



# ADULTS SUPPORTING ADULTS

## Practice Guidance and Information

### STAFF HANDBOOK



## CONTENTS

### Section 1

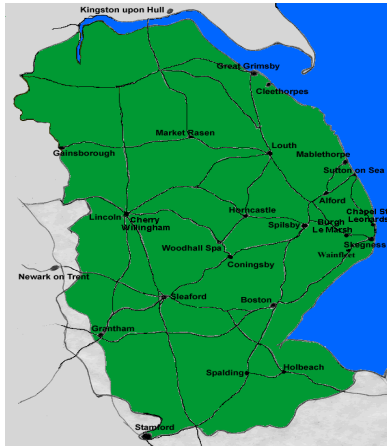
Summary of Adults Supporting Adults	Page 3
ASA Vision and Values	Page 4
Matching and values based recruitment	Page 5
Your role	Page 6/7
Communication with ASA	Page 8/9
Health and Social Care Workers Code of Conduct	Page 11
Duty of Care	Page 13
ASA policies and procedures	Page 14
Health and safety Policy Statement	Page 17
Safeguarding	Page 18
Safeguarding Children	Page 19
Mental Capacity	Page 20
Gifts and Bequests	Page 21
Professional Boundaries	Page 22
Whistle Blowing	Page 23
Infection Control	Page 24
Confidentiality/Data Protection	Page 26
Staff Wellbeing	Page 27
Supervision	Page 28
Reflective Practice	Page 29
Care Quality Commission overview	Page 30
Personal development/Induction /Training	Page 31
Care Skills	Page 32
Working in Partnership	Page 34
Working in a Person Centred Way	Page 35
Care Planning	Page 36
Accident/Incidents	Page 37
Making a complaint	Page 38
Pay and Holiday	Page 39
Accessing Work Management System	Page 40
Understanding Practice logs	Page 42
Practice Scenarios	Page 43
Useful Information	Page 49

### Section 2 - Works management System

### Section 3 - Health and Social Care Workers Code of Conduct

## SUMMARY OF ADULTS SUPPORTING ADULT

Adults Supporting Adults (ASA) is a not-for-profit charity working alongside adults in Lincolnshire, providing quality community support services on a 1:1 basis to enrich people's lives. Until 2005 we were part of Lincolnshire County Council when we externalised to registered charity and a limited company.



Currently over 200 clients are accessing our community support services and approximately 100 clients are support by ASA through our brokerage service. As an organisation we employ around 70 support workers supporting people across the county.

Our team is approachable and supportive, together we have many years of experience working within nursing and social care and value the opportunity to provide support which enables people to enrich their lives.

As an independent charity, we have been able to develop quality community support services which are flexible and centred around the individual and meeting their needs.

### ASA SERVICES –

**Community Support** - This support enables people to maintain their independence and complete activities of their choice by accessing their community, visiting places of interest or completing tasks in the home.

This support can be funded via Local Authority Social Services, NHS or people can fund this support privately. If funded by the local authority or NHS the client will have met the criteria for funded support due to particular health & social care needs. They will have an Adult Social Care assessment which outlines their outcomes and what they need support with, ASA are then commissioned to support them to work towards and achieve these outcomes to maintain and/or improve their independence.

If the client is funding the support from ASA themselves using their benefits or private funds, they can highlight for themselves what they would like support with.

**Sit2Gether** - This is a service provided within the home offering company and interaction to people who may experiencing isolation or loneliness due to ill health. Support workers can visit and provide social stimulation and opportunity to participate in recreational activities.

The service is also used to enable carers to have short breaks from the caring role, enabling them to leave the home for short periods knowing their family member has company and is safe at home in their absence.

The same funding mechanism as above apply for this service too.

**Brokerage** - We support a number of clients indirectly by overseeing their Direct Payments that pay for their care and support identified in their care package.

## ASA VISION AND VALUES

ASA vision is to consistently provide an outstanding level of care to all people using our service, which enhances people's quality of life.

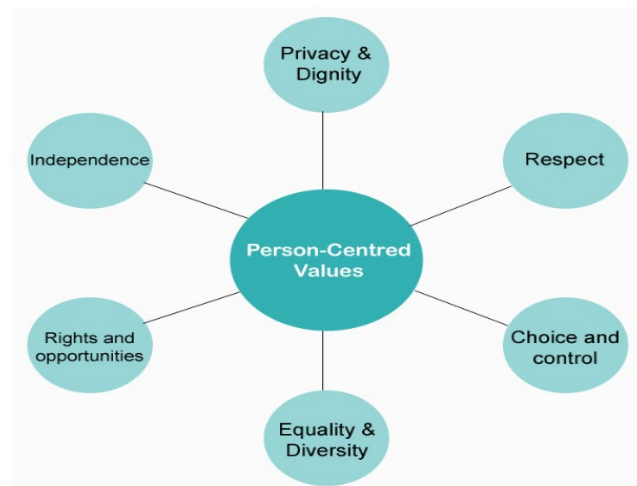


ASA have a clear set of values which underpin our practice, we work to ensure the people we support are at the centre of the service and have full involvement in how their support is delivered. ASA seek to empower individuals to make informed choices and make decisions about their lives and how they want to live it.

### Values

ASA recognise adhering to the core health and social care principles is essential in ensuring the wellbeing and dignity of people using our services. ASA work holistically to promote choices and empower people to make decisions about their care and support. We value partnership working and the benefits this can provide individuals but also ASA in our continued our learning and knowledge development.

ASA uphold person centred values:



We recognise and uphold that everyone is and has a right to be different

- We have an inherent belief in human rights.
- We will not tolerate discrimination.
- We support equality and diversity – which is reflected through our positive approach to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation

## Matching and Value Based Recruitment



ASA are committed to recruiting support workers who share the same values and principles of the organisation. We seek to explore this as part of our interview process and ask applicants to share some work and life experiences which they feel have helped form part of their values and attitudes.

Once recruited and part of the ASA team of support workers you will be asked to complete a pen picture about yourself. The information you provide will help us as an organisation work in a person-centred way to match you appropriately to individuals requiring support.

In our experience matching support workers with similar hobbies & interests to a client helps form good working relationships more quickly. The shared interest potentially gives people an opportunity to explore this further with mutual enthusiasm and understanding.

It is also important for ASA to know if there is a reason you should not be matched with a particular client. This is especially important if there is a health and safety factor ASA need to know about. For example, if you have a medical injury which prevents you supporting someone in a wheelchair. Or if you are a non-swimmer and would prefer not to support a client to access their local swimming pool.

The pen picture is '*all about you*' and helps ASA get to know you little better and enables us to match you to clients based on your experience, your skills as well as your hobbies/ interests and availability. This will ensure both you and the client have every opportunity to develop a good working relationship based on trust and respect for one another.



### The pen picture asks:

- How would you describe yourself?
- What are your values, what's important to you?
- 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?



## **YOUR ROLE**

ASA have two types of service as described above. Information about the support you are providing will be shared with you as part of discussions with your Area Supervisor and the introduction which takes place prior to support commencing. You will also have an opportunity to read the clients support plan prior to commencing support so that you understand the client's outcomes and reason for the support. The support plan help you develop an awareness of their care and support needs, how they like to be supported and what's important to them as an individual.

The support plan will also information about the client's environment as well as areas of risk which you will need to be aware of prior to visiting.

### **Community 1:1 support**

Your role when providing 1:1 community support is to work with the client and support them to work towards and/or achieve their individual outcomes written in the clients support plan. The level of support and guidance offered will differ, depending on the clients' needs and abilities. As a support worker you will use the knowledge you have about the client and offer appropriate encouragement and reassurance to enable them to achieve greater independence.

As a Support Worker you are an *enabler*, supporting someone to achieve an outcome, you are NOT there to do it for them.

***Each client will have their own outcomes which are unique to them and cover a wide range of activities, including:***

- Supporting with domestic skills, such as cooking, managing personal finances and correspondence
- Enabling people to develop community networks and make friends
- Supporting people to access their community to complete everyday tasks like shopping, banking, access health care appointments
- Accompanying people to the gym or social groups or supporting people back to work
- Enabling people to visit places of interest and explore new opportunities
- Offering emotional support and guidance and simply listening to people.

### **Sit2Gether**

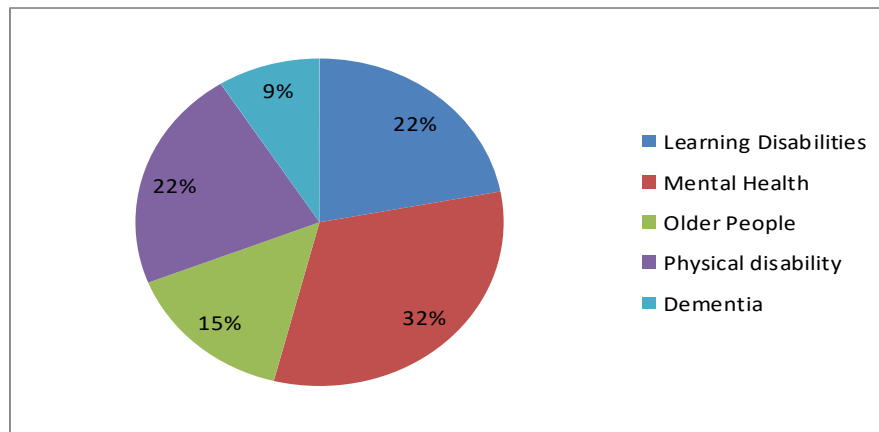
Your role when providing the sit2gether service, is to sit with a client in their home whilst the main carer has a break. The focus of this support is about offering company and stimulation in the form of your presence and conversation. This support is extremely valuable to people who offer regular care to a loved one. The day and time will be agreed to ensure they can book appointments for themselves knowing someone will be there to care for their loved one. ASA offer this support for up to three hours at a time, and encourage family members to have games, magazines and music available to aid interaction. However, sometimes it is purely your presence which is required.

**Beryl said 'with my two hours of ASA support, I can visit my sister for a coffee while knowing that Clive is safe at home being well looked after. Clive said 'I love my support worker visiting me. We listen to my favourite music and chat about the good old days whilst Beryl goes out'**



ASA provide all support workers with an induction, which offers in depth training and guidance aimed around the Care Certificate. This, along with ASA policies and procedures, arms Support Workers with the knowledge and information to be able to support people from a range of client groups with a variety of needs and requirements.

Currently, ASA are supporting people across all client groups as the figures below indicate



### **Your commitment to ASA**

We ask that you

- Promote ASA values, always demonstrating these in your work providing quality person centred support to all clients
- Take full advantage of all the support and training ASA provide. We are committed to you as a support worker and believe continuous learning and personal development is key to providing quality support services.
- Work with us in ensuring effective communication at all levels, using all our communication methods and practices. Being open and honest
- Work within our Policies and Procedures which are there to keep everyone safe and ensure ASA are working within the legislative framework
- Take care of your own wellbeing, and work within your own capabilities

## Communication



It is ASA policy that support workers **DO NOT** share their mobile number with clients, their families or any external agencies/trades person. All contact needs to come via the office to ensure safe and effective communication. Clients are asked to always contact ASA office if they have information or messages for support workers, and we will

ensure these are forwarded to the appropriate person efficiently using the Text Magic number. ASA feel this is more professional and is in line with good practice procedures around clear boundaries. As an organisation we explain this to all clients as part of their introduction to ASA and ensure they have all the contact details necessary to aid clear communication.

It is important that Support Workers do not give their number as point of contact to any additional support agencies/trades person. They may try to contact you when you are not with the client or not even at work, which raises issues around confidentiality and data protection. If on the rare occasion this scenario occurs, and the client has no contact number or family/friend to be contact person, ASA request if the client consents the organisations details are given. Any information received will then be forwarded appropriately or action taken as necessary.

**01529 416270**  
**admin@asaorg.co.uk**

### What clients can expect from a support worker

All formal working relationships need rapport and trust to function well. Support workers will work hard to establish this whilst maintaining clear professional boundaries.

Successful working relationships are based on good communication and an understanding of what ASA role is. Support workers are there to promote independence, working alongside you to achieve your goals.

ASA set limits, these are outlined in our good practice policies and procedures which all support workers understand. These ensure everyone is safe and ASA can maintain professional working relationships.

Clients expect Support Workers to:

- Arrive on time
- Have an ID badge and access to PPE if required
- Be appropriately dressed, suitable for the activity you have chosen to do that day
- Be able to listen and understand your care and support needs
- Work within ASA values offering appropriate support and guidance
- Have an awareness of how you like to be supported, understand your strengths and limitations.
- Be professional at all times, with a positive can-do attitude.





## Communication within ASA

Communication helps us build relationships by allowing us to share our experiences, and needs, and helps us connect to others. It's the essence of life, allowing us to express feelings, pass on information and share thoughts. We all need to communicate. [www.cipp.org](http://www.cipp.org)

Adults Supporting Adults believe everyone has a role to play to ensure all communication is effective. We have various methods to promote good communication between yourself and members of staff in the office to respond to your need. ASA encourage and promote two-way communication in whatever format you prefer, we operate an Office Duty rota which ensures someone is available during working hours, and for enquiries outside of normal working hours we have an 'On Call' system in place.

**You can use:** The simplest and easiest way to get a response is to send a message to Text magic asking for a call back, the duty worker will ring you back

- Text - 07520666347
- On Call Number - 07775806096 (**out of hours and weekends only support workers only**)
- Email – [admin@asaorg.co.uk](mailto:admin@asaorg.co.uk) this will be directed to the most appropriate person to deal with your enquiry.

ASA office team consists of seven members of staff who cover certain areas of the county and have different roles and responsibilities. You will be introduced to the person offering you quarterly supervision within a few weeks of joining ASA and this person would normally be your most used contact within ASA. However, as a Team we are all available to support you. We all cover office duty and from time-to-time work directly with clients particularly when cover is needed at short notice this helps us understand the role of the support worker and appreciate some of the challenges you experience.

Team members mobile: (**Do not give these numbers to clients**)

- Managing Director 07534 980125
- Operation Manager 07920702551
- South Area (Sleaford/Grantham) 07432 151136
- South Area (Spalding/Boston) 07966146992
- North Area (Lincoln) 07903 517840
- North Area (Gainsborough) 07966147005

### **Please note.**

If messaging a member of the team and they do not respond to you, they may be absent from work, it is advised to use Text Magic Number in the first instance.

**If you have any concerns about Health and Safety, then you must report them to an ASA staff member, DO NOT wait, it is always better to be safe than sorry**



### **Other useful contacts**

Care Quality Commission – Customer Services

0300 061 6161

<https://www.cqc.org.uk/contact-us>

Lincolnshire County Council – Customer Services

01522 552222

Social care enquiries

[csc\\_socialcare@lincolnshire.gov.uk](mailto:csc_socialcare@lincolnshire.gov.uk)

Adults – 01522 782155

Emergency out of hours – 01522 782333

Lincolnshire Partnership Foundation NHS Trust

Community Mental Health Teams Single Point of Access

0303 1234000

Samaritans – 0845 7909090 email [jo@samaritans.org](mailto:jo@samaritans.org)

Childline – 08001111

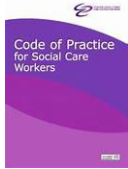
Domestic Violence Support Refuge/Women's Aid 0808 2000247

Parentline - 0808 8002222

Victim Supportline – 0845 3030900

NAPAC – National Assoc. for People Abused in Childhood – 0808 8010331

## Health and Social Care Workers Code of Conduct



The Code of conduct sets the standard expected of all adult social care workers and healthcare support workers in England.

