

BeSocial @the Centre

Policies and Procedures

September 2019

Index

Bullying and Harassment Policy Statement.....	3
Bullying and Harassment.....	5
Clinical Waste Disposal.....	11
Confidentiality and Data Protection.....	12
Service and business plan.....	13
Data Protection for Members.....	14
Employee Appraisal Scheme.....	15
Equality for employees.....	18
Equality for members.....	19
Exclusion.....	20
Fair access to care.....	22
First aid.....	23
Grievance.....	25
Health and Safety.....	26
Lone worker.....	27
Medications.....	28
Near-miss.....	29
Personal relationships, sexuality, religion.....	30
Privacy.....	31
Safeguarding Adults at Risk.....	33
Safer Handling.....	36
Statement of Purpose.....	38
Support of carers.....	39
Violence and restraint.....	41
Whistleblowing.....	42

Bullying and Harassment Policy Statement

The policy of the WDCF is one of constant vigil and concern for the welfare of all our members, staff and volunteers. Our current position on bullying and harassment is:

Scope

Winchcombe Day Care Foundation (WDCF) believes that all employees/volunteers have the right to dignity and respect at work. Any acts of harassment or bullying will not be tolerated and will be dealt with via the Company's disciplinary procedures.

Policy Statement

WDCF will not condone any form of bullying or harassment at or outside work, if it has a bearing on working relationships. The aim of this policy is to protect employees/volunteers and its service users from bullying and harassment, and to enable them, if necessary, to make a complaint or assist in an investigation without fear of reprisal. WDCF will investigate complaints of bullying or harassment and deal with them in accordance with the following points.

- **Where appropriate, WDCF will make every effort to resolve a complaint against bullying or harassment informally.**
- **In the case of serious incidents, action will be taken immediately under the formal grievance procedure.**
- **Disciplinary action, which may include dismissal, will be taken against those failing in their responsibilities under this policy.**

Everyone should be treated with dignity and respect at work. Bullying and harassment of any kind are in no-one's interest and should not be tolerated in the workplace, but if you are being bullied or harassed it can be difficult to know what to do about it

What is bullying ?

- Spreading malicious rumours, or insulting someone by word or behaviour (copying memos that are critical about someone to others who do not need to know, ridiculing or demeaning someone – picking on them or setting them up to fail)
- Exclusion or victimisation
- Unfair treatment – ignoring work colleagues and creating ‘situations’ – unhealthy atmospheres can quickly materialise into deeper psychological concerns
- Overbearing supervision or other misuse of power or position
- Unwelcome sexual advances – touching, standing too close, the display of offensive materials, asking for sexual favours, making decisions on the basis of sexual advances being accepted or rejected, making threats or comments about job security without foundation
- Deliberately undermining a competent worker by overloading and constant criticism
- Preventing individuals progressing by intentionally blocking promotion or training opportunities. Bullying and harassment are not necessarily face to face.
- They may also occur in written communications, email, phone, and automatic supervision methods such as computer recording of downtime from work or the number of calls handled if these are not applied to all workers.
- Bullying and harassment can make someone feel anxious and humiliated.
- Feelings of anger and frustration at being unable to cope may be triggered. Some people may try to retaliate in some way. Others may become frightened and demotivated.
- Stress, loss of self-confidence and self-esteem caused by harassment or bullying can lead to job insecurity, illness, absence from work, and even resignation.
- Almost always job performance is affected and relations in the workplace suffer

Pathway

If you feel you have a grievance the following steps are to be taken:

- a. If you feel unable to approach a member of staff please write to the undersigned – NOTHING will be ignored.
- b. Three members of management are designated to deal with your concerns – currently these are: The Centre Manager; the Treasurer (currently a Trustee) and the Chair of the Management Committee, (currently deputy Chair of the Trustees). A minimum of two from the three will assess any such concern.
- c. Failure to agree b. will be referred to the Chair of the Trustees
- d. Failure to agree c. will be referred to an outside body

Please contact me by letter to BeSocial@theCentre marked Private and Confidential. Geoff Onions Management Chairman, November 2017

Bullying and Harassment Policy

Scope

Winchcombe Day Care Foundation (WDCF) believes that all employees have the right to dignity and respect at work. Any acts of harassment or bullying will not be tolerated and will be dealt with via the Company's disciplinary procedures.

Policy Statement

WDCF will not condone any form of bullying or harassment at or outside work, if it has a bearing on working relationships. The aim of this policy is to protect employees and its service users from bullying and harassment, and to enable them, if necessary, to make a complaint or assist in an investigation without fear of reprisal. WDCF will investigate complaints of bullying or harassment and deal with them in accordance with the following points.

- Where appropriate, WDCF will make every effort to resolve a complaint against bullying or harassment informally.
- In the case of serious incidents, action will be taken immediately under the formal grievance procedure.
- Disciplinary action, which may include dismissal, will be taken against those failing in their responsibilities under this policy.

