



*Got a question ? Please contact the office on 01372 231007 or e-mail [admin@Care101.co.uk](mailto:admin@Care101.co.uk)*

## Background

As a group, Care101 firmly believes that everyone should have equal rights to recognition of their human dignity, and to have equal opportunities to be educated, to work, receive services and to participate in society. With this in mind, we are committed to the promotion of equal opportunities in the way we work and provide services.

The purpose of this statement is to help ensure that everyone receives the same level of attention, and should not be discriminated against on the ground of, for example gender, race, colour, nationality, ethnic origin or beliefs, religious beliefs, health status, age, marital status, sexual orientation, political beliefs etc.

## Implementation

The Administrator and management team have overall responsibility for the implementation of this statement.

Alongside this, we work with our clients and expect them to follow the same or similar policy.

If this statement is in any way ignored, or you feel it hasn't been followed in any way, our complaints procedure can be invoked. All complaints, including potential bias and discrimination are taken very seriously and will be investigated thoroughly.

## Conduct and behaviour

Our Code of Conduct is outlined separately, but in essence, all staff are expected to conduct themselves in a professional and considerate manner at all times.

When working with clients, Care101 will not tolerate inconsiderate behaviour in any way, including...

- Making threats
- Physical violence
- Shouting, swearing or rudeness towards others
- Isolation, ignoring, or refusing to work with specific individuals
- Ignoring instructions given by the person in charge (unless those instructions cannot be adhered to on safety grounds)
- Any form of harassment or victimisation

If misunderstandings do occur, we ask the parties involved to discuss and resolve these informally wherever possible. However, the act of apologising or suggesting someone has been over-sensitive is, in itself no defence to causing offence and behaving poorly.

## Discrimination

All complaints of unlawful discrimination on any forbidden grounds made by staff, clients or third parties will be investigated thoroughly and action taken where appropriate. Our complaints procedure will be followed and where necessary, details and outcomes documented.

## Legal obligations

Care101 follows all relevant UK laws and guidelines in respect to equal opportunities and discrimination, with regard to both recruitment and ongoing staff welfare. These include ...

- Equality Act 2010
- The Human Rights Act 1998.
- The Work and Families Act 2006.
- Employment Equal Treatment Framework Directive 2000

## Recruitment

Our ongoing recruitment process upholds our equal opportunities policy. As part of this, we will not discriminate, whether consciously or unconsciously, in selecting who is appropriate to join our team. Vacancies are advertised to all, and anyone with the appropriate qualifications, training and interest can apply.

All applicants will receive fair treatment and will be considered solely on their ability to do the job being advertised.

## Caveats

Alongside this policy, as a provider of healthcare staff, Care101 has a duty of care to its clients and their service users respectively. As such, persons with some disabilities (physical or mental) might, for good reason, be unable to fulfil some of the roles we advertise or require. For those reasons alone, they may be precluded from working with us or applying for those roles.

If, however, any person thinks they have been precluded for the wrong or inappropriate reasons, they should voice their concerns immediately and we will reconsider their view and act accordingly.

## Questions, concerns, issues?

No problem, just contact the office on the number below, or e-mail [admin@Care101.co.uk](mailto:admin@Care101.co.uk) with the details.