Outlining the behaviours and attitudes that people who need care and support should rightly expect.

It's commonly used alongside the Care Certificate. It describes how a support worker should behave and the Care Certificate describes the minimum things they must know and be able to do.

The Code of Conduct ensures you can be sure of the standards your worker is expected to meet, check that your worker can fulfil the requirements of their role, behave correctly and do the right thing at all times and identify areas for continuing professional development.

The Code of Conduct is voluntary but is seen as a sign of good practice. It replaces the codes of practice previously developed by General Social Care Council (GSCC).

The code of conduct for Healthcare Support Workers and Adult Social Care Workers includes the following principles:

- Be accountable
- Promote and uphold privacy
- Dignity, rights, health and wellbeing
- Work in collaboration
- Communicate in an open, and effective way
- Respect a person's right to confidentiality
- Strive to improve the quality of care and support
- Uphold and promote equality, diversity and inclusion

### Responsibilities

You have responsibilities to the people that you provide support for including:

- Safeguarding their safety and welfare
- Involving the individual and their support network in the planning, delivery and review of their care
- Ensuring that their dignity is promoted, and their rights upheld
- Supporting the person to complain

or raise concerns if care is inadequate or rights are not upheld.

- To work in agreed ways that are safe for them and those around them and to discuss safety concerns with their manager
- To treat other people's private and sensitive information confidentially
- To treat others equally regardless of protected characteristics.

### ***Protected characteristics***

The Equality Act 2010 identifies *protected characteristics* or groups that are protected under equalities law further information can be found in ASA policy GP.01 Fair Access & Diversity.



### **The Human Rights Act 1998**

The Human Rights Act 1998 places a duty on you to act in a way that promotes the following rights of all individuals:

- Not to be subjected to degrading or inhuman treatment
- To have liberty and freedom

You should always remember these rights when working with individuals, and always use the least restrictive option appropriate for the situation.

## Duty of Care

Duty of care is fundamental in Health and Social Care and refers to the legal and ethical obligation to ensure the wellbeing and safety of others. It requires all support workers to act in the best interest of those they support while also taking steps to prevent harm and protect individuals from potential risks

The duty is backed up in laws like the **Health and Social Care Act 2008** and the **Care Act 2014** which formulate the principles of professional care and support. Support Workers have a responsibility to ensure the people they support are treated with dignity and respect. As a support worker you are accountable for your actions to the clients you support but also to ASA 'your employer' and other regulating bodies like CQC and Safeguarding. It is this accountability that ensures high standards of care and support, and that support workers are held to account for their actions.

Understanding and applying the principles of 'Duty of Care' in your daily practice will not only enhance the quality of life for those you support but also ensures that you are fulfilling your professional and ethical obligations effectively. <https://carelearning.org.uk>

The challenge comes when trying to balance between duty of care and an individual's right. We have a duty of care to protect the individuals we care for, but individuals have a right to privacy, respect and independence.

**Duty of care** means we act in the best interest of the individual we support, ensuring safety and wellbeing. As a support worker we take necessary steps to reduce risk and prevent harm

**Individuals' rights** refer to the freedom and entitlements every person has. This includes making choices, the right to be independent and have autonomy.

Example:

***Win wants to go for a walk round her garden on her own, Karl her support worker is nervous about her falling so wants to go with her, but Win has said she wants to go alone.***

Karl has a dilemma between respecting Win independence (her right) or ensuring she doesn't harm herself (his duty)

At times clients may wish to make choices which appear unwise or unsafe to us. Whilst it's their right to independence it could also pose a risk. As support workers we must try to reduce the risk as much as possible, and ensure people understand the risks and potential consequences involved in their choices. This involves being clear with your communication and clarifying that the individual has understood the risk. You may be able to offer a compromise, introduce a safety measure you both agree with.

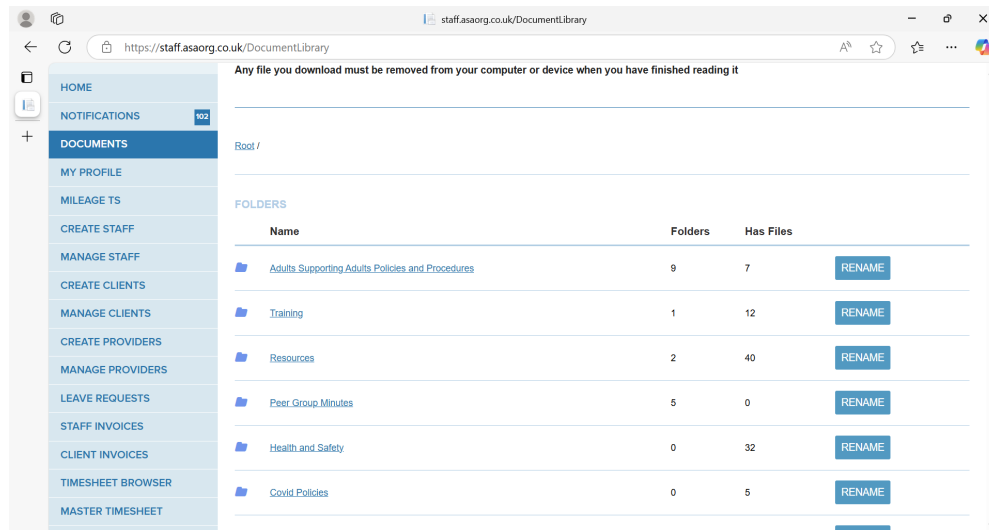
***Karl had a discussion with Win and explained the reason for his concern, risk of Win falling and hurting herself. He suggested she walk with a wheeled frame which Win agreed with.***

This ensured Win right to independence and Karl's duty to keep Win safe



## ASA Policies

A list of ASA Policies and Procedures follows, copies of the policies can be found on the **WMS > Documents > ASA Policies and Procedures**.



Please note that knowledge of ASA Good Practice policies and procedures may form part of your quarterly supervision. During the first three months of employment with ASA you will be offered an additional monthly supervision with an experienced member of the team. They will be able to explore these policies with you in more depth and answer any questions.

Some policies will be more relevant to you as a support worker than others. If you ever have any questions, please bring this up with a member of the team.

Over time additional policies may be added to the list overleaf and you will be informed of this via the WMS.

Policy List – All located on WMS

	Policy Number
<b>Good Practice (GP)</b>	
Fair Access and Diversity	GP.01
Confidentiality Policy	GP.02
Data Protection Policy	GP.03
Policy for Acceptance of Gifts and Bequests	GP.04
Money Handling Policy	GP.05
Grievance Procedure	GP.06
Disciplinary Procedure	GP.07
Whistle Blowing	GP.08
Compliments Log	GP.09
Feedback and Complaints Procedure	GP.10
Safeguarding Adults and Children Policy	GP.11
Environmental Policy	GP.12
<i>Policy removed</i>	GP.13
Client Wellbeing Check	GP.14
Mental Capacity Act and Deprivation of Liberty Policy	GP.15
Professional Boundaries Policy	GP.16
Anti-Bribery and Anti-Corruption Policy	GP.17
Social Media and Networking Policy	GP.18
Community Support Worker Cash Float Policy	GP.19
Personal Care Policy	GP.20
Policy for Dealing with Media Requests	GP.21
Infection Control	GP.22
Medication Policy	GP.24
Lone Working Policy	GP.25
Mental Health and Wellbeing Policy	GP.26
<i>Policy Removed</i>	GP.27
Shopping Policy	GP.28
Referral management Policy	GP.29
<i>Policy GP30, GP31, GP32 Removed</i>	
Accessing a Client's Home	GP.33
Quality Assurance and Governance Policy and Procedure	GP.34
Prevent Policy	GP.35
Restraint Policy and Procedure	GP.36
Human Rights Strategy	GP.37
<b>Human Resources (HR)</b>	
<i>Policy Removed</i>	HR.01
Guidelines for Negative References	HR.02
DTP Communication and Support Policy	HR.03
Training Policy	HR.04
<i>Policy Removed</i>	HR.05
<i>Policy Removed</i>	HR.06
Retention and Exit Strategy	HR.07
Annual Leave Policy	HR.08
Family Leave Policy	HR.09
Car Use and Travelling with a Client Policy	HR.10

Redundancy Policy	HR.11
Statement of Policy Regarding the Exercise of Discretions within the Local Government Pension Scheme	HR.12
Recruitment Policy	HR.13
<b>General (G)</b>	
Fire Evacuation Guidance	G.01
Policy for On Call	G.02
<i>Not in use</i>	G.03
Client Failed Hours Guidance	G.04
Key Holding and office Security Policy	G.05
Electronic Calendars/Diary Sheets/Appointments	G.06
Provision, Security and use of IT equipment	G.07
<i>Policy removed</i>	G.08
<i>Policy removed</i>	G.09
<b>Client (C)</b>	
<i>Policy removed</i>	C.01
<i>Policy removed</i>	C.02
Policy for Charging and Calculating Holiday Costs	C.03
Client Finance Policy	C.04
Client Consent Policy	C.05
<b>Employees (E)</b>	
Sickness Reporting Policy	E.01
<i>Policy Removed</i>	E.02
<i>Policy Removed</i>	E.03
Policy for the use of Mobile Phones	E.04
<i>Policy Removed</i>	E.05
Emergency Staff Cover Policy	E.06
Inclement Weather Procedure	E.07
Smoking and Alcohol at Work Policy	E.08
Violence at Work – Employee Guidelines	E.09
Harassment at Work	E.10
Community Support Worker Mileage Criteria	E.11





## **Health and Safety**

### **Policy Statement**

Our policy is to provide and maintain safe and healthy working conditions for all our employees, contractors, and agency staff working on our behalf. In addition, we will seek to ensure the work that we carry out does not affect the health and safety of others, e.g., our customers, visitors and members of the public.

We will achieve this policy, in part, by:

1. Appointing competent Managers who are responsible for health and safety in their respective areas.
2. Ensuring that adequate resources and sufficient financial arrangements are in place to control health and safety risks arising from our work activities.
3. Consulting with all our employees on matters affecting their health and safety providing information, instruction, training and supervision, as appropriate.
4. Seeking advice and assistance from external organisations to supplement our own in-house health and safety initiatives.
5. Monitoring and reviewing the health, safety and welfare arrangements we have put in place at least every twelve months to determine their continued effectiveness.
6. Setting goals and following action plans to ensure continuous improvement in health and safety performance.
7. Promoting a positive health and safety culture within our organisation, e.g., with Managers leading by example

This statement is intended to encourage a positive attitude to health and safety and should be used in conjunction with the additional safety guidelines issued periodically

I look forward to your full co-operation and support

*Stephen Johnson*

Stephen Johnson

**(Managing Director)**

**If you have any concerns about Health and Safety, then you must report them to an ASA staff member, DO NOT wait, it is always better to be safe than sorry**

## SAFEGUARDING



### What to do if:

#### ***You have concerns about a possible safeguarding situation***

- In an emergency respond immediately and ring 999.
- Contact your ASA head office team for advice straight away.
- Make sure you seek consent from the client (if the client is deemed to have capacity) and you have as many details as possible about your concerns.
- See contact details page for further details including CQC.

#### ***A child or adults wishes to disclose a safeguarding incident***

- Keep calm, listen, keep listening. Do not promise confidentiality: tell them we need to share this. Assure them they are not to blame.
- Make careful notes of what is said, record dates, times, events and when you are told.
- Seek consent from the client to report the matter to safeguarding.

#### **Types of Safeguarding Concerns**

- Physical abuse
- Domestic violence
- Modern slavery
- Financial and material abuse
- Sexual abuse
- Neglect
- Self-neglect
- Psychological abuse
- Organisational abuse
- Discriminatory abuse

#### **Some examples of concerns we have seen in the past**

- A client has lent a large sum of money to a friend or family member and not received payment back.
- When supporting a client with their banking you notice that a larger than normal sum of money has been withdrawn and the client cannot remember or is reticent about the reason why.
- A client discloses historic abuse.

### **Safeguarding Children**

ASA do not work with children directly, our criterion within Adult Social Care is providing care and support services to adults over the age of 18. However, there may be children within the family home of clients ASA support and therefore we all have a responsibility and duty of care towards children

### **See it, report it.....**

Safeguarding children is the action that is taken to promote the welfare of children and protect them from harm

Safeguarding means:

- Protecting children from abuse and maltreatment
- Preventing harm to children's health or development
- Ensuring children grow up with the provision of safe and effective care
- Aiding their development, keeping them safe and ensuring they have the best outcome in life.

### **Key pieces of legislation related to safeguarding children in the UK include**

- The Children Act 1989 (as amended)
- The Children and Social Work Act 2017
- Keeping Children Safe in Education
- Working Together to Safeguard Children 2018



The Lincolnshire Safeguarding Adults Board (LSAB) promotes the well-being of children and adults who have care or support needs [Lincolnshire County Council](https://www.lincolnshire.gov.uk/safeguarding/lsab/3)  
<https://www.lincolnshire.gov.uk/safeguarding/lsab/3>

The vision of the LSAB is to make Lincolnshire a place where adults feel safe, secure and free from abuse or harm

### **Further Information**

Care Certificate standards 10 & 11 (in WMS documents)

ASA Safeguarding policy GP11 (WMS documents)

Skills for care website [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

Operations Manager is the organisation's safeguarding lead.

## MENTAL CAPACITY

The Mental Capacity Act (MCA) 2005 is designed to protect and empower individuals when there is a concern around capacity. The law ensures individuals can make their own decisions about their care and treatment. Where this is not impossible any decision regarding a clients care, and support must be in the clients' best interest and the least restrictive.

### The Five Statutory Principles

The Five Principles outlines in section 1 of the Act are detailed below:

1. A person must be assumed to have capacity unless it is established that he/she lacks capacity.
2. A person is not to be treated as unable to decide unless all practicable steps to help him/her to do so have been taken without success.
3. A person is not to be treated as unable to decide merely because he/she makes an unwise decision.
4. An act done or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his/her best interests.
5. Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

### What to do if you have concerns about someone's capacity

If you have any concerns about the capacity of a client contact the ASA head office team to discuss the detail of your concerns

The act states that a person lacks mental capacity if they cannot do anyone of the following:

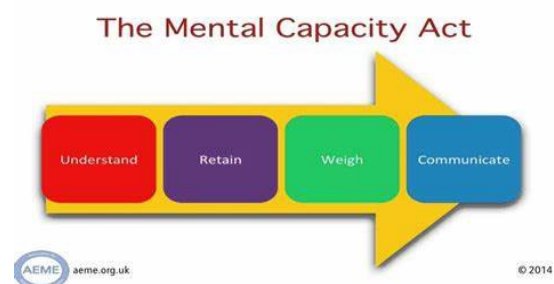
1. Understand the information relevant to the decision (key factors, broad terms, simple language).
2. Retain that information (only long enough to make the decision).
3. Use or weigh that information (take it into account / accept it).
4. Communicate their decision (in any way).

#### Further Information

GP.15 Mental Capacity Act and Deprivation of Liberty Policy (WMS documents)

[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

<https://www.cqc.org.uk/help-advice/mental-health-capacity/about-mental-capacity-act>





## GIFTS AND BEQUESTS

It is recognised that from time-to-time clients will want to give a gift, or make a bequest, as a mark of their gratitude to the organisation, or a support worker. This can present a potentially embarrassing and delicate situation and should be handled using the guidelines detailed in the ASA GP.04 Policy for the acceptance of gifts and bequests.

: Community Support Worker should discourage any attempt to receive a gift in the first instance. Where however, it would cause offense not to accept a small gift (less than £5 in value) Support Worker to accept and inform the office at the earliest opportunity, but within 2 weeks. This information will then be recorded accordingly and a letter of thanks sent to the client.

