



**MUVE Homecare
Induction Handbook
For Nursing and Care Staff**

Welcome to MUVE Homecare

We are delighted you have joined MUVE Homecare. Our commitment is to support both your professional development and wellbeing while ensuring our clients receive the highest quality care.

Muve Homecare is a UK-based healthcare recruitment and staffing agency specialising in providing qualified care professionals to both private clients and healthcare organisations. Established in February 2023, the company is incorporated as Muve Homecare Limited, registered in Birmingham, England. It operates under the Companies House number 14644584 and is registered with the Care Quality Commission (CQC), with services in Manchester and Birmingham .

Services Offered

Muve Homecare delivers a range of services to meet diverse care needs:

- Personal Care & Support: Including assistance with daily living activities, personal hygiene, and mobility support.
- Specialised Care: Catering to conditions such as dementia, learning disabilities, autism, mental health, physical disabilities, and sensory impairments .
- [cqc.org.uk](https://www.cqc.org.uk)
- Respite Care: Providing temporary relief for family caregivers.
- Emergency & Short-Notice Staffing: Offering same-day mobilization to address urgent care requirements .
- Live-in & Companionship Care: Ensuring clients receive continuous support in the comfort of their homes .

Principles and Values

We are dedicated to providing unwavering support to all Clients, allowing them to maintain their dignity, independence, and active participation within their own communities. At MUVE Homecare, our commitment lies in meeting the unique needs of the individuals entrusted to our care. We are determined to empower Clients to live life on their own terms while receiving the necessary assistance to remain independent in the comfort of their homes.

Everyone receiving support from MUVE Homecare, as well as those working for us, will be treated with the utmost dignity and respect. Our aim is to deliver skilled Care that helps Clients achieve their optimal state of health and wellbeing. We fully uphold the human rights of all individuals we care for and those employed by MUVE Homecare. We firmly believe in the right to personal choice and decision-making for all Clients, and we ensure that our staff actively support this right. Furthermore, we deeply value and encourage the right to independence for each Client, recognising and appreciating their individual uniqueness. This perspective is reflected in our Care Plans, as we carefully listen to and respond to the needs of Clients.

We place great importance on respecting individual privacy at all times, treating all personal information with strict confidentiality. We understand and acknowledge the individual need for personal fulfilment, and we strive to assist Clients in identifying meaningful activities that bring them joy and satisfaction.

MUVE Homecare's Aims, Objectives and Philosophy of Care

Our primary focus at MUVE Homecare is to deliver exceptional care of the highest quality to the local community and beyond. We strive to meet the individual needs of our clients within a safe, compassionate, efficient, and responsive environment. Our dedicated workforce, led by experienced professionals, possesses the necessary skills, knowledge, and resources to consistently meet the highest standards of care.

Our objectives include:

- Providing quality care tailored to the specific needs of each client
- Treating all clients equally, embracing their unique differences, and respecting their fundamental human rights
- Ensuring the safety and protection of clients from all forms of abuse, while also honouring their autonomy and choices
- Offering access to information through various formats and aids, including advocacy support when necessary
- Actively involving clients in seeking their feedback, including complaints, compliments, and ideas for service improvement
- Implementing robust recruitment and retention strategies to attract and retain the most suitable staff, while continually enhancing their skills through appropriate training
- Establishing effective systems to promptly understand, respond to, and learn from incidents that may occur
- Delivering compassionate care that upholds the dignity of clients, honouring their needs, desires, and expectations.

You, Your Contribution and MUVE Homecare's Promise to You

As a valued member of our team at MUVE Homecare, your expertise and dedication play a crucial role in ensuring our clients maintain their independence and dignity. We encourage you to prioritise the wishes of the Client while maintaining a professional relationship.

It's essential to communicate with your supervisor or manager to ensure that you're working within your professional boundaries and safely. It's important to strike a balance between providing emotional support to the Client and understanding your role as a paid professional. Therefore, we advise engaging in reflective activities to ensure you remain aware of the professional context of your work.

Technology & Compliance

Muve Homecare utilises a digital care planning crm that enables real-time reporting, including care notes, incident reports, and medication administration records (MAR charts). This system ensures transparency and up-to-date information for clients and their families . The company is committed to compliance, offering free training, disclosure checks, and revalidation support to its care professionals.

Contact Information

Registered Address:

Suite 1, Aqueous II, Aston Cross Business Park, Birmingham B6 5RQ

Website: muvehomecare.com

Phone: 0808 175 4091

Email: info@muvehomecare.com

Registered Manager:

Name: Gemma Gattens

Email Address: gemma.gattens@muvehomecare.com

Responsible Individual:

Name: James McAlpine

Email Address: james.mcalpine@muvehomecare.com

Data Protection Officer:

Name: Scott Lintern

Email Address: scott@muvehomecare.com

Our Mission and Values

We believe in compassion, dignity, safety, and professionalism. We support our staff with fair pay, training, and continuous development opportunities.

Code of Conduct

You are required to comply with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. A copy of the Code has been issued to you on your employment. You are accountable and responsible for ensuring that you understand and follow the Code of Conduct as a social care worker. If you are employed as a Registered Nurse, you will be expected to comply with the NMC Code and ensure you retain your professional registration.

Induction and Training

You will be expected to work through MUVE Homecare's induction training programme at a reasonable speed, and within the standards laid down in the Health and Social Care Act 2008 (as amended by the Health and Social Care Act 2012).

