

Adult Social Care
COMMUNITY SUPPORT
SERVICE STANDARDS
CODE OF PRACTICE
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STATEMENT OF PURPOSE FOR LEEDS ADULT SOCIAL CARE COMMUNITY SUPPORT SERVICE

To provide an accessible domiciliary personal care service for people of the Leeds Metropolitan district who have eligible need, irrespective of age, disability, race, culture, religion and sexuality.

To provide an integrated comprehensive Community Support Service, in order to maintain and promote your independence, respect your rights, dignity, privacy and choice.

COMMUNITY SUPPORT SERVICE STANDARDS

We will:

- Provide an integrated and comprehensive Community Support Service in order to maintain and promote your independence, respect your rights, dignity, privacy and choice.
- Treat you with dignity and respect at all times.
- Provide the service that we agreed *, to maintain your independence.
- Let you know as soon as possible if we have to change anything about the service and aim to give you 24 hours notice of any changes.

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- Give you written details of contact numbers so you can contact us if you need to.
- Take account of any special religious or cultural needs you may have.
- Visit you each year to check the quality of the service.
- Reply to you within three days if you have any complaints and deal with the complaint within 28 days.

Our employees

- Are trained to a minimum of NVQ Level 2 (required by National Minimum Standards**).
- Will have necessary health and safety equipment.
- Wear a recognised dress code.
- Will be checked through the Criminal Records Bureau.
- Will be able to show you an identification card.

* We will agree a level of service with you, following an assessment.

The assessment identifies the difficulties you are having now, or might have, and then we agree what support can be provided.

** The Department of Health sets the standards for Social Care and the NHS. The Commission for Social Care Inspection is the registering body and checks that standards are kept to. They can be

contacted at: Commission for Social Care
Inspection, Aire House, Town Street, Leeds, LS13
1HP Telephone 0113 2011075.

Notes

CODE OF PRACTICE

SECTION 1: ABOUT COMMUNITY SUPPORT

1.1 Code of Practice

The Code of Practice sets out for all Community Support Assistants the approach that should be taken on a number of key issues. The Code of Practice is essentially a set of values and principles in relation to service delivery which underpins the Community Support Service's approach to its responsibilities.

1.2 National Minimum Standards

The purpose of the National Minimum Standards is to ensure the quality of personal care and support which people receive while living in their own home in the community. The standards establish the minimum required i.e., they identify a degree of quality of service provision below which an agency providing personal care for people in their own home must not fall. The Community Support Service aims to create a supportive and secure environment for customers while allowing them to achieve maximum independence.

As a Community Support Assistant you will perform many vital tasks to support people within their own home. In doing so you will work in close collaboration with carers and other professionals, such as GPs, district nurses, therapists, social workers and various community based workers.

It will be an important part of your role to keep your Community Support Supervisor/Manager informed of any changes in a customer's health or other

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circumstances affecting their wellbeing.

1.3 Confidentiality/data protection/ sharing information protocol

In the course of your work as a Community Support Assistant you may learn many private matters concerning customers which must be regarded as strictly confidential and not discussed with any other person. Information acquired by you in the course of your duties which could affect the health and wellbeing of the customer should be relayed to your Community Support Supervisor. Your Community Support Manager will, where appropriate, follow up the information and take any necessary action. This may involve referring to Adult Protection any incidents where abuse is identified.

You should contact your Community Support Supervisor/Manager for guidance if you are approached by the police or any other outside agency requesting you to provide information, make a statement or act as a witness.

Care should be taken not to discuss confidential issues in public places or where confidentiality could be inadvertently breached. (See sharing information protocol—a copy is held by your Community Support Supervisor/Manager).

Outside of work, employees may be asked about the wellbeing or for other information by neighbours, friends or others in the community.

Usually this will be out of genuine concern, however, you should not divulge personal information in anything other than the most general terms—and certainly not in circumstances where others may overhear.

Community Support Assistants are advised not to divulge their home address or telephone number to

customers, so that their own confidentiality is maintained.

If you are unsure about any issue please discuss this with your Community Support Supervisor/ Manager. You can also refer to Social Care's Confidentiality Policy and Data Protection Act 1998 which will be made available on request.

1.4 Equal opportunities

Leeds City Council is committed to policies and actions to ensure that its employees and the people it serves are not discriminated against on the basis of disability, race, gender, age, religion/belief, marital status or sexual orientation.

Notes

SECTION 2: WORKING PRACTICES

2.1 The role of the Community Support Assistant

Tasks to be carried out by Community Support Assistants are identified following a detailed assessment of the customer's needs.

A Care Support Plan will be agreed. The Community Support Supervisor will discuss it with you and copies will be left in the customer's home by the Community Support Supervisor and/or Manager.

The Community Support Assistant's main tasks are to provide daily living support. Community Support Assistants carry out tasks **with** the customer, not **for** them, minimising intervention and supporting customers to take risks, as set out in the customer's support plan.

You will, therefore, have an important role to play as part of a team in continuously promoting independence, rehabilitation and monitoring the wellbeing and needs of customers.

If there are any changes in the assessed needs of the customers you attend, you should inform your Community Support Supervisor accordingly.

By monitoring general wellbeing and acting as an early warning system between Adult Social Care and health professionals you can assist in preventing a breakdown in the level of support customers require and prevent a crisis.

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2.2 Personal care tasks appropriate to Community Support Assistants

Important notes

* Foot care can only be addressed where a foot support plan has been completed by a podiatrist.

** Medication should only be administered in specified circumstances to customers with input from a health worker and signed medication planner. CSAs may support with medication upon instruction from their Community Support Supervisor only where one of the following professionals has completed the medication planner:

District nurse
GP
Nurse prescriber
Pharmacist

Medication administered from a measured dose system must have been filled by a pharmacist.

It is important that you use a 24 hour clock system when you complete the support plan medication forms and all records must be signed and dated.

Any medication that is unused, spoilt or no longer required should be disposed of through the pharmacist.

Tasks identified with three asterix (***) need health professional input and are all specific to individual customers.

The following personal care/daily living tasks can only be undertaken if the criteria detailed below have been met:

- Duties have been agreed by the Community

Support Supervisor/Manager and are identified on the support plan and the Community Support Assistant's weekly programme.

- Appropriate training has been given by a Community Support Manager, health professional, therapist or a member of a disability services team.
- Additional members of the Community Support team have also been trained in the agreed tasks.

Tasks identified with an asterix (*) need health professional input and are all specific to individual customers.

- Assistance with moving in/out of bed/chair (with or without equipment)
- Personal hygiene
- Oral hygiene
- Assistance with washing/bathing/hair care/shaving and hygiene/dressing/undressing/toileting
- Assistance with feeding and drinking including hand-to-mouth assistance
- Assistance with hand care (nail cutting/creaming)
- Assistance with appliances/equipment (e.g. leg callipers, special footwear, hearing aids, artificial limbs—prostheses)
- Washing of compression bandages where

appropriate

- Health promotion
- Maintaining accurate records
- Continence management:
 - ◊ Assisting with individual toileting requirements, emptying of a commode or urine bottle, changing/ disposing/washing of wet and/or soiled clothes and bed linen, changing of incontinence pads or clothing
 - ◊ Emptying and changing catheter bag and/or changing to night bag
 - ◊ Sheath care***
 - ◊ Sanitary care
- Assistance with foot care*
- Assistance with/supervising tube feeding/ peg feeding**
- Applying steroid cream**
- To participate in the care of conditions where skin may be broken, inflamed or pressure area care including the application of simple dressings and sterile techniques**
- Administration of eye and ear drops**
- Assistance with medication**
- Assist with nebuliser and oxygen***
- Collection of urine and faeces specimens***

- Stoma care (for stable stomas)***

2.2.1 Personal care tasks inappropriate to Community Support employees and not to be undertaken

- Giving injections (for stable diabetics)
- Insertion of enemas, pessaries or suppositories
- Cutting or trimming of toe nails of people who are **diabetic or have circulation problems**
- Inserting or removing catheters
- Assisting with continuous ambulatory peritoneal dialysis (CAPD)
- Bladder washouts
- Application of vaginal and/or rectal cream
- Blood glucose monitoring (e.g. via finger pricking)

Remember—if you are anxious about any tasks you are undertaking, particularly when dealing with personal care issues, do not hesitate to contact your Community Support Supervisor/Manager.

2.2.2 Definition of terminology when supporting customers with medication

It is important when assessing a customer's medication needs or when supporting with medication administration that the terminology or words used by different workers is consistent.