Rationale

A general definition of bullying and harassment is something which has happened to an employee which is "unwelcome, unwarranted and causes a detrimental effect". (Source: *Bullying and Harassment at Work-A guide for Managers and Employees*, ACAS 2005).

If employees complain about bullying and harassment, they have a grievance, which must be

dealt with regardless of whether their complaint accords with a standard definition.

Bullying may be defined as:

"offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient." (Source as above).

Harassment may be defined as: "unwanted conduct affecting the dignity of men and women in the workplace. It may be related to age, sex, race, disability, religion, sexual orientation, nationality or any personal characteristic of the individual, and may be persistent or an isolated incident. The key is that the actions or comments are viewed as demeaning and unacceptable to the recipient." (Source as above).

Any employee experiencing bullying or harassment has the right to initiate a complaint,

irrespective of the right which may exist to pursue a grievance through an employment tribunal or court of law.

WDCF will ensure that this policy is widely publicised and its contents made known to all users of the WDCF or its services.

Responsibilities

WDCF will fulfill its commitment to ensure that it provides an environment free of bullying and harassment by:

- raising awareness of this policy among staff as a whole, from Induction onwards
- providing training as appropriate for managers to ensure that they gain the knowledge, skills and awareness necessary to operate this policy and communicate it to staff and users of WDCF or its services
- identifying a competent person(s) to provide confidential advice and support
- providing induction into the policy and training for staff
- publicising the policy to all users of WDCF or its services
- reviewing this policy on a regular basis

WDCF will endeavor to support staff by:

- providing appropriate information and training (where appropriate) on Bullying and Harassment
- dealing with complaints immediately
- offering access to confidential counselling and advice if required.

Managers are responsible for preventing bullying and harassment at work and will:

- set a good example by treating everyone with courtesy and respect
- be aware of the behaviour of their staff and ask them to modify it if it could cause offence
- if required, attend training in the management of bullying and harassment
- ensure that bullying and harassment is not tolerated within their team
- offer support to staff who have made a complaint about bullying or harassment
- initiate action under this policy if required (either informal or formal action)

Employees will:

- treat their colleagues with courtesy and respect
- if requested, attend training on bullying and harassment, to ensure that they are aware of their rights and responsibilities under this policy

Courses of Action

If an employee considers that he/she is the victim of bullying or harassment there are several options for resolution of the problem:

Stage 1: Informal Resolution

The employee should make it clear, as soon after the offending incident as possible, that the behaviour is not welcomed and should stop. The employee may choose to do this in writing, or ask a colleague to speak to the alleged offender. A record should be kept of the action taken.

If the offending behaviour continues, or personal action cannot be taken, the employee should contact his/her line manager (if appropriate), or another senior officer if the complaint is against the line manager. Where the employee expresses a preference for speaking to someone of the same sex/race, etc, this should be arranged wherever possible.

Any discussion will be confidential and no action will be taken without the consent of the complainant, unless the manager considers the incident to be of such seriousness that the WDCF is required to take action against the alleged harasser, following consultation with the person concerned.

The employee making the complaint may have a colleague or union representative present at all stages of the procedure.

One of the following courses of action may then be followed by the line manager or other senior officer:

- to take no further action at this stage, but continue to monitor the situation, recording any future incidents, keeping the situation under review, and enabling the employee to seek further advice in the future, if necessary;
- if the alleged offender has not been approached, to ask him/her to stop the offending behaviour and again keep the situation under review;
- make a formal complaint. If the offensive behaviour does not stop, or is serious, the complainant can approach a nominated counsellor for advice and support. The alleged offender may also access a different counsellor, if required.
- Counsellors will have no role in formal investigations, since all discussions with employees are confidential.

Stage 2: Formal Complaint

Any individual is entitled to:

- expect managers to initiate formal investigation/procedures;
- initiate grievance procedures against managers for failing to investigate and take appropriate action;

- institute grievance procedures against management for failing to meet their responsibilities under WDCF's policy and procedure on Bullying and Harassment.
- If an individual wishes to make a complaint, it should be put in writing to his/her line manager or another senior officer if the line manager is implicated in any way. The letter should specify that a formal complaint is being made, and give details of the incident(s) to which the complaint refers.

Serious Criminal Offences

In cases of an alleged assault or alleged behaviour that is considered to be a criminal offence, the Manager or a nominated deputy should contact the Police, if the complainant wishes and/or WDCF considers the incident or series of incidents to constitute a serious criminal offence.

Investigating a Complaint

The investigating panel is required to protect the rights of both parties involved, and to ensure that both are entitled to a full and fair opportunity to explain their version of events. Staff will be released from their normal duties to participate in the investigation as required.

Time Limits

The investigation should normally be completed within 10 working days of a complaint being received. On occasions it will not be possible to keep within this timescale. In such cases the complainant and the alleged offender must both be kept informed of any need for an extension and the likely timescale for completion.

