| **Operations Management Module** | | |
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| **Topic** | **Document** | **Notes** |
| **Business Continuity** | **Client List**  **Record of Computer software downloaded from the Internet**  **Emergency contact Staff List**  **Individual Plans – Breakdown of Utilities**  **Forced Closure of the Office**  **IT Systems Breakdown**  **Staff Shortages**  **Key Contacts Register**  **Staff List** | **How will you cope when disaster strikes? If you can’t get into the office, how can you manage the business? If your computers crash, what alternatives have you put into place? These documents/forms ask searching questions about how you will manage and will help you considerably when the unthinkable happens.** |
| **Business Planning** | **Guide to Business Planning – The Princes Trust – Template for a Business Plan etc** | **Before Registration you must have a business plan to satisfy the Regulators that you can operate efficiently. These documents will help you prepare a plan for consideration.** |
| **Care Planning** | **Looking into the future and beyond**  [**Personal Care Plan – Information gathering**](https://files.sellrstores.com/files/5503600/sample_OPDE2_PCP_IA.pdf)  **Personal Care Plan Template** | **A comprehensive plan of care is a key document for you and the Client. These documents look at what the Client’s needs are, and how they are going to be met. We also look into the future, and consider end of life care when it is appropriate.** |
| **Carer’s Dictionary** | **Dictionary of terms useful for a Carer** | **Carer’s often meet terms that they are unfamiliar with. This dictionary helps explain.** |

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| **Client Agreement** | **Model Agreement to provide Care Services** | | **Absolutely key to the provision of care is the Formal Agreement between you and the Client. This model is comprehensive and will help you prepare an agreement which meets yours and the Client’s needs.** |
| **Client’s Guide** | **Model Client’s Guide** | | **Useful information for the Client and a possible PR tool.** |
| **CQC Materials** | **A Large selection of materials downloaded for you from the CQC website – guidance documents, KLOE references, Regulations etc** | |  |
| **Dementia** | **34 Booklets and Fact Sheets on the subject of Dementia** | |  |
| **Mission Statement** | **Model Mission Statement for your business/enterprise** | |  |
| **Operations Forms** | **Homecare Enquiry Form + Complaints Form**  **Key Authorisation Forms (4)**  **Mar Chart** | |  |
| **Policies** | [**Business Continuity and Disaster Recovery**](https://files.sellrstores.com/files/5503600/BCaDR_062018.pdf)  **Clients’ Finances**  **Communications**  [**Complaints**](https://files.sellrstores.com/files/5503600/C_062018.pdf)  **Confidentiality**  **Consent to Care and Treatment including MCA 2005 and DOLS**  [**Dealing with Violence and Aggression**](https://files.sellrstores.com/files/5503600/DwVaA_062018.pdf)  **Dignity and Respect**  **Duty of Candour**  **Email and Internet Use** | **End of Life Care**  **Fit and Proper Persons**  **Good Governance**  **Intimate Care and Safe Touch**  **Key Holding and Access**  **Meeting Nutritional and Hydration Needs**  **On Call**  **Person Centred Care**  **Record Keeping**  **Quality Assurance + Version 2**  **Social Media**  **Use of Mobile Phones at Work** | **A comprehensive and relevant set of Policies is an essential ingredient to a Domiciliary Care Business. These will save you a great deal of time. These policies are in the Operations section.** |
| **Priority Assessments** | **Forms for prioritising services in an emergency, and prioritising Clients** | | **When staff resources are scarce, you may need to prioritise what can be done. These documents will help you reach sensible and appropriate decisions that you can defend.** |
| **Quality Assurance** | **Complete Quality Assurance Toolkit** | | **You are expected to test the views of Clients and those closely associated with the care you are delivering, so that you can assess what you are doing well, and areas where you can improve. This “toolkit” takes you from questionnaires, through to analysis and through to an action plan.** |
| **Statement of Purpose** | **CQC Templates for Statement of Purpose** | |  |

| **Health and Safety Management Module** | | | | |
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| **Topic** | **Document** | | | **Notes** |