Induction training comprises:

- Communication
- Dysphagia Care
- Equality, Diversity and Human Rights

- Fire Safety
- First Aid In The Workplace
- Fluids and Nutrition
- Food Hygiene
- Handling Medication & Avoiding Drug Errors - Level 2
- Health, Safety and Welfare
- Infection Prevention & Control inc COVID-19 Protocols
- Information Governance including Cyber Security
- Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DoLS)
- Moving and Handling Level 2
- Oliver McGowan Mandatory Training on Learning Disability and Autism
- Paediatric Basic Life Support
- Preventing Radicalisation
- Privacy And Dignity In Health And Social Care
- Promoting Person Centred Care In Health And Social Care
- Resuscitation: Adult Basic Life Support - incl safe use of AEDs
- SOVA and SOCA Level 2

Additional Training Appropriate to your qualifications:

- Control & Restraint
- Food Safety
- Epilepsy
- Safeguarding Vulnerable Adults (SOVA) Safeguarding Children and Young Adults (SOCA), Safeguarding Children and Young Adults Level 3

In addition to the above, it is imperative that as an MUVE Homecare Healthcare Agency Worker you receive an orientation and induction for each placement. This should include location and information of safety protocols, fire exits, emergency equipment and phone numbers, manual handling equipment and procedures, hot spot, and violent episode handling.

Working Standards

At MUVE Homecare, we are committed to upholding high working standards to ensure the provision of exceptional care and foster a positive work environment. It is the responsibility of all employees to familiarise themselves with and abide by the working standards outlined in this employee handbook. By adhering to these standards, we collectively contribute to the delivery of quality care.

Timesheets

The Birdie app serves as the method for clocking in and out of your shifts at MUVE Homecare. It is crucial that you clock in using the app to ensure accurate records of your shift. The Birdie app tracks your login and logout times through GPS, providing visibility of your location while logged in. If you encounter any issues with the Birdie app, it is your responsibility to promptly notify the branch manager for assistance and resolution. Remember, maintaining accurate records is essential for effective scheduling and payroll management.

Training – Induction and Ongoing

All employees must undergo induction training. As your employment progresses your skills may be extended to encompass new job activities within the business. You will receive notices through your pay slips or Birdie app, indicating the various training topics. Certain training events are compulsory; whilst other training programs will be on a voluntary basis. For further details relating to booking training sessions contact your Consultant or Compliance Officer.

Failure to complete annual mandatory training will result in an immediate suspension from work until the training has been completed.

You are reminded that in order for MUVE Homecare to satisfy its obligations under the Health and Social Care Act 2008 (as amended by the Health and Social Care Act 2012) you are employed subject to certain contractual requirements with regard to training and qualifications.

Written confirmation of certain training received at another employer or MUVE Homecare validated organisation is also acceptable.

Please contact your Consultant if you are unsure as to whether this is applicable to you.

You must keep your knowledge and skills up to date throughout your working life. In particular you should take part regularly in learning activities that develop your competence and performance. MUVE Homecare conducts regular training sessions in our main branch office.

Please contact your Consultant to book your training update before your previous certificate expires.

Revalidation

Revalidation is a requirement all nurses on the register have to undertake, in order to maintain their registration with the NMC. Every nurse is required to revalidate every 3 years, this date will be the same date as when your annual fee is taken. To find out when your revalidation is due you must register with the NMC and create an online account, this is also where you find all necessary information regarding revalidation, what is required and where you will be notified of when you are due to renew.

As an agency we will be offering full support to our nurses going through this process. We offer revalidation workshops for those that require support in putting together their portfolio, as it will be the first time many of you will be doing this. The nursing team within MUVE Homecare will also be available to you to go through your reflective accounts, having the reflective discussion and being able to act as your confirmer, signing off your portfolio. An email address has also been specifically designed to our nurses for revalidation purposes (info@revalidation.co.uk). This is manned during the working week and provides support to nurses who have any queries or unsure about certain aspects of the process. The nursing team within MUVE Homecare have attended the necessary training to be able to provide this support to you and have experience in every step of the revalidation process.

Performance Monitoring, Supervisions, and Appraisals

We actively seek feedback from Clients upon introducing a candidate to them for the first time, and periodically thereafter. We will enquire about performance, levels of competence, practice and

standards, teamwork, time keeping and training needs that may have been identified. We will provide Agency Workers with feedback on their progress. Performance appraisals are an integral part of ensuring quality standards are met.

MUVE Homecare ensures that job performances are routinely formally assessed against expected clinical standards and identifies opportunities to enable workers to improve their professional skills. Each Agency Worker will undergo supervisions of job performance within the first 3 months of registration and commencing assignments with MUVE Homecare. Group supervisions, and one2one supervisions, will be completed on an ongoing basis as required. Appraisals will be completed annually.

Your appraisal will be carried out by a senior practitioner of the same discipline. ("Appraiser"), who will be appropriately trained in the conduct of appraisals, and regularly re-trained as appropriate. We are required to consider when assessing your clinical practice, the results of any quality assessment questionnaires completed by our Clients and the results of any reviews by MUVE Homecare of your clinical practices. In addition to the above MUVE Homecare will request feedback from our Clients.

This feedback will cover the following areas:

- General levels of service including punctuality, attitude, and ability to carry out practical tasks
 - Clinical Performance
 - Training Needs
 - Any other issues, including progress since the last appraisal
- Copies of the completed feedback requests will be given to you to raise any concerns or issues may have.

All MUVE Homecare Agency Workers are requested to maintain a written portfolio of professional experience and attendance at professional development courses, which should also include a written and agreed Personal Development Plans as agreed at the appraisal.

Please note: The results of the appraisal will be recorded on your electronic data file, updated annually, and will form the basis of assessment for future job placements, training requirements and complaints handling.

Method of Payment

Payment will be made by Bankers' Automated Clearing Services (BACS) directly into your bank / building society account on a weekly basis. A pay slip detailing how your pay has been calculated and showing any deductions made will be made accessible on the online pay slip portal or email to you.