This will ensure we are clear about the level of support a customer requires i.e. in order to ensure the service provided meets the needs identified at assessment.

Consistent terminology/wording by community support service staff will also ensure consistent level of support for customers.

Assistance. To provide physical assistance with packaging, e.g. pass the container to customer, open a bottle top, mix a sachet, reading a label. Please accurately record type of assistance given. Customers may need assistance to orientate to time or day of the week.

Prompt or remind. No physical assistance given, no physical handling of medication. Verbally remind customer as to day or time and that medication is due. Record what amount of prompting needed.

Monitor. To check that medication has been taken either by verbal enquiry or to visually check compliance aid is empty. Record findings in care plan.

Supervise. To watch a customer while they take their medication in line with the medication planner, be prepared to intervene if unsafe.

Administer. Worker takes responsibility for medication administration in line with medication planner.

Compliance with medication. Degree to which customer adheres to their medication regime. We should aim to improve compliance with medication for older people in their own homes.

Concordance with medication. A shared process between customer and health care professional with regards to medication regime. Both parties agree on what will be taken rather than the doctor

telling the customer what to take and the customer not taking it. Both parties form an agreement for their medication regime.

2.3 Domestic support with household tasks

- Assistance with **all** daily living needs
- Preparing hot/cold meals, and hot/cold drinks
- Nutritional monitoring
- Laundering clothes and bedding
- Ironing
- Washing dishes
- Making and changing beds
- Preparing shopping lists
- Shopping (local shops only)
- Household cleaning (as part of a package of care)
- Fire lighting

2.4 Social and emotional support

- Encouragement to socialise
- Personal support of a confidential, sensitive or specialist nature
- Help with budgeting
- Escorting children

- Reading (letters, bills, etc)
- Orientation (familiarising customer with their surroundings)
- Help with pet care

2.5 Dealing with money

Collecting shopping, pensions, payment of bills and any other financial transactions may only be undertaken if instructed to do so by your Community Support Supervisor/Manager and where an Application to Administer Client Financial Transactions form (SS704) has being completed.

The purchase of lottery tickets and placing of bets is not authorised. Using your loyalty card, when shopping for customers, is not acceptable.

Authorisation must always be obtained before undertaking any one-off financial request made by a customer.

Under no circumstance should you withdraw money using a customer's bank card and/or PIN.

2.6 Receipt books

You will be issued with a receipt book to be used for all financial transactions, particularly when shopping, paying bills and collecting pensions, etc.

Receipts should also be issued for non-cash items such as a pension book cheque.

You should ensure that receipt books are used on all occasions when dealing with money, no matter how small or insignificant it may seem, e.g. a morning paper.

When shopping, all till receipts should be kept and

attached to Social Care's receipt, given to the customer and discussed with them. You should ensure that all transactions are discussed and explained fully with the customer.

Do not mix your personal money with that of the customer.

A customer's signature must always be obtained when you are given money to use for shopping, paying bills etc. and the customer must also always be asked to sign to confirm receipt of their change. The receipt number must be documented in the support plan (CSS24).

You must ensure that any receipt which is incorrect is cancelled and is clearly marked as cancelled across the receipt.

An explanation as to why it has been cancelled should be noted on the receipt. All cancelled receipts must be left in the receipt book.

The top copy of the receipt must be given to the customer, and where appropriate, change must be counted out on each occasion.

Care must be taken to ensure customers are not rushed as this may cause them to sign without checking what they have been given.

Customers must be advised to keep receipts in order to resolve any potential queries.

2.7 Payment for Community Support Service

Your Community Support Supervisor will advise you of the method to use when recording your visits. This record forms the basis of the customer's account with Social Care for Community Support charges, where this has been identified.

It is important, therefore, that the record is accurate whatever method is used.

2.8 Key holding

Sometimes you may be asked to retain a key to gain access, in which case your Community Support Supervisor/Manager will discuss the situation with you.

Authorisation must always be obtained from a customer before keys are held by the Community Support Service, and a secure system of holding and recording keys is maintained by your Community Support Supervisor (CSS51).

If you are requested to hold a key you should always ensure that you knock on the door and speak out before entering a property and politely make the customer aware that you are entering their home.

When vacating the property please check all doors and windows are secure. Keys should be returned when going on holiday. The Community Support Supervisor / Manager may need to arrange to visit you to collect keys during periods of sickness absences.

2.9 Identity cards

You will be issued with an identity card when taking up duties. This is an important document and must be kept in a safe place at all times.

This card **must** be displayed during working hours, while in a customer's home, and should be used to confirm identity, particularly when calling on a customer for the first time.

Your ID card will need to be renewed every three years. Lost cards must be reported immediately to your Community Support Supervisor/Manager and

to the police. If you leave the Community Support Service you must return your ID card to your Community Support Supervisor/Manager.

Where customers have a visual impairment a password should be agreed between the community support staff and customer, and this should be used in addition to carrying your identity card.

2.10 Customer's absence from the home or no reply

You should not remain in a customer's home if the customer is not there and you will be alone on the property.

Appendix A Flow Chart—Procedures on visiting the customer

Appendix C—Procedures on visits to customers

2.11 Mobile telephone and digital pen

A mobile telephone and/or digital pen is issued to you on an individual basis and the responsibility for them rests with you.

If your mobile telephone and/or digital pen is lost or stolen, you should immediately contact your Community Support Supervisor or Manager or Care Coordinator.

If you know that the mobile telephone and/or digital pen has been stolen you must report the theft to the police and a crime reference number must be obtained.

Faulty or damaged equipment should be reported to your Community Support Supervisor/Manager/ Care Coordinator immediately. Recording in the Digital Customer Plan/Communication Sheet should continue with the digital pen.

If you need a replacement mobile telephone/digital pen you should contact your Community Support Supervisor immediately. SIM cards must not be transferred to another mobile telephone.

Personal calls must not be made on Social Care's mobile telephone unless in an emergency; such use should be recorded and paid for in accordance with Social Care's Staff Instruction, using form CSS53. Forms are available from your Community Support Supervisor/Manager.

When providing personal care, council mobile telephones should be placed on silent/discreet mode and kept away from the customer on health and safety grounds.

Personal mobile telephones should not be used while at work; these telephones should be switched off. Should there be an urgent need (for instance, when a close relative is ill), such use should be agreed and authorised beforehand with your Community Support Supervisor/Manager.

Leeds City Council's policy is that no communications equipment—council issue or personal mobile telephones—are used by employees while they are driving on council business even when they have hands free facility.

Abuse or wilful misuse of equipment may result in a referral to a designated officer for investigation under Leeds City Council's disciplinary procedure.

If for any reason you are absent from work for more than four weeks, taking up another post or leaving the service, the mobile telephone and digital pen must be returned to your Community Support Supervisor/ Manager immediately.

Your Community Support Supervisor/Manager may arrange to visit you to collect equipment during periods of long term absence.

2.12 Emergency situations

In an emergency situation, e.g. sudden illness of customer, you should either telephone NHS Direct on 08 45 46 47 or dial 999 if you feel it is more appropriate.

If the customer fallen and is unable to get up without assistance from another person you should telephone 999 explaining the situation. Your Community Support Supervisor should be notified of the circumstances as soon as possible.

2.12.1 Falls

If the customer has fallen and 999 is called, the Yorkshire Ambulance Service Falls Diversion Pathway will be accessed. This means when the paramedics attend to the call they will assess the customer to ascertain whether the person needs to go to A&E or can be referred to ICT Rapid Response.

If the customer reports a history of falls in the last 12 months and/or problems with balance or mobility the person should be referred for a Tier 2 Specialist Falls Assessment via their GP or can be referred to Care and Repair's Fall Prevention Service, telephone 0113 240 6009.

2.13 Prescribed drugs, alcohol and smoking

2.13.1 General

The council recognises that drug and alcohol misuse are health issues and as such is committed to providing the help and support that may be necessary for an employee to overcome his or her problem.

The aim of the Alcohol and Drug Misuse Policy is to identify known and potential misusers and to

motivate them to seek help by providing confidential assistance to the employee through education, support, counselling and necessary referral to achieve, wherever possible, the earliest recovery and rehabilitation to their normal occupation.

While an employee who has a definite alcohol/drug related problem may be referred directly to their GP or other help agency, it is essential that details of the referral are passed to the Occupational Health Facility so that appropriate advice and support can be offered to both management and the employee, and for monitoring purposes.

