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**Complete Care Package (Supported Living) – Contents**

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**Please look at some of the contents of the Library, in PDF form. Of course, all our bespoke materials are given to you in editable Microsoft Word Format. Control/Click any item to view.**

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| **Sample** |
| [**Client Risk Assessment**](https://cdn.sellr.com/assets/files/5503600/SLRISK.pdf) |
| [**Personal Care and Support Plan – Assessment**](https://cdn.sellr.com/assets/files/5503600/SLPLANASS.pdf) |
| [**Personal Care and Support Plan – Template**](https://cdn.sellr.com/assets/files/5503600/SLPLAN.pdf) |
| [**Lone Working – Clients Home Inspection Report**](https://cdn.sellr.com/assets/files/5503600/SLLONE.pdf) |
| [**Client Agreement to provide care and support services**](https://cdn.sellr.com/assets/files/5503600/SLAGREE.pdf) |
| [**Client’s Guide**](https://cdn.sellr.com/assets/files/5503600/SLGUIDE.pdf) |
| [**Employee Handbook (Employment)**](https://cdn.sellr.com/assets/files/5503600/SLHAND.pdf) |
| [**Employee Handbook (Operations)**](https://cdn.sellr.com/assets/files/5503600/SLHANDOPS.pdf) |
| [**Quality Assurance Tool (KLOE)**](https://cdn.sellr.com/assets/files/5503600/SLQA.pdf) |

**Your Comprehensive Management Library including Guidance, Tools etc**

**Sections**

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| **ACAS Guidance** | **Complaints** | **Operations Forms** |
| **Acts of Parliament** | **Control of Infection** | **People Management** |
| **Business Continuity** | **Dementia** | **Protection of the Person** |
| **Care Assessment and Planning** | **Financial Protection** | **Quality Assurance** |
| **Care Quality Commission** | **Health and Safety** | **Record Keeping** |
| **Carer’s Dictionary** | **Mental Capacity** | **Security of the Home** |
| **Client Information** | **Mission Statement** | **Statement of Purpose** |
| **Client Support** |  |  |

**Detail**

| **Section** | **Description of Contents** |
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| Acas Logo**ACAS Guidance** | **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** |
| **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 1992 (etc.)** |
| **Business Continuity** | **Action Plan; Client List; Computer Software downloaded from the Internet;** **Emergency contact Staff List; Individual Plans – Breakdown of Utilities; Individual Plans - Forced Closure of the Office; Individual Plans - IT Systems Breakdown; Individual Plans - Staff Shortages; Individual Priority Assessments;** **Key Contacts Register; Priority Assessments** (**Forms for prioritising services in an emergency, and prioritising Clients); Staff List** |
| **Care Assessment and Planning** | **Client Risk Assessment; Looking into the future and beyond + “Every moment counts”;** **Personal Care and Support Plan – Information gathering; Personal Care and Support Plan Template; Weekly Care and Support schedule;**  |
| **Care Quality Commission** | **A Large selection of materials (110 items) downloaded for you from the CQC website – guidance documents, KLOE references, Regulations etc.; Brief Guides; General Guidance; How CQC Regulates; Inspection; Inspection Handbooks; KLOE; Notifications; Older material; Regulated activities; Regulations; Sexuality** |
| **Carer’s Dictionary** | **Carer’s often meet terms that they are unfamiliar with. This dictionary helps explain them.** |
| **Client Information** | **Client Agreement (to provide care and support services)****Client’s Guide to the Company and its services** |
| **Client Support** | **We offer very useful information which will help you support Clients to gain independence – The Topics covered are:****Getting a Job; Personal Budgets; Tenancy; UK Benefits structure; Voting.** |
| **Complaints** | **Complaint Form; Form to record an oral complaint; Summary of Complaints; Summary of the Complaints Procedure** |
| **Control of Infection** | **Booklet on the control of infection; “Everything about Infection” Guidance; Infection and Disease in the UK; NICE Guidance on the control of infection; Reducing the risk of infection** |
| **Dementia** | **34 + Booklets and Fact Sheets about Dementia** |
| **Financial Protection** | **Forms to record financial transactions with the Client** |
| **Health and Safety** | **A large selection of Health and safety material which will enable you to understand and comply with the Health and Safety law and regulations impacting your operations, including:****COSHH; Display Screen Equipment Regulations; Electricity at Work; Fire Safety; First Aid; Food; Health and Safety Management; Hot surfaces; HS Forms (including Accident/Incident Report; Eyesight test request; Hazard Report; Physical Restraint Incident Report; Report of a Violent or Abusive Incident; Workstation Assessment); Information Regulations; Insurance; Lifting; Lone Working (including Lone Working Guide - Skills for care; Employee questionnaire – how safe are you?); Main Health and Safety Legislation; Information Regulations; Manual Handling; Medicines; Older HSE materials (including 51 Health and Safety Booklets prepared by HSE – Alcohol at Work through to Young People); PPE Regulations; PUWER; RIDDOR (including Letter to employee after accident; Guidance – Reporting Accidents; HSE Leaflet on RIDDOR; RIDDOR in Care Leaflet; RIDDOR Record; RIDDOR Report); Risk Assessment (Including 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); Safeguarding (Including Code of Conduct; Safeguarding policy model – NSPCC; Signs of possible abuse; Training Providers; Stress Management; Work Equipment.** |
| **Mental Capacity** | **12 PDF’s explaining the Mental Capacity Act 2005 and its ramifications.** |
| **Mission Statement** | **Model Mission Statement** |
| **Operations - Forms** | **Homecare Enquiry Form + Complaints Form; Key Authorisation Forms (4); MAR Chart; Client Profile; Missing Persons Incident Record** |
| **People Management** | **This outstanding and versatile collection of bespoke forms, handbooks, etc will provide you with the potential for a quick and ready appraisal not only of the regulations etc governing the employment of people, but the ability to show a high degree of professionalism in their day to management and supervision. The topics covered include:****Absence; Bullying; Confidentiality; Corporate Social Responsibility; Discipline and Grievance; Disclosure and Barring; Discrimination; Employee Attitude Surveys; Employee Handbooks; Employment Contracts; Equality; Exit Interviews; GDPR; Data Protection; Holidays;** **Homeworking; HR Flow Charts; HR Forms; Induction Pack; Job Descriptions; Medical Absence; Payroll; Performance Improvement; Recruitment; Supervision; Training; Volunteers; Workforce;****Working Time.** |
| **Protection of the Person** | **Forms for recording incidents, restraint, inappropriate action etc,** |
| **Quality Assurance** | **Two complete Quality Assurance tools (one related entirely to KLOE) which include model questionnaires, analysis etc.** |
| **Record Keeping** | **Form to record visit to Client’s home etc** |
| **Security of the Home** | **Key transfer form** |
| **Statement of Purpose** | **Statement of Purpose in Word format taken from the CQC website** |

