VCARE CONSULTANCY SERVICES LIMITED

CQC Inspection-Ready Employee Handbook

CQC Registered Provider – Personal Care Services

Registered Manager: Mrs. Tavleen Sharma

Email: tavleen.sharma@vcareconsultancy.com

Welcome & Overview

Welcome to VCare Consultancy Services Limited.

We are committed to delivering safe, effective, compassionate, and high-quality care.

This handbook complies with CQC Fundamental Standards and UK employment law.

All staff must read, understand, and sign this handbook.

CQC Fundamental Standards

Regulation 9: Person-Centred Care – Care must reflect individual needs and preferences.

Regulation 10: Dignity and Respect – All service users must be treated with dignity.

Regulation 11: Consent – Valid consent must always be obtained.

Regulation 12: Safe Care – Risk assessments must be followed.

Regulation 13: Safeguarding – Abuse must be reported immediately.

Regulation 17: Good Governance – Accurate records must be maintained.

Safeguarding Policy

Zero tolerance approach to abuse.

Types of abuse include physical, emotional, sexual, financial, neglect and discriminatory abuse.

All concerns must be reported to the Registered Manager immediately.

Failure to report safeguarding concerns may result in dismissal.

Safer Recruitment

Enhanced DBS checks required.

References must be verified.

Employment gaps must be explained.

Right to Work documentation must be confirmed.

HMRC & Employment Compliance

All staff employed under PAYE unless otherwise agreed.

P45 or Starter Checklist required.

National Insurance deductions applied.

Pension auto-enrolment applies.

Holiday entitlement: 5.6 weeks per year (pro rata).

Health & Safety

Follow moving and handling training.

Report accidents immediately.

Use PPE appropriately.

Follow infection control procedures.

Infection Prevention & Control

Hand hygiene must follow WHO standards.

PPE must be worn correctly.

Infectious outbreaks must be reported.

Sharps disposal must follow safety guidelines.

Medication Management

Only trained staff may administer medication.

MAR charts must be completed accurately if administering medications and trained/signed off to give medications by registered manager.

Medication errors must be reported immediately.

Professional Conduct

Maintain professional boundaries.

No gifts or money from service users.

Wear uniform and ID badge.

Strictly no jewelry as this could hurt service users, nails should be regularly cut and trimmed as this could hurt service users, black trousers and blue tunic unless client provides their uniform, black shoes. Strictly no tight-fitting denims or tight fitting clothes and no flip-flops.

Maintain confidentiality.

Training & Supervision

Mandatory trainings required.

Enhanced DBS checks required.

Professional and Personal References required.

Care Certificate completion (where applicable).

Regular supervision sessions.

Annual appraisal process.

Equality & Diversity

Equal opportunities employer.

No discrimination tolerated.

Respect for diversity in all care practices.

Data Protection (GDPR)

Confidential handling of personal data.

No sharing of client data without authorisation.

Data breaches must be reported immediately.

Whistleblowing

Employees may raise concerns without retaliation.

Concerns can be escalated externally if necessary.

Disciplinary Procedure

Handled in line with ACAS guidelines.

Gross misconduct may result in summary dismissal.

Grievance Procedure

Formal grievances must be submitted in writing.

Investigations conducted fairly and promptly.

Lone Working Policy

Follow lone working risk assessments.

Maintain regular contact with office.

Incident Reporting

All incidents must be documented.

Serious incidents reported under RIDDOR where applicable.

Probation & Performance

Probation period applies to new staff.

Performance monitored regularly.

Working Time & Pay

Working hours defined in contract.

Overtime must be authorised.

SSP applies as per UK law.

Payment made via Bank Transfers on 15th of every month (Clients pay us on 15th of every month)

Social Media Policy

No sharing of service user information online.

Protect company reputation.

Strictly no mobile phone usage when working with any service user. Mobile phones should be in a locker when working in a private residential nursing and/or care home.

End of Employment

Return all company property.

Confidentiality continues after employment ends.

Employee Declaration

I confirm that I have read and understood this handbook.

Employee Name: _____

Signature: _____

Date: _____