: All monetary gifts (including gift vouchers) must be refused. If however, the person insists then the support worker to inform the office at the earliest opportunity. The gift must be brought to the office in all instances and will be added to ASA Charity Box and a letter of thanks will be sent to the client. Under no circumstances will money be kept by the individual support workers.

: Volunteers, employees and any person working on behalf of ASA, cannot be named as a beneficiary in an individual client Will.

***If in any doubt contact a member of the head office team before accepting any gift or bequest.***

## PROFESSIONAL BOUNDERIES

Adults Supporting Adults overriding requirement of staff is to ensure the existence of appropriate professional boundaries are maintained. We encourage staff to befriend clients and develop positive professional working relationships to foster trust and confidence; however, we discourage staff from becoming overly familiar with clients.

Please see below abbreviated good practice guidelines full details of which can be found in DP.16 Professional Boundaries Policy found in the WMS documents folder.

- Do not give clients or their families your telephone number, they will have ASA office number should they need to make contact.
- You must not work outside of agreed hours documented on the support plan with clients, unless permitted to do so by a member of the ASA office team.
- If you are asked to support the client outside of the original outcomes seek advice from a member of the head office team prior to agreeing to support the client.
- Do not add clients to your list of friends on social media networking sites. We recommend if you use Facebook that your account is set to the private setting.
- You are not permitted to introduce anybody that is not an employee or volunteer of Adults Supporting Adults to a client or vice versa.
- If you are supporting a client to find an outside company / tradesperson if a contact is known to you always ensure the client has three or more contacts to choose from.
- Do not accept donations or gifts (other than at Christmas when ASA accept this happens) If clients offer you something they no longer use, please decline it suggesting as a paid member of support you are unable to accept it.
- Please do not send birthday or Christmas cards to clients this blurs the boundaries between a friend and paid support worker and can cause confusion.

***If in any doubt, contact a member of the head office team to discuss the potential situation.***





## WHISTLE BLOWING

Whistleblowing is the activity of a person, often an employee, revealing information about activity within a private or public organization that is deemed illegal, immoral, illicit, unsafe or fraudulent

It is the policy of Adults Supporting Adults to ensure that its employees /directors/workers/ providers /clients feel confident that they can raise concerns regarding any aspect of the organisation and the resources that it provides without fear of negative consequences.

**“Malpractice” may involve a criminal offence, failure to comply with a legal obligation, a miscarriage of justice, danger to health and safety, damage to the environment and deliberate suppression of information regarding these issues.**

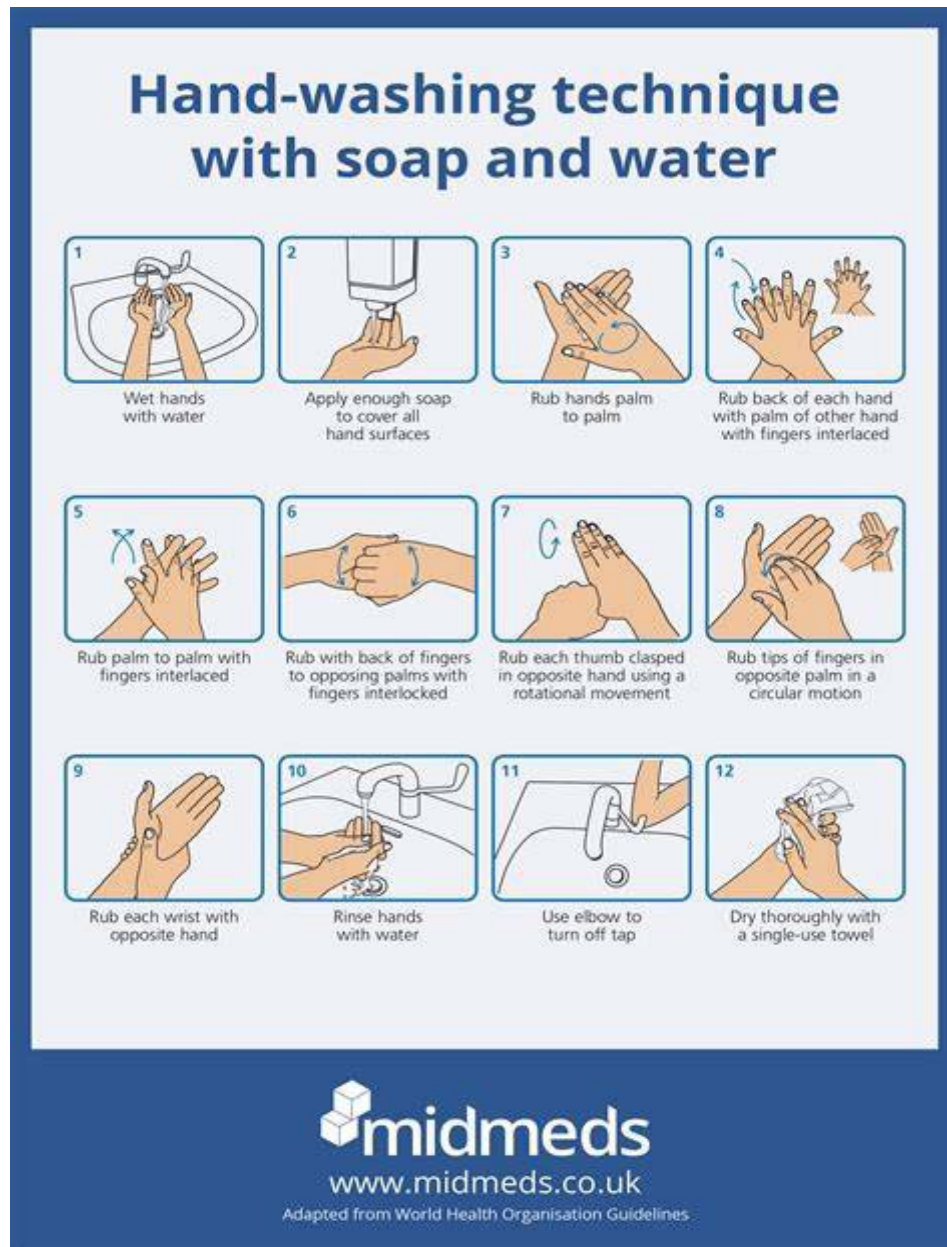
**“Malpractice” may include all forms of harassment, bullying, sexual, physical, emotional abuse or other forms of harm or loss to clients, Adults Supporting Adults providers and Adults Supporting Adults workers.**

Adults Supporting Adults regards any pressure or harassment of those who express concerns in the public interest as totally unacceptable and will take necessary steps to prevent or address this.

All concerns communicated to Adults Supporting Adults will be treated in strictest confidence and in accordance with Adults Supporting Adults Confidentiality Policy, subject to necessary resolution of matters and every effort will be made to protect the identity of the person expressing them. It is recognised that in certain instances subsequent referral to an outside body may be necessary.

## INFECTION CONTROL

ASA assess individual requirements in relation to infection control and ensure their needs are documented appropriately in their support plan. We ask you to complete the Infection Control Care Skills Course as part of your mandatory training which offers guidance around safe practice and the importance of good handwashing as the first form of prevention.



Hand contact is the most common form of bacterial transmission and is subsequently the biggest cause of infection in care settings.





Where a client requires the ongoing use of Personal Protective Equipment (PPE) ASA will ensure this is provided. We ask clients to update us if there are significant changes to their health and wellbeing so that we can update all documentation and adapt our practice where necessary.

Safe practice around infection control is discussed as part of the introduction but we would invite you to continue the conversation with clients you support to ascertain their feelings relating health, wellbeing and infectious diseases.

***For example, some clients ASA supports have disclosed they have not had any preventative injections and would prefer Support workers not to visit if they have a cold.***

***Others have a compromised immune system and have requested Support Workers do not visit if experiencing any signs of being unwell.***

We recognise there are other factors which need to be considered when working with vulnerable people and it is after these discussions that a plan of how best to offer support or not can be agreed and documented in the support plan.

It is a vital part of your role to protect yourself and the individuals you support against infection under The Public Health (Control of Diseases) Act 1984.

Each individual you provide care and support to is a vulnerable person and is likely to be more susceptible to infection and illness.

You have a 'Duty of Care' to protect them as much as possible.

Further information can be found in ASA policy GP.22 Infection Control.

### **Personal Protective Equipment (PPE)**

ASA has PPE available from the office on request. This includes gloves, aprons, masks and hand sanitiser.

As part of the initial assessment ASA will assess what if any PPE is needed as part of a clients support and this will be discussed and agreed with you individually. Some clients may require a higher level of protection due to underlying health risks; you will be made aware of this and given appropriate support, guidance, and where appropriate training.

## **CONFIDENTIALITY**

The definition of confidentiality is keeping sensitive information private and respecting people's wishes. It means as a Support worker you cannot share personal details directly or indirectly to any third party without that client's prior consent to disclose such information.

As a Support worker you have a legal & professional responsibility to always respect and protect the confidentiality of clients. The following laws protect confidentiality:

- HIPAA (Health Insurance Portability and Accountability Act) is a federal law passed in 1996 to protect patient privacy.
- The Human Rights Act gives every individual the right to respect for their private and family life, including having any personal information held in confidence.
- Common law on confidentiality ensures that someone who has been given information in confidence generally cannot misuse it or use it to their advantage.
- The Care Act 2014 is a piece of legislation related to confidentiality in health and social care.
- The Data Protection Act 2018 is a piece of legislation related to confidentiality in health and social care.

You have a professional duty of care to ensure confidentiality is always adhered to. Adults Supporting Adults recognise that everyone has the right for information about them to be kept confidential at all times & that this is essential for maintaining people's trust in Adults Supporting Adults and ensuring ASA operate within the law and professional standards.

## **DATA PROTECTION**

ASA adheres to General Data Protection Regulation. An example of this is, if you must write down a client's full name and address for your first visit this needs to be destroyed straight afterwards. Thereafter clients' initials must be used in all correspondence, including texts.

The six principles of this act are information is:

- Processed with lawfulness, fairness, & transparency
- Purpose limitations
- Data minimization
- Accuracy
- Storage limitations
- Integrity and confidentiality

Further information can be found in GP.02 & GP.03



## STAFF WELLBEING

Adults Supporting Adults recognise the importance of positive wellbeing within the workplace and encourage support workers to evaluate and share their own physical and mental health needs. As an organisation we have an open culture and offer opportunities for individuals to share their experiences so that ongoing support and guidance can be provided internally. Support Workers are encouraged to be aware of their own capabilities and limitations as well as changing situations outside of work and how these can impact on your wellbeing.

- Recognising their own training needs and responsibility for wellbeing and development within their job.
- Raising issues of concern promptly with manager.
- Identify stress in themselves and others at an early stage.

Where additional support is needed ASA may signpost people to external support providers.

### **NHS Lincolnshire Partnership Foundation Trust – Self care and accessing support**

<https://www.lpft.nhs.uk/our-services/self-care-and-accessing-support>

We all need good mental health and wellbeing – it's essential to living happy healthy lives. Self-care and general lifestyle changes can help us relax more, achieve more and enjoy our lives more. They may also help to prevent problems from developing or getting worse and can help us deal with difficult times in the future.

### **H.A.Y Lincolnshire**

<https://haylincolnshire.co.uk/support/?area=city-of-lincoln,%20lincolnshire>

H.A.Y. Lincolnshire! How Are You? We're an online directory with over 600 local groups, support services, educational courses, and self-help resources. All of these are here to help you take care of yourself. We highlight everything that's good for your mental health and wellbeing.

Mental health isn't just good or bad – it changes for everyone. We all need to take care of our mental health, just like we take care of our physical health before we get sick.

Adults Supporting Adults are committed to our workforce and use a variety of communication methods to ensure we are accessible and can respond to individuals' wellbeing needs with flexibility and understanding

### **Communication methods:**

Direct phone access to any of the head office team	Text magic
Email	ASA Works Management System
On call telephone for weekends	Supervision

Please do not let any concerns 'stay bottled up' and contact the ASA team via which ever method you prefer as soon as you can.

Further information can be found in policy GP.26 Mental Health and Wellbeing Policy.



## **SUPERVISION**

Adults Supporting Adults offer all support workers paid quarterly telephone supervision with a member of the office team.

The agenda for this supervision is:

- Your wellbeing
- Client discussion – reflective practice/good news stories, practice concerns'
- Capacity/Training/Holiday
- AOB

Supervision provides an opportunity for you to discuss each of the clients you work with and offer an overview about how the support is going. Supervision offers an opportunity to reflect on what is working well, successes/achievements and how you feel the client is working towards their outcomes. It is also an opportunity to share information about what is not working so well, the challenges which impact on the session of support for the client and what is being done to try and overcome these barriers. You may wish to discuss a change in the clients support needs which needs reflecting in the support plan or is preventing them from working towards their outcomes.

Through open discussion, you can share how you are feeling about your work and ASA can listen, offer practical advice, suggest different ideas and approaches to practice, signpost to other agencies for support and offer further specialist training where necessary.

Supervision is formal requirement for all support workers. The date and time for this to happen each quarter will be agreed with you and at your convenience. For some support workers only working a few hours the calls will last approx. 30 minutes for others they may take up to an hour. Support workers can claim for their time via WMS under training.

As part of supervision, office staff will view your practice logs and seek to have more depth conversation about the support you are providing clients.

Although we offer supervision quarterly via telephone. If you would like supervision more frequently, this can be requested. In addition, if you would like to have occasional face to face supervision this can also be accommodated where there is a clear need at the office in Sleaford. Please ask a member of the team if you would prefer this.

## Reflective Practice

Supervision also offers an opportunity for reflective practice. This is a process which helps you gain insight into your professional practice by thinking on a deeper level about a practical experience. What worked well, what positives can be taken away, what could I have done differently. The lessons learnt can then be applied again developing both your practice and the future experiences for you and the clients you work with.

Reflection also allows you to identify and appreciate more challenging experiences; helping you to process and learn from them.



Creating space to reflect on your practice can help individuals deal with different levels of pressure often experienced in social care. Supervision is one forum where you can reflect on your work with your Area Supervisor, ASA encourage this as a learning opportunity. However, some people prefer to reflect on their practice alone or share practice experiences as part of a small team, whichever method works for you it is important to self-reflect. Professionals who are able to reflect, protect their mental health, and sharing experiences with others can have a positive impact on learning. ASA recognise the importance of a safe space to discuss best practice and to learn how things could have gone better.

Reflective practice can lead to a more confident, insightful, open and honest culture.



For those support workers who are working with clients who's care, and support come under Care Quality Commission (CQC). Supervision will offer an opportunity to discuss the level of support provided and how ASA achieve high standards of care to meet CQC requirements.



**CQC is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. They monitor, inspect and regulate services. Then they publish what they find, including performance ratings, to help people choose care. Where they find poor care, they will use their powers to take action.**

CQC inspectors use the Key Lines of Enquiry (KLOE) to guide and direct their inspections of care services.



ASA have to evidence how we meet these standards, much of this comes from discussion in supervision as well client feedback

You will be made aware if the client you support requires assistance in everyday tasks which are part of CQC regulated activity. Full details of the level of support will be available in the clients support plan on the WMS.

**CQC regulated activity for ASA is -** The prompting and/or supervision of a client in relation to regulated activities:

- eating or drinking
- toileting
- washing or bathing,
- Physical assistance whilst maintaining dignity supporting a client with toileting if required.