Please ensure that we are kept up to date with all your current contact information.

Please note that we will not accept telephone changes to your banking/building society details. All changes must be in writing.

Tax and National Insurance

For the purposes of PAYE and Class 1 National Insurance Contributions only. You are required to pay income tax on your earnings (if they exceed the threshold for the current financial year). The rules affecting people working through agencies are contained in Section 134 TA 1988 (formerly Section 38, Finance (No. 2) Act 1975).

If you have any queries regarding your tax code or feel that you may be entitled to additional allowances, please contact HMRC directly on 0300 200 3200, they can adjust your tax code if appropriate.

If MUVE Homecare is not your main source of work for tax purposes and there are issues with overpayment of tax and other income issues, it is also advisable to discuss these with the Inland Revenue direct or via their website. Deductions in respect of Class 1 National Insurance will be made by MUVE Homecare on your behalf if earnings exceed the National Insurance threshold.

If you are entitled to pay reduced National Insurance or are exempt from paying contributions, you must produce the appropriate certificate, before undertaking any assignments.

National Insurance Benefits

If you have made sufficient NI contributions you may be eligible for certain Social Security Benefits: Statutory Maternity Pay In certain circumstances, pregnant Agency Workers may be eligible for Statutory Maternity Pay through MUVE Homecare or Maternity Allowance from their local Social Security Office.

If you are pregnant, you must:

- Inform MUVE Homecare that you are pregnant, and he/she will arrange for a Risk Assessment of your working environment to be undertaken in order to identify the type of assignments you can (or cannot) undertake.
- Obtain your MATB1 from your Doctor or Midwife and pass this to your local office.
- Obtain from your local Social Security Office, leaflets FB8 'Babies and Benefits' and NI17A 'A Guide to Maternity Benefits'.

Please sent the MATB1 form to your personal consultant, who will liaise with our payroll department be able to determine whether SMP is payable through MUVE Homecare. Agency Workers who are considered to be ineligible will be given a completed SMP1 form, which together with their MATB1 form should be forwarded to their local Social Security Office, with a request to consider the payment of Maternity Allowance .

Working Time Regulations and Statutory Allowance

Under the Working Time Regulations (WTR), Agency Workers' working time (including Placements and services provided personally to anyone else) should not exceed 48 hours per week (averaged over a period of 17 weeks). Night duty hours must not exceed 8 hours in 24 hours (averaged over 17 weeks). However, Agency Workers wish to waive this right, are required to declare this on joining the agency. Agency Workers can withdraw the option to work in excess of 48 hours per week at any time by providing 3 months written notice. Working time shall include only the period of attendance at each individual Placement, it shall not include travelling time.

Pension

If you are an employed PAYE worker, MUVE Homecare will enroll you for a workplace pension. MUVE Homecare duties start date is February 2023.

Employees who qualify for a workplace pension:

- Aged between 22 and the state pension age

- Earn at least £10,000 per year
- Work in the UK

Annual Holidays, Holiday Pay and Procedures Holiday Entitlement

The holiday year runs from 1st April to 31st March. As an Agency Worker you start accruing holiday pay as soon as you begin work through us and can request this from us at any time. Holiday entitlement is up to 5.6 weeks in any holiday year, pro-rata, for workers who work less than full time hours. Any holiday pay that you accrue must be taken before the end of March, as the holiday year runs from 1st April to 31st March. (Any outstanding balance of holiday pay not claimed by this date will be lost).

Holiday pay rate is calculated as an average of the pay rates you have received over the previous 12 weeks. It is each Agency worker's responsibility to claim his or her holiday pay, and MUVE Homecare will not send reminders, nor will MUVE Homecare be responsible for loss of holiday payments. You may not work whilst on holiday. It is simple – holiday is a necessary period of rest. You may not claim holiday for weekends unless these are usual working days for you.

To claim Holiday Pay please contact your Consultant.

Public/ Bank Holidays, Pay & Procedures

Where the above days are worked, payment will be made as indicated in your Statement of Terms and Conditions or Principal Statement or Contract of Employment.

Sickness / Injury Absence Payments and Conditions

Statutory Sick Pay (SSP)/ Sickness Benefit A worker is entitled to SSP if they are employed by MUVE Homecare as a 29PAYE candidate, the weekly rate for SSP is £118.75 for up to 28 weeks. It is paid for the days an employee normally works – called “Qualifying days” in the same way as wages, for example on the normal payday, deducting tax and national insurance.

Notification of Absence

The Sickness Absence Policy and Procedure can be provided to you on request.

A failure to follow the Sickness Absence Policy and Procedure may result in absences being treated as unauthorised and could give rise to disciplinary action. We appreciate that sometimes unavoidable things do occur however you must always try and give us as much notice as possible if you have to cancel a shift. If you feel slightly unwell but are unsure if you will need to cancel the shift still advise us of the situation so we can be prepared if a replacement is needed.

To cancel a shift you have already accepted, please phone your Consultant immediately.

Shift cancellations will not be accepted by e-mail or text.

Maternity

The Maternity Policy and Procedure can be provided to you can be provided to you on request.

Adoption Leave

The Adoption Leave Policy and Procedure can be provided to you can be provided to you on request.

Shared Parental Leave

The Shared Parental Leave Policy and Procedure can be provided to you by your local branch. In essence, Shared Parental Leave allows a mother or adoptive parent to share their maternity or adoptive leave entitlement with their partner including any entitled to statutory pay. Paternity Leave The Paternity Leave Policy and Procedure is available can be provided to you on request.

Insurance against Personal Accident and Illness

Agency Workers will only be paid for work that has been undertaken so, if for any reason you are unable to undertake work, you may well suffer financially as a result. The normal risks, which prevent Agency Workers from working, are accidents (either at work or at home) or illness. You are advised to seek and obtain insurance cover against such risks and at a level that protects your income during periods when cannot work.

