



DAY TIME PROVIDERS INFORMATION PACK

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Contact Details:

**Adults Supporting Adults
Railton House
Sleaford Business Park
East Rd
Sleaford
NG347EQ**

Office Tel (with answerphone): **01529 416270**

Name of Area Supervisor is:

Mobile:

Name of Area Manager is:.....

Mobile:.....

If for any reason you are unable to contact your Area Supervisor/Manager, then you can always leave a message with the staff at Head Office during opening hours or leave a message on the answer phone after closing time.

If you wish to speak with someone **more urgently** outside of office hours then you can contact the On Call Duty Manager on: **07775 806096**.

You can call this number after 5.00pm until 9.00am Monday to Friday, on Weekends and on Bank Holidays.

Note: this number is for ASA Workers only and is NOT to be given to clients, family members or other agencies.

Driving Documents

The Area Supervisor will need to check the following documents.

This is an annual check of the following:-

- Driving Licence
- MOT Certificate
- Date of last service
- Motor Insurance (**this must include business use**)
- Category B Drivers Health Assessment Form

This is recorded on a form and signed both by yourself and the ASA worker. A new form should also be completed when a vehicle is changed or there is a change in the DTP's health.

DBS

This will have been completed at your interview and you will not be able to commence any work until ASA receives confirmation this is complete. This is all completed on line where you are also required to register with the DBS annual update service. You are required to keep this registration up to date on an annual basis.

Passport Photos

If you have not already provided them 3 passport-sized photos are needed – 2 will be sent to Sleaford one for an ID card and the other for your personnel file. The other is kept on your file at the local office.

Paperwork

Monthly paperwork includes the following this is all completed on the Work Management System which will form part of your induction with ASA.

Monthly Progress Sheets must be filled in for each Client that you work with when you input the hours you have supported them. You will not be able to input hours without the progress sheet being completed. You are required to record how you have supported the client to meet their outcomes which are clearly identified on their care plan. The sheets must be completed to an acceptable standard. They must be relevant, clear and orderly. Your Area Manager/Supervisor will discuss this with you during your first supervision.

Mileage - a record must be made of each journey you do with the client on the Work Management System. The weekly amount allowed will be agreed and noted on the client's Care Plan/Risk Assessment.

Mileage/Hours Worked Claims must be published on the Work Management System no later than the 2nd of each month

Referrals

You will be asked to complete a small pen picture about yourself on the first day of induction. This will include information about your experience, skills, likes and dislikes, ASA will then use this to match you appropriately to clients when a referral is received. The matching process is very important and as part of it an introduction between yourself and the client takes place. The Area Manager/Supervisor will facilitate this introduction which ensures compatibility from both the clients and providers perspective and provides an opportunity for you to discuss the outcomes. It is important following the introduction you share your thoughts regarding working with the client with your Area Manager/Supervisor.

Pay

Your basic hourly rate is **£9.5807** which includes the requirement to attend personal supervision with your line manager and any introductory visits with prospective clients, plus £0.8807 holiday allowance (10.12% of your basic hourly rate). You are also paid when you attend training.

Your basic hourly rate for the Sit2Gether service provision is **£8.069** which includes the holiday allowance enhancement.

You are paid 45 pence for every mile that you use your vehicle when working with the client. **You are not paid any mileage for travelling to work unless it is for training.**

Contractual Commitments

Once you have agreed to support a client you will be expected to work the hours agreed on the Care Plan/Risk Assessment. **You must not work outside of the agreed hours. Any changes to hours or days must be discussed with your ASA Worker prior the changing them.**

There are opportunities throughout the year for Day Time Providers to meet up for social events, e.g. coffee mornings or activity get-togethers. These are arranged by the ASA worker who will inform you when and where they are.

Day Time Providers MUST NOT give out their personal home or mobile telephone numbers to clients or their families, as discussed in Induction Training.

Length of the Client Contract

There is no end date for each contract. In general, when contracts do come to an end, it is because the funding has changed or the client's health has deteriorated. When the contract ends, often suddenly, ASA are not obliged to fulfil those hours. However, ASA will look at other referrals which may be a good match for you. If a Client cancels a session with less than 24 hrs notice, then you can still claim for those hours in the same way as you would if you had worked them.

Terms and Conditions as an Employee

The Terms and Conditions will be set out in your Contract of Employment. Copies of the Policies and Procedures are kept in the main office at Sleaford. These are available if you wish to look at them. The most relevant P&P's will be handed out during your Induction.

You will also be expected to adhere to the Skills for Care Code of Conduct for Healthcare Support Workers and Adults Social Care Workers in England.

