**INDUCTION HANDBOOK**
**VCare Consultancy Services Limited**
**Induction Handbook for HCAs, RGNs, and Ancillary Staff**

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## INTRODUCTION

Welcome to VCare Consultancy Services Ltd. This handbook outlines the standards, expectations, responsibilities, and mandatory requirements for working in residential, dementia, and nursing home settings. Our priority is safe, person-centred, and dignified care delivered to every resident, every time.

## OUR VALUES

- Respect.
- Compassion.
- Safety.
- Professionalism.
- Accountability.
- Reliability.
- Person-centred care

## YOUR RESPONSIBILITIES

- Deliver high-quality care aligned with care-home policies.
- Maintain dignity, privacy, and safety of residents at all times.
- Attend mandatory training and refreshers.
- Maintain professional communication and conduct.
- Document all care correctly and promptly.
- Report concerns immediately (safeguarding, clinical, behavioural).
- Follow instructions from nurses, senior carers, and management.
- Arrive on time, prepared, and in correct uniform.

## MANDATORY BEHAVIOUR EXPECTATIONS

- Greet residents, colleagues, and visitors courteously.
- Do not walk with hands in pockets at any time in care-home environments.
- Do not use your phone while on shift (except authorised work purposes). Strictly in Locker.
- Avoid inappropriate conversations or behaviours.
- Maintain professional boundaries always.
- Do not wait for somebody to tell you to do next – keep yourself busy by finding next task.
- Do not compare yourself with what others are doing – we conduct ourselves and we are responsible for ourselves.
- If you stop working because everybody else stopped working or you think you have done more than everybody else – it is not a right behaviour per VCare policies and procedures.

## UNACCEPTABLE BEHAVIOUR

- Locking or obstructing doors during personal care.
- Ignoring care plans or failing to read instructions.
- Not documenting care delivered. (date/time/care delivered – accurately recorded). Never ever falsify records.
- Rough handling or inappropriate assistance.
- Poor communication, rudeness, or lack of courtesy.
- Failure to attend confirmed shifts without proper notice.
- If you see a visitor or a family member or anybody – always wear a warm smile and wish them well.

## PERSONAL CARE STANDARDS

- Knock before entering, explain actions, gain consent.
- Use appropriate PPE.
- Follow aseptic and infection-control measures.
- Maintain privacy (curtains, doors slightly ajar but never locked).
- Promote independence wherever possible.
- Always report skin changes, falls, or concerns.

## DEMENTIA CARE EXPECTATIONS

- Use simple, reassuring communication.
- Avoid confrontation; provide choices instead.
- Understand behaviour as communication.
- Maintain calm, patient, supportive demeanour.
- Encourage orientation and provide reassurance.

## DOCUMENTATION EXPECTATIONS

- Record all care immediately after providing it.
- Ensure accuracy, legibility, and factual entries.
- DO NOT leave gaps or undocumented tasks.
- Use MAR charts, charts, logs, or digital systems correctly.

## SAFETY & ESCALATION

- Report safeguarding concerns immediately.
- Report falls, pressure-area concerns, behaviour escalations.
- Report medication discrepancies.
- Follow the care-home’s emergency procedures.

**UNIFORM & APPEARANCE**

- Clean uniform, no hoodies, no hands in pockets.
- Strictly no flip-flops or crocs.
- Strictly no body-hugging clothes.
- Strictly no denims or leather jackets.
- Hair tied back.
- Strictly no long nails or acrylic extensions.
- Strictly no jewellery except plain wedding band.
- Always for both male and female – black trousers and blue/or care home tunic.
- Always wear name badge.

**ATTENDANCE & TIMEKEEPING**

- Arrive 15 minutes early.
- Notify VCare and the home if delayed. (find number from google). Write down name of person and time you spoke with person (both VCare and care home – you will be asked to provide).
- Provide at least 24 hours' notice for cancellations.
- More than 2 lateness in a month, will lead to salary deductions.

**COMPLIANCE**: All staff must maintain up-to-date:

- Enhanced DBS.
- Mandatory trainings.
- Right to work.
- References.
- Occupational health status (if applicable).

PS – If you ever need help, support, or have questions or grievance; please contact our registered manager (Mrs. Tavleen Sharma) on:

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