MUVE Homecare advises all Agency Workers to seek the services of an independent Financial Advisor in the first instance to ensure that they are covered in such an event.

Business Expenses

We will reimburse you for authorised and legitimate expenditure, reasonably incurred by you, during the proper performance of your duties, i.e. accommodation and other pre-agreed out-of-pocket expenses. You will be required to complete an expense claim form and support such a claim by submitting valid receipts. You should have prior approval from registered manager before incurring any expenses.

Birdie App

The Birdie app is a mandatory app that all care staff must use. It serves as a comprehensive tool for documenting care notes, accessing client care plans, photograph uploading and emergency plans. This app is designed to streamline and enhance the care management process, ensuring efficient and effective communication within our organisation.

Care Notes are an essential and legally mandated requirement. Staff members are responsible for submitting comprehensive care notes that document the specific details, including the times and events that occurred during their shifts. These care notes serve as vital information that will be reviewed by the multi-disciplinary teams involved in the care of the clients.

Health & Safety

You are responsible for safe working practices, understanding emergency procedures, identifying risks, and reporting incidents. Always follow COSHH and infection prevention protocols.

It is the policy of MUVE Homecare to ensure, as far as is reasonably practicable, the health, safety and welfare of all our Employees, Agency Workers, Service Users and Members of the Public, accepting our statutory responsibilities in this area. This involves working in partnership with our Clients who for the purpose of Agency Workers provide the physical setting for the work undertaken by the MUVE Homecare Workers.

MUVE Homecare seeks to ensure the following in relation to Health & Safety:

- That you have the necessary qualifications, experience, skills, and capability to carry out the assignments that you will be undertaking.
- That any risks to health, in connection to the use, storage and handling of substances hazardous to health, are identified through an assessment of their potential effects, as required by the latest edition of The Control of Substances Hazardous to Health (COSHH) Regulations, and that necessary control measures are implemented.
- That you are given sufficient information, instruction, and training to ensure your own Health & Safety.
- That consideration is given to Health & Safety factors when equipment is procured, or new services obtained, or when changing procedures or work patterns and that all necessary safety precautions are taken and that necessary safety instructions have been understood. You are responsible for your own personal Health & Safety, and you have a duty of care to your fellow workers.

Your responsibilities include:

- The duty to comply with all safety instructions and directions laid down.
- The duty to use the means and facilities provided for health and safety in a proper manner.
- The duty to refrain from the willful misuse of, or interference with, anything provided in the interests of health, safety and welfare and any action that may be construed as dangerous.
- The duty to report any potential hazards or dangerous occurrences that may cause harm to others.

Safety Requirements

- Always familiarise yourself with the Health & Safety policies and procedures for the environment in which you are working and pay particular attention to fire and emergency procedures.
- Never attempt a task without first ensuring that you understand the instructions and can carry them out safely.
- Always maintain a clean and safe work area.
- If you see, or believe you see, an unsafe act or condition, report it to your branch as soon as possible, taking immediate steps to correct it or ask your branch to rectify it. You may be assumed to have agreed to an unsafe condition if you do not comment on it and if you continue working.
- Certain jobs require you to wear protective clothing or to use equipment. If you are unsure, ask for advice before you start working.
- You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labelled and are used in compliance with the manufacturer's instructions in order to reduce the risk of injury or danger to health. All waste or by-products must be properly disposed of.
- Only use, adjust alter or repair equipment if you are authorised to do so.

If you, or the equipment you operate, are involved in an accident regardless of how minor -report it. If you suffer a needle stick injury you must attend for treatment immediately and report the incident. If possible, take note of the patient's details in order to help identify potential risks. As soon as a needle stick (sharp) injury occurs you should do the following:

- Encourage bleeding by squeezing site of puncture wound, do not suck.

- Wash the wound with soap and water, do not scrub.
- Cover wound with waterproof dressing.
- Report incident to the Branch.
- Report to OH Department during normal working hours.
- If the injury happens out of office hours report to A&E and inform your Branch the next day.

Document the circumstances that led to exposure Counselling is available following these blood tests. Always report a needle stick injury even if it occurs with a 'clean' needle, via an incident report or accident book according to protocol.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

You are legally required to inform us of any over three-day injuries so that we may keep an accident book and fulfil our legal responsibilities under the Social Security (Claims and Payments) Regulations 1979.

Occupational diseases Employers and self-employed must report the following listed occupational diseases <http://www.legislation.gov.uk/ukxi/1995/3163/schedule/3/> made when they receive a written diagnosis from a doctor that they or their employee is suffering from these conditions and the sufferer has been doing the work activities listed. You have legal duties under RIDDOR that require you to report and record other work-related accidents. These include for example, deaths, major injuries, fractures, amputations, dislocations, loss of sight.

Reportable Major Injuries are:

- fracture, other than to fingers, thumbs, and toes;
- amputation;
- dislocation of the shoulder, hip, knee spine;
- loss of sight (temporary or permanent);
- chemical or hot metal burn to the eye or any penetrating injury to the eye;
- injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours;
- any other injury leading to hypothermia, heat-induced illness, or unconsciousness, or requiring resuscitation, or requiring admittance to hospital for more than 24 hours;
- unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent;
- acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin;
- acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

Not every near miss event must be reported.