The use of alcohol or drugs, either intermittently or continually, which interferes with your health and/or performance in the areas of efficiency, productivity, safety or attendance at work will initially be dealt with through this policy.

The term "drug" refers to both illegal drugs and those prescribed by the person's GP together with such other substances the misuse of which impairs a person's ability to perform at work.

Any employee who feels that they may need help relating to the use of drugs or alcohol should go to any of the following:

- Their manager
- Any other manager they feel able to talk to
- The Occupational Health Facility
- Their GP
- Specialist agencies

There are situations where colleagues try to cover up or protect a fellow employee. While this action may appear supportive it does not in fact help the

individual with the problem and may delay their treatment and subsequent recovery.

Employees who attempt to cover up may also leave themselves open to disciplinary action.

2.13.2 Alcohol

You must not at any time consume alcohol while working and must not visit a customer to provide a service while under the influence of alcohol.

2.13.3 Prescribed drugs

If you are taking prescribed medication which may have an effect on the performance of your duties you should follow the guidance provided in the above section informing your Community Support Supervisor/ Manager.

2.13.4 Smoking

Leeds City Council has a Smoking in the Workplace Policy which reflects the legislative changes in relation to the Smoke Free legislation which became effective on July 1, 2007.

The council's policy recognises the harm done to the health of members of the community through smoking. Community Support Assistants are therefore required not to smoke in the homes of individual customers and must not ask a customer's permission to do so.

In addition all customers including relatives and visitors will be asked to refrain from smoking while staff are in their home and ideally not to smoke for an hour before the visit is due to take place.

2.14 Relatives

A customer should not be attended by a Community Support Assistant who is related to

them. If, inadvertently, instructions are given to you to visit a relative you should inform your Community Support Supervisor as soon as possible.

2.15 Visitors

You must not take children, friends or pets to any customer's home.

SECTION 3: HEALTH AND SAFETY

Under the Health and Safety at Work Act of 1974, it is every employees duty to look after themselves and others that they work with, not to misuse or abuse equipment or provision provided in the interest of safety and to report any concern to their manager immediately.

Remember to start working by assessing what hazards you might face for each task you undertake.

3.1 Working in other people's homes

When entering a customer's home as part of your official duties you will be entering an area where Leeds City Council has no control over the safety conditions.

However, you do have control over how you work and it is in your interest to work safely.

Whenever you encounter situations which could result in injury to yourself or to others you must inform your Community Support Supervisor/ Manager immediately.

A booklet entitled "Home Care Safety" will be issued to you by your Community Support Manager or at your initial induction training.

3.2 Risk assessment

Before undertaking any tasks within a customer's home you need to be aware of any risk you may place yourself in.

A risk assessment will be undertaken by your

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Community Support Supervisor/Manager as soon as possible to ensure you are not presented with any undue hazard that may affect your health and safety.

Should you encounter a risk or hazard that has not been addressed you must report this to your Community Support Supervisor as a matter of urgency.

There is a written hazard assessment in the support plan. This will remain in the customer's home.

Should you feel this is in need of updating contact your Community Support Supervisor as soon as possible.

Appendix D—Health and safety responsibilities

Appendix E—Risk assessment process

3.3 Electrical equipment

On starting work you will be issued with a Residual Current Device (RCD, also known as a circuit breaker) along with printed instructions/guidelines on its use.

Before using any electrical equipment in the customer's home you should perform a visual inspection (as printed instructions) and **NEVER USE ANY ITEM** which gives you cause for concern about its safety.

When an electrical item is used it must only be operated through a circuit breaker which must be checked before every use (as printed instructions).

If the circuit breaker fails its test **IT MUST NOT BE USED** and must be reported immediately to your Community Support Supervisor.

The customer must also be made aware that you

cannot use any electrical appliance until your circuit breaker has been replaced.

The circuit breaker must be checked on a yearly basis to make sure it is working correctly.

This will be organised by your Community Support Supervisor/ Manager.

Appendix F—Electrical safety in a customer's home

3.4 Accidental damage

3.4.1 Accidental damage to customer's property

Accidental breakages of any item in a customer's home, for example a glass vase, must be reported to your Community Support Supervisor, who will contact the customer and advise of Social Care's policy about claims.

Appropriate care must be taken when clearing up broken property.

Any broken property must be safely disposed or stored.

3.4.2 Accidental damage to Community Support Assistant's property

If you suffer any loss or damage to your property during your hours of duty report this immediately to your Community Support Supervisor/Manager.

3.5 Fire Safety

In the event of a fire:

- Call the fire brigade.
- Close all doors and windows, if it is safe to do so.

- Escort the customer out if safe to do so without endangering yourself.
- Leave the building.
- Position yourself a safe distance from the building.
- Once safe inform your Community Support Supervisor immediately.
- If you are working in a multi-purpose building, please make yourself aware of the fire procedures and adhere to them.

NB: Please make sure you are aware of the fire procedures when you are working within any specialist housing schemes such as sheltered housing, extra care or supported living schemes.

It is your responsibility to make yourself fully aware of the action you will need to take in the event of a fire.

3.6 Accidents at work

Any accident or injury that occurs to you while on duty must be reported to your Community Support Supervisor; within 24 hours wherever possible.

Your Community Support Supervisor will require you to complete an Incident Report Form (CF50) which is then sent to the Health and Safety Section.

3.7 Personal care/hygiene

(The following guidelines have been extracted from Social Care's S.I. No. PT4 Infection Control)

Personal hygiene and care are your responsibility.

Your responsibility extends to ensuring that people

you are working with, both colleagues and customers, are not put at risk of contracting any infection by your working practices.

REMEMBER you will not always be aware that you or others are potentially infectious—**ALWAYS TAKE APPROPRIATE PRECAUTIONS.**

All Community Support employees should carry disposable paper towels to dry their hands on when visiting customers.

These will be issued to you by your Community Support Supervisor (communal hand towels should not be used as they can act as a source of spreading germs and bacteria).

Healthy, intact skin is a good barrier to infection. Wash hands thoroughly and regularly and protect all skin wounds/cuts by covering them with a waterproof plaster or other suitable dressing.

All employees involved in preparing or serving food must use a blue waterproof plaster.

Wash hands thoroughly and regularly in warm soapy water particularly before/after any of the following tasks:

- Cleaning
- Preparing or serving food
- Eating
- Using the toilet
- Before and after changing nappies/sanitary dressings, etc
- Providing personal care

- Being in contact with blood or body fluids—urine/faeces, etc

Everyone involved in providing personal care should always use the correct gloves for the following tasks (these will be supplied to you by your Community Support Supervisor):

- Vinyl = personal care, blood, body fluids
- Yellow gloves = kitchen/food surfaces
- Blue gloves = general cleaning

Gloves should be washed while still on your hands, remove gloves and then wash your hands.

Disposable gloves—vinyl—should be disposed of and **NEVER** re-used.

Always wear gloves when you are involved in catheter care.

This is to prevent the person with a catheter from contracting an infection from you.

REMEMBER—good hand washing is one of the easiest and best ways of preventing any cross infection.

Appendix G—Universal precautions

Appendix H—Effective hand hygiene

Appendix I—Needle stick injury guide

Appendix J—Blood-borne viruses

3.7.1 Protective clothing

Appropriate protective clothing will be issued to you for carrying out both personal care and domestic duties.

These will be replaced as required by your Community Support Supervisor.

It is your responsibility to keep these items clean (according to manufacturer's guidelines) and to report defects immediately.

Appendix B—Guidelines on protection clothing and health and safety at work

3.7.2 Footwear

It is essential for health and safety reasons that sensible footwear is worn at all times.

Consider bringing a change of footwear if necessary. Suitable footwear includes:

- Flat (not high heeled) shoes
- Shoes that will not slip off the foot
- Shoes that cover the foot to provide protection

3.8 General health issues

In order to protect you from potential infection, in particular Hepatitis B, you are recommended to obtain vaccinations through your GP.

In some cases it may be possible to reimburse any costs incurred, e.g. Hepatitis B vaccination.

If you have any difficulty with this you should contact the Health and Safety Officer on 0113 395

0626 or 0113 395 1410.

3.9 First aid boxes

Basic first aid boxes are available at your Community Support Supervisor base for your personal use.

SECTION 4: TERMS AND CONDITIONS

PLEASE NOTE THAT THESE ARE GUIDELINES TO YOUR MAIN TERMS AND CONDITIONS. FULL DETAILS OF YOUR TERMS AND CONDITIONS ARE AVAILABLE THROUGH YOUR LINE MANAGER AND THE HUMAN RESOURCES SECTION

4.1 Hours worked

You are employed to work a contracted number of hours each week and these must not be increased or decreased without the agreement of your Community Support Supervisor/Manager.