Procedure for Investigating a Formal Complaint

If it is decided to pursue a formal complaint, the complainant should put this in writing, in accordance with the time limits stated above.

The complaint will be investigated by a panel comprising the Line Manager who received the complaint and two other Members of the Management Committee. The alleged offender should be informed of the nature of the complaint, sent a copy of the letter and details of the procedure to be followed and offered the opportunity to seek representation.

The complainant and alleged offender will be assured of confidentiality at each stage in the Procedure.

Care will be taken to ensure that no-one implicated or alleged to be implicated in the offensive behaviour is involved in the investigation.

In order to relieve the stress and pressure on one or both parties and to prevent the risk of further incidents, it may be necessary to suspend the alleged offender. Suspension

under this procedure does not constitute part of a disciplinary procedure, and will be on full pay. The WDCF may also wish to consider the granting of special leave on the request of the complainant.

In taking evidence from the complainant and alleged offender, the panel will ensure that they and their representatives are seen separately. Detailed statements will be taken, which the respective parties will sign and date. Both parties will be given the opportunity to nominate witnesses who they wish to be interviewed.

Notes will be taken of meetings with witnesses. The panel may also need to collect other relevant written materials. Panel members will, on completion of the investigation, review the material collected and decide whether the complaint is substantiated. In cases where there are no witnesses, the officer(s) will consider whether on the balance of probabilities the alleged incident(s) occurred.

Further Action

Panel members will consider the facts and decide either to:

- take no action, because the allegation has not been substantiated; or
- initiate the WDCF's agreed disciplinary procedure; or
- take alternative management action.

Alternative management action could include:

- setting up arrangements to monitor the situation;
- requiring attendance on training courses;
- requiring counselling;
- making arrangements for both parties to be based as far away from each other as possible within the same workplace;
- a further period of leave.

Keeping Management Records

After a complaint has been made, the following arrangements should be followed:

- where the complaint is informal, no record will be kept on personal files, but it is recommended that the complainant makes a note of any meetings;
- where the complaint is not substantiated, no record will be kept on the alleged offender's file;
- where the matter proceeds to a disciplinary hearing, the storage of records should be in accordance with the disciplinary procedure.

Action when the Complainant or Alleged Offender is Dissatisfied

If the Complainant or alleged offender is dissatisfied with the decision, each has the right to raise the matter under the WDCF's Grievance Procedure.

Review Clause

This is the approved Policy of the Board of Trustees of Winchcombe Day Care Foundation.
This scheme and its operation shall be subject to periodic review.

Clinical Waste Disposal

Purpose of policy:

To establish requirements for the safe handling and disposal of waste in healthcare in accordance with the Health and Social Care Act, codes of practice and best practice guidance. To ensure that all staff have read, understood and comply with this policy and procedure and understand any local procedures that may be in place.

Who may be affected by this policy?

- Staff
- Volunteers
- Members
- Contractors

What is clinical waste?

Clinical waste is the term used to describe waste produced from healthcare and similar activities that may pose a risk of infection, for example, swabs, bandages, dressings, sanitary pads, incontinence pants and pads etc. or may prove hazardous, for example medicines.

Procedure for disposing of clinical waste:

1. Gloves and other Personal Protective Equipment must be worn at all times whilst handling clinical waste
2. Clinical waste must ONLY be disposed of in the yellow bin bag in the clinical waste bin situated in the accessible toilet
3. If sanitary pads or other clinical waste have been disposed of in other bin bags they must be taken out and put in the clinical waste bin ASAP
4. A licensed contractor empties the clinical waste bin every two weeks – staff do not empty it themselves
5. If the bin becomes full during this time the contractor must be contacted to empty it
6. The lid of the clinical waste bin must be shut at all times for hygiene purposes

Confidentiality and Data Protection

Confidentiality

As an employee/volunteer of the Foundation, you shall not at any time, whether during or after the termination of employment / voluntary period, without the prior written authority of the Foundation, use or disclose to any person, company, business or organisation any information of value or significance relating to the Foundation, or any confidential information which comes to your knowledge during your employment / voluntary period, unless required to do so by law. This also includes subjects and conversations that could be your own opinion or be seen as 'gossip', that is detrimental to the Centre or its members.

This clause shall not apply to information that has already come into the public domain otherwise than as a result of your unauthorised act or default.

Data Protection Act 2018 (GDPR)

The Foundation holds personal information on its employees and, in accordance with the Data Protection Act 2018, this information will only be used for purposes relevant to your employment with the Foundation and will not be disclosed to other bodies for any other purpose without your permission, unless this is required by law.

Every effort will be made to ensure that this information held is relevant, accurate and up-to-date, and it is in your interest to tell the Manager if your personal details or circumstances change, e.g. if you change your name or if you move house.

Under the Data Protection Act 2018 you are entitled, subject to certain limitations, to know what data about you is held by the Foundation, and, if you wish to exercise this right, you should in the first instance approach the Manager in writing. The Foundation may charge you an administration fee to provide you with this information.