Here is a list of other occurrences relevant to the Client / End User environments that are reportable:

- collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- explosion, collapse or bursting of any closed vessel or associated pipe work;
- failure of any freight container in any of its load-bearing parts;
- plant or equipment coming into contact with overhead power lines;
- electrical short circuit or overload causing fire or explosion;

- any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion;
- accidental release of a biological agent likely to cause severe human illness;
- failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period;
- malfunction of breathing apparatus while in use or during testing immediately before use;
- collapse or partial collapse of a scaffold over five metres high, or erected near water
- where there could be a risk of drowning after a fall;
- a road tanker carrying a dangerous substance overturns and suffers serious damage, catches fire or the substance is released;

They must be reported to the Health and Safety Executive Incident Contact Centre.

The Control of Substances Hazardous to Health (COSHH) Regulations

COSHH is the main piece of legislation covering control of the risks to people from exposure to harmful substances generated out of or in connection with any work activity. As with all other regulations affecting Health & Safety at work, legal duties under COSHH are laid primarily on the establishment in which you are working, and it is their duty to see that proper systems of work and management are in place.

Duties on Agency Workers include:

- Making proper use of any control measures.
- Following Safe Systems Of Work.
- Abiding By Local Rules And Policies.
- Reporting defects in safety equipment as appropriate. Health surveillance must be carried out, where assessment has shown that a substance is known to cause occupational asthma or severe dermatitis and COSHH requires that employers provide suitable information, instruction, and training about:
- The nature of substance's the worker works with or are exposed to, and the risks created by exposure to those substances and;
- The Precautions Workers Should Take
- Control Measures And How To Use Them
- The Use Of Any Personal Protective Equipment And Clothing
- Results of any exposure monitoring or health surveillance
- Emergency Procedures

MUVE Homecare's full Health and Safety Management Policy is available on request.

We actively encourage all employees to inform their immediate superior of any areas of the health and safety policy that they feel are inadequate to ensure that the policy is maintained as a true working document.

Employers should give sufficient information and instruction on:

Agency Worker Responsibilities

If you suffer illness or injury as a result of a work-related issue, we need to be notified.

Occupational Health

MUVE Homecare is required to ensure that all our Agency Workers undergo comprehensive occupational health screening and have a current health clearance / immunisations and test results in accordance with the latest Department of Health guidelines, before we can send you out on any assignments. We are required to update these health assessments on an annual basis, unless you have spent a period of 3 months or more outside of the United Kingdom, in which case we will need to update the health assessment before deploying you. MUVE Homecare and our Occupational Health Advisor will support you in achieving this.

This process is described below:

Once the Occupational Health Questionnaire is completed, and this form, together with the Agency Workers immunisations and test results are forwarded to MUVE Homecare.

MUVE Homecare forwards this information to our Occupational Health Service provider.

MUVE Homecare Occupational Health Service provider/s evaluate each Agency Worker's file, and if satisfied with the contents, will issue to MUVE Homecare "Certificate of Fitness to Work" valid for 1 year. If not satisfied with the contents, the OH provider will ask MUVE Homecare to request from you, additional proof of immunizations, and once happy with this, will issue a certificate.

Before Agency Worker's "Certificate of Fitness to Work" is due to expire; MUVE Homecare contacts the Worker to complete a one page "Health Medical Questionnaire – Yearly Review". We request this is completed, signed, and forwarded to us together with any new immunisation and test results.

This will be then forwarded to our Occupational Health Service Provider for evaluation, where they will either issue a new "Certificate of Fitness to Work" or request additional proof if required.

This annual stage is expected to be routine.

The immunisation and test results required for Occupational Health Clearance are:

Varicella: Tests showing a positive result (immunity). Negative or Equivocal results require re-vaccination and retesting.

Written confirmation of having had chicken pox or shingles is also acceptable. Self-certification is acceptable.

Tuberculosis: Occupational Health or GP certificate of a positive scar or a positive skin test result.

Rubella: Certificate of vaccination or a blood test result showing a positive result (immunity)

Or

TWO doses of MMR, Please note: >15 UI/ml: Immune, 10 – 14 UI/ml: Low Level Immunity, and < 10 UI/ml: Nonimmunity. Measles & Mumps:

Evidence of TWO doses of MMR, or a positive result (immunity) for measles, mumps & rubella.

Negative or equivocal requires revaccination and re-testing.

Hepatitis B: A recent pathology report showing titre levels of > 100lu/l. If the result is <100lu/l, then a Hepatitis B Booster is required.

The following three are ONLY required if you need an Exposure Prone Procedure (EPP) Certificate:

Hepatitis B Surface Antigen: Evidence of a negative result.

Hepatitis C: Proof of non-infectivity (negative) with a recent UK pathology report.

HIV: Evidence showing antibody negative.

Agency Workers should be aware of and abide by the requirements of HSC 1998/ 226 "Guidance on the management of AIDS/ HIV Infected Health Care Workers and Patient Notification"

- If you believe you may have been exposed to HIV infection in any way you should seek medical advice from your GP or Occupational Health Department and, where appropriate, undergo diagnostic HIV antibody testing.
- If you are found to be infected, you must again seek guidance from your GP or Occupational Health Department.
- If you are found to be HIV positive and perform or assist with invasive surgical procedures you must stop this immediately and seek advice from your GP or Occupational Health Department regarding what action, if any, should be taken.

Please be aware that it is the obligation of all health workers to notify their employer and, where appropriate, the relevant professional regulatory body, if they are aware of HIV positive individuals who have not heeded advice to modify their working practice. Please note the above guidance does not supersede current Department of Health Guidelines (in particular HSC 1998/226) or local practices and procedures. All healthcare workers are under ethical and legal duties to protect the health and safety of their patients. Agency Healthcare Workers have general duties to conduct their work so that they and others are not exposed to health and safety risks. Certain information may be requested for audit purposes and used to verify medical evidence by the government bodies.

