



Welcome

Employee Handbook

Date: _____

Who to call when you need to...

Report absence	01904 720700 Main office
Check key box numbers	01904 720700 Main Office
Request annual holiday	01904 727945 Coordinator
Discuss client moving & handling	01904 727949 (leave a message)
Update a client's Support Plan	01904 727949 (leave a message)
Increase/decrease client's visit time	01904 727949 (leave a message)
Discuss training & course attendance	01904 727944 Training dept.
Query pay	01904 720700 Ask to be transferred to the Finance Department
Report phone faults	01904 720700 Ask to be transferred to IT Support



Your information

Your area will be:

.....

Your Care Coordinator will be:

.....

Your Team Leader will be:

.....

Useful telephone numbers:

Main Office (Customer Services/Care Line):	01904 720700
Coordinator Line:	01904 727945
Moving and Handling line:	01904 727949
Training Department:	01904 727944
Finance department:	01904 727942

Welcome to Riccall Care, we are delighted that you have chosen to join us and provide great quality, reliable home care in the community.

We do hope that you find your employment with us enjoyable, rewarding and fulfilling.

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*Company Policies and Procedures available to view at:
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Printed copies are available from your Coordinator.

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What we do

We provide friendly reliable home care workers to support people in their own homes. Receiving this type of assistance gives people peace of mind, reassurance and security, because they are cared for in familiar surroundings.

Riccall Care Domiciliary Care Agency was established in 1998 by directors Gill and Tony Conroy; today, still independent and family run, the team has grown to around 180 - 200 directly employed care workers, including an experienced care management team based in our company owned offices just outside York.

We have the skills to care individually for our clients and the expertise to handle complex care needs.

We treat our clients as individuals with respect and dignity, and concentrate on matching their specific needs with the skills of our valued care support workers.

We cater for people living along the A19 corridor, servicing York and surrounding suburbs to the north together with Selby and surrounding villages to the south, and all villages in between.

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Gill and Tony Conroy also own one day care centre and four residential care homes for the elderly and/or mental impaired (EMI) in and around York and Selby, which offer 24-hour care for older people some of whom may have dementia related illnesses.

Day care: Strensall Day Care Centre

Residential care homes: Riccall House, Abbey Lea,
Westwood and Galtres.

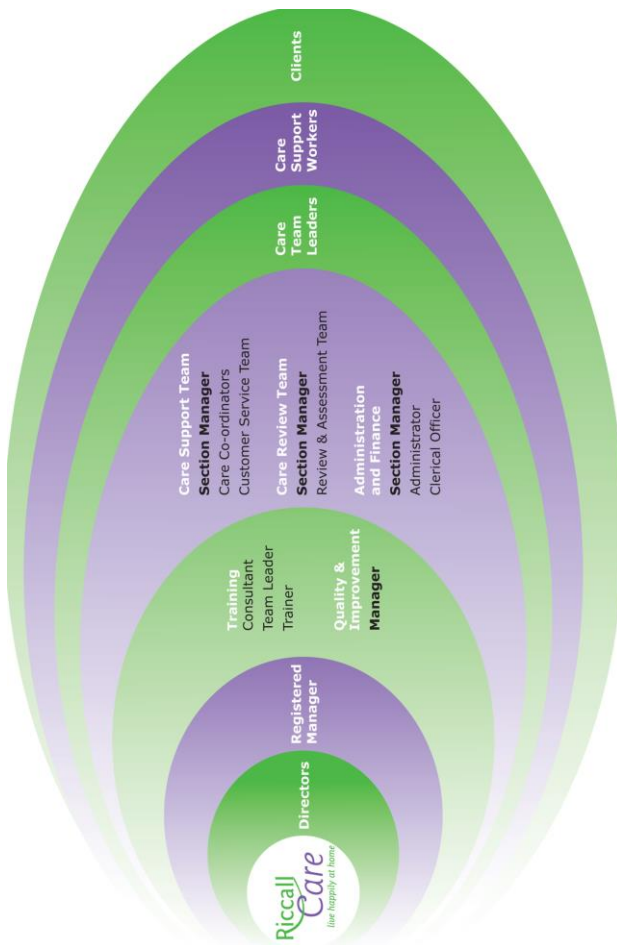


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Riccall Care Organisation Chart