For the purposes of your employment you agree to the Foundation obtaining, holding and processing personal data about you.

The Centre has a CCTV licence from the Information Commissioners Office. Licence no. ZA446598. CCTV recordings are stored securely and will not be used for purposes other than as evidence in the event of a crime.

In the event of a complaint regarding confidentiality or data protection the Data Protection Officer will act as adviser. The Data Protection Officer for the Centre is Mr. Geoff Onions.

Sign _____

Print name _____

Date _____

Service and Business Plan

The maximum number of members that the Centre can cater for is 22 per day. It is our aim to offer our services to as many of those who apply as possible without exceeding the capacity of the Centre, or to the detriment of other members and staff.

All new enquiries are dealt with as expediently and fairly as possible, and in line with our Equalities and Exclusions Policy.

As a non-profit making, charitable organisation, our business plan is to generate sufficient funding through the efforts of daily charges, fund-raising activities and charitable donations.

Data Protection Policy Statement regarding Members

The Foundation holds personal information on its members and, in accordance with the Data Protection Act 2018, this information will only be used for purposes relevant for the duration of your attendance at the Centre and will not be disclosed to other bodies for any other purpose without your permission, unless this is required by law.

Every effort will be made to ensure that this information held is relevant, accurate and up-to-date, and we would be grateful for your assistance/the assistance of your family/carer if you could inform us of any amendments to your personal data, for example, if you change your name or if you move house, change telephone number or medication.

Under the Data Protection Act you are entitled, subject to certain limitations, to know what data about you is held by the Foundation, and, if you wish to exercise this right, you should in the first instance approach the Manager in writing. The Foundation may charge you an administration fee to provide you with this information.

For the purposes of your attendance at the Centre, you agree to the Foundation obtaining, holding and processing personal data about you.

The Day Centre has a CCTV licence from the Information Commissioners Office. Licence no. ZA446598. CCTV recordings are stored securely and will not be used for purposes other than as evidence in the event of a crime.

In the event of a complaint regarding data protection the Data Protection Officer will act as advisor. The Data Protection Officer for the Day Centre is Mr. Geoff Onions.

Employee Appraisal Scheme Policy and Procedures

Introduction

This organisation is committed to supporting and developing its staff to enable them to carry out their work effectively and to fulfil their potential, thereby providing its members and users with excellent service. It is the aim of this policy to ensure that staff expect and receive appropriate support and training to enable them to do their job, meet agreed objectives, improve performance, and develop skills and knowledge. Line managers are responsible for providing such support and development opportunities, and this is done both informally, in the course of everyday communication, and more formally through structured induction, day to day line management, regular support and supervision, and formal annual appraisal.

This document does not form part of your contract of employment and may be changed from time to time in line with current best practice and statutory requirements, and to ensure that business needs are met. You will be consulted and advised of any changes as far in advance as possible of the change being made, unless the change is required by statute.

Purpose of Appraisal

Appraisal allows the opportunity to Look Back and to Look Forward.

The purpose of the appraisal meeting is to

- clarify objectives,
- identify changes in the nature of the work done and possible new directions,
- help staff to make the most of themselves by reviewing their strengths and weaknesses with a view to planning action to assist development,
- increase the effectiveness of the foundation. This might include changes in work practice, identification of training needs, and consideration of long-term plans.
- inform future supervision sessions – for example, to measure and build upon progress on agreed items
- feed into the overall training plan for the organisation, and identified training needs from each appraisal will be shown in the plan. The purpose of this is to enable the foundation to monitor the training needs of all staff annually, to ensure that identified needs are met (as far as possible).

Ongoing training around equal opportunities/diversity issues is considered to be a key priority for all staff, and staff and managers completing the appraisal forms are encouraged to reflect honestly on their/their staff's needs for training or development in this area.

Principles

Each employee has a major role to play in their own appraisal, and appraisals will be conducted in such a way that an honest exchange of views is encouraged, participation and openness are encouraged, the employee is treated with respect and consideration, and the whole process feels and is genuinely two-way. Appraisals are for the benefit of the employee and should be seen as an entitlement, not as something that is 'done to' the employee.

The meeting will take place in comfortable surroundings, free from interruptions.

All appraisals will take place in accordance with our own policies, best practice and legal responsibilities in relation to equal opportunities.

The Appraisal Procedure

The basis of the system is an annual meeting between the employee and his/her line manager.

Both the employee and their manager will complete a pre-appraisal form. These are for the benefit of both the person carrying out the appraisal and the person being appraised to outline the areas they wish to cover. Part A of the form to be completed by the employee one week before the arranged meeting date.

The meeting is:

- To review progress and priorities.
- To explore and resolve any problems in these areas.
- To discuss the employee's potential and future training needs.
- To set targets for future work and training if relevant.