Safeguarding

Safeguarding and Wellbeing You should always act in such a way as to promote and safeguard the wellbeing and interests of the Client. You should also avoid any act that might bring the organisation into disrepute or diminish the public's confidence in MUVE Homecare.

You must act with honesty, integrity and respect for Clients and their property. Workers should, at all times, safeguard the wellbeing of the Client, themselves and their colleagues. When caring for a new Client, when their care needs change, when carrying out new procedures, or using new materials or equipment, a risk assessment must be undertaken and in place. If in doubt as to whether a risk assessment has been carried out, you must discuss the matter with registered manager. In cases whereby, an assessment has already been carried out, the Manager will inform you of the identified risks and the methods of controlling those risks. Where a risk assessment has not been carried out, the Manager will either prohibit the un-assessed activity or carry out a risk assessment and tell you of the identified risks and the methods of controlling those risks.

When working within the team, you should act professionally towards colleagues and other professionals and indeed all concerned with wellbeing of the Client/s. When Carers feel that another worker is acting in such a way as to threaten the wellbeing of a Client they should discuss the matter with the person in charge.

In the event of an emergency, it is essential for staff members to refer to care plans and follow established emergency protocols as necessary. By adhering to emergency protocols, staff members can ensure the safety and well-being of the individuals under their care and respond appropriately to any urgent circumstances that may arise.

Data Protection and Confidentiality

All personal data must be handled in accordance with GDPR. You must not disclose information about service users, clients, or MUVE Homecare without proper authorisation.

In order to ensure that MUVE Homecare complies with its obligations under the Act, it has appointed a Data Protection Officer who is Scott Lintern. You should refer to the Data Protection Officer if you are in any doubt about any of MUVE Homecare's obligations under the GDPR Regulation and more information can be found on our website www.muvehomecare.co.uk

Professional Responsibilities

You must remain within your scope of practice. Do not undertake tasks you are not trained or authorised to do. Maintain up-to-date knowledge of relevant legislation and best practices.

It remains your responsibility to request additional training to support you in your position and role within the company.

Appearance and ID

You must wear your MUVE Homecare issued ID badge at all times.

If you lose or misplace your ID badge, please contact your consultant or compliance officer immediately. MUVE Homecare will provide appropriate uniforms for certain roles free of charge.

A registered manager will speak to you about the requirements of your role.

Employees should refer to the Appearance Policy and Procedure which can be provided to you on request. Additionally, it is important to note that staff members are expected to refrain from wearing designer clothing as part of the dress code guidelines.

Timekeeping and Reporting Absence

Good timekeeping and prompt attendance is paramount in the lives of the people to whom we provide support. Please advise the company, if you are running late in attending work.

We would also request that you inform the company with as much notice as possible about any intended absence due to sickness. This is critical as it allows us to sensitively and proficiently replace you if you give us the maximum amount of notice. The Absenteeism Policy and Procedure can be provided to you on request.

Staff that are absent without notifying the company may be subject to disciplinary action.

Working Practices

Follow care plans and risk assessments.

If required, participate in shadowing, mentoring, and observations during your initial period of work.

Complaints

The member of staff responsible for handling complaints at MUVE Homecare is The Registered Manager. You can find their contact details at the top of this handbook.

If you receive a complaint from a Client, you should inform the Client of the Complaints Policy and Procedure and notify Registered Manager immediately. All Complaints are to be received in writing using the complaints link -

<https://www.cognitofrms.com/icare24group1/muvehomecarecomplaintsform>

The complaints procedure is as follows:

1. Within five (2) working days of receipt of a complaint from the Client or Agency Worker, MUVE Homecare will acknowledge receipt of the complaint. The complaint should be made in writing on MUVE Homecare's complaints form but will be accepted in other written form.
2. All reasonable endeavours will be made by MUVE Homecare to ensure that all complaints are resolved within fifteen (15) days of the complaint being notified to MUVE Homecare.
3. MUVE Homecare shall ensure that in the event of the complaint being against an Agency Worker that the Agency Worker is fully informed of complaints relating to him/her. The Agency Worker shall be entitled to receive a copy of the complaint referred to in paragraph 1.
4. The Agency Worker will be afforded the opportunity to state his/her version of events and will be given seven (3) days to respond to MUVE Homecare in writing.
5. All responses will be shared with the complainant and if appropriate, MUVE Homecare will take demonstrable action to ensure there is no recurrence of the act or omission complained of.
6. The Client may at any time request MUVE Homecare to provide the Client with an update as to the progress of the resolution of the complaint.
7. The Client will receive a written response from MUVE Homecare, detailing how the complaint has been resolved.
8. Where there is evidence of malpractice or the complaint is an event that requires notification, MUVE Homecare will immediately notify the Care Commission, The Police, Protection of Vulnerable Adults or Children and where applicable alert the temporary workers professional body.
9. MUVE Homecare where necessary will immediately exclude the Agency Worker from its register whilst an investigation is in progress.
10. MUVE Homecare undertakes to work with all parties applicable to an investigation and where necessary share findings of such investigations.
11. A full written record of the nature of each complaint and details of the action taken as a result of the complaint is kept on a database for easy access;
12. MUVE Homecare has a quality assurance system in place to analyse and identify any patterns in complaints and trend analysis is conducted continuously.
13. The complainant at any time has the right to refer this matter for review to the Care Quality Commission, The Scottish Care Commission, Care Inspectorate Wales, or The Regulation and Quality Improvement Authority – Northern Ireland. In the event that you are unsatisfied with the manner in which a complaint has been handled, please contact the following Director within the company: James McAlpine –Director.

Escalating Concerns

All employees have a responsibility to report to their manager with regard to any changes in the physical, behavioural or social condition of the Client, to any perceived lack of resources, help or advice, or any action by persons or organisations which may be harmful to the Client.