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Our main office information

Our main office is open from **7am until 11pm**, every day of the week throughout the year at:

Riccall Care
17 Escrick Business Park
Escrick
York
YO19 6FD

Tel: 01904 720700 Email: care@riccallcare.co.uk

The Care Coordinators, Review team, Training team and Finance department operate from 9am until 5pm, Monday to Friday.

If you need to meet with a member of the office team then please book an appointment in advance to arrange a mutually convenient date and time. Please use the telephone numbers on page 6, or feel free to e-mail the team.



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Before your shift please ensure...

- ✓ You are wearing your uniform and appropriate footwear
- ✓ Your vehicle is roadworthy and has fuel (See Driving for Work Policy*)
- ✓ Both your personal and work phones are fully charged
- ✓ You refresh your work phone to receive any updates
- ✓ You have all relevant information for your visits, including:
 - Entry details and/or key box numbers
 - Care support requirements for your clients

Car sharing for non-drivers

When performing double up calls as the non-driver you will be expected to make your own way to your first visit and make your own way home from your last visit, unless you have made alternative arrangements with the car driver.

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Your work phone - dos and don'ts

Do:

- ✓ Take care of your phone, as misuse will result in a charge
- ✓ Refresh when prompted to do so, this instruction will come via text message
- ✓ Call the main office to let them know if your phone is not working correctly
- ✓ Refer to the handout given to you during induction for instruction on how to use your phone and logging in and out
- ✓ Liaise with Customer Service regarding the potential for extra calls to be added to your rota if your visits do not run to the end of your core hours

Don't

- X Presume that your visits will not be altered within your core hours
- X Make or receive calls whilst driving on your work or personal phone
- X Personalise your work phone with wallpapers/screensavers etc.

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If you are unwell or absent

You must report sickness or absence to the Main Office Customer Service team as early as possible **before your shift.**

You must speak to a member of staff in person.

It is not acceptable to report sickness or absence by text or e-mail.

If you have been off sick you will be required to attend a Back to Work meeting before you resume your duties. These meetings are held each weekday morning between 9am and 10am at our Head office in Escrick. In exceptional circumstances these meetings can be conducted over the telephone.

Please note that you will not be allocated any further work until you have attended a meeting and discussed your return to work.

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Annual Holidays

As an employee you are entitled to 5.6 weeks Full Time Equivalent (FTE) holiday per year. This would be pro-rata (worked out proportionally) for part-time staff, i.e. those who do not work at least 5 days per week.

The holiday year runs from 1st April to 31st March. If you join the company part way through the year you will receive your entitlement pro-rata.

Holidays will not be permitted during the week that **includes 24th December through to 1st January inclusive** unless this is under exceptional circumstances and specific agreement has been given by management.

Holiday pay will be based on the 12 most recent weeks in which you worked, prior to the payroll cut-off date.

All holidays must be requested in advance by completion of the Holiday Request Form, and must be submitted to the office team.

Please be aware that holiday approval will depend on meeting service needs; therefore submission of holiday requests does not guarantee approval. Please do not make any firm holiday bookings before approval has been obtained.

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Annual holiday entitlement is to be booked by June 30th of each year. From 1st July each year any employee who has not booked their annual leave will be allocated their holiday weeks by their Care Coordinator.

Your full holiday year entitlement must be submitted by 30th June each year.

This allows 3 months to coordinate your holidays with partners, any family obligations and holiday company advance booking requirements.

100% attendance in any rolling year means you will be entitled to an additional day's annual holiday. Please contact Hayley Norris if you think you are eligible.



Please refer to the Holiday Policy* for full details

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What you must report ...