This active appraisal is a positive way of helping people to develop their potential whilst carrying out their work. Benefits to the person being appraised include the chance to:

- discuss how you are getting on with the work in detail
- find out the line manager's views of your work
- explore ways of working more effectively
- discuss your future within the organisation
- discuss how you see your career developing
- share views on how you see you are being managed
- Give feedback to your manager.

The two parties should agree actions to be taken as a result of the meeting. In order that there should be no misunderstandings and to provide a point of reference, the meeting and agreements on action points should be recorded in writing, using the Appraisal Form so that these can be referred to in subsequent meetings.

All staff are to be appraised under this system.

Appraisals timescales

The first appraisal takes place 6-9 months after a new employee has started; thereafter appraisals should be completed annually at a time suitable to both parties.

Job descriptions

The annual appraisal might sometimes raise issues which point to the need for a change in job description. This would be recorded on the report form, and any necessary action would be taken in the usual way. However, the appraisal system is not linked to salary grades and the report form cannot be used as a basis for downgrading a post.

Confidentiality

The Appraisal Form is seen by the relevant member of staff, the line manager. The Appraisal Form will be retained on file for reference on future appraisals, including by a future line manager.

Disagreements

It may happen that the meeting throws up a major difference of opinion between the line manager and employee. However, that should rarely happen if the supervision system is functioning properly. If there is disagreement regarding the Appraisal Form following the meeting should reflect the discussions of both participants. Both parties should agree that the Appraisal Form accurately reflects the discussions and any disagreements. If necessary, any appraisee who feels that his/her appraisal was unsatisfactory or unfair to him/her, may ask that a senior manager review the appraisal with him/her and the appraiser. Ultimately, the employee has the right to raise a grievance in relation to any aspect of the appraisal system.

Equality Policy for Employees

Winchcombe Day Care Foundation is committed to eliminating discrimination and encouraging diversity amongst our workforce. Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to work to their best ability.

To that end the purpose of this policy is to provide equality and fairness for all in our employment and not to discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Our commitment:

- To create an environment in which individual differences and the contributions of all our staff are recognised and valued.
- Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Training, development and progression opportunities are available to all staff.
- Equality in the workplace is good management practice and makes sound business sense.
- We constantly monitor all of our employment practices and procedures to ensure fairness.
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy is fully supported by senior management.

Equality Policy for Members

Winchcombe Day Care Foundation is committed to eliminating discrimination and encouraging diversity amongst our members. Our aim is that our members will be truly representative of all sections of society and each member feels respected.

To that end the purpose of this policy is to provide equality and fairness for all those who attend the Centre, and not to discriminate potential members on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

All members will be treated fairly and with respect.

Our commitment:

- To create an environment in which individual differences and the contributions of all our members are recognised and valued.
- Every member is entitled to a caring environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Equality in the Centre is good management practice and makes sound business sense.
- We constantly monitor our eligibility criteria to ensure fairness.
- Breaches of our Equality policy will be regarded as misconduct and could lead to disciplinary proceedings.

Exclusion Policy Statement

The Foundation is committed to creating a non-discriminatory and supportive environment for both its members and staff. WDCF places a duty on institutions not to discriminate against the disabled, including mental health issues, either in terms of being considered for admission to or actual attendance of WDCF.

We will make reasonable adjustments and wherever possible enable individuals to participate and engage in all aspects of WDCF.

Our Policy is as follows:

Exclusions on Eligibility Criteria

Any potential member must be able to use the toilet facilities with minimal assistance and must be able to transfer onto/and off the toilet unaided. If a member's condition progresses to the level where they no longer meet the eligibility criteria the exclusion procedure will be followed as detailed below.

Emergency Exclusions for Existing Members

Where the health, safety and welfare of a member, other members or the staff is at immediate risk and where circumstances indicate that this may be due to physical or mental health issues, the Centre will issue a short term exclusion in accordance with the Regulations on Suspension or Exclusion on the Grounds of Health, Safety or Welfare.

Procedure following Emergency Exclusion

A meeting will be held with a member of the family/carer of the member concerned, and where possible the Centre may recommend reasonable adjustments that can be made in order to accommodate the member, e.g. shorter hours of attendance. Every opportunity for discussion with the family/carer will be given.

Exclusion

Where a member's behaviour represents a significant risk to the health, safety and welfare of him/herself or others, and where circumstances indicate that this may be due to mental/physical ill health, he/she may be required to withdraw from the Centre. This situation could arise when any of the following are at risk:

- (a) any obstruction to the health, safety and welfare of other members or staff
- (b) any possible harm that may arise to other members or staff
- (c) any damage that may occur to other members, staff or the premises
- (d) any sexual innuendoes and swearing may be overheard and cause offence
- (e) any violence is not acceptable, and the Emergency Exclusion Policy will be used

Review

Where it has been found necessary to exclude a member on any of the above grounds, a review will be held with the family/carer and the decision taken as to whether the exclusion is to be short term, long term or for a total exclusion.