The maximum average number of contracted weekly hours that an individual can work in any one week is 37 hours.

Hours worked as overtime will be with the prior agreement of your Community Support Supervisor/Manager.

Standard hours will be worked on not more than five days out of seven each week, on a flexible working pattern or rota, which will include some weekends, evenings and public holidays.

Your rota or work pattern will be determined by your line manager and is subject to change from time to time.

There may be occasions when you are required to carry out your duties at other work locations within the city-wide area in which case you will be responsible to the manager within that area.

You will be given a copy of your work pattern/rota

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together with your programme of work. It is your responsibility to ensure that your pattern of work or rostered hours are compatible with your work programme.

Any discrepancy should be reported immediately to your Community Support Supervisor or Manager in order to minimise the possibility of any under or overpayment of your salary.

4.2 Rate of pay

You will be paid monthly, usually around the 16th of each month, which will mean that you will be paid a combination of one week in arrears, one week in current, and two weeks in advance.

Payment is made by direct credit to a bank or building society account.

Every effort is made to ensure that payment reaches your bank account on the appropriate date.

However Social Care cannot be held responsible for any delay in payment that is beyond its control.

From time to time your pattern of hours or work may change.

It is your responsibility to check your payslip to ensure that you are in receipt of the correct payment for the hours you are working.

4.3 Travelling time and expenses

You are allocated to work within an area. However, for administrative purposes and for calculating travelling time and expenses, you will be allocated a local contact point.

You will be entitled to:

- Travelling expenses between customers

- Travelling time between customers
- Claim the cost of travelling to your first customer from the contact point and from your last customer to the contact point.

If you travel to your first customer from home you can claim the extra cost of each journey compared with what it would cost to travel between your home and the contact point.

This also applies to any journey travelled from your last customer of the day.

If you travel from home to the contact point at the start of the day or you go home from the contact point at the end of the day you will not be able to claim those expenses.

If you travel to the contact point during your normal working day (e.g. to collect paperwork or to attend a team meeting) you can claim those expenses.

You will be allowed travelling time between customers, **but not from home to the first customer or from the last customer to home.**

If you use public transport during your working hours you will be reimbursed expenses incurred at public transport rates.

You will be issued with Expense Claim Forms by your Community Support Supervisor.

These should be submitted promptly at the end of each month.

Expenses incurred when attending training courses are claimed via Employee Development Unit.

Travelling expenses incurred for a customer are the customer's responsibility.

You are not able to claim these back from Social Care.

The travelling expenses must be receipted and recorded in line with the agreed procedure for receipts (see paragraph 2.6).

The travelling expenses which can be claimed are in line with the rate of pay agreed for volunteers per mile.

Your manager will have details of the current rate you can claim.

4.4. Approved car users

Approval for you to use your car and claim expenses is given by your Area Community Support Manager.

If it has been agreed that you can use your car for official duties e.g. you cover a large geographical area, work unsocial hours, or where public transport is not available, you must complete and sign an insurance indemnity form which will be kept on your personal file.

It is your responsibility to ensure that your motor insurance policy covers you for business use while you use your car for official duties.

The need for you to use your car will be reviewed regularly.

Employees who are authorised to use their cars on official duties will be reimbursed at the appropriate mileage rate.

You will be issued with Journey Record Forms 0023 and Expense Claim Forms 0020 by your Community Support Supervisor/Manager.

You may be asked to use a Leeds City Council

vehicle during your working hours. Your Community Support Supervisor/Manager will discuss this with you and go through the agreed procedure.

You are required to notify your Community Support Manager of any new motoring convictions, cautions or offences during employment that may affect your ability to drive either your own or a council vehicle in the course of carrying out your duties.

4.4.1 Insurance

As an authorised car user you are required to have included and maintain in your policy of insurance a clause indemnifying the local authority against all third party claims (including those concerning passengers) arising out of use of the vehicle on official business.

Before using your car on official business you must complete a form of declaration about insurance cover, having first produced the declaration to your insurers to verify that your car insurance policy fulfils the council's requirements.

If you transfer your cover to a different company you must complete a new declaration and check with your new provider that your policy will provide you with the appropriate cover.

Your signature on any claim for associated travelling expenses certifies that the claim is in accordance with the council's scheme, and as such means that you have complied with the above arrangements and will produce your policy and certificate of insurance at such times as the Chief Officer requires.

The completed declaration will be retained on your personal file.

Failure to comply with this regulation may result in you having to bear the cost of any claim arising from an accident and may also result in you forfeiting your right to payment of allowances for journeys on official business.

4.5 Training

On starting employment with Social Care you will be required to undertake initial training which is compulsory and comprises of a workplace induction together with the following courses:

- Central Community Support Induction
- Welcome to Social Care
- Personal care
- Moving and handling awareness for Community Support Service employees (this mandatory training is updated annually)
- Using hoists, slings and sliding sheets (this training is also updated annually)

Opportunities will arise for employees to attend a variety of courses designed to increase knowledge and awareness.

These will be made known as and when they become available.

You will be expected to take part in Social Care's Staff Appraisal Scheme, which assists in identifying your on-going training and development needs, with your Community Support Supervisor.

Attendance on training days may require you to work more hours than you are contracted to work in which case you will be paid for any additional hours worked.

However, if training courses are only a half day and less than your contracted hours then you will be expected to work either before or after your training.

This will be arranged together with your Community Support Supervisor.

To meet National Inspection Standards all Community Support employees are required to achieve a National Qualification appropriate to their work.

For Community Support Assistants this is an NVQ in Care Level 2.

Your Community Support Supervisor/Manager will be happy to discuss this level of training with you.

4.6 West Yorkshire Pension Scheme

This is the local government pension scheme operated by Leeds City Council and administered by the City of Bradford Metropolitan District Council.

It provides a full range of benefits including a guaranteed pension based on final pay and length of service. You may join the scheme irrespective of the number of hours you work.

If you have contributed to an occupational pension scheme in previous employment it may be possible to have your pension rights transferred.

The Council's Employee Administration Service will be able to advise you about this.

You will be issued with details of the pension scheme by the Employee Administration Service on appointment.

4.7 Public holidays and non-statutory holidays

The council recognises the following public holidays:

- Good Friday, Easter Monday and Tuesday
- May Day Monday
- Spring Holiday Monday and Tuesday
- Late Summer Holiday Monday and Tuesday
- Christmas Day and Boxing Day
- New Years Day

All employees have an entitlement to these public holidays.

Part-time employees have a part-time entitlement based on their average weekly hours.

Your Community Support Supervisor/Manager will notify you of your public holiday entitlement.

You may be required to work on public holidays and you will be notified of this by your Community Support Supervisor/ Manager.

If you are required to work appropriate payment and lieu time will be granted, in accordance with national and local agreements.

4.8 Annual leave

Annual leave entitlement is allocated in hours and is based upon length of service and your average weekly hours.

The annual leave year runs from April 1 to March 31. Annual leave cards for the purposes of

recording your leave and obtaining approval to take leave are issued by the Employee Administration Service at the beginning of each leave year.

Any necessary adjustments to leave as a consequence of changes in hours worked (for example) will be notified to your Community Support Supervisor/ Manager by memo and they will ensure that your card is updated.

Employees starting after April 1 will receive a part year entitlement based on the number of days remaining in the leave year.

A leave record card will be issued shortly after commencing employment.

If you have less than five years continuous local government service you will be entitled to the equivalent of four weeks annual leave per year based on the average number of hours you work each week.

Additional annual leave is awarded on the fifth anniversary of starting paid employment in local government.

The extra leave will be a proportion for the remainder of the leave year if the anniversary is after April 1.

Your entitlement will be calculated and added to your leave card at the beginning of the leave year.

If you have more than five years continuous local government service at the start of the leave year you will be entitled to the equivalent of five weeks annual leave per year, based on the average number of hours you work each week (five weeks and one day for employees on protected conditions of service).

Requests for annual leave should be made on your

annual leave card, giving as much notice as possible before starting leave and must always be authorised by your Community Support Supervisor/Manager before being taken.

Annual leave will not be authorised until your annual leave card has been signed by your Community Support Supervisor/Manager.

All requests for annual leave are considered in accordance with the needs of the service and therefore are not automatically granted.

