All members of staff working regularly between the hours of 11pm and 6am will be offered an annual health assessment.

COSHH (Control of Substances Hazardous to Health)

All members of staff may at some point come into contact with substances that can be hazardous to their health. This can range from household bleach and cleaning products to medicines and chemicals used in gardening/horticultural settings. As part of our induction process, members of staff will become familiar with the COSHH risk assessments in place, that will detail what type of hazard each substance is, the risk to health and the control measures in place to avoid or minimise the risks. Many products give very good information on the label and members of staff should always follow the instructions for use.

Violence at Work

Your manager will inform you of the potential risk within your workplace of injury caused by violence.

Depending on the level of risk, control measures will be in place to reduce or eliminate the risk, which may include appropriate training.

Manual Handling

In all the Care Homes members of staff are required to manually handle objects or people. It is important that these manoeuvres are completed safely to avoid the risk of injury, especially to the back. There are written risk assessments in all services where moving loads or people is necessary as part of your role. These detail the correct procedures to follow to minimise the risk and detail the equipment to use.

Managers should highlight these to all members of staff as part of the induction process. In addition, members of staff will receive regular instruction and full training for manual handling throughout employment.

First Aid

All members of staff working directly with the residents of our services will need instruction on what to do if there is an injury to a person at work. To this end, all members of staff will undertake an emergency first aid course for appointed persons. This will enable you to administer emergency first aid to people at work when required. For services where there is an increased risk identified from the risk assessment, fully qualified first aiders will be trained.



Food Hygiene

Many members of staff will be handling and cooking food as part of their role. Poor food hygiene practices can cause or promote the spread of infection. To reduce this risk and to achieve the highest standards of safety, there are detailed procedures regarding the handling, cooking and storage of food.

Your manager, working with you, shall ensure you develop a full understanding of these procedures during your induction. You will also receive regular training and instruction on food hygiene throughout your employment.

Waste Management

Waste can be a hazard if not stored appropriately, both for poor hygiene practices and increasing the risk of infestation by pests. Waste can be categorised into two areas:

- (a) household waste and
- (b) clinical waste.

Household waste should be deposited in black bin bags and stored in designated areas. Clinical waste should be handled with care and deposited in yellow bags stored in a secured designated area.

Members of staff should ensure bags are not overflowing.

Personal Protective Equipment (PPE)

Where identified by your manager through risk assessment, personal protective equipment must be used where applicable. This is to prevent and reduce the risk of injury to you whilst at work.

Infection Control

To minimise the risk of the spread of infection, members of staff are obliged to follow the procedures in place. These include following effective hand-washing and hygiene practices, together with good housekeeping. Other measures in place are waste management and the careful handling of potentially infectious materials such as soiled laundry. High standards of food handling, cooking and storage will

also minimise the risk of the spread of infection. All members of staff are obliged to report to the person-in-charge all unexplained sickness and diarrhoea prior to coming to the workplace.

Legionellosis

Pallottine Missionary Sisters are committed to a legionella policy, which minimises the risk to the health and safety of staff and residents of our services and shall ensure that a competent person within each workplace will be responsible for carrying out a suitable and sufficient risk assessment.

Asbestos Management

Pallottine Missionary Sisters will ensure that all reasonable steps are taken to ensure safety and compliance with statutory legislation.



Smoking Policy

The Charity operates a no smoking policy throughout the home. Failure to observe these rules may result in disciplinary action.

Alcohol

Pallottine Missionary Sisters seeks to give advice to all members of staff regarding the consumption of alcohol while undertaking their duties and responsibilities as a member of staff. The manager shall ensure all members of staff are aware that the consumption of alcohol at work or on-call or being under the influence of alcohol whilst at work or on-call, is a disciplinary offence, which may lead to summary dismissal.

Alcohol must not be consumed during normal working hours, on call, sleepovers and during residents' holidays unless otherwise agreed with the manager.

Further information is available in the substance misuse policy in the health and safety manual.

Lone Working

Members of staff who 'lone work' should take specific care of their safety while carrying out their job.

Members of staff should familiarise themselves with the risk assessments in place, which will identify the main risks and what preventative measures are in place to protect their safety. Where risk assessments identify, members of staff should always let people know where they are, carry a mobile phone and/or personal attack alarm and always carry mobile first aid kits in vehicles to deal with minor injuries. All incidents must be reported to your line manager immediately.

Driving

Pallottine Missionary Sisters takes all reasonable steps to manage the health and safety of those staff who drive on Charity business.

N Leaving Your Employment

Retirement

Dismissal

Older workers can voluntarily retire at a time they choose and draw any occupational pension they are entitled to. However, employers cannot force employees to retire or set a retirement age unless it can be objectively justified as what the law terms 'a proportionate means of achieving a legitimate aim'.

Work place discussions

Whatever the age of an employee, discussing in a general way their future aims and aspirations can help an employer identify training or development needs and provide an opportunity to discuss future work requirements. For all employees, these discussions may involve the question of where they see themselves in the next few years and how they view their contribution to the organisation. A useful exercise is to ask open questions regarding an



employee's aims and plans for the short, medium and long term. Some employers may find it useful to hold these discussions as part of their formal appraisal process.

If the employee indicates they wish to retire there is no problem in the employer talking to them about the date of their retirement and any working arrangements leading up to it.

The outcome of any workplace discussions should be recorded by the employer and held for as long as there is a business need for doing so. It would be good practice to give a copy to the employee.

If an employee has given their employer formal notice of their intention to retire on a certain date, it is under no obligation to let them withdraw their notice. However, if an employee tells their employer during a discussion that they are planning to retire, they may change their minds before formal notice is given.

Where an employee changes their mind and decides not to retire, but where no notice has been given, the first thing an employer should then do is to discuss with the employee their reason for not retiring. This can help establish whether there is any issue the employer might be able to help the employee overcome so they can retire on the due date or shortly after.

Ultimately, however, if the employee decides they do not wish to retire, for whatever reason, then the employer cannot compulsorily retire them.

Poor performance

If an employee is performing poorly, the employer should discuss this with them to establish a cause. Failure to address any poor performance with an employee because there is an expectation they will retire soon may be discriminatory. Employers should establish a reason for poor performance, agree with the employee what training and development would help them meet the business's expectations, and set a timetable for improvement.

If by an agreed time, the employee's performance has not improved sufficiently, and the employer has followed the company's poor performance procedure, it may then decide to dismiss the employee on capability grounds.

Notice

A member of staff's employment may be terminated at any time in line with the notice periods defined in the member of staff's terms and conditions of employment.

The Charity reserves the right to pay in lieu of your notice period.

Duties During the Notice Period

A member of staff may be required during the period of notice, or any part of it:

- to perform all normal duties
- to perform only part of those normal duties
- to perform such other duties as the Charity may reasonably require
- to perform no duties at all, in which case the member of staff may be required to remain at home on-call in case the home requires them.



Final Salary Payment

A member of staff's final salary will usually be paid directly into their bank account, although the Charity reserves the right to pay by cheque where necessary.

Return of the Charity's Property

A member of staff must return all property belonging to the Charity upon termination of employment e.g. staff handbook, ID badge, laptop, mobile phone, keys, company literature etc. Failure to return such items may result in deductions being made from the final salary payment.

O Other Issues

Confidentiality

All information in respect of the residents or, indeed, personal information relating to anyone at all, which comes to your knowledge, directly or indirectly, through the course of your work, must be treated as confidential and must not be discussed with or disclosed to any person, including the individual concerned, unless you are authorised to do so by your manager, or through

normal working practice. The Charity could cease to utilise your services should there be a serious breach of this condition. Regardless of any action taken by the Charity, a breach of confidence could result in an action for civil charges.

Other Employment

Acceptance of other employment must only be made with your manager's written authorisation. It must not impact on your performance or availability for the job.

This includes any bank or agency work.

Reasonable requests will not be withheld. As there could be working time and health and safety implications, disciplinary action may be taken if you do not disclose other employment or act against your manager's instructions.

Personal Interests

A member of staff will not deal on behalf of, or in the name of, the employer, directly or indirectly, with a person, business or entity:

- (a) which is a member of his/her family or a connected person; or
- (b) which he/she or such connected person has an interest in, without the prior written consent of the Employer.

Acceptance of Gifts

Under no circumstances must a member of staff of Pallottine Missionary Sisters accept gifts or money from the residents, their families, colleagues or outside contractors associated with



your work of the Charity, which may be construed as a bribe. If you are offered a gift or money, you must contact your manager for approval prior to acceptance, unless the gift or money is of negligible value.

Publicity

A member of staff must not make any statements to the public or any section of the public or communicate with the press, radio, television or film companies, either orally or in writing, on any subject relating to the work or operations of the Charity, without the prior written approval of the employer.

Disrepute

It will be an offence against the employer's disciplinary code for any person to bring about, or cause to be brought about, individually or collectively, any comment or action which could be considered to bring the region or the Charity into disrepute.

Personal Relationships

It is important that, where such situations occur, any personal relationships, for example partners, parents and children, siblings etc. do not interfere with the professional conduct or work pattern of the involved parties. In particular, it should be ensured that the relationship does not have an adverse effect on the residents. If the relationship adversely affects your conduct, performance or morale of the team/service the Charity reserves the right to transfer one or both parties to another shift/role/service either on a temporary or permanent basis. Consultation will take place with both members of staff to try and reach an amicable agreement. In the event that agreement cannot be reached, and conduct/performance continues to be affected this could lead to disciplinary action, which may result in dismissal.

Medical Examination

At the request of the Charity, you will be required to undergo a medical examination should you experience any problematic or persistent health problems during your employment.

Personal Belongings

The Charity accepts no responsibility for personal belongings, which also applies to private cars left in the Charity's car parks. Members of staff are advised to insure valuable and other effects against possible loss or damage. Money or valuables should not be left unattended. Any property that is found should be handed to the senior manager/manager who will be responsible for maintaining a record of such items.

Telephone Use

The Charity's telephones are for business only. No objection will be made to the private use of the Charity's telephones in the case of emergencies, provided calls are brief and kept to a minimum.

Equally, incoming personal calls, other than in cases of emergency, are not permitted. Telephones in the home are for the use of the resident and office staff



References

The Charity is always pleased to provide references but will only provide a reference following receipt of the members of staff's consent upon termination via the exit interview form (RI). The only references permitted to be provided on the Charity's headed notepaper are on approval from the Manager and no legal liability will be accepted on behalf of any members of staff who act as referees using their own resources.

Personal Data

A member of staff is responsible for notifying the manager, in writing, of all changes in personal particulars from those given when the member of staff commenced employment, e.g. change of address, marital status, enhanced qualifications, etc. From time to time members of staff may be requested to supply information or documentation for monitoring or legislative purposes. In all cases the rule of the Data Protection Act 1998 will apply.

Professional Misconduct

Members of staff who are subject to discipline by professional bodies are reminded that the Charity has a duty to report any incident of possible professional misconduct to the appropriate body. The Charity itself may separately investigate the circumstances.

Professional Registration and Subscription Fees

Certain members of staff are required to be a member of, or registered with, their professional body in order to maintain employment. Proof of registration must be given to the Employer on request. If, for any reason, registration or membership is cancelled or lapses, then the employment will be terminated.

Members of staff requiring a driver's licence to fulfil all, or part of their duties will be deemed to be automatically dismissed from that post on legal loss of licence, unless suitable alternative employment can be found within the Charity.

The Charity may reimburse professional membership subscription fees, but this will be at management discretion and will be budget dependent.

Standard of Dress and Uniforms

Members of staff are expected to present an image consistent with their working environment, and which reflects the professional approach of the Charity, particularly when representing the Charity to other agencies or partners. All members of staff must ensure that the clothing they wear whilst at work

is appropriate for the duties of their post. Members of staff who work directly with the residents of our services must ensure that they:

- wear appropriate footwear, i.e. sensible low-heeled shoes or trainers with a good tread, which are not open-toed/open-heeled.
- wear clothes that do not restrict their movements.
- do not wear items of jewellery that may cause injury to themselves or others.



Where appropriate, uniforms for use at work are provided by the Charity and should be worn as issued.

When replacements are needed, these should be obtained from the Charity's in-house service where appropriate. On termination of employment, uniforms should be returned. Failure to do so may lead to the appropriate amount being deducted from the member of staff's final salary payment.

Wearing of a Uniform Outside of Working Hours

Where uniforms are worn, it is not permitted for members of staff to wear them outside their hours of work. This does not include travel to and from the place of work.

Adverse Weather Conditions

Payment for absence due to adverse weather conditions will be at the discretion of the Manager

Collective Agreements

There are no collective agreements in existence which affect your employment at this time.

Use of Mobile Telephones

Under Government legislation, it is an offence to use a hand-held mobile phone whilst driving a motor vehicle. The definition of driving within the regulations includes situations where the vehicle is stationary, but the engine is still running. In order to avoid committing an offence, a driver will need to have parked and switched the engine off before using the phone.

This policy should be followed in all cases whilst driving in the UK and abroad.

Hand-held Mobile Phones

- Hand-held mobile phones must NOT be used whilst driving.
- You should keep your mobile phone switched off when driving and use your voicemail, a message service or call diversion so that messages can be left for you when your phone is switched off.
- You should only use your mobile phone after you have stopped your vehicle in a safe place and have switched your engine off. Never stop on the hard shoulder of a motorway except in an emergency.
- If it is essential for you to be contacted when you are driving, you should use your voicemail, a message service or call diversion and stop regularly to check messages and return calls



Hands-free Mobile Phones

Hands-free equipment is not prohibited in the UK by the Regulations, but it is in many other European countries. Hands-free phones can also be distracting, and drivers still risk prosecution for failing to have proper control of a vehicle even if they use a hands-free phone when driving. If there is an incident, the use of any phone or similar device might justify charges of careless or dangerous driving.

The Charity does not endorse the use of hands-free mobile phones and equipment and will not install hands free kits into any company vehicles.

Use of Mobile Phones in the Office

With the exception of Charity provided mobiles, mobile phones should not be used in open plan offices except in the case of emergency.