



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

Scope

In the event we receive a complaint about your work, we have a duty to fully investigate it, both to our and our client's satisfaction. During this time, you will not work with the client raising the concern and any pending shifts will automatically be cancelled and allocated to another staff member.

Client vs staff

As an agency in a competitive industry, our reputation is key. That being said, there are two sides to every story and we do of course, have a duty of care to all our staff.

As part of any initial introduction we get to know our clients well. We would therefore hope to resolve any dispute amicably and to everyone's satisfaction in a short period of time. However, misconduct, inappropriate behaviour or ongoing errors that are affecting your ability to do your job cannot and won't be accepted.

Temporary, part time Staff

As an agency, you will work for us on a temporary, part time basis. This ultimately affects any disciplinary measures in that actions such as "suspension" do not directly apply. Suffice to say, if we feel we cannot rely on or use your services any further, we will simply not offer shifts to you.

In the event a serious complaint is made that we consider should be reported to another agency (such as a regulator) we would have no choice but to do so. This is, however, a last resort. Ultimately, we have a duty of care both to our clients (& their residents) and our staff and we take both extremely seriously.

Open discussion

There are two sides to every story and complaints or issues are often the result of a misunderstanding or miscommunication.

Even if not, they can often be resolved through open and honest discussion and this is typically what we'll seek to do, with our staff and clients.

If a client raises a concern about a staff member ...

- We take all complaints or concerns seriously.

If you believe an issue has arisen and warrants further discussion, please contact the office. This is often better than waiting for the client to call us, as we can then be prepared for what they may be about to say.

- We will take details of the concern from the client and gather any supporting evidence they wish to give us, or we may need.
- We will then contact you to discuss the issue, at first over the phone but potentially in person if necessary.
- Any action taken will be dependent on the problem, its seriousness and the evidence put forward.

For example...

- If the problem is the clashing of personalities, we will liaise with the client. It may be resolvable or we may simply avoid sending you to that client for a future period of time.

It's inevitable that personalities may clash from time to time. However, if the problem occurs on different occasions and with different people, we clearly need to consider the trigger points and how best to approach things for other clients as well.

- If you have made a work-related mistake, the outcome will depend on the seriousness of the fault and any extenuating circumstances that surround it.

Everyone is human and mistakes can and do occur. Although as an agency we cannot condone ongoing or repeated mistakes we will use our best endeavours to help ensure they don't continue. For example, we will discuss the problem, where & how the mistakes were made, why you might have made them and what you need to do to avoid them in the future. In some cases, further or refresher training may also be appropriate.

If, after such action, these or other mistakes continue to occur, we may need to consider our ongoing use of your services and reserve the right to stop offering you work with us in the future. This is however, very much a last resort.

Either way, it's likely the client may wish to have other staff working with them, at least in the shorter term.

- If your conduct is deemed inappropriate or in any way unacceptable, we have a duty of care to protect our clients (and their residents) and as such we may no longer offer you work in the future.

If a staff member raises an issue about a client, their permanent staff, or staff from another agency ...

- Again, we take all complaints or concerns seriously.
- We will raise it immediately with the manager, deputy or owner as appropriate at the home and ask them to investigate.

We have a good relationship with all our clients and would hope to resolve it quickly by discussion.

- After they have confirmed the circumstances, any further action will normally be left to them. However, we will keep staff fully informed and of course, avoid sending them to the client if they feel unhappy or unwilling to work there, or until the circumstances change.

Whistleblowing

There may be times when you have concerns about what is happening at a client or 3rd party site. More often than not these can be resolved easily by speaking to the parties concerned or raising the matter with the appropriate manager. However, where your concern is potentially more serious (e.g. a resident's welfare, clinical malpractice, fraud or a serious health and safety violation) the route forward may be more difficult to work out...

- You might be worried about raising the issue in the first place
- You might consider it none of your business
- You might wonder why others haven't raised it
- You might assume others have raised it already, so you don't need to
- You may think it disloyal to your work colleagues
- You may be concerned about reporting it to the wrong person
- You may be concerned about the issue coming back on you in the longer term

At Care101, we operate an open door policy and you can speak with our Administrator or a director at any time. Remember as a Care101 employee, you are our eyes and ears. You will also see different situations in different settings but we may not be aware of it unless you tell us.

Our policy is designed to ensure you are comfortable in speaking up when the need arises, to raise any concern you might have, about our own company, a client, or someone working in or being cared for by them.

If you are concerned, please speak up. Don't simply wait for proof – it may be difficult to get and the delay may make matters worse.

The policy applies to anyone working for or on behalf of Care101. If you have a whistleblowing concern, please let us know. For example (but not limited to)...

- Physical abuse or neglect
- Criminal activity
- A breach in health & safety
- Compliance (professional or regulatory)
- Being asked to do something you are not trained for, or comfortable to do
- Being threatened in any way
- Fraud or bribery

Other related documents that may be of interest include. These are available online in the document library (via the staff area)m through Team101 or from the office ...

- Our equal opportunities statement
- Our modern slavery statement
- Our privacy policy
- Health & safety advice
- Managing behaviour & acceptable restraint
- Protection of children & vulnerable adults

If in doubt, please raise your concern. We will listen and act accordingly.

Questions, concerns, issues?

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