Notice of termination of Contract

You should give as much notice as possible if you decide to leave ASA. If you leave within 6 months of starting, ASA will seek to recover the costs of the DBS Check and any training completed. A letter of resignation must be addressed to:

Trixie Bennett, Chief Executive, Adults Supporting Adults, Railton House, Sleaford Business Park, Sleaford. NG34 7EQ

Supervision

ASA offer supervision throughout the year, the frequency of supervision will depend on the number of hours you work. Supervision can happen in a variety of ways – Face2 Face, via telephone, Skype or Facetime. Never wait for supervision if you have some information which is concerning you give your Area Manager or Supervisor a ring. If they are not available ring the office and someone will be available to talk to you.

Supervision is a 2-way meeting between you and your Area Manager/Supervisor providing an opportunity to discuss relevant issues relating to you the people you support. Your Area Manager/Supervisor will have seen your progress sheets prior to supervision and will use these to aid discussion.

Training

As a Day Time Provider (DTP) you are expected to attend mandatory training, which is renewed every 3 years. This includes the following courses Basic First Aid, Moving and Handling and Safeguarding. It is important that all training is kept up to date so that new regulations and practices are adhered too. Basic Food Hygiene is also offered to DTP's but this is completed on line using E-Learning via Scils ASA offer payment for DTP's to complete their Food Hygiene course. DTP's also have the option to view other courses which are available on the Scils website but no payment is offered for these.

Equipment

Following your first day of induction ASA will give you an RCD circuit breaker for use in a person's home and also a First Aid Box. You will also be asked to sign for your Health & Safety Booklet.

Annual Leave Request Sheet

This is managed via the Work Management System. DTP's are requested to submit a request for annual leave and their Area Manager/Supervisor will sanction it. This will

form part of the induction training. You will also need to let your Client know of your annual leave arrangements.

Sickness Procedure

Notify **Admin** at the Sleaford office and your **Area Supervisor/Manager** of your 1st day of sickness. You can self-certificate for 7 days, then a Doctor's Sickness Certificate is required from the 8th day of sickness.

Let **Admin** and your **Area Supervisor/Manager** know the 1st day you are fit for work, whether or not this is a day you would normally work for ASA.

Accident/Incident Reporting

If you are involved in or witness an accident involving a member of staff or client with whom you are working with, you must inform ASA straight away. If this occurs out of office hours please use the 'On Call' telephone number to inform a member of ASA staff. You will be requested to complete an Accident/Incident Report form. These are available from your Area Supervisor.

Enter as much detail as you possibly can and wherever possible get the names and addresses of any witnesses to the incident. You should also complete the body maps showing the area of any injuries sustained if appropriate.

Once this has been completed it must be handed to your Area Supervisor or sent to Head Office at Sleaford. This form must be completed on the same day as the incident wherever possible or on the next working day at the latest.

Confidentiality

You will be privy to a lot of confidential information about the Client you will work with. This will be both written and verbal information. All information you receive about the Client and their family and friends is to be kept confidential. It is not to be used as a topic of conversation anywhere.

You will have access to a client care plan on the Work Management System. There is no need to download these documents.

Instructions for ASA Works Management System

The print screen below is an example of what the ASA Works Management System looks like when you login and details of what each page provides you with

Home – Welcomes you to the system with an introduction



Notifications – notifies you of when changes you have made have been approved



Your Details – lists all details about yourself, lets you add new vehicle details and gives your Area Managers details



Your Leave – Lets providers request leave and monitor leave already booked



Documents – Lets providers view ASA Policies, Useful Resources and Training Documents



Your Files – Lets providers view their clients documents, such as care plans, and any documents for themselves, such as supervision notes.



Services - shows clients you work with and their contract outline



DTP Timesheets – Lets providers enter their DTP timesheets (if any)



S2G Timesheets – Lets providers enter their Sit2gether timesheets (if any)



Invoicing – you can manage your invoices and create new ones for the services you provide