Holiday arrangements must not be made in advance of the dates being approved by your Community Support Supervisor/Manager.

In most cases leave can be transferred if you transfer to another post within Social Care or to another post within the council.

However an adjustment may be necessary if your new working arrangements are different.

Under normal circumstances annual leave cannot be carried forward from one year to the next.

Lieu time for bank or public holidays must be used before the next bank or public holiday unless prior agreement has been reached with your supervisor.

If your employment ends with the council before the end of the leave year then your entitlement to leave for that year will be recalculated based on the number of whole days completed up to your date of leaving.

4.9 Special leave

Requests for special leave may be considered to cover emergency situations which employees have no control over and require immediate attention.

The provisions cover time off to care for sick dependants, domestic crisis leave and bereavement leave.

All requests for time off are considered individually and may be granted with or without pay dependent upon the circumstances.

If you need to apply for special leave you should do so on a Special Leave of Absence Request Form (0013) giving the details of your request to your Community Support Supervisor/Manager.

This will be submitted to the Human Resources Section for consideration.

Initially you will be required to use annual leave/lieu time to cover any time off required.

You will be notified through your Community Support Supervisor/ Manager and if agreed any annual leave/lieu time taken to cover your absence initially will be reinstated.

4.10 Medical and dental appointments

All employees are expected to make routine medical and dental appointments outside their working hours.

However, if this proves impossible you should contact your Community Support Supervisor who will endeavour to adjust your programme of visits to accommodate any such appointment.

If you require emergency medical or dental treatment you must inform your Community Support Supervisor as this may be covered through the special leave provisions.

4.11 Non-attendance at work due to sickness

If you are unable to attend work as a result of your own sickness you must notify your Community Support Supervisor on the first day of absence, as early as possible, but not later than 10am if normal office hours are worked, or at least four hours before your rostered shift would be due to start, if your pattern of work is irregular.

Always ring yourself. Only in exceptional circumstances will a phone call be accepted from a relative or friend. Use your mobile phone.

If your supervisor is unavailable you should notify the nominated person—not a friend or colleague.

Your supervisor will tell you who you need to speak to in their absence.

When you ring in you must give the following information:

- The nature of your illness
- When you expect to return (if known)
- If you intend to claim industrial injury

If you don't know when you'll be able to return to work, you need to ring in each day you are still off.

Your absence will be recorded on Sickness Absence Notification form 0014.

This form is used to inform Employee Administration Service (payroll) and to help record and monitor sickness levels.

On your return to work your Community Support Supervisor will meet with you to carry out a return to work interview and ask you to sign this form.

You may self-certify for up to seven calendar days.

If you are absent for more than this you will need a Medical Practitioner's Statement (medical certificate from your GP) which should be sent to your local area administration office on or before the eighth day of your absence.

Leeds City Council has a managing attendance at work procedure.

You will be issued with a copy of the guidelines relating to sickness absence on appointment.

You should note that failure to comply with the sickness regulations may result in a delay or loss of payment.

4.12 Conduct at work

You will be expected to maintain a high standard of conduct at all times, particularly as you work unsupervised in the homes of vulnerable customers.

A copy of the Council's Code of Conduct and Community Support Service Code of Practice will have been given to you on commencement.

You will also have been made aware of National Minimum Standards.

You should ensure that you read and comply with these three documents.

You are not permitted, under any circumstances, to accept gifts from, or become involved in, the financial affairs of customers. This includes the following situations (please note this list is not exhaustive):

- Selling or disposing of goods belonging to the customer and their family.

- Making a charge to a customer.
- Lending money to or borrowing money from a customer.
- Ordering goods from a customer's catalogue.
- Accepting gifts of any financial value, including money, from a customer.
- Selling goods or services to the customer.
- Incurring a liability on behalf of the customer.
- Taking responsibility for looking after any valuables on behalf of the customer.

You and/or members of your family are not permitted to have any involvement in the making of or benefiting from customers wills or soliciting any other form of bequest or legacy or acting as witness or executor or being involved in any other legal document.

If you find that you have been named as an executor of, or a beneficiary in a customer's will you must inform your Community Support Supervisor/Manager immediately.

If you are asked to become involved in any financial transactions or are offered a gift from a customer, you must report the matter **immediately** to your Community Support Supervisor/Manager.

Any request to become involved in financial affairs or an offer of a gift should be declined courteously and politely.

If you are in any doubt as to what amounts to a financial affair or gift you should discuss this with

your Community Support Supervisor.

Any breach of these rules on conduct at work will render you liable to disciplinary action, which may include dismissal.

Under the Local Authority Social Services Act 1970 Social Care is covered by the Rehabilitation of Offenders Act 1974 (exceptions) order 1975 and, as such, requires applicants to disclose all convictions/cautions.

Employees are therefore asked to notify their manager of any new criminal convictions, cautions or offences whilst in the employment of Leeds City Council.

Breach of the above instructions may constitute a breach of the Council's Code of Conduct and may be dealt with in accordance with the council's disciplinary procedures.

4.13 Private working

You are required to declare to your Community Support Manager all instances where private work is undertaken for a customer of the council.

This work may include personal care, cleaning, transport, decorating, gardening or any other activity where any payment is made or gift received.

Before any private arrangements or financial transactions are carried out, the customer's family, relatives and your Community Support Manager need to be informed and consulted to ensure there is no conflict with the service that is already provided.

It is your responsibility to declare any such earnings or payments to the Inland Revenue.

If any private work is undertaken you should **not** wear your council uniform or use any council equipment and/or supplies, as this will give the impression that you are on duty and representing the council.

All parties need to see the basis of the whole relationship and be clearly aware of the nature of any duties performed, for scrutiny by the employer, family and third party audit as necessary and you should note that the council's insurance will **not** cover you in these circumstances.

In the light of these instructions, failure to report the full extent of any relationship or to declare any payment or gift, as outlined, may render you liable to disciplinary action up to and including dismissal.

If you are unclear about any issue relating to a possible financial relationship with a customer, you should seek clarification from your Community Support Manager.

All employees have contractual obligations with the council and should not take outside employment which conflicts with the council's interest.

Because public confidence and that of the council could be shaken by the suspicion, whether ill-founded or not, that one of its employees had been influenced by improper motives, it is not enough to avoid actual impropriety—you should also avoid the appearance of improper conduct.

4.14 Challenging behaviour

From time to time customers may exhibit challenging or anti-social behaviour.

If you are threatened or feel threatened, leave the situation and report to your Community Support Supervisor/Manager **immediately**.

A Violent Incident and Accident form, if appropriate, must be completed and passed to your Community Support Manager promptly, who will decide if any action needs to be taken.

A copy of the form will be sent to the Health and Safety Section for information.

4.15 Grievances and complaints of harassment/bullying

If you have a grievance or a complaint of harassment/discrimination or bullying there are procedures that can be followed.

Copies of the relevant procedures are available from Human Resources Section.

Social Care is also monitoring hate incidents on the grounds of all areas of equality, e.g. race, disability, sexuality and religion.

If you need more information on reporting and monitoring of hate incidents you can contact Ghulam Hussain, Kuldeep Bajwa or Howard Beck in the Equality Development Unit in Social Care at Merrion House.

The contact numbers for these people are:

Ghulam Hussain 0113 247 8650

Kuldeep Bajwa 0113 247 8077

Howard Beck 0113 247 6957

Minicom number 0113 395 0328

4.16 Whistle-blowing

As an employee of the council you are often the first to realise that there may be something seriously wrong within the council.

However, you may not express your concerns because you feel that speaking up would be disloyal to colleagues or the council.

You may also fear harassment or victimisation.

In these circumstances, it may be easier to ignore the concern rather than report what may be just a suspicion of malpractice.

The council is committed to the highest standards of openness and in line with that commitment, we encourage employees who have serious concerns about any aspect of the council's work, to come forward and voice those concerns.

In the first instance you should speak to your Community Support Supervisor/Manager.

If for any reason you feel unable to do this you can contact a confidential hotline (0113 247 4645) for advice and guidance.

4.17 Staff Care

You can either contact Staff Care directly or be referred by your manager.

One of the team would then make initial contact with you in order to discuss the problem over the phone and give appropriate advice.

Depending on this discussion (and only with your consent) we may then go on to take other action, which could include talking to your manager (or a more senior manager), asking for an occupational health opinion or maybe referring you to other agencies (e.g. Care First, Citizens Advice Bureau, Women's Aid) for more specialist support.