ASA uses many methods to seek feedback about the support services we provide. We complete eight weekly and annual reviews and as part of these review clients/families and professionals are asked for formal feedback.



We send postal reviews and surveys to clients to complete. As support workers you may be asked to enable clients to complete and return these to us at the office. All feedback is presented to CQC as part of their inspection process.

### **PERSONAL DEVELOPMENT, INDUCTION & TRAINING**

ASA are committed to supporting all employees with their on-going training and development needs. As part of your induction with ASA the mandatory training which all employees are required to undertake includes:

- Safeguarding
- Moving and Handling
- First Aid
- Care Certificate
- Infection Control
- Oliver McGowan

Additional training will then be offered as part of your induction and first 90 days with ASA, as we follow a clear and in-depth induction process. ASA will seek to learn more about your personal development requirements within the first few weeks with us and design your future induction/training around this. If you have social care experience and have certificates from other employers that are in date ASA will use these as part of our induction process. We will also look at the needs of the clients you may be working with and allocate some additional training in these areas as well as refresher courses in Professional Boundaries. The first Aid course is offered face to face, and ASA use an external trainer for this. But the other mandatory training can be completed using the Online Courses from Care Skills.

ASA are always exploring other new opportunities for team members to promote continuous personal and professional development. Training needs are discussed frequently in supervision and support workers are encouraged to be open and honest about their training needs. ASA recognise people have different levels of work and personal experience so in addition to the mandatory training and Care Skills Courses ASA will look for external training opportunities to meet individual training need.

A full induction will take place either face to face or via distance learning where you will receive all the information you require to carry out your role.



## Online Training & eLearning For Care Organisations CDP ACCREDITED

All our courses are CDP Accredited and designed by experts in their sectors

### OVER 95 COURSES

All are mapped to current health and social care vocational qualifications.

### FIRST CLASS SUPPORT

Our team is always there for you and your staff.

### ADVANCED LMS

Innovative and intuitive. Designed by industry experts.



ASA use **Care Skills** online facility offering a wide range of foundation courses covering many health and social care topics. As part of your induction to ASA you will be given log in details and assign courses relevant to you and your training needs.

We will also offer online courses to enhance your awareness and understanding of the clients you support individual care and support needs.

---

### Training - Care Skills Q and A's

---

*Q. I am unable to login, what should I do? A. Firstly, ensure that you are logging in under the new WMS option, you can find the step-by-step guide to support you on the WMS under documents then open the Careskills Learner Login Instructions document. If you are still struggling, please contact the office for further support.*

*Q. Which training courses are mandatory for me to complete? A. Safeguarding Adults, Infection Control, Moving and Handling and First Aid are mandatory courses to all providers. If you support a client who is recognised as a CQC client the personal care training course becomes a mandatory course to complete.*

*Q. How long does a training course last before it requires re-completion? A. 3 years*

*Q. How much time can I claim for completing a training course? A. 1,5hr per course unless agreed/stated otherwise by a member of the office team. Please log under the training option on your timesheet so that you can be paid for your time.*





*Q. What should I do if I am struggling to complete my allocated training? A. Please discuss circumstances with your area supervisor firstly, options to help support you can be figured out from there.*

*Q. I complete my training elsewhere, what would ASA like me to do? A. Once you have completed/ re-completed a training course please send the certificate in to [admin@asaorg.co.uk](mailto:admin@asaorg.co.uk) so that we can evident this in your personal ASA file.*

*Q. Who oversees the careskills training? Can I change/amend my login details if needed? A, if you need to change any login details please contact a member of the office and this can certainly be fulfilled for you.*

## WORKING IN PARTNERSHIP

*Working in partnership with people and communities creates a better chance of creating services that meet people's needs, improving their experience and outcomes. People have the knowledge, skills, experiences and connections services need to understand in order to support their physical and mental health. Partnership working contributes to defining 'shared outcomes' that meet the needs of their communities ([GOV.UK: Health and social care integration: joining up care for people, places and populations](https://www.gov.uk/government/publications/health-and-social-care-integration-joining-up-care-for-people-places-and-populations)).*

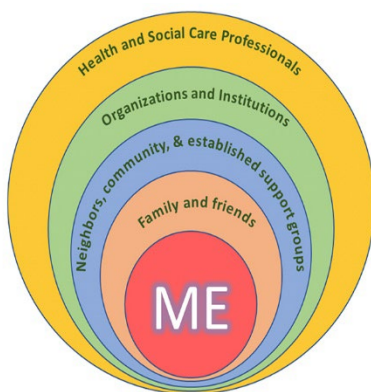


The Health and Care Act 2022 highlights the need for a more joined up approach and recognises the benefits of partnership working. This new guidance sets the ambition and expectations for how integrated care boards (ICBs), NHS trusts and foundation trusts should work in equal partnership with people and communities to help them take more control over their health in order to secure sustainable care and support services.

Adults Supporting Adults work in partnership with many formal statutory and voluntary organisations. It is important we work closely with these agencies and draw on their support and guidance where necessary.

Some of the organisations ASA work with are:

- Lincolnshire County Council – Social Services/Wellbeing Teams/Safeguarding/Social Prescribers
- NHS - GPs, District Nurses, Pharmacies
- Care Quality Commission
- Lincolnshire Partnership Foundation Trust - Mental Health Teams/Crisis Teams/ CPN's
- Voluntary sector – Befriending groups, Age UK, We are With you



Adults Supporting Adults recognise we also work in partnership with informal support structures which form around the client and often provide vital and consistent care and support. These friends/family or members of the public are introduced to ASA by the client and working relationships are formed in agreement and with full consent of the client. This is known as clients '**circle of support**'. These circles of support are often informal, containing professional and non-professional people in a client's life who are important to them and support them to lead a lifestyle of their choice. They may not even know they are part of a person's support network as they are just doing a job, but for the client they represent routine and structure.

*For example, someone's circle of support may include the person delivering their post each morning or the fish and chip van that comes to the village every Wednesday.*

*Each person's circle of support is unique and important to them.*

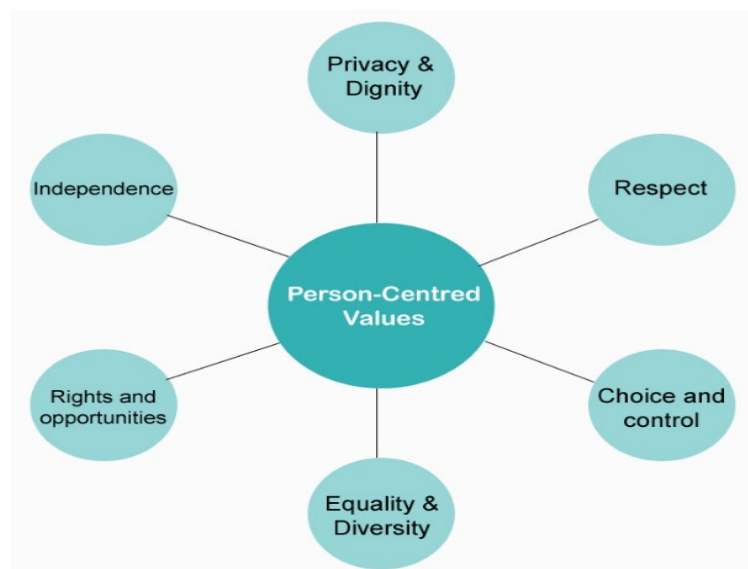
## WORKING IN A PERSON CENTRED WAY

***Person centred way means putting the client first, ensuring they are at the heart of all decision making and their thoughts and feelings are being listened too and valued.***

ASA are committed to ensuring we always demonstrate person-centred values; we acknowledge that people want to be treated as individuals and be involved in decisions about their care and support. Working in a person-centred way improves the experiences people have and ensures the services meet their individual needs and requirements. Person Centred values enhance the quality of care and support provided.

Getting to know the individual is a key part to working in a person-centred way, it is only by having this information that support can be tailored to the individual, respecting their needs, choices and preferences. Adults Supporting Adults work hard to get to know the people we are supporting we ask about their history, their likes and dislikes, what's important to them, their aspirations for the future so that we can ensure we are working in a person-centred way to enable them to take control and lead a lifestyle of their choice.

### Person centred Values



Working in a person-centred way means working at the client pace, empowering them to make decisions even if these are unwise decision in your opinion. Listening to the client and offering them time and patience to make choices. Promoting independence is important, looking at ways to increase this whilst ensuring a client's safety, helping the client plan for their future and take control. Always ask what help and support the client would like, as this can fluctuate between visits. Demonstrate your awareness of respect and dignity for example by arriving on time, knocking before walking in, leaving the room when they are on the phone.

**Treat others how you wish to be treated.**

## Care Planning/Support Plan

Adults Supporting Adults provide all the information you need about a clients care and support needs in their Support Plan. This plan is written in a person-centred way initially offering you some background information about the client, it will then highlight what the client would like support to achieve (their outcomes) and **how** they would like to achieve them. The support plan offers a lot of information for example it will detail what levels of support are required, equipment the client needs to use and have access too, as well as preferred methods of communication. It will also highlight areas of practice that may trigger a client's anxiety and are therefore important that you as a support worker avoid.

For example:

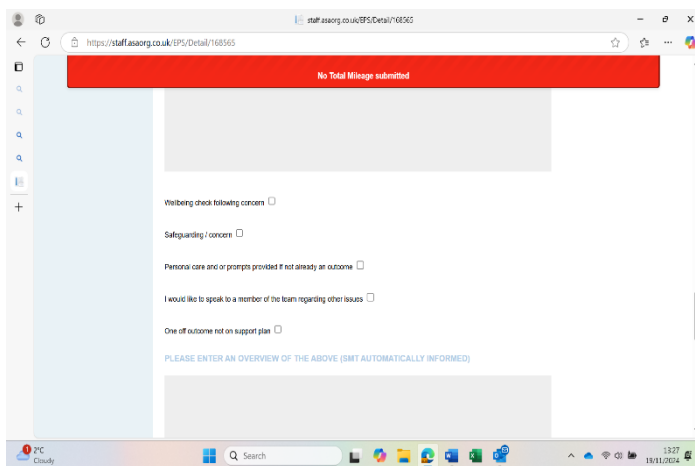
- if a client has limited verbal communication the support plan will detail how the client will inform you, they are too cold or too hot.
- if the client requires support with personal care and falls within CQC regulated activity the support plan will detail what this support is
- if the client has a phobia of certain topics, the support plan will detail this, so you avoid these topics in conversation.

The support plan also highlights risk and environmental factors ASA would like you to be aware of. It is your responsibility to observe these risk factors and work in accordance with the support plan to reduce risk whilst working in a safe and effective manner.

The environment can also have a significant impact on an individual's behaviour.

Environmental factors include features that are physical and social such as:

- Levels of stimulation (too busy, too boring)
- Institutional style setting (rigid routines)
- Poor service organisation (inexperienced or rude carers)
- Environmental Pollutants (temperature, noise levels)



Support plans are made available to you via the **Work Management System**, they plans are live documents and reflect the changing needs and requirement of the people we support. As a support worker it is important you take time to read the support plan prior to working with a client and if you note changes in need, inform a member of the ASA office team.

You can do this by either ticking the 'I would like to speak to a member of the team' when entering your timesheet (see below) or contact a member of the office staff or via supervision with your Area Supervisor.

## Accidents and Incidents

Adults Supporting Adults recognise that accidents and incidents do happen. Due to circumstances and on occasion the unpredictability of our work situations can occur which are out of our control. ASA operate a none blame culture and would request all accident/incidents and near misses are reported to us as soon as it is safe to do so. *(See Communication Pg 6)* This ensures support and guidance can be provided in the first instance followed by learning and the introduction of practice adaptations to ensure it does not reoccur therefore safeguarding all.

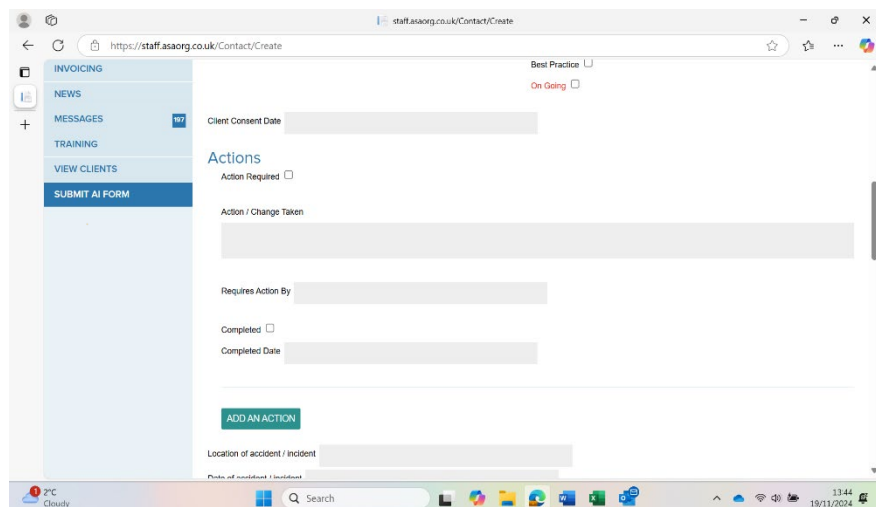
\*Near misses may indicate a change in need for the client, ASA monitor these and signpost to other services where necessary.

Example – Client nearly falls when transferring from wheelchair to car, ASA referred to Occupational therapy for assessment, client was provided with a banana board to make transferring safer, preventing accident.

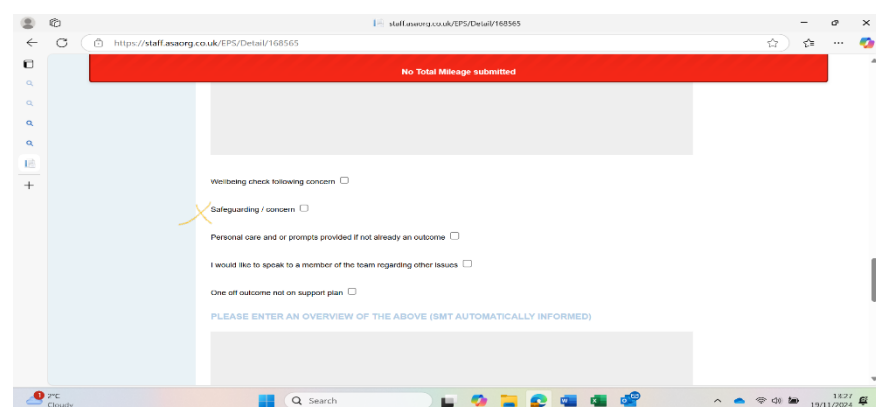
Example of:

- Accident: Slip, trip or fall. Catching fingers in doors, liquid spillage
- Incident: evidence of self-harm, verbal attack, dog bite
- Near miss: something serious that nearly happened, this could indicate a changing need for the client.

Once an accident/incident or near miss has been reported, you may be asked to complete an accident form. These will be sent to you via the WMS and show in the right-hand box Submit AI form, click on here and complete the form as directed with as much factual information as possible before sending it back.



ASA would also ask you to make a note of any incident on your practice log and tick Safeguarding/Concern so that it is highlighted to a member of the team and discussed with you as part of supervision. This is to ensure you feel supported and any additional training identified.





### **Making a complaint**

All complaints need to be made to the managing Director, either in writing, in person, by telephone or email.

All complaints are acknowledged within 7 days. ASA will inform the complaint who will be carrying out the investigation if this is required, and we will keep you informed about the investigation.

All complainants will receive (so far is reasonably practical)

- : assistance to enable them to understand the complaints procedure
- : advice on who to contact for advocacy support.



