

THE DOREEN KENNEDY CARE AGENCY

CODE OF PRACTICE FOR COMPANION/CARER/HOUSEKEEPER

The Doreen Kennedy Care Agency, after this known as the Agency, has an extremely good reputation both for its service to the Client and in the calibre of the Companion/Carers, after this known as the Companion, accepted onto the Register. To ensure that these high standards are met and maintained I advise that the Agency Code of Practice is read carefully.

It is an offence to undertake any paid work whilst you may be claiming any Social Security Benefit. The Agency records are open to the departments of the Social Security, National Insurance contributions and Inland Revenue.

THE EMPLOYMENT STATUS OF THE COMPANION/CARERS IS SELF-EMPLOYED.

YOU MUST ENSURE YOU PAY YOUR OWN TAX AND INSURANCE.

THE AGENCY IS NOT THE EMPLOYER OF THE COMPANION/CARER.

Letters sent to a Companion by the Agency confirming the name and address of the Client to whom they have been introduced, and which will also contain confirmation of the rate agreed, DOES NOT IN ANY WAY CONSTITUTE A CONTRACT between the Companion and the Agency.

The Companion/Carer is paid by the Client direct, and not by the Agency.

Companions are advised that they should ensure that their National Insurance contributions and payments to the Inland Revenue are always kept up to date.

The Agency will not and does not pay a Companion, nor will it handle any payments due to a Companion by a Client.

The Agency is able to give a Client a reasonably accurate idea of how much a Companion is likely to charge for a particular post, but it is the Companion's responsibility to ensure that this is fully discussed with and agreed on between themselves and the Client.

Should a Companion feel that, for whatever reason, the rate agreed should be increased then it is the Companion's responsibility to discuss this with the Client and inform the Agency of the outcome of those discussions.

CANCELLATION OF A BOOKING

Should a Client cancel a booking for whatever reason then it is the Companion's responsibility to inform that Client of what monies, if any, are owed to them.

Should a Companion feel that they must leave a post because the Client did not give them sufficient details of the work involved then that Companion must inform the Client of any monies that the Client will owe the Companion.

Should a Companion become ill whilst with a Client they must inform the agency at the earliest opportunity in order that a replacement may be found. The Companion if at all possible must remain with the Client until an adequate replacement carer can be supplied.

A Companion must always inform the Agency should they have to leave a Client for whatever reason, in good time so that the Agency can send a replacement to the Client.

FAILURE TO DO THIS WILL RESULT IN A COMPANION BEING REMOVED FOR THE REGISTER.

UNDER NO CIRCUMSTANCES WILL THE AGENCY CONDONE A COMPANION WALKING OUT ON A CLIENT, REGARDLESS OF THE CIRCUMSTANCES, AND SUCH ACTION WILL RESULT IN THE IMMEDIATE REMOVAL OF THAT COMPANION FROM THE REGISTER.

TRAVELLING EXPENSES

Travelling expenses are re-imbursed to the Companion by the Client. You are strongly advised to ensure that you enquire as to the most reasonably priced rail/coach ticket and to notify the Client of the amount that you will be claiming PRIOR TO COMMENCING YOUR JOURNEY TO A POST, ensuring that the Client is prepared to re-imburse these costs to you.

Receipts for all travel must be produced for the Client/Clients representative before reimbursement can be made.

If you decide to travel by car to a Client the level of mileage reimbursement should not exceed that of a Saver Return Railway Ticket to that destination. The normal mileage rate is 30p per mile and this is what you should charge if you have to use your car for the purpose of assisting a Client.

CAR INSURANCE

Clients who require "Car Owner Drivers" normally require that the Companion will take them out in their, the Companions car, please ensure that you are prepared to do this and that you hold the necessary insurance cover. The cost of this extra "business

cover” may be passed on to the Client, however it is up to the Companion to discuss this and agree prior to taking up a post.