If you have any queries or wish to discuss issues in confidence contact the Staff Care team on either 0113 395 1407 or 0113 247 8693.

4.18 Care First

Care First is an independent service operating 24 hours a day, every day of the year.

They offer professional counselling, information services and debt management.

Care First can help with a range of problems from practical everyday matters to sensitive, traumatic or emotional issues.

If your problem is work related, it may be best dealt with back at work with your colleagues, your manager or human resources.

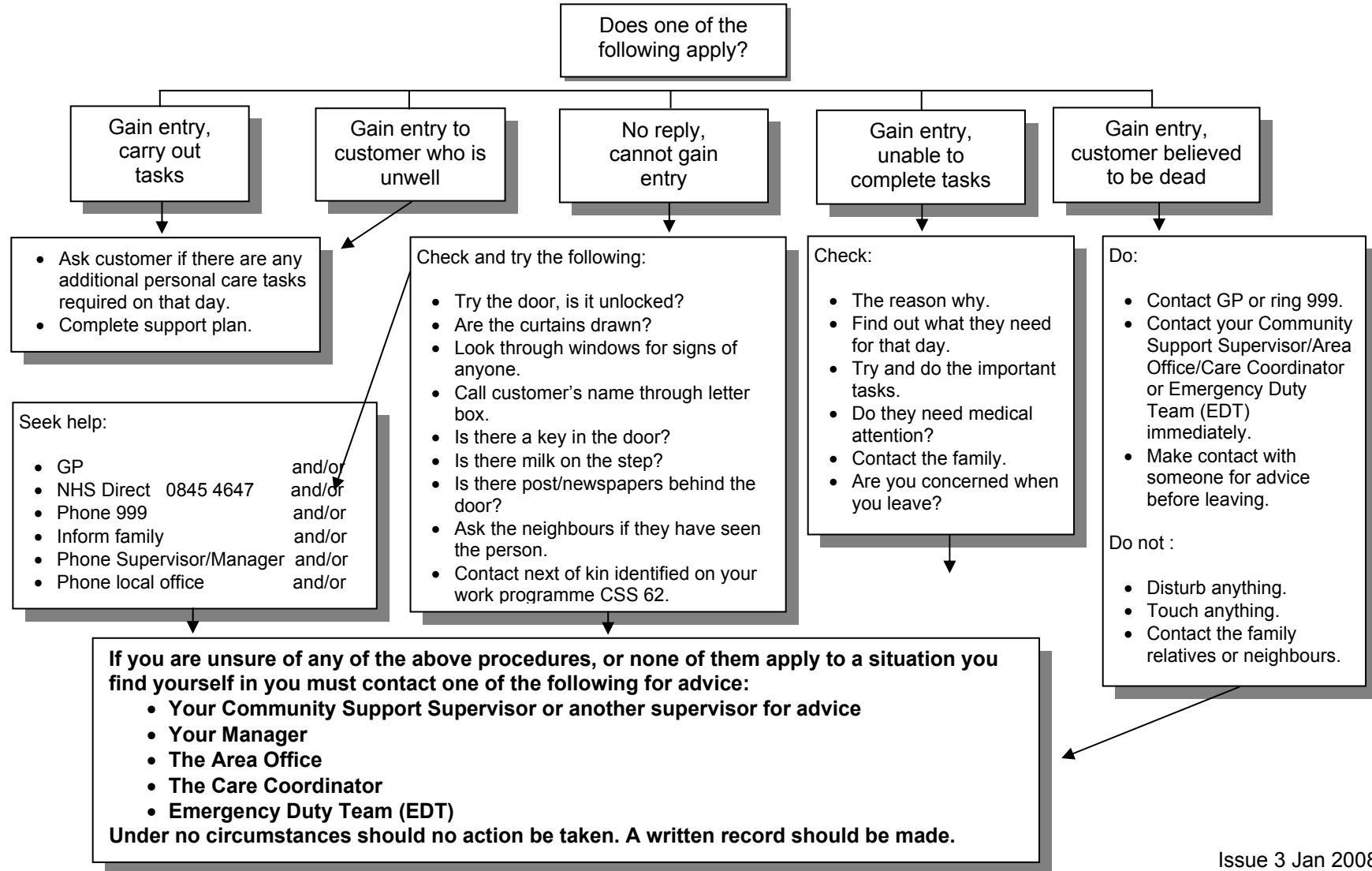
Care First can talk through how you might deal with such situations in order to arrive at the most effective solution.

You can contact Care First on:

- 0800 174319 for counselling, information and/or advice
- 0800 413631 the legal helpline
- 0800 413666 the health information line

Notes

Appendix A PROCEDURES FOR VISITING THE CUSTOMER



Appendix B

GUIDELINES ON PROTECTION CLOTHING AND HEALTH AND SAFETY AT WORK

No matter what kind of work you do, you need to make every effort to keep the customer and yourself safe.

Start by assessing what hazards you might face for each task you undertake.

Are you ?

- Wearing sensible footwear
- Wearing inappropriate jewellery
- Keeping your fingernails at a sensible length
- Wearing sensible practical clothing
- Covering all cuts and abrasions
- Receiving proper immunisations
- Using and storing chemicals safely
- Ensuring your hair is tied back if appropriate

Before undertaking any tasks the good hand washing policy should apply

PERSONAL CARE

- Tunic
- Disposable apron
- Disposable gloves (vinyl)

FOOD PREPARATION

- Tunic
- Checked green apron

DOMESTIC TASKS

- Tunic
- Blue rubber gloves (general cleaning)
- Yellow gloves (food surfaces)
- Residual circuit breaker

OUTSIDE THE HOME

You should always have with you:

- Personal alarm
- Torch (if issued)
- Mobile telephone

Remember, it is important to respect the customer's wishes without doing tasks that are unsafe.

Appendix C

PROCEDURES ON VISITS TO CUSTOMERS

The following should be used as guidance when carrying out your daily duties.

When visiting a customer it is important that the Community Support Assistant ascertains what personal care tasks may be required on their visit.

These may be additional to what is written in the support plan. If additional tasks are required on a regular basis then the Community Support Supervisor/Manager should be informed. In all cases a record should be made in the support plan.

Visiting a customer, gaining entry, completing all tasks as per support plan

- Complete support plan as per procedure.

Visiting a customer, gaining entry, unable to complete tasks as per support plan

The following procedure applies when a customer/carer prevents or refuses the tasks in the support plan to be undertaken either in part or whole.

- Read the support plan—has this happened before?
- Identify tasks that need to be done (prioritise).
- Try and clarify the reason why they do not

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want the task undertaking.

- Try and undertake the important tasks e.g. medication.
- Try and coax them, keep the situation calm.
- Try and ensure that they are safe and not at risk of harm.
- Try and call back later, the situation may be calmer/different.
- Look for an alternative e.g. instead of making a meal leave a snack for later.
- Make a record in the support plan.
- Contact Community Support Supervisor/ Manager/Out of Hours Team/Emergency Duty Team (EDT).
- Contact family/next of kin.

**Visiting a customer and not gaining entry
(no answer)**

The following procedure applies when a customer does not respond to any of the following. It appears that there is either no-one at home or the customer is unable to respond or answer the door.

- Knock on door, ring the bell.
- Try the door—is the key in the door?
- Call the customer through the letter box.
- Telephone the customer.
- Look through the windows.

- Is the milk on the step?
- Is there post/newspapers behind the door?
- Ask the neighbours if and when they last saw the customer.
- Contact the next of kin from the details provided on the CSS62 to see if you can ascertain the customer's whereabouts. Community Support Supervisors/Managers should ensure that all Community Support Assistants are provided with an up-to-date next of kin list and the Community Support Assistant should ensure this is available to them at all times during their shift.

If you have not located the customer then depending on the day/time e.g. weekend or evening one or more of the following should be applied:

- Contact Community Support Supervisor/ Manager/Out of Hours Team/Emergency Duty Team (EDT).
- Telephone the hospital/s.
- Telephone area office.
- Telephone the family/next of kin.

Visiting a customer and not gaining entry (customer responding)

The following procedures should be followed when a customer responds to the Community Support Assistant by either answering the door or shouting to tell them to leave or go away.

They may also be visible but not allowing access.

- Try and find out the reason why access is denied.
- Try and gently persuade them to let you in.
- Try and find out if this is out of character.
- Are you concerned?
- Try and find out what they need for that day e.g. have they eaten? Have they taken their medication?
- Do they need a doctor or medical treatment (telephone 999 if necessary)?
- Contact Community Support Supervisor/ Manager/Out of Hours Team/Emergency Duty Team (EDT).
- Contact family/next of kin.