### **PAY AND HOLIDAY**

ASA have an online computer system to record all the hours you work for us to process monthly payment. Our hourly rate is competitive, and this will be discussed with you during your induction with ASA. We will ask you to complete a New Starter form so that payment can be directed to the bank account of your choice. All payslips are available online via Duncan and Toplis *paydashboard.com*

**Cancellations** – ASA will inform you as soon as possible of any client cancellation. Where a client has given ASA less than 24 hours' notice you will be able to claim. However, this does not mean you will receive 24 hours' notice of cancellation. The answerphone is checked once daily during the weekend and messages are dealt with accordingly.

Support Workers can claim mileage when you are supporting people in the community. This is 45p a mile. Support Workers are not paid to travel to clients' homes, unless agreed separately. You can only claim when a client is with you. What and how you can claim will be explained to you clearly during your induction with ASA.

ASA are often asked to evidence how the paid support is utilised; we therefore ask you to complete a short log of your work with each person after you have supported them this is called a Practice Log. This can be done at the same time as entering the hours you have worked. These are important and help demonstrate how support has helped people achieve their outcomes.

## WORK MANAGEMENT SYSTEM

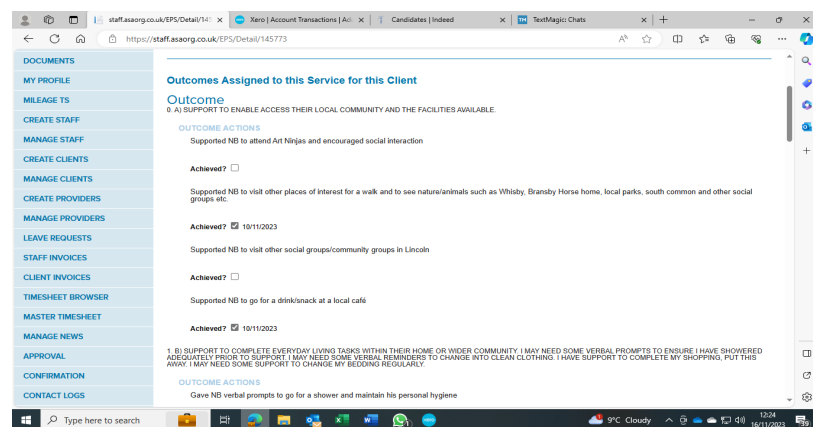
ASA hold information about all the clients we support on the Work Management System. You can read clients support plan and their individual outcomes on here which you can access either on a computer or your smart phone using <http://staff.asaorg.co.uk>

It is important you read the client support plan and understand what their outcomes are prior to agreeing to work with them. After each session of support, you are required to enter a log of the support offered. This is a combination of tick boxes and a short text overview of what was achieved during the days support.

### Guidance:

When entering you hours of work you will see the tick boxes under each outcome. Please tick the tasks completed as part of the session, if a task listed hasn't been achieved today leave it unticked. If it is already ticked from a previous session of support, please untick it manually.

Once you have completed the tick boxes there is a box asking you for your general comments. Please write a general information about the client in here, something you're working on together for example. You are required to add some text about the session/client in this box otherwise you cannot publish the timesheet. This is where you can personalise the comment and add any further detail.



The screenshot shows a web browser window with the URL <https://staff.asaorg.co.uk/EPS/Detail/145773>. The left sidebar contains a menu with options like DOCUMENTS, MY PROFILE, MILEAGE TS, CREATE STAFF, MANAGE STAFF, CREATE CLIENTS, MANAGE CLIENTS, CREATE PROVIDERS, MANAGE PROVIDERS, LEAVE REQUESTS, STAFF INVOICES, CLIENT INVOICES, TIMESHEET BROWSER, MASTER TIMESHEET, MANAGE NEWS, APPROVAL, CONFIRMATION, and CONTACT LOGS. The main content area is titled 'Outcomes Assigned to this Service for this Client' and shows a list of outcomes. The first outcome is 'Outcome 1: A SUPPORT TO ENABLE ACCESS THEIR LOCAL COMMUNITY AND THE FACILITIES AVAILABLE'. Below this, there are several tasks with checkboxes for 'Achieved?'. The tasks are: 'Supported NB to attend Art Nijjes and encouraged social interaction', 'Supported NB to visit other places of interest for a walk and to see nature/animals such as Whitby, Bransby Horse home, local parks, south common and other social groups etc.', 'Supported NB to visit other social groups/community groups in Lincoln', and 'Supported NB to go for a drink/snack at a local cafe'. The second outcome is 'Outcome 2: SUPPORT TO COMPLETE EVERYDAY LIVING TASKS WITHIN THEIR HOME OR WIDER COMMUNITY I MAY NEED SOME VERBAL PROMPTS TO ENSURE I HAVE SHOWERED ADEQUATELY PRIOR TO SUPPORT I MAY NEED SOME VERBAL REMINDERS TO CHANGE INTO CLEAN CLOTHING I HAVE SUPPORT TO COMPLETE MY SHOPPING, PUT THIS AWAY I MAY NEED SOME SUPPORT TO CHANGE MY BEDDING REGULARLY'. Below this, there is a task with a checkbox for 'Achieved?' and the text 'Gave NB verbal prompts to go for a shower and maintain his personal hygiene'.

There are then five further tick boxes:

### : Wellbeing check following a concern

Occasionally ASA complete wellbeing checks for clients over and above there sessions. You will be aware when these occur and would tick this box if completing one. You would then offer an overview of the wellbeing check in the box beneath which comes straight through to ASA staff.

### : Safeguarding concern

Tick this if your feel there may be a safeguarding issue. We would request you ring if appropriate to discuss whilst with the client and then add the action taken in the box beneath which comes straight through to ASA staff.





ASA will follow up and take additional action if needed.

**: Personal care or prompts provided if not already an outcome**

If client requires regular personal care support or prompts will be an outcome for you to tick. If however, you have started to offer this please tick this and again write what support offered in the box beneath.

ASA will follow this up as it may mean the client moves into CQC regulated activity and this becomes a regular outcome for ASA to achieve.

ASA will then update the support plan.

**: I would like to speak to a member of the team regarding other issues.**

Tick here and write an overview in the box. ASA will then be in touch to discuss.

This is a new operation which provides you with another source of support should you require it.

**: One off outcome not on the support plan**

Tick this if you have supported the client to achieve something which is not on support plan or outside of their outcomes.

This will have been discussed previously with ASA I'm sure but helps us to highlight where we have gone over and above supporting someone, and/or good practice.

Again, write an overview in the box so ASA can record and follow up if necessary.

You then save the log as normal.

**Practice Log Record Keeping is necessary:**

- To protect sensitive, personal and confidential information
- May be required in a court of law
- For evidence of support provided – may be read by different people involved in individuals support and may be required for reviews
- Evidence in case of a concern/complaint raised
- Change in a person's needs

**Helpful vs Harmful when writing practice logs**

- Feelings can be positive when showing empathy by understanding the thoughts and feelings of someone else, however feelings can also lead to bias, e.g. writing that a person was difficult or challenging.
- Difference between a Fact, Assumption and Speculation
- When writing practice sheets, it is important to ensure that the information documented is factual and not based on an assumption or speculation.
- A fact is something that has happened
- ***e.g. James prepared himself his lunch***
- Assumption is when we assume something without proof

- *e.g. I'm sure Amy has been drinking alcohol today, she usually does*
- Speculation is when we guess the reason for something and end up speculating
- *e.g. Sarah was talking to herself; I think she was hallucinating*

### **Good Practice principles when writing practice logs**

- Records should be easy to read, accurate and clear
- Should be respectful of the person you're writing about
- Keep factual with no speculation or assumptions made
- Avoid unnecessary abbreviations
- Quote anything a person said as significant, e.g. 'Amy said she felt ...'
- Do not offer personal opinions, for e.g. 'Jane was in a bad mood today'
- Write notes as soon as possible to help maximise accuracy and so that anyone taking over can pick up from where you left off.

### **What to include in a Practice Log:**

- How person is being supported to work towards their outcomes
- Any changes relating to the client's needs and/or support being provided
- Any concerns relating to the client and/or support being provided
- Anything new we learn about the client that is significant to their support

### **Examples of good practice within practice logs**

Outcome – promote independence by supporting client to access community services and facilities

- **Supported Mary to access Morrisons to do her shopping. Mary had started to prepare a list, supported to finish by checking contents of fridge. Mary withdrew her money from the cash point independently using her debit card. Chose items from her list, interacted with counter staff, and paid for items independently.**

Outcome – support to enable client to complete everyday living tasks within the home

- **Margaret emptied her bins, had a Hoover and cleaned her bathroom with prompting and encouragement. Margaret was supported to check her cupboards and fridge and made a list of shopping items she needed for next visit.**



## Examples of practice scenarios

Client is under the influence of alcohol or illicit substances when session is due to commence.

ASA cannot work with a client who is under the influence of alcohol.

**What to do:**

Contact ASA office straight away – text and request a call back.

You will be asked to complete a wellbeing check. To include:

- : Is the client, ok? Do they require healthcare treatment?
- : Are they safe? Advise client to maintain fluids and food intake.
- : Do they want us to call someone for them? Have they got telephone close by for them to make contact.

If client requires emergency health care treatment ring 999 or 111

If client ok, advise that you are now leaving, and reason session is ending.

Let office know that session has ended.

If client asks you to leave, ask them if they will accept a call from a member of the office later that day to check they are ok.

Contact the office and offer an update on how the session progressed and how the client was when you left.

Write up your practice log and tick SMT box to alert the team.

Ring and speak to a member of the team if you require emotional support following a challenging session of support.



## **Client has self-harmed due to relapse in mental well being**

### **What to do:**

Does the client require emergency medical attention?

Call 111 or 999 as required

When safe to do so, contact ASA office straight away – text and request a call back.

Does the client wish to speak to anyone, do they have a CPN/SW Crisis team – 01522 573648 and family/support networks they have available.

Offer emotional support & opportunity to reflect and discuss, listen to the client. They may request you leave, or you may be required to adapt the session, as original outcomes may not be realistic for the client.

What has been their coping strategy in the past?

If client asks you to leave, ask them if they will accept a call from a member of the office later that day to check they are ok.

Contact the office and offer an update on how the session progressed and how the client was when you left.

Write up your practice log and tick SMT box to alert the team.

Ring and speak to a member of the team if you require emotional support following a challenging session of support. You will be asked to complete an accident/incident form via WMS.

If you feel confidence and it is safe to do so wait with client for emergency services to arrive.

If you are unable to stay, let office know, try to establish how long ambulance is going to be, ASA will contact client via the telephone until ambulance arrives. Ensure client have telephone close to hand and have relevant numbers.

Does the client want ASA to contact a friend/family member?

Explain to the client you are leaving and when the ambulance is due.

Write up your practice log and tick SMT box to alert the team.

Ring and speak to a member of the team if you require emotional support following a challenging session of support. You will be asked to complete an accident/incident form via WMS.



## Client discloses allegation of abuse

You will have prior knowledge of historical abuse which the client has previously disclosed as part of their support plan. The client may disclose again and want to talk about this.

**What to do:** Client will be aware ASA are not professional in this field and can only listen, validate their experience but do not offer advice, guidance or shared experience.

Advise client to contact professional support

Try and distract client with ideas about how to use time together, look for positive reinforcements.

If New allegation is disclosed

**What to do:** Gather the facts and explain to client that you need to contact ASA as this may need to be reported to safeguarding or police.

Contact ASA office straight away – text and request a call back.

Seek consent from client, ASA worker will ask if client has given their consent and may want to speak to the client.

ASA can alert safeguarding on client's behalf or encourage client to contact police to report.

Client can then decide if they want to continue with the session.

Write up your practice log and tick SMT box to alert the team.

Ring and speak to a member of the team if you require emotional support following a challenging session of support. You will be asked to complete an accident/incident form via WMS.



## **Client discloses suicidal thoughts during a support session**

You will have prior knowledge that the client has experienced periods of mental ill health and has suicidal idealisations as part of their support plan.

### **What to do:**

If client displaying characteristics which are concerning. Contact ASA office straight away – text and request a call back.

Try and distract client with ideas about how to use time together, look for positive reinforcements. Small goals and achievements. Offer emotional support & opportunity to reflect and discuss, listen to the client. They may request you leave, or you may be required to adapt the session, as original outcomes may not be realistic for the client.

Client may prefer to speak to office worker who may be able to offer distraction and engage client to focus on alternative activities.

Does the client wish to speak to anyone, do they have a CPN/SW Crisis team – 01522 573648 and family/support networks they have available.

Encourage client to contact crisis team or practitioner - 01522 573648

If extreme and client requires medical intervention call 999, client may wish to present themselves at accident emergency.



## **Client displays verbal aggression during a session of support**

**There are different levels of aggressive behaviour and circumstances which inform our practice. Most importantly never remain in an environment whereby you feel unsafe. Remove yourself from the situation and call ASA straight away.**

**Clients are aware ASA will not tolerate any form of aggression.**

### **What to do:**

If verbal aggression is displayed to you, a member of the public or another professional, stay calm, express that this is not acceptable and if it continues you will leave.

If appropriate, try and establish what is causing the aggression and if there is anything in ASA control which will help resolve.

Try and distract client with ideas about how to use time together, look for positive reinforcements.

If continues, explain you are leaving and why.

Contact ASA office straight away – text and request a call back.

ASA will follow this up with the client and reinforce our policies around aggression.

Write up your practice log and tick SMT box to alert the team.

A member of the team will ring and speak to you, asking you to reflect on the session. Could the client be unwell, was it out of character this will enable ASA to signpost to other services if needed.



## Shopping with a client

**What to do:** The support a client needs around shopping will be documented as part of their support plan. Clients may need reminders to bring their wallet/purse to pay for groceries.

Where a client is unwell and unable to go shopping, ASA can go shopping for the client, the Support Worker will need to work within ASA shopping policy. ASA will have prior knowledge of this.

It is important that support workers never take money from a client, even if this is in payment for items, this puts you as support workers in a vulnerable position. The shopping policy requests that you take a photo of the receipt and email this to [admin@asaorg.uk.co](mailto:admin@asaorg.uk.co). ASA will reimburse you and invoice the client.

**ASA ask that as a support worker you don't:**

- Volunteer to go shopping for a client outside of their session time.
- Take money from a client or remove money from their property under any circumstances
- Take their bank card and use it to pay for shopping
- Use your loyalty card when paying for clients shopping
- Lend a client money
- Do your own shopping whilst with a client.
- Agree to take back an item for them, visit the bank for them, put a bet on all these things need to be done with the client.

If in doubt text the 'Text Magic' number and ask for a call back from a member of the team.





## Accident and emergency A&E

Lincoln and Boston hospitals are open 24 hours a day, seven days a week. **The Accident and Emergency Department at Grantham and District Hospital is open from 8am-6.30pm every day of the year providing emergency care.** Please ask yourself if it is a genuine accident or emergency before attending.

**We ask people to only attend A&E with serious or life threatening illnesses, such as heart attacks, strokes, breathing problems, or serious accidents. Those who attend with minor conditions will still be treated, but potentially will have long waits.**

## Alternatives to accident and emergency A&E

Many illnesses can be better treated by visiting your local pharmacy, calling 111, visiting your local GP, or GP out of hours services.

Visit the [NHS website](#) for more information on non-emergency healthcare services available as well as a list of pharmacies and opening hours.

## Pharmacy

Your local pharmacist can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without you having to go to your GP or other healthcare setting.