You should also report any refusal of care or any time you are unable to deliver Care as planned.

You should ensure you read MUVE Homecare's Safeguarding Policy, the Child Protection Policy and the Whistleblowing Policy.

Equality and Respect

Discrimination, harassment, or bullying are not tolerated. MUVE Homecare promotes a culture of inclusion, fairness, and respect for all individuals. MUVE Homecare recognises that discrimination in the workplace, in any form, is unacceptable and in most cases unlawful. We have therefore adopted an Equality and Diversity Policy and Procedure, to ensure that all job applicants and employees are treated fairly and without favour or prejudice.

MUVE Homecare is committed to applying this policy throughout all areas of employment; recruitment and selection, training, development and promotion. In all situations, people will be judged solely on merit or ability. The following sets down the key points of the policy, any breach of the policy will lead to disciplinary action, which may include dismissal.

The Equality and Diversity Policy and Procedure can be provided to you on request. You will be requested to complete an Equal Opportunities Monitoring Form.

Non-Harassment Policy

MUVE Homecare recognises that harassment in the workplace, in any form, is unacceptable and in most cases unlawful. We are committed to ensuring that we are able to provide a working environment that is harmonious and acceptable to all.

Gifts and Boundaries

You should not, under any circumstances, act as signatories to the wills, lasting powers of attorneys or similar legal documents of Clients, or be beneficiaries of Client's wills, nor should you accept gifts of any kind except with the express authority of the Registered Manager.

Please refer to the Gifts Policy and Bribery Policy for further information which can be provided on request. All such situations must be reported to management.

Templates

Incident Report Template

Use the following format to report incidents:

Date:

Time:

Location:

People Involved:

Description:

Action Taken:

Follow-up Required:

Safeguarding Disclosure Form

Complete the following format in the event of a disclosure:

Date of Disclosure:

Name of Individual:

Details of Disclosure:
 Immediate Action Taken:
 Reported to:
 Date and Time of Report:










Pain Scale



Frailty Scale

Rockwood Clinical Frailty Scale

Is a toolkit to measure how frail someone is and can be used to monitor any deterioration.

 <p>1. Very Fit – People who are robust, active, energetic and motivated. These people commonly exercise regularly. They are among the fittest for their age.</p>	 <p>6. Moderately Frail – People need help with all outside activities and with keeping house. Inside, they often have problems with stairs and need help with bathing and might need minimal assistance (cuing, standby) with dressing.</p>
 <p>2. Well – People who have no active disease symptoms but are less fit than category 1. Often, they exercise or are very active occasionally, e.g. seasonally.</p>	 <p>7. Severely Frail – Completely dependent for personal care, from whatever cause (physical or cognitive). Even so, they seem stable and not at high risk of dying (within ~ 6 months)</p>
 <p>3. Managing Well – People whose medical problems are well controlled, but are not regularly active beyond routine walking.</p>	 <p>8. Very Severely Frail – Completely dependent, approaching the end of life. Typically, they could not recover even from a minor illness.</p>
 <p>4. Vulnerable – While not dependent on others for daily help, often symptoms limit activities. A common complaint is being “slowed up”, and/or being tired during the day.</p>	 <p>9. Terminally Ill – Approaching the end of life. This category applies to people with a life expectancy <6 months, who are not otherwise evidently frail.</p>
 <p>5. Mildly Frail – These people often have more evident slowing, and need help in high order Instrumental Activities of Daily Living Scale (IADLs) (finances, transportation, heavy housework, medications). Typically, mild frailty progressively impairs shopping and walking outside alone, meal preparation and housework.</p>	<p>Scoring frailty in people with dementia</p> <p>The degree of frailty corresponds to the degree of dementia. Common symptoms in mild dementia include forgetting the details of a recent event, though still remembering the event itself, repeating the same question/story and social withdrawal.</p> <p>In moderate dementia, recent memory is very impaired, even though they seemingly can remember their past life events well. They can do personal care with prompting.</p> <p>In severe dementia, they cannot do personal care without help.</p>

Mobility and Falls

Mobility and Falls

Mobility and prevention of falls is fundamental in supporting people to retain their independence.

- **Falls can have a significant effect on people's health**

Keeping people mobile can reduce the incidence of

- **Infections**
- **Pressure damage**

It is important that people seek early intervention from specialists to maintain mobility. A fall may affect confidence levels; it may also increase anxiety and reduce mobility levels.

If the answer is yes to any of the 3 questions below, consider a referral to your local Falls Prevention Team:

1. Has the person fallen in the last year?
2. Do they have problems with your strength and balance when walking?
3. Do they have a fear of falling?

www.nhs.uk have advice on exercises for older people, which can be undertaken in the home – including exercising when seated and exercises to improve balance, flexibility and strength.

Mobility Independently mobile with or without aids

No further action required

Falls Risk Good mobility, good mental status and good continence

No further action required

Encouraging people to increase their strength and balance through exercises will help maintain mobility and reduce the risk of falls. Consider introducing the "Get up and Go Booklet" and signposting to local exercise groups.

Mobility Needs assistance beyond their usual level

Monitor and document, consider further advice and support

Falls Risk Near misses, unsteadiness, reduced confidence **Monitor and document, consider further advice and support from GP, or Community Nurse/Physiotherapist or Community Falls Prevention Team.**

Mobility Can no longer move independently when could before **Seek additional support and advice on the day identified and document**

Falls Risk Recent falls, falls causing injury, dementia or medication affecting balance and coordination

Seek additional support and advice on the day identified from GP, and document. Consider 999... if fallen and injured

Preventing Pressure Sores

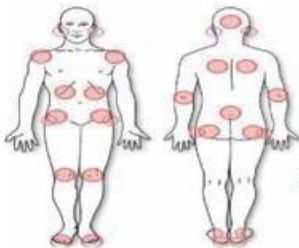
Skin

Preventing Pressure Damage (bed sores/ pressure sores)

Maintaining good skin condition is really important; pressure damage can have a huge impact on individual's wellbeing, causing pain, distress etc.