If the customer continues to refuse service delivery, planned visits should continue until a written agreement is provided by all relevant parties.

Visiting a customer who is not well

The following procedure applies when a customer appears unwell and they may say they are fine. Signs may indicate otherwise.

- Read the support plan for previous comments/action taken.
- Does the customer appear confused?
- Do signs indicate they have been vomiting or have bowel problems?
- Check if medication has been taken.

- Discuss telephoning the doctor.
- Contact family/next of kin.
- Contact Community Support Supervisor/ Manager/Out of Hours Team/Emergency Duty Team (EDT).
- Do you think they will be all right until their next planned visit? Or do they need someone to call later?
- Record action taken in support plan

Visiting a customer who you think has died

The following procedure applies when you have gained entry (hold a key) and found the customer who you think has died.

- Contact GP or ring 999.
- Do not touch them.
- Do not disturb anything.
- Contact your Community Support Supervisor/Manager/Out of Hours Team/ Emergency Duty Team (EDT).
- Wait at the property until someone arrives.
- Record the visit in the support plan stating time of arrival/departure and action taken.

In some situations the Community Support Assistant may not feel comfortable or able to carry out the above procedure.

They may also feel at risk in the event of a sudden suspicious death. In these circumstances the

worker should leave the premises and contact their Community Support Supervisor/Manager/Out of Hours Team/ Emergency Duty Team (EDT) immediately.

NB: In the event of a death under **no** circumstances should contact be made with family or next of kin.

The police have set procedures to follow which includes informing family, confirmation of death, removal of the body and arranging for the premises to be secured.

Appendix D

Health and safety responsibilities

H&S.ORG.001-

**Health & Safety
Responsibilities**



**Adult Social Care—Leeds City
Council**

All employees are directly accountable to their line manager. All employees (which include directors, chief officers, heads of service, service managers, line managers, health and safety advisers, any permanent/temporary workers and trainees) have responsibility for:

- Complying with Social Care and council health and safety policies;
- Taking reasonable care for the health and safety of themselves and others affected by their acts or omissions at work;
- Cooperating with their management in complying to health and safety requirements;
- Not misusing or abusing anything provided in the interests of health, safety and wellbeing;

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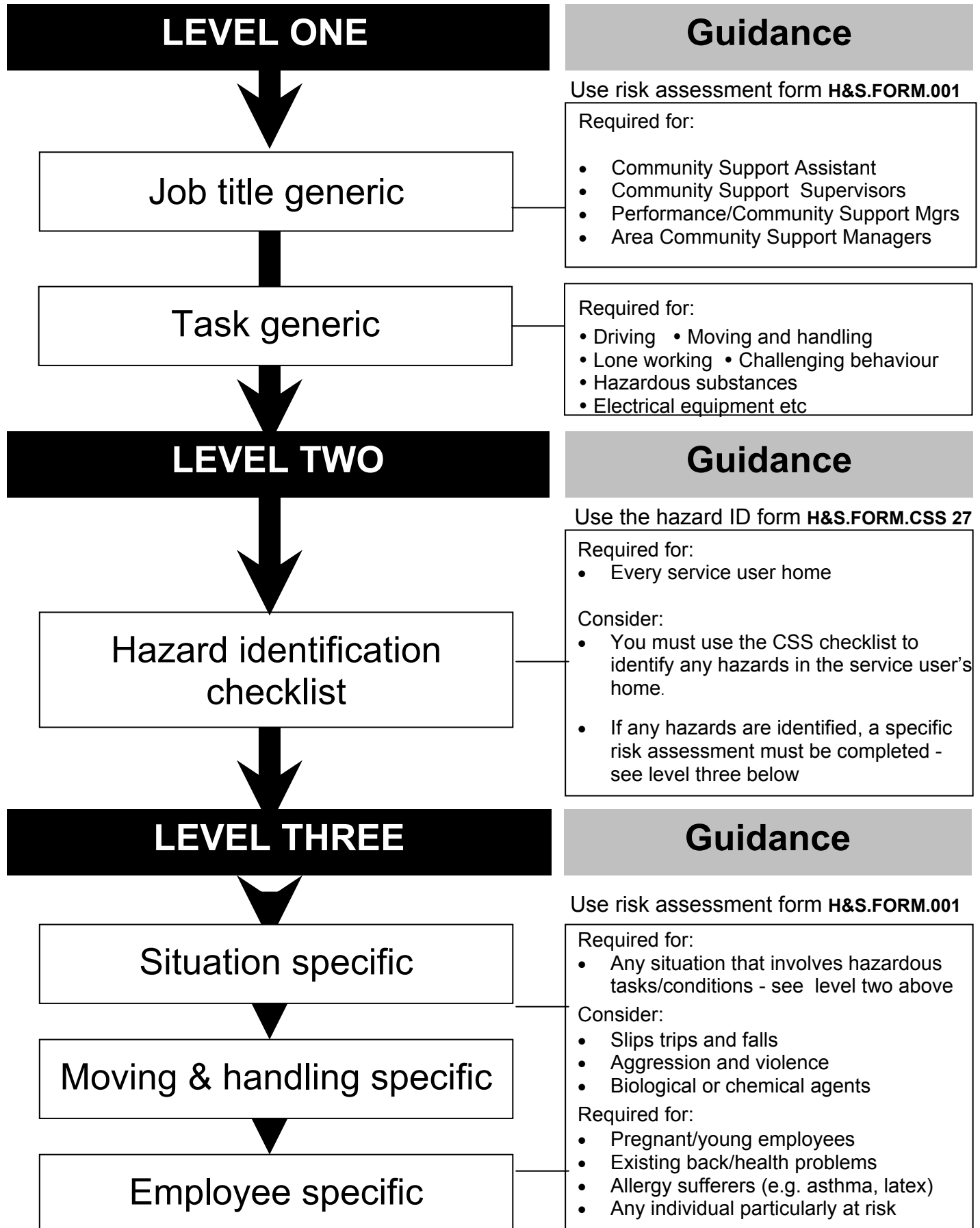
- Using work equipment and substances in accordance with the instruction and training received;
- Complying with all instructions relating to safety including statutory provisions, codes of practice and safe systems of work;
- Ensuring they do not work while unfit to do so;
- Reporting to their line manager any health and safety problem or work situation where there is the potential for serious or imminent danger;
- Reporting to their line manager any short falls in any protective measures provided.

Employees holding management/supervisory posts, other than posts specifically named above, will have health and safety responsibilities proportionate to the management function they undertake.

In the execution of their duties, all employees are expected to use the knowledge gained from specific health and safety training and that which is inherent in their professional training.

A full copy of the Adult Social Care health and safety responsibilities document (H&S.ORG.001) is available from your line manager or the Health and Safety Unit.

The following guidance is aimed at Community Support Service managers and supervisors who are involved in carrying out health and safety risk assessment.



Appendix F

H&S.CSS.INFO.002

Electrical safety in
a customer's home

Adult Social Care—
Leeds City Council



What are the problems?

A customer's home can have a wide variety of electrical appliances. Unfortunately, we cannot maintain these in the same way that we do in the workplace, such as annual testing or specifying that electrical equipment meets certain safety standards like CE marking, British Standards etc. In order to address this problem we have to insist that Community Support employees adhere to the following electrical safety rules.

You should never, never, NEVER ...

- **NEVER** use electrical appliances near water;
- **NEVER** insert a metal object into an electrical appliance;
- **NEVER** open the casing of any electrical appliance;
- **NEVER** attempt to change a fuse unless you have been trained;
- **NEVER** touch an electrical switch or plug with wet hands;



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- **NEVER** use overloaded plug sockets i.e. multiple use of adaptors or extension leads. Report the problem to the customer and your line manager immediately.



You should ALWAYS ...

- **ALWAYS** carry out a visual check prior to using an electrical appliance (see overleaf);
- **ALWAYS** stick to the “1 socket—1 plug” rule wherever possible;
- **ALWAYS** ensure that extension leads are fully uncoiled before use;
- **ALWAYS** use an electrical appliance in accordance with the manufacturers instructions;
- **ALWAYS** report electrical faults or concerns to the customer and your line manager;
- **ALWAYS** refuse to use any electrical appliance that looks unsafe e.g. loose or exposed wires, damaged casing;
- **ALWAYS** use a Residual Current Device (RCD) for those electrical appliances that are easily moved around (see overleaf).