## NHS 111

NHS 111 is a service which makes it easier for you to access NHS services. NHS 111 is available 24 hours a day, 365 days of the year and is free when you telephone 111. You can call 111 when you need medical help fast but is not a 999 emergency.

## GP out of hours service

If you need a doctor out of normal hours, dial NHS 111 to contact the GP out of hours service. Grantham Enhanced Out of Hours Service From 6pm to 10pm, you can walk in to the GP out of hours service at Grantham and District Hospital, which is located next to A&E, without an appointment.

The walk-in service will be able to treat

- *sprains and strains, suspected broken limbs, bites and stings, eye problems, feverish illness in adults and children. minor scalds and burns, provide emergency contraception.*

**From 6pm and overnight to 8am**, the GP out of hours service provides bookable appointments which can be accessed through NHS111. For disabled access information about this department, please see our [DisabledGo accessibility guide](#).



## **Urgent Treatment Centres**

**Skegness Hospital**, Dorothy Avenue, Skegness, Lincolnshire PE25 2BS Tel: [01754 613504](tel:01754613504)

**Louth County Hospital**, High Holme Road, Louth, Lincolnshire LN11 0EU Tel: [01507 600100](tel:01507600100) ext. 1223

**John Coupland Hospital**, Ropery Road, Gainsborough, Lincolnshire, DN21 2TJ. Tel: [01427 816 502](tel:01427816502),

**Johnson Community Hospital**, Spalding Road, Pinchbeck, PE11 3DT Tel: [01775 652000](tel:01775652000),

**Lincoln County Hospital**, Greetwell Road, Lincoln, LN2 5QY

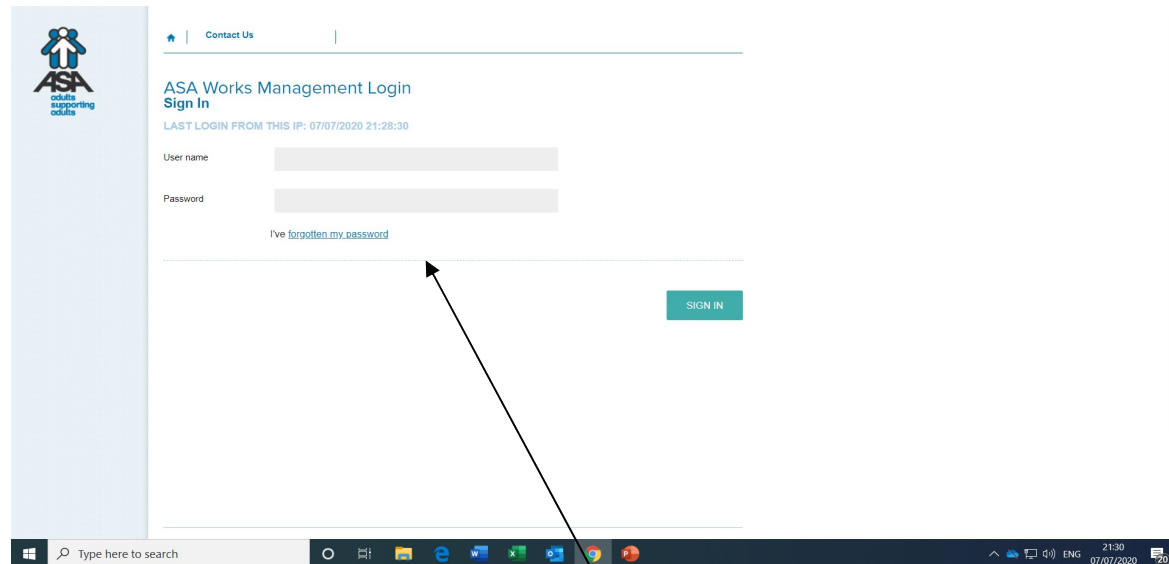
**Pilgrim Hospital Boston**, Sibsey Road, Boston, PE21 9QS

**Peterborough City Hospital**, Edith Cavell Campus, Bretton Gate, Peterborough PE3 9GZ  
Tel: [01733 678000](tel:01733678000)

For more information about these services including opening times please visit the [Lincolnshire Community Health Services NHS Trust website](#).



## Instructions for ASA Works Management System



When you commence employment with ASA you will be given a username and password which you must enter before signing in. You can access the WMS via PC, iPad, or Smartphone. You will need to type the following into your search engine: <https://www.staff.asaorg.co.uk>

When you first log in you will see this page –

**YOU'RE ATTENTION IS REQUIRED. PLEASE COULD YOU ACTION THE FOLLOWING:**

**PLEASE CONFIRM YOUR DETAILS ARE UP TO DATE**  
As part of our commitment to GDPR compliance we would ask that you confirm your details we store on you are up to date.

[RESOLVE](#)

**ASA**  
adults supporting adults

[HOME](#)  
[NOTIFICATIONS](#) 0  
[YOUR DETAILS](#)  
[YOUR LEAVE](#)  
[DOCUMENTS](#)  
[YOUR FILES](#)  
[SERVICES](#)  
[DTP TIMESHEETS](#)  
[S2G TIMESHEETS](#)  
[INVOICING](#)

[Contact Us](#) | [Welcome Back Provider](#) | [Last Login 24/06/2021 13:25:17](#) | [LogOut](#)

## Welcome to the ASA Works Management System.

### Introduction

LAST UPDATED 1ST MARCH 2017

Welcome to the ASA Works Management System. The aim of the system it to automate previously paper-based procedures such as generating invoices, completing and submitting timesheets and ensuring your details are up to date.

For help and support, please contact [admin@asaorg.co.uk](mailto:admin@asaorg.co.uk)

### Contact Us

**Get in touch using the following details**

17 Watergate  
Sleaford NG34 7PG  
Tel: 01529 416270  
Fax: 01529 414012

Windows taskbar: Type here to search, 20°C Mostly sunny, 13:25 24/06/2021

Before you go any further, please click on the shaded box above this will enable you to check your personal details are correct. Please scroll down the page and add your vehicle details on your details section.

The print screen below is an example of what the ASA Works Management System looks like when you log in 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 client's documents, such as support 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)

**Messages** – shows messages from different staff



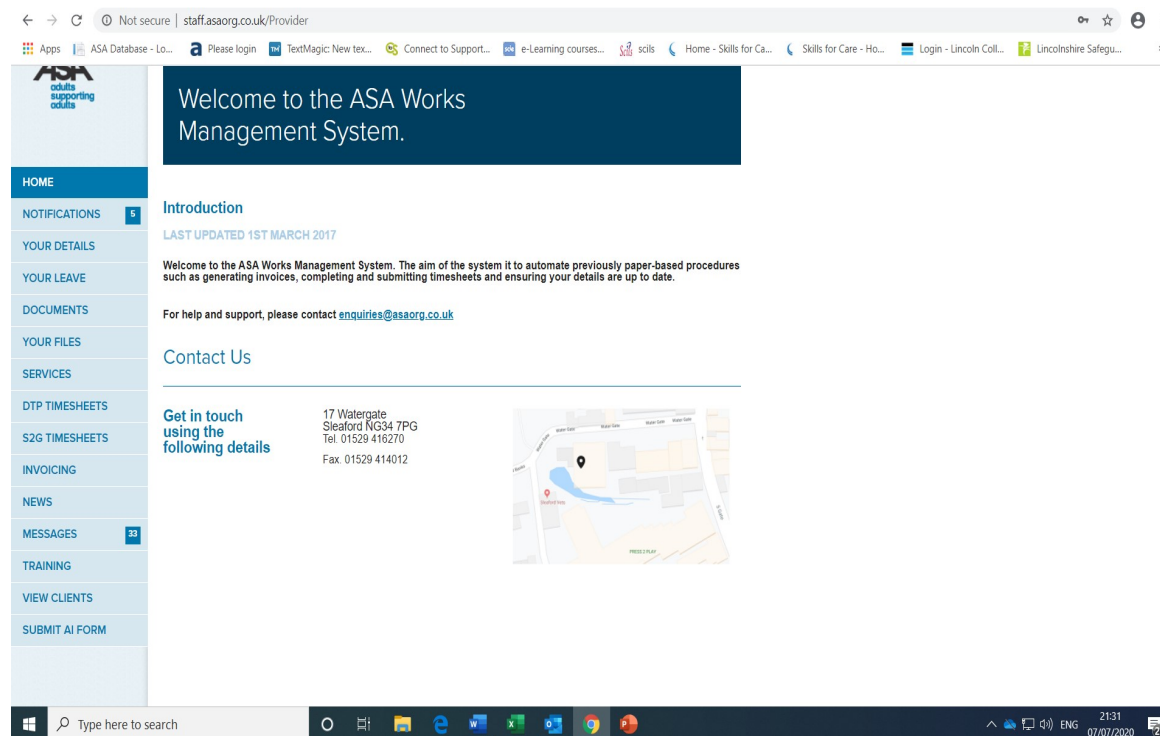
**News** – shows news and event updates



**View Clients** – shows clients you have been allocated, their address and support plan

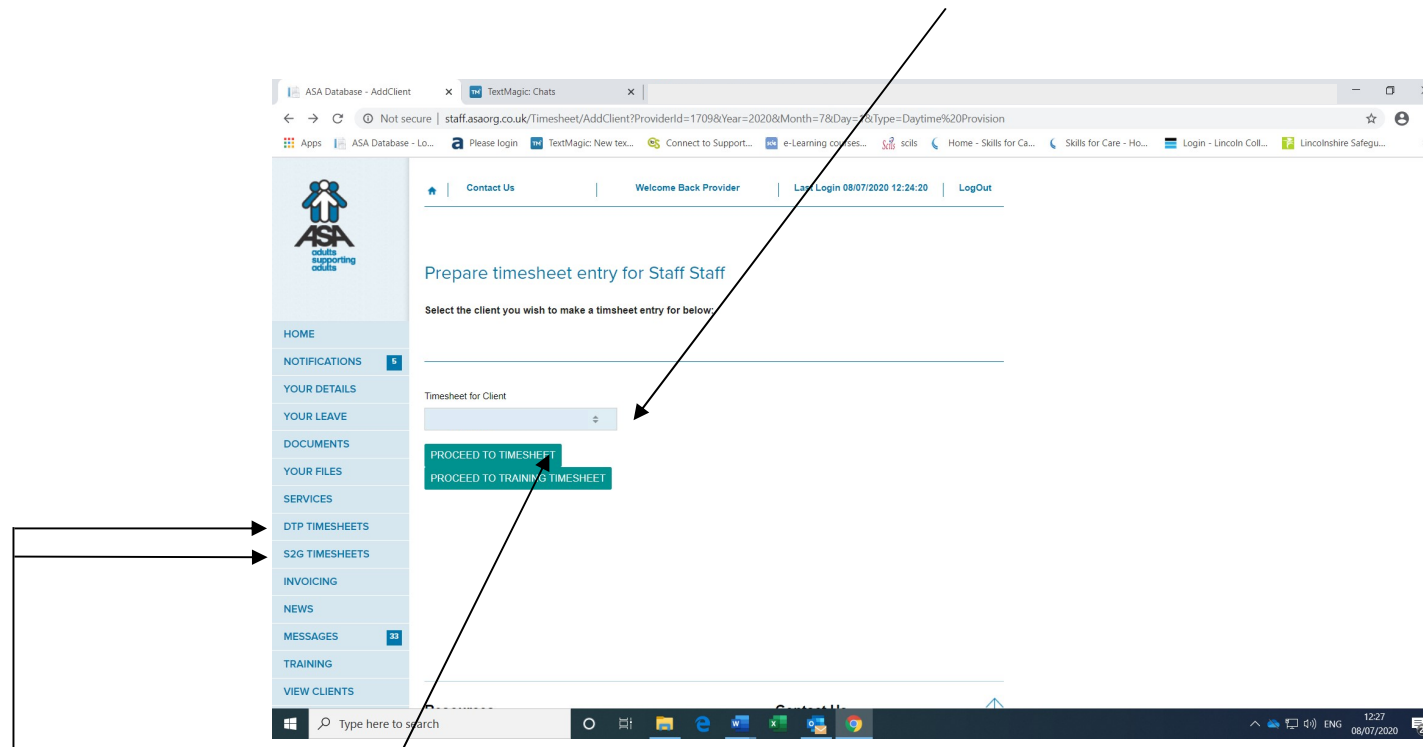


**Invoicing** – you can manage your invoices and create new ones for the services you provide



Inputting timesheets -

When you click on one of the timesheets you can open the drop-down menu to select a client you wish to input hours and/or mileage for.



When you wish to input hours worked you will need to click on the DTP or S2G timesheet button depending on if your client is receiving Sit2gether support from yourself or daytime provision support. It is important you input your hours on the correct timesheet as DTP and S2G are paid different hourly rates. If you are claiming for training hours select the 'proceed to training timesheet'

ASA Database - Add Day | TextMagic: Chats | Mail - Sharor

Not secure | staff.asaorg.co.uk/Timesheet/AddPrepareDay

Apps | ASA Database - Lo... | Please login | TextMagic: New tex... | Connect to Support... | e-Learning courses... | scils | Home - Skills for Ca... | Skills for Care - Ho... | Login - Lincoln Coll... | Lincolnshire Safegu...

**Selected Day: 01/07/2020**

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.

**Create/Update Timesheet entry for AH105 Individual Budget**  
(MILES AND HOURS)

☒ Yes ☐ No

Training ☐

Start Location

End Location

No Mileage Recorded ☐

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

Total Mileage

Is Return Journey ☐

Start Time

End Time

Expenses

Expenses Description

Once you have saved this time sheet entry you will be directed to the practice sheet for this client

[ADD TO CALENDAR AND GO TO PRACTICE SHEET \(IF NOT TRAINING\)](#)

← You must enter a start and end location

← If no mileage is used you must tick this.

← Enter the total mileage used from when leaving clients address to returning to their home address. Tick "Is return journey"

← You must enter a start and end time using a 24hour clock.

← Once you have inputted hours and/or mileage click add to calendar to save this.



A client may have more than one contract on this page, if this is the case you will be advised which contract to use for example a client may have one contract where there hours may be inputted and a separate contract where miles are inputted.

The screenshot displays the ASADA system interface with two timesheet entry forms. The first form, titled "Create/Update Timesheet entry for JWE706 Private MILEAGE ONLY CONTRACT (MILES ONLY)", includes fields for Training (Yes/No), Start Location, End Location, No Mileage Recorded (checkbox), Total Mileage (input field with 0), Is Return Journey (checkbox), Expenses (input field with 0), and Expenses Description. The second form, titled "Create/Update Timesheet entry for JWE706 LPFT Third Party Managed Budget 5 hours - NO MILEAGE (HOURS ONLY)", includes fields for Training (Yes/No), Start Time (00:00), End Time (00:00), Expenses (input field with 0), and Expenses Description. A blue button at the bottom reads "ADD TO CALENDAR AND GO TO PRACTICE SHEET (IF NOT TRAINING)".

Annotations on the screenshot:

- ← You must enter a start and end location (points to Start Location and End Location fields in the MILEAGE ONLY form)
- ← Enter the total mileage used from when leaving clients address to returning to their home address. Tick "Is return journey" (points to Total Mileage field and Is Return Journey checkbox in the MILEAGE ONLY form)
- ← You must enter a start and end time using a 24hour clock and enter all hours worked. (points to Start Time and End Time fields in the HOURS ONLY form)
- ← Once you have inputted hours and/or mileage click add to calendar to save this. (points to the "ADD TO CALENDAR AND GO TO PRACTICE SHEET (IF NOT TRAINING)" button)

When you have inputted your hours for that day for each client you will then be taken to this page. You will now need to write in this box what support you have provided this client. See practice sheet guidance for tips on what to write at end of document.

staff.asaorg.co.uk/eps/Detail/64675

Not secure

Apps ASA Database - Lo... Please login TextMagic: New tex... Connect to Support... e-Learning courses... Skills Home - Skills for Ca... Skills for Care - Ho... Login - Lincoln Coll... Lincolnshire Safegu...