Carers are ideally situated to monitor individual's skin condition; the parts of the body that are at higher risk of developing pressure damage are:

- Shoulders or shoulder blades
- Elbows
- Back of the head
- Rims of the ears
- Knees, ankles, heels or toes
- Spine
- Tail bone (the small bone at the bottom of the spine)



<http://nhs.stopthepressure.co.uk/>

Wheelchair users, are at risk of developing pressure damage on:

- Buttocks
- The back of arms and legs
- The back of the hip bone



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Mouth Care

Mouth Care

Good oral health care enables people to take a normal diet without difficulty. Carers play an important role in supporting people to maintain good oral health. Carers are ideally placed to monitor changes in individual's mouths and refer on as appropriate.

Gum disease and poor oral health may increase the risk of all kinds of other health complications, including:

- Lack of appetite
- Malnutrition
- Heart disease
- Pneumonia



Mouth is healthy, clean and moist
No further action required

Mouth is dry, food and bits remain around teeth **Monitor, document and support individual with mouth care if needed and explain the importance of mouth care to the individual**

Mouth is inflamed, dry and sore or ulcerated
Seek additional support on day identified from GP, or their own Dentist and document

Swallowing / Dysphagia

Swallowing

Swallowing difficulties (also sometimes known as "dysphagia") can be common in people with **frailty, neurological conditions, head and neck cancer, respiratory and other conditions.**

Some signs and symptoms of swallowing difficulties include:

- Wet or 'gurgly' sounding voice during or after eating or drinking
- Food, drink or saliva spilling from the mouth
- A feeling of food sticking in the throat
- Discomfort during eating/drinking
- Holding food in the mouth
- Coughing during or after eating/drinking
- Choking (airway blocked by food)

Swallowing difficulties may impact on the amounts of food and drink that people can manage. This can lead to malnutrition, dehydration and reduced quality of life.

A person with swallowing difficulties may experience food / fluid / saliva entering the airway.

If the person is unable to effectively clear this, some may enter the lungs, this is called '**aspiration**'.

People who have associated risk factors (e.g. not mobile, poor oral health etc) may be vulnerable to Aspiration Pneumonia (chest infection).

Some swallowing difficulties and aspiration occur silently. They may be detected by unexplained recurrent chest infections.

Swallowing

Being able to eat and drink safely is fundamental to maintaining health and wellbeing.

Support Workers are in an ideal position to **identify concerns** about people's difficulties with eating and drinking and to **use first-line safer-swallowing strategies** to help improve comfort and safety. Some people will require a specialist assessment of swallowing by a Speech & Language Therapist.

If the first-line swallowing strategies are not helpful or you are concerned that a person is at risk of harm from their swallowing difficulties, refer to Speech & Language Therapy.

Following specialist Speech & Language Therapy assessment, some individuals may require texture-modified diet and/or drinks as described in the International Dysphagia Diet Standardisation Initiative (www.IDDSI.org) descriptors.

It is important to follow the Swallowing Management Plan to reduce the risk of serious complications.

What to do if someone doesn't want to follow the Swallowing Management Plan:

- Explain why the recommendations have been made
- Discuss with your supervisor and ensure that the Speech and Language Therapy Team are contacted for further advice/support.

Person is able to swallow with no identified problems
Monitor for any change

Person is managing mild swallowing difficulties by using First-line Safer Swallowing Strategies.
No concerns about chest infection / dehydration / weight loss OR
Swallowing has been assessed by a Speech and Language Therapist and specialist recommendations are in place.
Monitor for any change

First-line Safer Swallowing Strategies or Speech & Language Therapy guidelines are not helpful
OR
Person has new difficulties and is at high risk (e.g. susceptible to chest infection)
Seek specialist support as appropriate:

- Contact the GP if person unwell / at high risk of potential harm
- Refer to Speech and Language Therapy

Safer Swallowing Strategies

First-Line Safer Swallowing Strategies

(For mild swallowing difficulties / when awaiting specialist assessment)

If the person is sufficiently alert to eat and drink, you can try the following First-Line Safer Swallowing Strategies.

Successful use of these strategies may mean that referral for specialist assessment by Speech & Language Therapist is not required.

Close monitoring will be important.

If the person is not sufficiently alert to eat and drink, contact the GP.

Positioning	Make sure the person is sitting as upright as possible to optimise their swallowing safety Try to keep the head in a neutral position or with the chin slightly tucked-down. Reduce distractions in the environment (e.g. consider turning off the television)
Mouthful size	Small sips are generally safer than large mouthfuls. Try a smaller spoon for food
Equipment	Wide-brimmed open cups or Kapi-Cups (nosey cups) are helpful as these encourage a neutral head position. Avoid using lidded beakers, medicine cups, sports bottles, drinking straws, tall/narrow cups.
Support	Support the person to be independent as possible but provide partial or full assistance if required Encourage small mouthfuls of food and small sips of drinks. Allow plenty of time between mouthfuls Ensure that no food is left in the mouth after meals, support with mouth care may be required
Mouth Care	Ensuring that the mouth is healthy, moist and comfortable will help with eating and drinking. Complete an oral health assessment and ensure the person maintains a clean, healthy mouth (see next section)
Food	If concerned about choking, discuss/consider avoiding high-risk foods (dry, crumbly, chewy, fibrous, hard foods and bread-like products). If there are problems with chewing, discuss/consider choosing softer/moister foods. Add extra sauce. Ensure that the food is liked!