Remember ...

- All RCDs should conform to the British Standard BS7071;
- All RCDs should be annually checked by a qualified electrician and a written record of this should be kept in a safe place;

- If an RCD trips or a fuse regularly blows it is a clear indication that there is an electrical fault with either the appliance, the wall socket or the house wiring. If this happens, stop using the appliance and report the fault to the customer and your line manager immediately. A qualified electrician should be called to rectify the problem.

Residual Current Device (RCD)

- An RCD is a useful device that can prevent electrocution from unsafe electrical appliances.
- **The RCD simply plugs into the mains socket and then the electrical appliance is plugged into the RCD.**
- Electrical appliances that are rarely moved won't normally need an RCD e.g. fridges, microwaves, televisions, freezers, cookers and washing machines. However, if a visual check identifies obvious problems (see Step 1 below), then the electrical appliance must not be used.



When should you use an RCD?

An RCD must be used for any electrical appliance that is easily moved around. This includes:

Vacuum cleaners	Heaters
Kettles	Portable lamps
Toasters	Lawn mowers
Irons	Power tools
Fans	Extension leads

How do you use an RCD?

Step 1—Visually check the electrical appliance

1. Check the electrical appliance is unplugged.
2. Check there are no loose wires or leads.
3. Check there are no exposed wires or moving parts.
4. Check the plug is intact.
5. Check the case of the appliance is intact.
 - Do not use the appliance if it looks unsafe or has any of the above faults.
 - Report this any unsafe appliance to the customer and your line manager immediately.

Step 2 – Test the RCD

1. Plug the RCD into an empty wall socket and turn the socket switch on.
2. Press the RESET button on the RCD and check the red light is on.
3. Switch wall socket switch off and the red light should go out.
4. Switch wall socket on, press RESET button on the RCD.
5. Press TEST button on the RCD and check that the red light goes off.
6. Press RESET button on the RCD and check that the red light is on again.

If the RCD fails to complete any part of this test try an alternative wall socket. If the RCD continues to fail, take the appliance out of use then report the fault to the customer and your line manager.

Step 3—Using the RCD

1. Plug the RCD into the wall socket first.
2. Plug the electrical appliance into the RCD.
3. Turn the wall socket switch on.
4. Use the electrical appliance as normal and unplug after use.
5. If the RCD cuts off the electrical appliance more than once, try an alternative wall socket. If the RCD continues to cut off, remove the RCD and then report the fault to the customer and your line manager.

Notes

Appendix G

Universal precautions

The best protection against infection is healthy intact skin.

Wash your hands before and after:

- Giving first aid or medical assistance
- Clearing up blood or other body fluids
- Coming into contact with blood or body fluids
- Preparing food
- Using the toilet or when taking children to the toilet
- Changing nappies

Protect your skin. Always keep cuts or broken skin covered with waterproof dressings/plasters and take care not to come into contact with blood or other body fluids.

Be careful with body fluids and avoid touching them with bare hands—use disposable gloves each time you may come into contact with someone else's blood or body fluids.

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Only use disposable gloves once—dispose of carefully after every use.

Make sure you have access to the correct size and suitable disposable gloves.

Use household bleach or strong disinfectant to clean up spills of blood, body fluids or other materials which may be infected.

Use strong disinfectant for blood spills on carpets, upholstery and curtains.

Use the hot water cycle in washing machines when cleaning bedding or clothing that may be soiled.

Launder or dry-clean where possible—soiled items for laundry should be clearly marked.

Soiled items which may be infected can also be sealed securely in yellow clinical waste bags for disposal.

When necessary, wear protective clothing such as aprons, hats, goggles, masks, and protective shoes to prevent blood or other body fluids from entering the body.

To avoid a needle stick injury, never place your hands where you cannot see, do not pick up needles/syringes with bare hands, wear shoes that cover your feet and never try to recap a needle.

Use correct equipment to dispose of discarded needles—gloves, tongs/tweezers, sharps bins.

You can phone the following Freephone number to arrange for the disposal of discarded needles: **0800 138 6227**.

Dispose of used tampons, sanitary towels or nappies in clinical waste bags or in sealed bags inside a rubbish bag.

Avoid sharing razors, toothbrushes or other such personal equipment as it may be a possible route of transmission for Hepatitis B and C.

Ensure sterile, disposable needles are used if having acupuncture, body piercing, electrolysis or a tattoo.

Practise safer sex—use condoms and dispose of them safely.

Inform other staff and clients of the risks of contact with other people's blood and body fluids and inform them of universal precautions.

Blood splashes in the eyes or mouth should be washed out with lots of running water (not HOT water).

For needle-stick injuries: see appendix I.

Notes

Appendix H

Effective hand hygiene



Palm to palm.



Right palm over left dorsum and left palm over right dorsum.



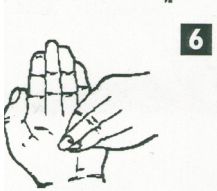
Palm to palm fingers interlaced.



Backs of fingers to opposing palms with fingers interlocked.



Rotational rubbing of right thumb clasped in left palm and vice versa.



Rotational rubbing backwards and forwards with clasped fingers of right hand in left palm and vice versa.

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Notes

Appendix I



Needle-stick injury from discarded needles

A guide for council staff

If you follow the right procedure for the disposal of needles then you should not get an injury.

If you do receive a needle injury, this is what you should do:

- Don't suck the wound—this could increase the risk of infection.
- Apply side pressure to the wound to encourage it to bleed. This will encourage it to bleed outwards.
- Wash the wound in COLD water. This will help the wound to bleed.
- Cover the wound with a plaster after you have dried it.
- Go to a hospital Casualty Department immediately where your Hepatitis and Tetanus cover will be checked. If you have not had a recent vaccination you must get one **within 48 hours** of your injury.
- Report it as soon as possible. Inform your line manager and complete an accident form.

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**For further information and more copies of
this guide please contact:**

The HIV, Sexual Health and Substance Use Team

Merrion House

110 Merrion Centre

Leeds LS2 8QB

Telephone: 0113 247 8670



This guide was produced in January 2003. You may reproduce the information but please acknowledge the team above.

Appendix J

H&S.CSS.INFO.004

**Blood-borne
viruses info sheet**



**Social Care—Leeds City
Council**

What are blood-borne viruses?

Blood-borne viruses are viruses that some people carry in their blood and which may cause severe disease in certain people and few or no symptoms in others.

Are blood-borne viruses only in blood?

These viruses can also be found in body fluids other than blood, for example, semen, vaginal secretions and breast milk.

Other body fluids or materials such as urine, faeces, saliva, sputum, sweat, tears and vomit carry a minimal risk of blood-borne viruses unless they are contaminated by blood. Care should still be taken as the presence of blood is not always obvious.

How are they spread?

It is very unlikely that you will become infected through everyday social contact. Blood-borne viruses are mainly transmitted sexually or by direct exposure to infected blood or other body fluids contaminated with infected blood.

Direct exposure can happen through accidental contamination by a sharp instrument, such as a needle or broken glass.

Infected blood may also spread through contamination of open wounds, skin abrasions, skin damaged due to a condition such as eczema, or through splashes to the eyes, nose or mouth.

What actions to take if contaminated?

If you are contaminated with blood or other body fluids, take the following action without delay.

- Wash splashes off your skin with soap and running water
- If the skin has been scratched or punctured then squeeze the wound, make it bleed and wash thoroughly under running water.

DO NOT SUCK THE WOUND

- Wash out splashes in your eyes using tap water or an eye wash bottle, and your nose or mouth with plenty of tap water—do not swallow the water.
- Report the incident to your Community Support Supervisor/Manager/Out of Hours immediately.
- If known, report and record if the blood or body fluids are known to be infected with Hepatitis B, Hepatitis C, and/or HIV (see Code of Practice 3.8 General health issues).
- Prompt medical advice is important.
- Contact either your GP or the Accident and Emergency Department for a risk assessment of the exposure and advice.

- Complete an accident/incident form as soon as possible.

Precautions

Not all exposures to blood-borne viruses result in infection. Experience shows that the risk of blood-borne virus infection is low as the direct contact with blood or body fluids does not occur regularly, especially if you follow universal precautions and use effective hand hygiene (refer to the Code of Practice, Appendix G and H and paragraph 3.7 Personal care/hygiene).

You have a legal duty to take care of your own health and safety and that of others affected by your actions.

You must make full use of control measures put into place by Community Support Service and Social Care.

Notes