Please call the main office (Customer Services) to report the following:

- ✓ If a client is not at home at the time of your visit
- ✓ If the client is unwell
- ✓ Any client issues that give you cause for concern
- ✓ Any incident or accident involving either your client or yourself
- ✓ If the client refuses care and/or medication

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What to do if your client is unwell ...

- ✓ In an emergency **call 999** and remain with your client until help arrives

Non emergency:

- ✓ Call our main office for advice if appropriate – we may advise you to call 111, the NHS helpline service for further guidance.
- ✓ Call the District Nurse or family doctor (GP) - you will find the telephone numbers in the **Client Support Plan**
- ✓ Inform the family or another named individual - you will find the telephone numbers in the **Client Support Plan**
- ✓ Stay with your client until a family member, doctor or the emergency services arrive

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Client medication – what to do if...

You are not sure if a medicine has been taken

Unless you see the medication being swallowed, clients can, if they wish, mislead you. If you suspect medication is not being taken on a regular basis you must inform our main office or duty manager and document your concerns on the comment sheet in the Client Support Plan.

The client feels unwell

Contact the client's doctor and let our main office/Duty Manager know that you are awaiting a doctor **or** ring our main office, raise your concerns and we will contact the client's doctor for you.

The client refuses to take medication

Contact our main office/Duty Manager to report your concerns and record exactly what happened on the comment sheet in the Client Support Plan. *You can encourage BUT you cannot force a client to take medication against their will.*

You forget to give the medication

If you forget to give any medication contact our main office/Duty Manager immediately. We will then make enquiries to determine whether the dose should still be given.

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If you suspect medication has been missed

Contact our main office/Duty Manager immediately as it is imperative we establish the potential risk of missing any medication and what action should be taken as a result.

The medication required is not available

If they have previously dispensed the medication the client's regular pharmacy can give a 5-day emergency supply at the client's request. Contact our main office/Duty Manager and we will take the steps required to gain the medication for the client.

The doctor/hospital changes the client's medication

If a one-off medication is required such, as an antibiotic, a prescription must be completed for the medication to be collected. You must contact the office to make us aware of any changes that must be made to the medical administration records or MAR chart.

The client is using oxygen

If you are unsure as to whether the oxygen is functioning properly contact the pharmacist who will be able to check the system. The client should not be smoking near the oxygen. If a client smokes and uses oxygen contact our main office/Duty Manager and we will gain advice from the pharmacist.

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Helpful tips to support your clients

Summer

- ✓ Encourage your client to take extra fluids
- ✓ Ensure they are appropriately dressed
- ✓ Ask your client if the ventilation is sufficient – don't automatically open windows as the client may not be able to shut them later

Winter

- ✓ Close your client's curtains at the tea time call rather than bedtime as it gets dark early
- ✓ Check that your client is comfortable with the room temperature
- ✓ Ensure they are appropriately dressed – make sure additional clothing/blankets are within reach
- ✓ Check for potential hazards, such as open gas or coal fires
- ✓ Carry some de-icer to use on client key boxes

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'Team Talk' – keeping up to date

You will receive a weekly bulletin which provides important updates on specific clients and also receive a monthly 'Team Talk' newsletter, which provides updates on our business – as part of our valued care worker team we also love to hear your news.

Please also feel free to keep up to date with our latest blogs, articles, job vacancies and initiatives by visiting our website ...

www.riccallcare.co.uk

Our website is also great resource for clients, their family and friends to find out all about our services and other resources available to them.



Be our friend on Facebook for regular notices events and articles.



Follow us on Twitter for alerts and local news.

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Riccall Care Community Link www.yorkcarelink.org



As part of our commitment to the community that supports us, **Riccall Care Community Link** is a free resource with an open door policy to anyone seeking advice around caring for the vulnerable and elderly in their own homes.

- Offering advice about mobility issues, personal hygiene and ways to keep safe.
- Promoting understanding around dementia, its effects and ways to cope.

Spread the word if you know someone who needs some advice about home care.

These FREE monthly drop-in sessions are on the first Thursday of every month from 2 – 4pm at our Training Suite next to the main office. We also offer evening sessions on request.

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