Appeal

In the event that the decision is made for a total exclusion, the family/carer will have the right of appeal. The decision of the Trustees, in line with medical opinion, will be final.

Fair Access to Care Services – Guidance on Eligibility Criteria

Which levels of need will be met by Winchcombe Day Care Foundation?

We are committed to an equal opportunity policy and will consider all requests from those among the local community wishing to attend the Centre, subject to availability. However due to certain limitations on the level of care that we are able to offer, the eligibility criteria is assessed based on the lowest level of need.

The criteria for assessment are based on the mobility of the potential member, and their ability to use the toilet facilities with minimal assistance. It is the policy of the Foundation to preserve the dignity of its members.

Assessment

Each potential member will be assessed individually based on the above criteria. All assessments will involve the person requiring support and their carer(s)/families if appropriate. All decisions about eligibility for services will be fully explained. If you are eligible to receive the services on offer by the Centre, you will receive an Information Pack which will include information on who will be providing the services.

As the needs of individuals change over time, all members' needs will be reviewed at least once a year. If the needs of individuals have changed, it may be necessary to change the services on offer.

First Aid Policy and Procedure

Purpose of policy:

To comply with the Health and Social Care Act 2008 and the Health and Safety (First Aid) Regulations 1981. To ensure staff have the correct skills to meet any situation where first aid is needed. To ensure that all incidents that require first aid are identified and documented.

Who is affected by the policy?

- Members
- Staff
- Volunteers
- Visitors
- Contractors

First aiders are responsible for:

- Taking control of incidents and summoning help
- Maintaining up-to-date first aid skills and attending training courses
- Carrying out first aid and seeking medical help/emergency services if necessary
- Only acting within their training and competency
- Maintaining an up-to-date stock of first aid supplies
- Ensuring the reporting of any incident to which they respond and assist

The Manager is responsible for:

- Undertaking risk assessments which may prevent first aid incidents
- Nominating a first aider to regularly check supplies
- Ordering new supplies if needed
- Ensuring that all staff are first aid trained to suitable levels
- Maintaining awareness of first aid legislation
- The opportunity for those involved to 'debrief' after a first aid incident
- Check the upkeep of first aid records

First Aid Procedure:

Minor injuries

1. Ensure no other people are at risk – clear area

2. Attempt to treat the injury following first aid training guidelines
3. If unable to treat the injury, inform Manager and arrange to attend hospital
4. Ensure the accident is reported in the accident book
5. Report accident to Manager in order for them to conduct a risk assessment

Urgent medical attention

1. Ensure no other people are at risk – clear area
2. Attempt to treat the injury following first aid guidelines
3. Call 999 for emergency services if an ambulance is required
4. If the first aider does not have a phone to hand they should leave the casualty and contact the emergency services
5. Follow advice from the call operator
6. When emergency services arrive the first aider should describe the circumstances of the accident and their involvement and any other relevant information
7. Ensure members and volunteers are shielded from further emotional trauma
8. Report incident to Manager and document in accident report book

Grievance Procedure

The employee should first refer any grievance in writing to the manager who will then discuss the issue with the employee. If the manager is unable to resolve the matter to the satisfaction of the employee, the employee has the right of appeal to the Chairman of the Management Committee Mr Geoff Onions. Mr Onions is available on 01242 603163, 07779 678807 or by email OnionsJ@aol.com.

Ultimately the employee has the right of appeal to the Council of Winchcombe Day Care Foundation, who after meeting the employee and considering grievance will give the employee its final decision.

Health and Safety Policy

It is an important duty of the Winchcombe Day Care Foundation, in the conduct of its business operations, to ensure a safe and healthy working environment for all its employees. The Foundation accepts the fact that this implies a corresponding duty of ensuring that necessary organisation, equipment and training is provided to fulfil this obligation. An effective health and safety policy requires the full collaboration and co-operation of all employees; everybody is asked to read this policy and accept their own personal responsibility for health and safety at work.

It is the responsibility of the management:

- To maintain the spirit and letter of the principles incorporated in the relevant legislation to ensure the safest systems of work and a safe healthy working environment by providing a first aid kit, accident book, risk assessments, in-house training and clear signage.
- By consultation and joint involvement of management and employees, to enlist the active interest, participation and support of employees in promoting good standards.

It is the responsibility of every employee:

- To take all reasonable care for the health and safety of him/herself and of fellow employees and to report any hazard which cannot be controlled personally
- To co-operate with the organisation by observing safety rules and complying with any measures designed to ensure a safe and healthy working environment,
- The role of 'safety co-ordinators' (currently Jackie Faulder and Angela Howes) are of vital importance for maintaining a continuous and critical scrutiny of working conditions throughout the workplace, reviewing safety performance and promoting safer working,
- The Manager accepts ultimate responsibility for health and safety within the organisation as a whole. All managers and employees generally are expected to support and implement this policy wholeheartedly.