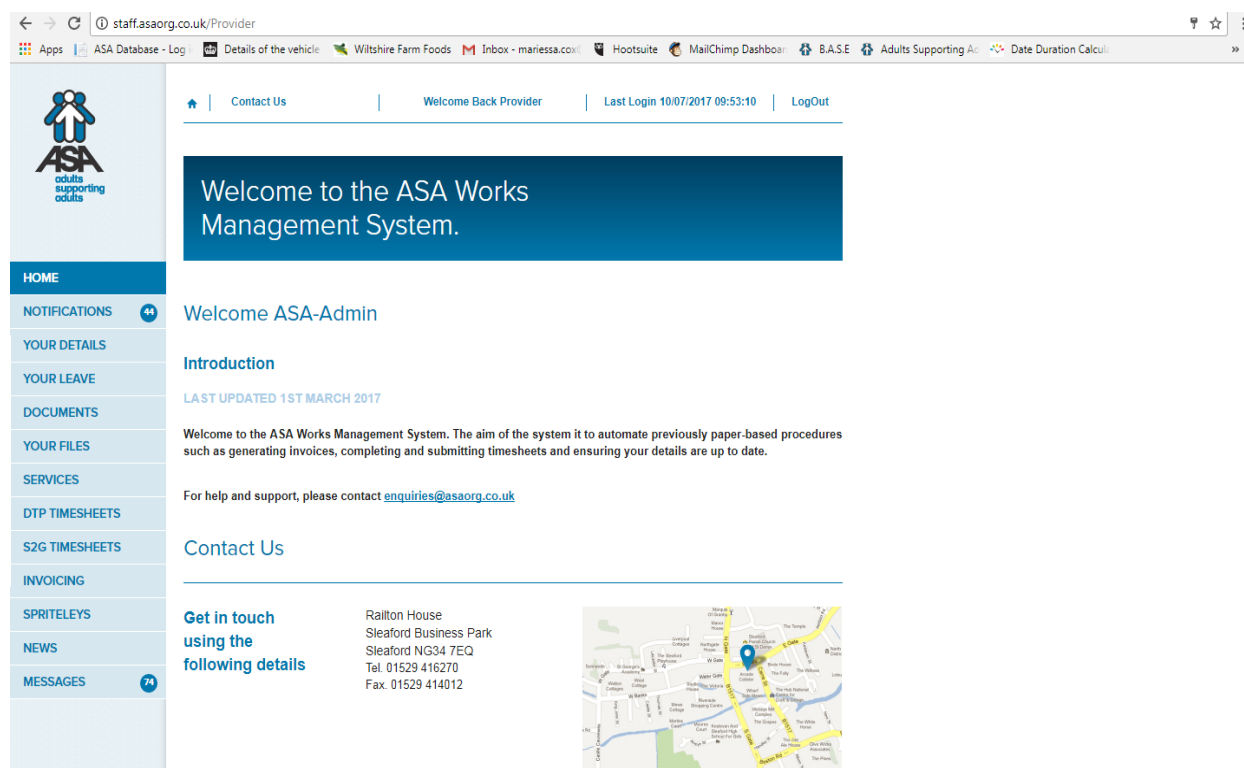
Spriteleys – logs the meals that clients have ordered and what venue they attended on what day



News – shows news and event updates



Messages – shows messages from different staff



Once you have clicked into DTP or S2G Timesheets, you will be brought to the following page:

staff.asaorg.co.uk/Timesheet/DTP/341

Apps ASA Database - Log Details of the vehicle Wiltshire Farm Foods Inbox - mariessa.co Hootsuite MailChimp Dashboard B.A.S.E Adults Supporting Ad Date Duration Calcul

S2G TIMESHEETS

INVOICING

SPRITELEYS

NEWS

MESSAGES 74

5 Week Month

If you have worked a five week month, please check the checkbox below and click on the update button. This will modify the calculations and validation checks to take into account the extra time you have worked.

This is a 5 week month ☐

UPDATE

Viewing Month: July

PREV **NEXT**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Once you pick a date on the calendar, like shown above and it will bring you to this page:

staff.asaorg.co.uk/Timesheet/AddDay/307?Year=2016&Month=12&Day=7&Type=Daytime%20Provision

Enter the client details below and press the Add to Calendar button to save. You can update the outcomes once the entry has been added

Selected Day: 07/12/2016

When entering an end time, you pick a time that is before the start time, the system will assume that this is, in fact, the following day.

Training ☐

Or use the dropdown menu to select a client

Select A Client

Second Client (optional)

Select A Client

Start Time 00 00 End Time 00 00

Start Location End Location

Vehicle Make a selection...

Expenses Description

Client Cancelled ☐

When entering a short notice cancellation, the system will half the hours when calculating fees

Short Notice Cancellation ☐

Is Mileage Only ☐

Please note, if this is a return journey you will need to enter the total miles including the return trip.

Total Mileage 0

Is Return Journey ☐

Expenses 0

ADD TO CALENDAR AND GO TO PRACTICE SHEET (IF NOT TRAINING)

First, pick a client from the drop down box

Second Client is only used if worked with 2 clients at the same time

You must enter a start and end time, location and their vehicle

If a client has cancelled but the provider **can** claim, this box must be ticked.

This section is to be ignored.

Then enter total mileage used for that support session.

If it is a mileage only contract, no hours should be entered and this box **must** be ticked

This box must be ticked if no mileage has been recorded.