**YOUR DETAILS**

YOUR LEAVE

DOCUMENTS

YOUR FILES

SERVICES

DTP TIMESHEETS

S2G TIMESHEETS

INVOICING

NEWS

MESSAGES 33

TRAINING

VIEW CLIENTS

SUBMIT A FORM

**Outcomes Assigned to this Service for this Client**

**Outcome**

1. TO PROVIDE A SAFE AND CARING ENVIRONMENT TO PROMOTE INDEPENDENCE ENABLING ANDREA TO LEAD A FULFILLED LIFESTYLE

**How have you supported the client to meet their outcomes?**

**Have you identified a change in need? Are there any Safeguarding concerns**

☐ Yes ☒ No

PLEASE DETAIL BELOW: THIS MAY INCLUDE ANY PHYSICAL OR ENVIRONMENTAL FACTORS

Tick this box if you have identified a change in the clients needs or you feel there are any safeguarding concerns. This will alert a member of senior management to your concern, and you will then be contacted for any further information required.

The screenshot displays a web application interface for staff. The left sidebar contains a navigation menu with the following items: NOTIFICATIONS, DOCUMENTS, MY PROFILE, MILEAGE TS, CREATE STAFF, MANAGE STAFF, CREATE CLIENTS, MANAGE CLIENTS, CREATE PROVIDERS, MANAGE PROVIDERS, LEAVE REQUESTS, STAFF INVOICES, CLIENT INVOICES, TIMESHEET BROWSER (highlighted), MASTER TIMESHEET, MANAGE NEWS, APPROVAL, CONFIRMATION, CONTACT LOGS, WORK ALLOCATION, SET PND ADDRESS, MESSAGES (311), AUTHORISATION (3), TEMPLATES, ACCREDITATIONS, and TRAINING. The main content area is titled "Outcomes Assigned to this Service for this Client". It lists several outcome actions, each with a description and an "Achieved?" checkbox. The third outcome action, "Supported to access community facilities - bank, CAB, library", has its checkbox checked and is dated "02/10/2024 16:14:05". A vertical line is drawn through the "Achieved?" checkboxes. The browser's address bar shows the URL "https://staff.asaorg.co.uk/EPS/Detail/165689". The Windows taskbar at the bottom shows the time as 15:37 on 27/11/2024, with a temperature of 5°C and weather "Mostly cloudy".

staff.asaorg.co.uk/EPS/Detail/165689

### Outcomes Assigned to this Service for this Client

**Outcome**  
SUPPORT TO ACCESS COMMUNITY FACILITIES

**OUTCOME ACTION**  
Completed grocery shopping

**Achieved?** ☐

SUPPORT TO ACCESS COMMUNITY FACILITIES

**OUTCOME ACTION**  
Engaged in leisure based activity - walk

**Achieved?** ☒ 02/10/2024 16:14:05

SUPPORT TO ACCESS COMMUNITY FACILITIES

**OUTCOME ACTION**  
Supported to access community facilities - bank, CAB, library

**Achieved?** ☐

SUPPORT TO ACCESS COMMUNITY FACILITIES

**OUTCOME ACTION**  
Visited places of interest

**Achieved?** ☐

SUPPORT TO COMPLETE EVERYDAY LIVING TASKS IN THE HOME AND WIDER COMMUNITY.

**OUTCOME ACTION**  
Support of maintain the home - light cleaning

**Achieved?** ☐

SUPPORT TO COMPLETE EVERYDAY LIVING TASKS IN THE HOME AND WIDER COMMUNITY.

**OUTCOME ACTION**  
Menu planning

You can tick the appropriate outcome action achieved during the session

Tick this box if you have identified a change in the clients needs or you feel there are any safeguarding concerns. This will alert a member of senior management to your concern, and you will then be contacted for any further information required. Once you have inputted your hours / mileage for client and completed your practice sheet you will see that this entry has been recorded as a line on the relevant date.

The screenshot displays the staff.asaorg.co.uk Timesheet/DTT interface. The browser address bar shows the URL: staff.asaorg.co.uk/Timesheet/DTT/17?Year=2020&Month=7. The interface includes a sidebar with navigation links: YOUR FILES, SERVICES, DTP TIMESHEETS, S2G TIMESHEETS, INVOICING, NEWS, MESSAGES (31), TRAINING, VIEW CLIENTS, and SUBMIT A FORM. The main area shows a calendar for July 2020. A red bar is visible on Wednesday, July 1st, indicating a session. A black arrow points from the text above to this bar. Below the calendar, there is a section titled "Client Summaries — Individual Sessions: July 2020" with a table showing session details for AH1105.

Client	Sessions	Total Hours	3.00 pw	Total Miles	10ph
AH1105	1	1		1	
<b>Totals:</b>	<b>1</b>	<b>1</b>		<b>1</b>	

Once you have inputted all the hours you have worked for that month at the bottom of the page you will see the summary of hours and miles for each client you have claimed for.

If you are happy, you have inputted everything for that month, click the publish button, your timesheet has then been published. Do not worry if you have forgotten to input some hours as you can always go back in and add and then publish timesheet again.

The screenshot shows the staff.asaorg.co.uk Timesheet/OTP/341?Year=2017&Month=7 page. The page is divided into two main sections: 'Client Summaries — Individual Sessions: July 2017' and 'Client Summaries — Group Sessions: July 2017'. The 'Individual Sessions' section shows a table with columns for Client, Sessions, Total Hours, Total Miles, and Total Ph. The table has one row for 'MJA43\_DD' with 1 session, 2 total hours, 22.00 pm total miles, and 0 ph. The 'Group Sessions' section shows 'NO GROUP SESSIONS FOUND'. The 'Training Details: July 2017' section shows 'Total Hours: 0' and 'Total Miles: 0'. The 'Practice Sheet Status' section shows 'EXISTING' and a table with columns for Client, Date, and Complete. The table has one row for 'MJA43\_DD Individual Budget' with Date '04/07/2017' and Complete 'Yes'. Below this table is a 'YET TO MAKE' section with 'None To Create'. A red box highlights the 'Publish' button and the 'Practice Sheet Status' section. An arrow points from the text above to the 'Publish' button.

Client Summaries — Individual Sessions: July 2017

Client	Sessions	Total Hours	Total Miles	Total Ph
MJA43_DD	1	2	22.00 pm	0

Client Summaries — Group Sessions: July 2017

NO GROUP SESSIONS FOUND

Training Details: July 2017

Total Hours: 0 Total Miles: 0

Practice Sheet Status

EXISTING

Client	Date	Complete
MJA43_DD Individual Budget	04/07/2017	Yes

YET TO MAKE

None To Create

☐ 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

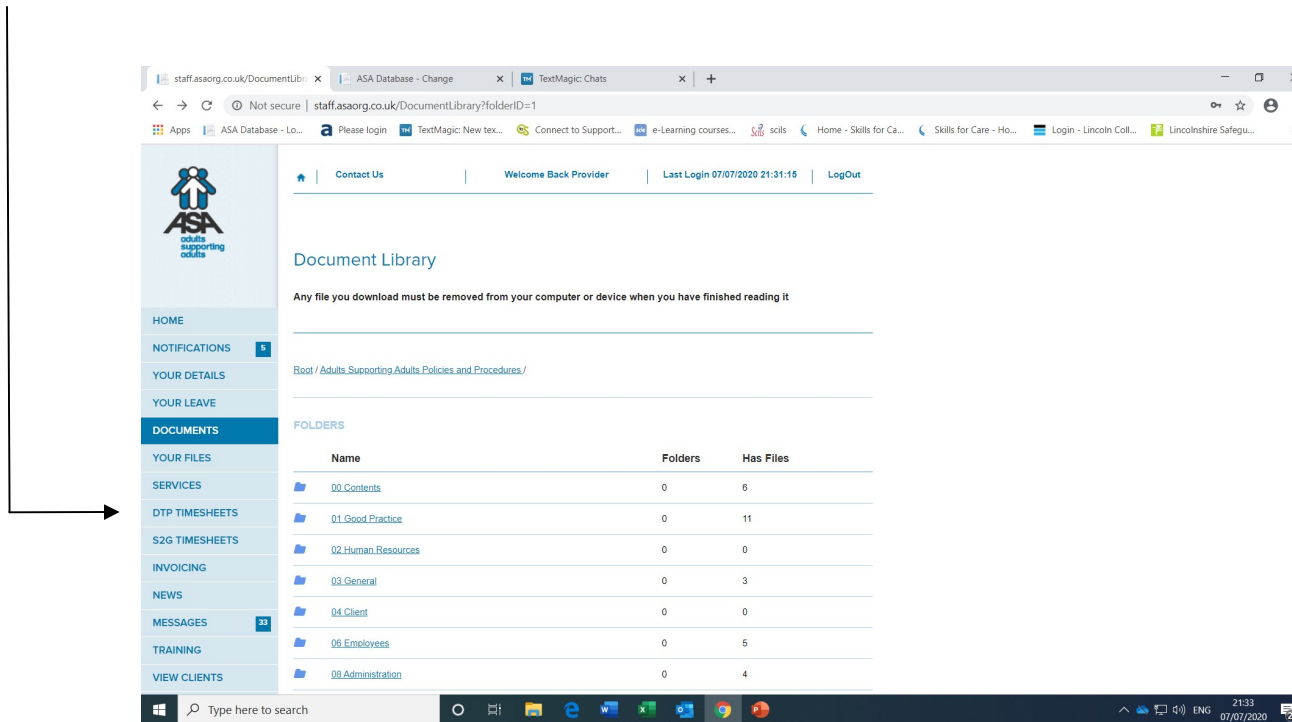
PUBLISH

Timesheet History

Timesheet Created on 10/07/2017 10:11:58. The timesheet state was set to New

## Documents

This section is where you will find all ASA's P&P's, useful resources, training resources and Peer Group Minutes.



The screenshot shows the ASA Document Library interface. The left sidebar contains a navigation menu with the following items: HOME, NOTIFICATIONS (5), YOUR DETAILS, YOUR LEAVE, DOCUMENTS (highlighted), YOUR FILES, SERVICES, DTP TIMESHEETS, SZG TIMESHEETS, INVOICING, NEWS, MESSAGES (33), TRAINING, and VIEW CLIENTS. The main content area is titled 'Document Library' and includes a warning: 'Any file you download must be removed from your computer or device when you have finished reading it'. Below this, the breadcrumb path is 'Root / Adults Supporting Adults Policies and Procedures /'. A table titled 'FOLDERS' lists the following folders and their contents:

Name	Folders	Has Files
00 Contents	0	6
01 Good Practice	0	11
02 Human Resources	0	0
03 General	0	3
04 Client	0	0
06 Employees	0	5
08 Administration	0	4

The browser's address bar shows the URL 'staff.asaorg.co.uk/DocumentLibrary?folderID=1'. The Windows taskbar at the bottom indicates the date is 07/07/2020 and the time is 21:33.

## Your Files

In your files you will find a list of all your clients and the relevant documents to those individuals under their name.

By clicking download it will download the document to your computer, you will be asked to ensure you delete the document following you have finished with it.

staff.asaorg.co.uk/Provider/Files/1709

Not secure | staff.asaorg.co.uk/Provider/Files/1709

Apps | ASA Database - Lo... | Please login | TextMagic: New tex... | Connect to Support... | e-Learning courses... | scils | Home - Skills for Ca... | Skills for Care - Ho... | Login - Lincoln Coll... | Lincolnshire Safegu...

HOME

NOTIFICATIONS 5

YOUR DETAILS

YOUR LEAVE

DOCUMENTS

**YOUR FILES**

SERVICES

DTP TIMESHEETS

S2G TIMESHEETS

INVOICING

NEWS

MESSAGES 33

TRAINING

VIEW CLIENTS

SUBMIT AI FORM

Here are the files that are available to you based on the contracts you provide service for. By downloading a file you agree that you intend to read is and ASA can assume that is has been read.

ANDREA HINDLE

Name	Size	Downloads	Has Read
4.11 MEDICINE ADMINISTRATION RECORD 1 13.3.18 - COPY.PDF	60381	3	No
AH ANON CARE PLAN RISK ASSESS JUNE 18.PDF	179717	3	No
AH ANON CARE PLAN RISK ASSESS AUG 18 PDF.PDF	281794	4	No

SYLVIA SMITH

Name	Size	Downloads	Has Read
SS CAREPLAN & RISK ASSESSMENT APR18.PDF	259017	12	No

ROXANA SAPTA SREJA

Name	Size	Downloads	Has Read
RM CAREPLAN 15.10.2018.PDF	162947	3	No

SUSAN (SUE) BANKS

Type here to search

12:49 08/07/2020

For some of the clients you are working with you will find their address and support plan by clicking in the 'view client's folder'. This is ASA's new support plan system. If your client is not here, you will find their support plan in your files which is ASA's format for clients who have support plans as a pdf.

## Online Support Plan

The screenshot shows the staff.asaorg.co.uk/clients web application. The sidebar on the left contains the following links: HOME, NOTIFICATIONS (28), YOUR DETAILS, YOUR LEAVE, DOCUMENTS, YOUR FILES, SERVICES, DTP TIMESHEETS, S2G TIMESHEETS, INVOICING, NEWS, MESSAGES (143), TRAINING, **VIEW CLIENTS**, and SUBMIT A FORM. The top navigation bar includes links for Contact Us, Welcome Back Provider, Last Login 27/11/2024 15:46:33, and Log Out. The main content area features a search bar for client records, an Advanced Search section with a SHOW button, and a Client List section. The Client List section has filters for 'Filter By Service' (Any Service) and 'Filter By Year Added' (Any Year). The table below lists three clients with their InternalRef, Client Name, Date Added, and a PROFILE button.

InternalRef	Client Name	Date Added	
316_P	[REDACTED]	02/12/2013	PROFILE
317	[REDACTED]	02/12/2013	PROFILE
798	[REDACTED]	29/07/2015	PROFILE

At the bottom of the client list, there is a dropdown menu showing '12' and a 'Page: 1' indicator.

To view profile and support plan click view clients followed by pressing the PROFILE button



ASA Database - ViewClient x Xero | Bill 4970 27/10/24-23/11/24 x Messenger - Textmagic x +

← ↻ 🏠 🔒 https://staff.asaorg.co.uk/Clients/ProviderClients/165

### Most Recent Support Plan:

**PERSONAL SUMMARY**

Andrew lives in his own flat in Saxilby which part of a scheme of flats in a complex with communal areas and is run through the housing provider ACIS. Andrew used to see his parents regularly however the relationship broke down prior to his last hospital admission (Dec 20) so this relationship is only just starting to rebuild again. Andrew enjoys going fishing in the local area.

Andrew's support hours have been increased (Dec 2020) from 14hrs to 17hrs per week as it was felt that Andrew had been experiencing additional stress due to Covid 19 before his hospital admission so Mon to Friday support was requested. The informal support from Andrew's mother is not guaranteed at the moment as they are only in the last few weeks spending time together after a breakdown of their relationship, however his mother states she aims to support him where she can when he is back home. Earlybird Support are assessing Andrew with a view to providing support at weekends.

### Outcome Plans

**SUPPORT PLAN OUTCOME PLANS**

To promote independence by supporting Andrew to access community facilities. (DTP Contract)

**OUTCOME NOTES**

To promote independence by supporting Andrew to access community facilities.