| **Acts of Parliament** | **Health and Safety (First Aid) Regulations 1981**  **Health and Safety at Work etc Act 1974**  **The Control of Substances Hazardous to Health Regulations 2002**  **The Electricity at Work Regulations 1989**  **The Management of Health and Safety at Work Regulations 1992**  **The Manual Handling Operations Regulations 1992**  **The Provision and Use of Work Equipment Regulations 1992**  **The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995**  **The Workplace (Health, Safety and Welfare) Regulations 1992** | | |  |
| **COSHH** | **Approved Code of Conduct and Guidance** | | |  |
| **Food Standards Agency Guidance** | **35 PDF’s on Food Safety** | | |  |
| **Health and Safety Forms** | **Accident/Incident Report**  **Eyesight test request**  **Hazard Report**  **Physical Restraint Incident Report**  **Report of a Violent or Abusive Incident**  **Workstation Assessment** | | | **These forms will help you keep a record of the health and safety issues you have considered and acted upon.** |
| **HSE Materials** | **HSE produce various booklets – we have downloaded for you the following:** | | |  |
| **Blood Borne Viruses**  **Consulting Employees**  **First Aid at Work**  **Health and Safety made simple**  **Hoisting**  **Lifting Equipment**  **LOLER in Care** | **LOLER Regulations**  **Safe use of Work Equipment**  **Sharps Regulations**  **Use of Work Equipment safely**  **Work Equipment** | | **Useful guidance from the experts!** |
| **Infectious Diseases** | **Code of Practice**  **Letter to employees about infectious diseases**  **Tackling healthcare infections** | | |  |
| **Lone Working** | **Lone Working Guide - Skills for care**  **Employee questionnaire – how safe are you?** | | | **The vast majority of Care Workers work alone. This questionnaire examines a variety of different issues relevant to keeping lone workers safe at all times.** |
| **Older HSE Materials** | **51 Health and safety Booklets prepared by HSE – Alcohol at Work through to Young People** | | |  |
| **Policies** | **Accident Investigation**  **Alcohol and Drugs**  **Challenging Behaviour and Restraint**  **Clinical Waste**  **COSHH**  **Display Screen Equipment**  **E Cigarettes**  **Fire Safety**  **First Aid**  **Food Safety and Hygiene**  [**Health and Safety**](https://files.sellrstores.com/files/5503600/HaS_062018.pdf)  **Infectious Diseases** | | **Lone Working**  **Manual Handling**  **Medicines Assistance and Administration**  **Risk Assessment**  **Safe Care and Treatment**  [**Safeguarding**](https://files.sellrstores.com/files/5503600/Sg_062018.pdf)  **Smoking at Work**  **Stress Management**  **Use of cars at Work**  **Workplace Equipment** | **Your Health and Safety Policies demonstrate your commitment to maintain a safe environment for everyone associated with your activities.** |
| **RIDDOR** | **Letter to employee after accident**  **Guidance – Reporting Accidents**  **HSE Leaflet on RIDDOR**  **RIDDOR in Care Leaflet**  **RIDDOR Record**  **RIDDOR Report** | | | **In certain instances, you have a legal obligation to report incidents and dangerous occurrences.** |
| **Risk Assessment** | **COSHH**  **Falls in the Home (5 Booklets)**  **Fire**  **Fire (2)**  **Hazard Report**  **Lone Working – Client’s Home Inspection and Risk Assessment**  **Lone Working – Generic**  **Manual Handling**  **Night Worker Health Assessment**  **Booklet on Risk Assessment**  **General**  **New and Expectant Mothers**  **Stress**  **Suspension on pregnancy grounds** | | | **Risk Assessment is at the core of Health and Safety. This variety of assessments cover a wide range of your activities.** |
| **Safeguarding** | **Code of Conduct**  **Safeguarding policy model – NSPCC**  **Signs of possible abuse**  **Training Providers** | | | **Absolutely essential information for your employees.** |
| **Stress Management** | **Management Standards**  **Management Standards Audit**  **Management Standards – Action Plan**  **Tackling Stress – 3 Booklets** | | | **Stress is a significant problem, and your Care Workers are likely to be exposed at a level “above the norm”. These materials will help you monitor and reduce the potential for harm.** |

| **Human Resources Management Module** | | | |
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| **Topic** | **Documents** | | **Notes** |
| **ACAS Materials** | **A very large set of ACAS produced letters, booklets, guidance notes etc. on the following employment topics:** | |  |