See below the practice sheet page. You will see the clients outcomes at the top of the page. You will need to fill in the boxes appropriate to the client. Not every box needs to be completed, but at least one must be.

staff.asaorg.co.uk/eps/Detail/4361

Apps ASA Database - Log Details of the vehicle Wiltshire Farm Foods Inbox - mariessa.co.uk Hootsuite

YOUR DETAILS

YOUR LEAVE

DOCUMENTS

YOUR FILES

SERVICES

DTP TIMESHEETS

S2G TIMESHEETS

INVOICING

SPRITELEYS

NEWS

MESSAGES 24

Outcome

1. TO PROMOTE INDEPENDENCE BY SUPPORTING MICK TO ACCESS COMMUNITY FACILITIES.

2. TO PROVIDE EMOTIONAL SUPPORT AND GUIDANCE IN ORDER TO MAINTAIN PHYSICAL AND EMOTIONAL WELLBEING.

Correspondance / Finances

Finances

Accessing Community Facilities

Community Facilities

Everyday Living Skills

Everyday Living

General Wellbeing / Emotional Support

General Wellbeing

Developing Social Networks

Social Skills

Work

Other

Point for Next Supervision

File 1 Scan

Upload Images of Practice Sheet No file chosen

File 2 Scan

Upload Images of Practice Sheet No file chosen

File 3 Scan

Upload Images of Practice Sheet No file chosen

Once completed click save.

On the timesheet page, you will see a summary of hours and mileage inputted along with a list of your practice sheets:

The screenshot displays the staff.asaorg.co.uk Timesheet page for July 2017. The page is divided into several sections:

- Client Summaries — Individual Sessions: July 2017**: A table showing sessions for client MJA43_DD. The table has columns for Sessions, Total Hours, Total Miles, and a 'ph' column. The data shows 1 session, 2 total hours, and 0 total miles.
- Client Summaries — Group Sessions: July 2017**: A section indicating 'NO GROUP SESSIONS FOUND'.
- Training Details: July 2017**: A section showing 'Total Hours: 0' and 'Total Miles: 0'.
- Practice Sheet Status**: A section with a table of existing practice sheets. The table has columns for Client, Date, and Complete. The data shows one existing practice sheet for MJA43_DD Individual Budget, dated 04/07/2017, which is complete.
- YET TO MAKE**: A section indicating 'None To Create'.
- Agreement Box**: A red-bordered box containing a checkbox and the text: 'I agree that the information submitted is accurate to the best of my knowledge, and that failure to supply accurate information may result in a delay of payment.' Below this is a 'PUBLISH' button.
- Timesheet History**: A section showing the timesheet was created on 10/07/2017 10:11:58 and is currently set to 'New'.

Once you have completed your practice, you will need to tick the box highlighted above and click publish. Sometimes you may get warnings on your timesheet, you will be required to provide an explanation for this before being able to publish.

Leave

This is the page used to book leave. You will need to pick your dates and then provide details of what cover needs arranging or whether you will be making hours up. Then click request leave. This will go through to your supervisor who will look into and either accept or decline. You will be able to see the result by clicking back into the 'Your Leave' tab at a later date.

The screenshot shows a web browser window with the URL `staff.asaorg.co.uk/LeaveRequests/Index/341`. The page is titled "Your Leave Requests" and contains the following elements:

- Left Sidebar:** A vertical menu with links: HOME, NOTIFICATIONS (44), YOUR DETAILS, **YOUR LEAVE** (selected), DOCUMENTS, YOUR FILES, SERVICES, DTP TIMESHEETS, S2G TIMESHEETS, INVOICING, SPRITELEYS, NEWS, and MESSAGES (74).
- Main Content Area:**
 - Header: "Your Leave Requests"
 - Text: "Here you will find the response to any leave you have requested. As well as this you can log new leave requests which will be approved by ASA Admin"
 - Section: "Request for Leave"
 - Form fields: "From" (10/07/2017) and "To" (10/07/2017).
 - Text: "Describe cover required"
 - Text: "Include details here of any clients that will required cover due to your leave"
 - A large, empty text area for describing the cover required.
 - Button: "REQUEST LEAVE"
 - Status: "Awaiting Approval"

The browser's taskbar at the bottom shows the system clock as 10:19 on 10/07/2017.



ADULTS SUPPORTING ADULTS

DAY TIME PROVIDER – Pen Picture

The information you provide helps ASA to match you appropriately to clients.

- How you describe yourself?
- Provide a brief overview of your experiences of working with vulnerable people.
- What are your hobbies and interests?
- Are there any health and safety issues ASA should be aware of? Are you happy to support clients with wheelchairs?
- Are there any activities you would prefer not to support a client with i.e swimming
- Availability to work, what days/times can you offer?

Name:

Date Completed:

Signed: