



The following policy, advice & guidance should be used in conjunction with local information provided directly by the client at the start of an assignment. If you are in any doubt, or the advice here contradicts the details given to you by the client, you must seek further advice from Care101 as soon as possible.

Got a question ? Please contact the office on 01372 231007 or e-mail admin@Care101.co.uk

During any assignment undertaken on behalf of Care101 (the “Company”), you are representing our company to our customers. You are, in effect, the face of the Company during any contact you have with them. **We therefore ask and expect you to behave in a proper, professional and appropriate manner at all times.**

What we expect

In addition to the statement, you must comply with the following rules when working for the Company or working on an Assignment offered by the Company ...

- You must not perform or conduct yourself in a way that is detrimental to the Company.
- You must respect the dignity of all customers and their clients at all times.
- You shall not use or disclose to any person, either during or at any time after your engagement by the Company, any confidential information about the business or affairs of the Company or any of its business contacts. For the purposes of this clause, confidential information means any information or matter which is not in the public domain and which relates to the affairs of the Company or any of its business contacts.

The restriction in this clause does not apply if it would prevent you from making a protected disclosure within the meaning of section 43A of the Employment Rights Act 1996; or when it refers to the use or disclosure that has been authorised by the Company, or is required by law or in the course of your duties.

- You must start the Assignment on or before the time stated and for at least the agreed hours.
- You must accurately record your time working on Assignments provided by the Company on official timesheets and return them promptly to, or when requested by the Company.

- You must ensure any certificates, qualifications and permits, both medical and other are maintained and kept current. If any of these expire or are revoked, you must inform the Company immediately and prior to accepting any new, or working previously arranged Assignments.
- You must take all reasonable steps to ensure your safety, and the safety of colleagues, others in your care and others who may be affected by your actions.
- You must follow and adhere to all reasonable instructions made by the Customer or their representative deemed to be in charge.
- You must inform the Customer and the Company immediately if you are asked to do something for which you are not qualified, or where the work is considered by you to be inappropriate in any way. If you have any concerns during the course of an assignment, you must, in the first instance the customer's responsible manager. After this you should also notify the Company immediately.
- You must not perform or attempt to carry out any task that is outside your expertise or qualifications. If you are asked to do something that you are not comfortable, or qualified to do, you must decline and if necessary, refer the other party to us. You must ensure your qualifications remain up to date at all times.

Healthcare Assistants must never carry out the duties of nursing staff or equivalent.

Although the Company will help to ensure all mandatory requirements and optional qualifications are met and maintained, it is ultimately your responsibility to ensure these are maintained. If you become aware of any lapse in any qualification, you must inform Carer101 immediately.

- You must keep to your agreed role and act in the best interests of the customer and the Company.
- You must follow all health and safety rules as outlined by the Customer and the Company.
- You must not discriminate between people on the grounds of creed, colour, race, political preference, sexual preference, ethnic background, disability of whatever nature, age, marital status or gender.
- You must ensure you keep up to date with policies and procedures and how you may be affected by any changes to them.

What we will do

During any assignment, Care101 is always here to help you. But we can only do this if we are appraised of all the facts in a timely manner if issues do arise. Our staff uphold our reputation and your welfare is extremely important to us. If you have any questions or concerns about an Assignment or the work you are being asked to do, or you have any other feedback you wish to share, please let us know.

Questions, concerns, issues?

No problem, just contact the office on the number below, or e-mail admin@Care101.co.uk with the details.