DUTIES AND LEVEL OF CARE

The Agency will always give a Companion fullest details of the level of care required by a Client. We can only rely on the information given to us by the client or their family. A Companion is strongly advised that she/he should ensure that this information is correct by discussing the level of care required with the Client/Family prior to accepting a post.

A Companion is asked to keep a daily diary when caring for a Client, itemizing any changes in the Client’s condition, falls, etc. This is extremely useful when advising the Client’s Doctor of any cause for concern as a pattern can be established, and also in keeping the Client’s family informed. Any changes or falls should be immediately advised to the Agency.

The Agency is **NOT A NURSING AGENCY**, therefore even though a Companion may possess a nursing qualification, **invasive nursing duties MUST NOT BE PERFORMED.**

MEDICATION

Most clients administer any medication themselves and only require supervision, however a client may have a dosset box which is supplied by the client’s Doctor or local chemist, in such cases medication is sectioned out on a daily basis and basic common sense with regard to helping the client to take medication is required. **Under no circumstances are carers to administer HEAVY drugs such as Morphine, and under no circumstances are carers to administer injections. The Agency is not a Nursing Agency and back up from district nurses must be organized by the client if such assistance is required.**

The normal BASIC duties consist of: - helping a Client in whatever way they need help, to be companionable when the Client needs company, do the shopping, cooking and LIGHT housework, your own bedroom and most importantly the kitchen must be kept hygienically clean at all times.

The Client’s clothes may need to be hand-washed and ironed. All articles of bed/bathroom/table linen should go to the laundry unless there are good washing and drying facilities in the Client’s home.

Companions are advised to obtain Lifting and Handling certificates, should a client fall whilst you are on duty do not attempt to lift them on your own, the correct procedure is to keep the client warm and call the paramedics.

DEPARTURE DAY

On the day of your departure you must ensure that your personal accommodation is left in a clean and hygienic state for the incoming carer. It is also essential that you leave a lunch prepared to the incoming carer and sufficient food for at least 24 hours.

GENERAL

Clients would like their Companion to dress neatly and discreetly. Uniforms are not required or desired.

Clients do not encourage the use of their telephones. Ensure that the Client is paid for the use of the telephone prior to your departure. Clients are advised that a Companion should be allowed a telephone call home on arrival, and another brief call during their stay, and one further call to advise of homecoming.

A Companion/Carer must never stay away over night whilst with a Client.

Please ensure that a Client understands that you will need to have a minimum of two hours off each day.

It is not practical, nor is it permitted, for a Companion/Carer to have family/friends staying overnight in a Clients home.

PERSONAL INSURANCE

It would be prudent for a Companion/Carer to carry their own insurance. Accidents, whilst caring for someone, can and do happen, and could mean that you may be out of work for some time. If you carry adequate insurance then it is possible that you may claim for such an event.

Carers Liability Insurance can be obtained from Marchant McKechnie Finance Limited, 30/34 Norwood, Beverley, East Yorkshire HU17 9EY, Telephone No: 01482 882223.

POLICE CHECKS

It is required by the new Care Standards Legislation that all Companion/Carers undergo a Criminal Records Bureau Enhanced Disclosure and POVA check. The Agency can arrange for this to be carried out by an umbrella body, and forms will be sent to all successful applicants.

The Agency is registered with the C.S.I.W., North East Wales Regional Office, Broncoed House, Broncoed Business Park, Wrexham Road, Mold, Flintshire, CH7 1HP, Telephone No: 01352 707900 Registration Number:-WO30001199 and is regularly inspected on an annual basis by this body.

CLIENT CONFIDENTIALITY

It would not be wise for a Companion to disclose anything of a private or personal nature concerning a Client to anyone, other than the Client's family, outside of the Client's home.

OFFICE HOURS

The office will be open between 9.00.a.m. – 5.00.p.m. Monday to Friday. An Answerphone service is available at all other times.

THE AGENCY OPERATES AN EQUAL OPPORTUNITIES POLICY

Updated 23rd August, 2006