Lone working Policy

Lone workers must be aware of the risks of working alone whilst at the Centre and be mindful of:

- Safe entry and exit of buildings
- Safe channels of communication in an emergency
- Personal safety and security

Employee responsibilities

Procedure for lone working whilst at the Centre:

1. Inform Manager (Manager informs Chairman) on arrival/exit of the Centre
2. Turn CCTV monitor on
3. Do not go in the loft or attempt any potentially hazardous activity
4. Leave office door open during meetings and sit closest to the door for quick exit
5. Ensure the phone is nearby and charged
6. Ensure emergency numbers are to hand
7. Ensure you know where the first aid kits are kept and the emergency exits
8. Ensure you know the location of the stopcock and electricity fuse box
9. Keep all main doors locked
10. Report any suspicious behaviour to manager/police
11. When leaving the building ensure you close all fire doors and switch off all kitchen appliances. Lock drawers in office and turn off computer.

Procedure for lone working in the community:

1. Inform Manager (Manager informs chairman) of destination, arrival and exit
2. Ensure phone is charged and nearby
3. Ensure relevant emergency numbers are to hand
4. Ensure your mode of transport is fit for travel
5. If meeting people in the community, ensure you are aware of nearest exit
6. If situation escalates leave and call the police immediately

Manager's responsibilities:

- Must provide adequate training and provisions for lone workers
- Must ensure a safe working environment
- Must be available to respond to messages/calls from lone workers, or designate Deputy or Chairman
- Must follow this policy if lone working

Policy on Administration of Medication/Self-Administering

It is the policy of Winchcombe Day Care Foundation that members must be able to administer their own medication where possible, whether prescribed or not. Where appropriate this will be under the supervision of an employee of the Foundation, to ensure that the necessary medication will be taken at the correct times and intervals.

If the member of the Centre lives with a condition limiting their capacity or ability to administer their own medication this may be administered by a medication trained staff member of the Foundation, but only with written authorisation from a responsible person relating to that member. No liability whatsoever will be incurred by the Foundation upon provision of authority.

The Foundation is committed to a policy of ensuring that it has as much knowledge as possible regarding any medication that is to be taken by its members whilst they are on the premises.

Records will be reviewed on a weekly basis. It will work with the member and their family/carer to ensure that this information is accurate and up to date, and good lines of communication are encouraged to ensure that this is the case.

With the permission of the member and their family/carer, daily records will be kept to ensure that this medication is self-administered. Where there is any doubt that medication has not been taken/lost/missing, the Manager of the Foundation will undertake to contact the family/carer.

All medication, whether prescribed or not, to be kept in the locked medication cabinet in the Centre office, with keys kept separately. All medication must be labelled according to the person it belongs to. 'Holistic' medication which has been bought over the counter, such as Paracetamol, must also be labelled and kept in a locked cabinet with the consent of the member. No medication must be left in walkers, handbags, on tables or any place where it may be accessible to other members.

Near-Miss Policy and Procedure

What is a near-miss?

A near-miss is an incident or accident where the outcome is safe but could have potentially been hazardous. It is our policy that near-misses must be reported and actioned to prevent future accidents from happening. All staff and volunteers are responsible for reporting a near-miss. The Centre Manager and Trustees are responsible for implementing changes if possible.

Where might a near-miss happen?

Near-misses are most likely to occur during day-to-day activities such as using the minibus lift, wheelchairs, entering and exiting the building, whilst members are walking around the Centre, during activities and day trips.

Who might be affected?

Members, staff, volunteers, visitors, contractors and anyone who visits the Centre.

Near-miss Reporting Procedure:

1. Ensure potential hazard is dealt with straight after the near miss
2. Use signs or give verbal warnings to prevent more near misses e.g. wet floor sign, out of order sign, hazard tape
3. Report near-miss straight-away to Manager
4. Fill-in an accident report form
5. Log near-miss in notes and staff communication book
6. Update relevant risk assessments

Policy on Personal Relationships, Sexuality and Religion

Winchcombe Day Care Foundation is committed to a working practice that encourages Members to exercise their rights, choices and preferences to develop lifestyles which are meaningful to the individual. This includes their personal and sexual development and the development of the whole spectrum of relationships and religion.

Privacy Policy

In accordance with the Data Protection Act 2018 and the General Data Protection Regulations 2018, we are committed to protecting your personal data.

What information do we collect about you?

When you become a member of the Foundation, the information we collect is your personal details, next of kin or significant other, GP details, medical conditions, medication details and dietary requirements.

We need to collect this information so that whilst you are at the Centre, we can fulfil our obligations to you.

This personal information will only be disclosed in cases of emergency with the emergency services such as paramedics and/or ambulance crews.

Personal data will be processed by us for as long as you are a member of the Foundation. On ceasing to be a member, the data will be kept by us for a minimum of six months, but no longer than twelve months.