| **Appraisal and Performance**  **Bullying**  **Discipline and Grievance**  **Discrimination**  **Equality**  **Family-friendly**  **Health and Wellbeing**  **Holidays** | **Homeworking**  **Managing Change**  **Managing People**  **Medical Absence**  **Recruitment**  **Terminations**  **Training**  **Workforce** | **Guidance from the experts!** |
| **Confidentiality Agreement** | **Model Confidentiality Agreement between Employer and Employee** | |  |
| **Corporate Social Responsibility** | **Model Statement on the Company’s Social Responsibilities** | |  |

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| **Employee Handbook** | **Model Employee Handbook, (19 pages) containing:** | | **A super document providing your employees with important information about the employment relationship.** |
| **General Working Conditions**  **Your new job – the early days and weeks**  **Being “On probation”**  **Your employment contract**  **Attendance**  **Hours of Work**  **Flexible Working**  **Conflicts of Interest/Additional Employment**  **Standards of Performance and Behaviour**  **Data Protection and access to information**  **Changes in Personal Information**  **Trade Union Membership**  **Diversity and Dignity at Work**  **Leaving the Company**  **Working Notice**  **Retirement**  **Whistleblowing**  **Training and Development** | **Pay and Benefits**  **Pay**  **Overtime**  **Income Tax**  **Statutory Sick Pay (SSP)**  **Pension Scheme**  **Absence from Work**  **Annual Leave**  **Maternity and Paternity Leave and Pay**  **Shared Parental Leave**  **Time off for Dependants**  **Jury Duty**  **Medical/Hospital Appointments**  **Travel disruption**  **Health and Safety**  **Health and Safety**  **Accidents** |  |
| **Employment Contracts** | **Annualised Hours employment Contract**  **Basic Employment Contract**  **Casual Workers Agreement**  **Clerical and Admin Employment Contract**  **Director’s Service Agreement** | **Management Level Contract**  **Summary of Main Terms of Employment**  **Written Statement of Particulars of Employment**  **Zero Hours Contract** | **A variety of different contracts which will help you formulate the terms and conditions which will govern the relationship you have with your employees.** |
| **Equality** | **A selection of guidance notes on the subject of equality in the workplace** | |  |
| **Exit Interviews** | **Two versions of an Exit Interview questionnaire for leavers. Version 1. Version 2.** | | **A stable workforce is of great importance and these exit interview questionnaires help you identify sources of dissatisfaction that employees may feel, so that where at all possible they may be removed.** |
| **General Data Protection Regulation** | **4 Consent Forms to process data: Current Employee; Leaver; New Employee; Unsuccessful Job Applicant.**  **Data Deletion Request Form**  **Data Restriction Request Form**  **HR Data Audit Form**  **Letters: Extension of Time; Proof of Identity; Response to Subject Access Request; Subject Access Fee Request; Subject Access Request.**  [**Client Privacy Notice**](https://files.sellrstores.com/files/5503600/CPN_062018.pdf)  **Employee Privacy Notice**  **Job Applicant Privacy Notice.**  **Policies – Please see HR Policies** | | **As comprehensive a selection of materials related to this topic as you can imagine!** |
| **HR Flow Charts** | **Flow charts which identify the key elements in relation to:** | |  |
| **Adoption leave and pay**  **Capability procedure (health-related)**  **Capability procedure (performance related)**  **Compassionate leave**  **Dealing with performance or attendance issues**  **Disciplinary hearing - after the meeting**  **Disciplinary hearing - at the meeting**  **Disciplinary hearing - before the meeting**  **Grievance hearing - after the meeting**  **Grievance hearing - at the meeting Grievance hearing - before the meeting**  **Gross misconduct investigation** | **Homeworking requests**  **Long-term absence**  **Managing a data security breach**  **Managing a pregnant employee's absence**  **Managing an employee with a disability**  **Managing shared parental leave variation requests**  **Maternity leave and pay**  **Misconduct investigation**  **Paternity leave and pay**  **Requests for time off to study**  **Shared parental leave**  **Suspension due to misconduct investigation** | **These will allow you to weave your way through the maze of requirements when dealing with important HR topics.** |