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|  Policies - Operations  |
| **Business Continuity and Disaster Recovery****Clients’ Finances****Communications****Complaints****Confidentiality****Consent to Care and Treatment including MCA 2005 and DOLS**[**Dealing with Violence and Aggression**](https://cdn.sellr.com/assets/files/5503600/POLDEAL.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****Missing Persons****On Call****Person Centred Care**[**Quality Assurance**](https://cdn.sellr.com/assets/files/5503600/POLQA.pdf) **+ Version 2****Record Keeping- Clients and Staff****Social Media****Use of Mobile Phones at Work** |

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| Policies – Health and Safety |
| **Accident Investigation****Alcohol and Drugs**[**Challenging Behaviour and Restraint**](https://cdn.sellr.com/assets/files/5503600/POLCB.pdf)**Clinical Waste****COSHH****COVID 19 and other Infectious Diseases****Display Screen Equipment****E Cigarettes****Fire Safety****First Aid****Food Safety and Hygiene** | **Health and Safety****Lone Working****Manual Handling****Medicines Assistance and Administration****Risk Assessment****Safe Care and Treatment**[**Safeguarding**](https://cdn.sellr.com/assets/files/5503600/POLSAFE.pdf)**Smoking at Work****Stress Management****Use of cars at Work****Workplace Equipment** |

Policies – Human Resources |
| **Absence and Sickness****Annual Leave**[**Anti-Bribery, Gifts and Wills**](https://cdn.sellr.com/assets/files/5503600/POLBRIB.pdf)**Anti-Harassment and Bullying****Business Ethics****Capability and Performance****Capability, Illness and Disability****Data Protection Breach Notification****Data Protection Clients****Data Protection Data Transfer Security**[**Data Protection Employees**](https://cdn.sellr.com/assets/files/5503600/POLDATA.pdf)**Data Protection Subject Access Request****Data Protection Data Subject Rights****Dignity at Work - Employees****Disclosure and Barring****Domestic Emergencies****Dress Code****Employee Code of Conduct****Employee Communications and Consultation****Employee Discipline****Employee Grievances****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** |