**SUPPORT PLAN OUTCOME PLANS**

Support Worker to support Andrew to carry out weekly shopping, likes to shop at Lidl. Andrew enjoys accessing places of interest and pursuing his hobbies and interests.

**Action Details** [EDIT OUTCOME ACTIONS](#)

**Description**

Engaged in a leisure based activity - fishing

**Appear in Practice Log**

Yes

**Description**

Accessed a cafe/eating establishment

**Appear in Practice Log**

Yes

Windows taskbar: Type here to search, 5°C Mostly cloudy, 15:51, 27/11/2024

Scroll down the page to view the support plan (to expand a box to see all that is written press the refresh button)

# WMS Annual Leave Process

Receive verbal/ text of annual leave request.

Hi,  
Can i please have some time off?  
Can i please have some time off from the 29/10 to the 31/10

Office Duty passes the information on to the area manager of the requested leave.

Hi,  
TEST PROVIDER has requested to have some annual leave on the 29/10 - 31/10.  
I will also inform the area practioner. This being either Emma or Sharon.

Characters: 156/918 | Parts: 1/6 | Cost: £0.040

Enter on the Work. Management System by selecting **“Leave Request”** On the left-hand side.

MANAGE STAFF  
CREATE CLIENTS  
MANAGE CLIENTS  
CREATE PROVIDERS  
MANAGE PROVIDERS  
**LEAVE REQUESTS**

Then proceed to click **“Create Leave Request”**.

CREATE LEAVE REQUEST

You will then be able to search for the support worker you are looking for and select the time off they’re requiring.

## Provider Leave Request

Here you will be able to create a leave request for another provider

### Request for Leave

Provider (Filter) TEST PROVIDER

From 29/10/2020 To 31/10/2020

Once complete please submit it and get a member of staff to overlook it.

Leave for [REDACTED]

From 15/09/2020 To 18/09/2020

Provider Notes

BELOW ARE THE SCHEDULED APPOINTMENTS IN THE DIARY DURING THESE DATES  
PLEASE IDENTIFY THE PROVIDER WHO WILL BE PROVIDING COVER FOR EACH APPOINTMENT

Date	Hours	Client	Status	Provider Covering
15/09/2020	09:00 - 1	[REDACTED]	Select Status	Select Provider
Notes				
15/09/2020	15:00	[REDACTED]	Select Status	Select Provider
Notes				
15/09/2020	15:30	[REDACTED]	Select Status	Select Provider

# Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England

## Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England

As a Healthcare Support Worker or an Adult Social Care Worker, you make a valuable and important contribution to the delivery of high quality healthcare, **care and support**.

Following the guidance set out in this Code of Conduct will give you the reassurance that you are providing safe and **compassionate** care of a high standard, and the confidence to challenge others who are not. This Code will also tell the public and people who use health and care services exactly what they should expect from Healthcare Support Workers and Adult Social Care Workers in England.

### As a Healthcare Support Worker or Adult Social Care Worker in England you must:

1. Be **accountable** by making sure you can answer for your actions or **omissions**.
2. **Promote** and **uphold** the privacy, **dignity, rights**, health and **wellbeing** of people who use health and care services and their carers at all times.
3. Work in **collaboration** with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
4. Communicate in an open, and **effective** way to promote the health, safety and wellbeing of people who use health and care services and their carers.
5. Respect a person's right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through **continuing professional development**.
7. Uphold and promote equality, **diversity** and inclusion.

## Purpose

This Code is based on the principles of protecting the public by promoting best practice. It will ensure that you are 'working to standard', providing high quality, **compassionate** healthcare, **care and support**.

The Code describes the standards of conduct, behaviour and attitude that the public and people who use health and care services should expect. You are responsible for, and have a duty of care to ensure that your conduct does not fall below the standards detailed in the Code. Nothing that you do, or **omit** to do, should harm the safety and **wellbeing** of people who use health and care services, and the public.

## Scope

These standards apply to you if you are a:

- **Healthcare Support Worker** (including an Assistant Practitioner) in England who reports to a Registered Nurse or Midwife. Healthcare Support Workers reporting to other healthcare professionals are not currently included.
- **Adult Social Care Worker** in England. This could either be in an independent capacity (for example, as a Personal Assistant); for a residential care provider; or as a supported living, day support or domiciliary care worker. The Code does not apply to Social Work Assistants.

## How does the Code help me as a Healthcare Support Worker or an Adult Social Care Worker?

It provides a set of clear standards, so you:

- can be sure of the standards you are expected to meet.
- can know whether you are working to these standards, or if you need to change the way you are working.
- can identify areas for continuing professional development.
- can fulfil the requirements of your role, behave correctly and do the right thing at all times. This is essential to protect people who use health and care services, the public and others from harm.

## How does this Code help people who use health and care services and members of the public?

The Code helps the public and those who use health and care services to understand what standards they can expect of Healthcare Support Workers and Adult Social Care Workers. The Code aims to give people who use health and care services the confidence that they will be treated with **dignity, respect** and **compassion** at all times.

## How does this Code help my employer?

The Code helps employers to understand what standards they should expect of Healthcare Support Workers and Adult Social Care Workers. If there are people who do not meet these standards, it will help to identify them and their support and training needs.

## Glossary

You can find a glossary of terms and key words (shown in **bold** throughout the Code) at the end of the document.

# 1. Be accountable by making sure you can answer for your actions or omissions

## Guidance statements

As a Healthcare Support Worker or Adult Social Care Worker in England, you must:

1. be honest with yourself and others about what you can do, recognise your abilities and the limitations of your **competence** and only carry out or delegate those tasks agreed in your job description and for which you are **competent**.
2. always behave and present yourself in a way that does not call into question your suitability to work in a health and social care environment.
3. be able to justify and be **accountable** for your actions or your **omissions** – what you fail to do.
4. always ask your supervisor or employer for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to **effectively** deliver a task.
5. tell your supervisor or employer about any issues that might affect your ability to do your job **competently** and safely. If you do not feel **competent** to carry out an activity, you must report this.
6. establish and maintain clear and appropriate professional boundaries in your relationships with people who use health and care services, carers and colleagues at all times.
7. never accept any offers of loans, gifts, benefits or hospitality from anyone you are supporting or anyone close to them which may be seen to compromise your position.
8. comply with your employers' **agreed ways of working**.
9. report any actions or **omissions** by yourself or colleagues that you feel may compromise the safety or care of people who use health and care services and, if necessary use **whistleblowing** procedures to report any suspected wrongdoing.

## 2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times

### Guidance statements

As a Healthcare Support Worker or Adult Social Care Worker in England you must:

1. always act in the **best interests** of people who use health and care services.
2. always treat people with **respect** and **compassion**.
3. put the needs, goals and aspirations of people who use health and care services first, helping them to be in control and to choose the healthcare, **care and support** they receive.
4. **promote** people's independence and ability to **self-care**, assisting those who use health and care services to exercise their rights and make informed choices.
5. always gain **valid consent** before providing healthcare, **care and support**. You must also **respect** a person's right to refuse to receive healthcare, **care and support** if they are capable of doing so.
6. always maintain the privacy and **dignity** of people who use health and care services, their carers and others.
7. be alert to any changes that could affect a person's needs or progress and report your observations in line with your employer's **agreed ways of working**.
8. always make sure that your actions or **omissions** do not harm an individual's health or **wellbeing**. You must never **abuse**, neglect, **harm** or exploit those who use health and care services, their carers or your colleagues.
9. challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
10. always take comments and complaints seriously, respond to them in line with **agreed ways of working** and inform a senior member of staff.

### 3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support

#### Guidance statements

As a Healthcare Support Worker or Adult Social Care Worker in England you must:

1. understand and value your contribution and the vital part you play in your team.
2. recognise and **respect** the roles and expertise of your colleagues both in the team and from other agencies and disciplines, and work in partnership with them.
3. work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with **respect**.
4. work openly and co-operatively with people who use health and care services and their families or carers and treat them with **respect**.
5. honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
6. actively encourage the delivery of high quality healthcare, **care and support**.



## 4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers

### Guidance statements

As a Healthcare Support Worker or Adult Social Care Worker in England you must:

1. communicate **respectfully** with people who use health and care services and their carers in an open, accurate, **effective**, straightforward and confidential way.
2. communicate **effectively** and consult with your colleagues as appropriate.
3. always explain and discuss the care, support or procedure you intend to carry out with the person and only continue if they give **valid consent**.
4. maintain clear and accurate records of the healthcare, **care and support** you provide. Immediately report to a senior member of staff any changes or concerns you have about a person's condition.
5. recognise both the extent and the limits of your role, knowledge and **competence** when communicating with people who use health and care services, carers and colleagues.

## 5. Respect people's right to confidentiality

### Guidance statements

As a Healthcare Support Worker or Adult Social Care Worker in England you must:

1. treat all information about people who use health and care services and their carers as confidential.
2. only discuss or **disclose** information about people who use health and care services and their carers in accordance with legislation and **agreed ways of working**.
3. always seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
4. always discuss issues of disclosure with a senior member of staff.

## 6. Strive to improve the quality of healthcare, care and support through continuing professional development

### Guidance statements

As a Healthcare Support Worker or Adult Social Care Worker in England you must:

1. ensure up to date compliance with all statutory and mandatory training, in agreement with your supervisor.
2. participate in **continuing professional development** to achieve the **competence** required for your role.
3. carry out **competence-based** training and education in line with your **agreed ways of working**.
4. improve the quality and safety of the care you provide with the help of your supervisor (and a mentor if available), and in line with your **agreed ways of working**.
5. maintain an up-to-date record of your training and development.
6. contribute to the learning and development of others as appropriate.

## 7. Uphold and promote equality, diversity and inclusion

### Guidance statements

As a Healthcare Support Worker or Adult Social Care Worker in England you must:

1. **respect** the **individuality** and **diversity** of the people who use health and care services, their carers and your colleagues.
2. not **discriminate** or condone discrimination against people who use health and care services, their carers or your colleagues.
3. **promote** equal opportunities and inclusion for the people who use health and care services and their carers.
4. report any concerns regarding **equality, diversity** and **inclusion** to a senior member of staff as soon as possible.

## Glossary of terms

**ACCOUNTABLE:** accountability is to be responsible for the decisions you make and answerable for your actions.

**AGREED WAYS OF WORKING:** includes policies and procedures where these exist; they may be less formally documented among individual employers and the self-employed.

**BEST INTERESTS:** the Mental Capacity Act (2005) sets out a checklist of things to consider when deciding what's in a person's 'best interests'.

**CARE AND SUPPORT:** care and support enables people to do the everyday things like getting out of bed, dressed and into work; cooking meals; seeing friends; caring for our families; and being part of our communities. It might include emotional support at a time of difficulty or stress, or helping people who are caring for a family member or friend. It can mean support from community groups or networks: for example, giving others a lift to a social event. It might also include state-funded support, such as information and advice, support for carers, housing support, disability benefits and adult social care.

**COLLABORATION:** the action of working with someone to achieve a common goal.

**COMPASSION:** descriptions of compassionate care include: dignity and comfort: taking time and patience to listen, explain and communicate; demonstrating empathy, kindness and warmth; care centred around an individual person's needs, involving people in the decisions about their healthcare, care and support.

**COMPETENCE:** the knowledge, skills, attitudes and ability to practise safely and effectively without the need for direct supervision.

**COMPETENT:** having the necessary ability, knowledge, or skill to do something successfully.

**CONTINUING PROFESSIONAL DEVELOPMENT:** this is the way in which a worker continues to learn and develop throughout their careers, keeping their skills and knowledge up to date and ensuring they can work safely and effectively.

**DIGNITY:** covers all aspects of daily life, including respect, privacy, autonomy and self-worth. While dignity may be difficult to define, what is clear is that people know when they have not been treated with dignity and respect. Dignity is about interpersonal behaviours as well as systems and processes.

**DISCRIMINATE:** discrimination can be the result of prejudice, misconception and stereotyping. Whether this behaviour is intentional or unintentional does not excuse it. It is the perception of the person discriminated against that is important.

**DIVERSITY:** celebrating differences and valuing everyone. Diversity encompasses visible and non-visible individual differences and is about respecting those differences.

**EFFECTIVE:** to be successful in producing a desired or intended result.

**EQUALITY:** being equal in status, rights, and opportunities.

**INCLUSION:** ensuring that people are treated equally and fairly and are included as part of society.

**MENTOR:** mentoring is a work-based method of training using existing experienced staff to transfer their skills informally or semi-formally to learners.

**OMISSION:** to leave out or exclude.

**PROMOTE:** to support or actively encourage.

**RESPECT:** to have due regard for someone's feelings, wishes, or rights.

**SELF-CARE:** this refers to the practices undertaken by people towards maintaining health and wellbeing and managing their own care needs. It has been defined as: “the actions people take for themselves, their children and their families to stay fit and maintain good physical and mental health; meet social and psychological needs; prevent illness or accidents; care for minor ailments and long-term conditions; and maintain health and wellbeing after an acute illness or discharge from hospital.” (Self care – A real choice: Self care support – A practical option, published by Department of Health, 2005).

**UPHOLD:** to maintain a custom or practice.

**VALID CONSENT:** for consent to be valid, it must be given voluntarily by an appropriately informed person who has the capacity to consent to the intervention in question. This will be the patient, the person who uses health and care services or someone with parental responsibility for a person under the age of 18, someone authorised to do so under a Lasting Power of Attorney (LPA) or someone who has the authority to make treatment decisions as a court appointed deputy). Agreement where the person does not know what the intervention entails is not ‘consent’.

**WELLBEING:** a person’s wellbeing may include their sense of hope, confidence, self-esteem, ability to communicate their wants and needs, ability to make contact with other people, ability to show warmth and affection, experience and showing of pleasure or enjoyment.

**WHISTLEBLOWING:** whistleblowing is when a worker reports suspected wrongdoing at work. Officially this is called ‘making a disclosure in the public interest’ and may sometimes be referred to as ‘escalating concerns.’ You must report things that you feel are not right, are illegal or if anyone at work is neglecting their duties. This includes when someone’s health and safety is in danger; damage to the environment; a criminal offence; that the company is not obeying the law (like not having the right insurance); or covering up wrongdoing.

## Acknowledgements

The Code was adapted from original work developed in partnership by NHS Wales, the National Leadership and Innovation Agency for Healthcare (NLIAH) and the Welsh Government and published online at:

<http://www.wales.nhs.uk/sitesplus/829/page/49729>

This Code was adapted from original work developed in partnership by NHS Education Scotland, NHS Scotland and the Scottish Government and published online at:

<http://www.healthworkerstandards.scot.nhs.uk/pages/profCurrUnreg.htm>

Published by Skills for Care and Skills for Health

Skills for Care, West Gate, 6 Grace Street, Leeds LS1 2RP [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

Skills for Health, 1st Floor, Goldsmiths House, Broad Plain, Bristol BS2 0JP [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

© Skills for Care & Skills for Health 2013

Copies of this work may be made for non-commercial distribution. Any other copying requires the permission of the publishers.

Skills for Care is the employer-led strategic body for workforce development in social care for adults in England. It is part of the sector skills council, Skills for Care and Development.

Skills for Health is the employer-led authority on workforce development and skills for the health sector. It is the licensed Sector Skills Council for health.

Bibliographic reference data for Harvard-style author/date referencing system:

Short reference: Skills for Care/Skills for Health [or SfC/SfH] 2013

Long reference: Skills for Care & Skills for Health, Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk) & [www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)