| **HR Forms** | **Consent to Medical**  **Disciplinary Investigation**  **Employee Absence Record**  **Fit for work self-declaration**  **Grievance Appeal**  **Grievance Form**  **Grievance Record**  **Grievance Retraction**  **Holiday Request**  **Induction Buddy Checklist**  **Induction Checklist**  **Interview Assessment**  **Job Description Template**  **Job Interview Expenses**  **Learning and Development Proposal Learning and Development Plan**  **50 Sample letters dealing with many aspects of maternity, maternity leave, etc.** | **Learning and Development Plan + Budget**  **Medical Report Request**  **New Starter Checklist**  **New Starter Induction Record**  **Payslip**  **Performance Improvement Plan**  **Person Specification**  **Probationary Review Forms (4)**  **Qualifications Check – permission**  **Reference requests and forms (past and current employers)**  **Return to work Interview**  **Sample Person Specification**  **Sickness Self-Certificate**  **Training Request**  **Volunteer Application Form** | **Forms Forms Forms!!!!** |
| **Induction Pack** | **Code of Conduct (PDF)**  **Care Certificate Standards (PDF)**  **Induction Pack – Induction Checklist – Initial Learning and Development Plan – Employment Handbook** | | **A useful selection of materials which will help you with a professional introduction of new employees to your business!** |
| **Job Descriptions** | **Model Job Description for a Care Worker and a Registered Manager.** | |  |
| **Operations Handbook** | **Handbook for employees – overview of company operations** | | **This Handbook covers key elements of how you run your business.** |
| **Performance Improvement** | **Questions for Under Performers**  **Self- Assessment**  **Supervisors Report** | | **Probably one of the most difficult topics for any employer is the management of performance, especially when it is below par. These materials will offer considerable assistance.** |
| **Policies** | **Absence and Sickness**  **Annual Leave**  **Anti-Bribery, Gifts and Wills**  **Anti-Harassment and Bullying**  **Business Ethics**  **Capability and Performance**  **Capability, Illness and Disability**  **Data Protection - Breach Notification**  [**Data Protection - Clients**](https://files.sellrstores.com/files/5503600/DPC_062018.pdf)  **Data Protection – Data Transfer Security**  **Data Protection - Employees**  **Data Protection - Subject Access Request**  **Data Protection - Subject Rights**  **Dignity at Work - Employees**  **Disclosure and Barring**  **Domestic Emergencies**  **Dress Code**  **Employee Code of Conduct**  **Employee Communications and Consultation**  [**Employee Discipline**](https://files.sellrstores.com/files/5503600/ED_062018.pdf)  [**Employee Grievances**](https://files.sellrstores.com/files/5503600/EG_062018.pdf)  **Employee Supervision**  **Employee Welfare**  **Employees with Caring Responsibilities**  **Engagement of Volunteers** | **Equal Opportunities - Disability**  **Equal Pay**  **Equality and Diversity**  **Flexible Working**  **Handling Disclosure Information**  **Induction Training**  **Jury Service**  **Learning and Development**  **Maternity Leave and Pay**  **Overtime**  **Parental Leave**  **Part-Time Workers**  **Paternity Leave**  **Performance Improvement Programme**  **Probationary Periods**  **Recruitment and Selection**  **Recruitment of Ex-Offenders**  **Recruitment Referral Bonus**  **Temporary and Fixed Term Workers**  **Territorial Army**  **Time off for Dependants**  **Time off for Public Duties**  **Time off for Religious Observance**  **Time off for Training**  **Timekeeping**  **Whistleblowing** | **Your HR policies demonstrate your commitment to your employees, and the desire for a strong, professional and long-lasting relationship.** |
| **Recruitment** | **Application Form – Optional Competencies**  [**Application Form**](https://files.sellrstores.com/files/5503600/sample_HRDE56_R-AF.pdf)  **Carer’s Experience Assessment**  **Criminal Records Declaration**  **Equal Opportunities Data Collection + Monitoring** | **Interview Invitation**  **Management Interview Questions**  **Medical Questionnaire (1)**  **Medical Questionnaire (2)**  **Medical Questionnaire (3)**  **Model Person Specification Template**  **Offer Letter**  **Recruitment Bonus Scheme**  **Volunteering Agreement** | **Recruitment is difficult at all times, and those employers who can demonstrate professionalism and competence in this regard will do the best. Off you go!** |