Under the Data Protection Act you are entitled, subject to certain limitations, to know what data about you is held by the Foundation, and, if you wish to exercise this right, you should in the first instance approach the Manager in writing. The Foundation may charge you an administration fee to provide you with this information.

For the purposes of your attendance at the Centre, you agree to the Foundation obtaining, holding and processing personal data about you.

The Centre has a CCTV licence from the Information Commissioners Office. Licence no. ZA446598. CCTV recordings are stored securely and will not be used for purposes other than as evidence in the event of a crime.

In the event of a complaint regarding data protection the Data Protection Officer will act as advisor. The Data Protection Officer for the Centre is Mr. Geoff Onions.

Access to data

You have a right to access your personal data held by us and you can exercise that right by contacting us in person at the Centre, by telephone on 01242 603207 or by email at info@winchcombedaycarecentre.com

Our aim is to respond to a request promptly and within the legally required limit of 40 days.

Update of personal data

If you wish to update personal data submitted to us, please contact us in person at the Centre, by telephone on 01242 603207 or by email at info@winchcombedaycarecentre.com

Once we are informed that any personal data held by us is no longer accurate, we will make changes based on your updated information.

Withdrawal of consent

Where we hold data based on consent, individuals have a right to withdraw consent at any time.

To withdraw consent of us holding your personal data please contact us in person at the Centre, by telephone on 01242 603207 or by email at info@winchcombedaycarecentre.com

Other rights

This privacy statement is intended to provide information about the personal data we collect about you and how it is used. As well as rights of access and amendment referred to above, individuals may have other rights in relation to the personal data we hold, such as a right to deletion, to restrict or object to our processing of personal data and the right to data portability.

For further information please contact us in person at the Centre, by telephone on 01242 603207 or by email at info@winchcombedaycarecentre.com

Complaints

If you want to complain about our use of your personal data, please contact us with the details of your complaint.

You also have the right to register a complaint with the information Commissioners office (ICO).

For further information on your rights, and how to complain to the ICO, please refer to their website www.ico.org.uk

Policy on Safeguarding Adults at Risk

Winchcombe Day Care Foundation (WDCF) is committed to preventing the abuse of the adults who attend the Centre and to respond promptly when any such abuse is suspected.

This document provides guidance on what to do and who to contact if you or someone you know is vulnerable and being abused.

Who is an adult at risk?

An adult at risk is a person aged 18 years or over who may require assistance to take care of themselves, or protect themselves from harm or being exploited. This may be because they live with a disability, a sensory impairment, are elderly and frail, or have some form of illness.

Mental Capacity

Mental capacity refers to the ability to make decisions for yourself about your own life. Some people have difficulties making such decisions. This is called 'lacking capacity.'

Under the Mental Capacity Act (MCA) there are now laws governing who can make decision on someone else's behalf, which help to safeguard adults at risk.

Meaning of Abuse

Abuse is a violation of a person's human rights or dignity by someone else. There are many kinds of abuse; some examples are as follows:

- Physical, including hitting, slapping, pushing, kicking, restraint or inappropriate sanctions.
- Sexual, including any form of sexual assault or act to which the adult at risk has not consented, could not consent or was pressured into consenting.
- Psychological, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- Financial or material, including theft, exploitation, pressure in connection with wills, property or inheritance or financial transactions, the misuse or misappropriation of property, possessions or benefits.
- Neglect or acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health care, social care, education services or misuse of medication, adequate nutrition or heating.

Meaning of Abuse continued

- Discrimination, including racist, sexist behaviour and harassment based on a person's ethnicity, race, culture, sexual orientation, age or disability, and other forms of harassment, slurs or similar treatment.
- Institutional abuse, such as inadequate care, neglect and poor practice that affects the whole of that service whilst attending the Centre.
- Self-Neglect, such as neglecting to care one one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
- Modern-slavery, encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- Domestic, including psychological, physical, sexual, financial, emotional, or so-called 'honour' based violence

Who may be an abuser?

The person responsible for the abuse is often well known to the person abused and could be:

Relatives and family members
Professional staff
Paid care workers
Volunteers
Other members
Neighbours
Friends
Strangers

What are the signs?

Some of the signs to look for are:

Multiple bruising or fingermarks
Injuries the person cannot give a good reason for
Deterioration of health for no apparent reason
Loss of weight
Inappropriate or inadequate clothing
Withdrawal or mood changes
A carer who is unwilling to allow access to the person
An individual who is unwilling to be alone with a particular carer
Unexplained shortage of money.

Who should you contact if you are worried?

If you are being abused or you suspect that someone you know may be the victim of abuse, in the first instance please bring this to the attention of the Management team of the WDCF.

Safer Handling Policy

Purpose

This policy describes ways to ensure that staff use safe handling and movement techniques with the members who attend the Centre.

Policy

The Foundation wants to ensure that its members are cared for safely, while maintaining a safe work environment for staff. To accomplish this, all care staff should assess high risk member handling tasks in advance to determine the safest way to accomplish them. Other than in case of medical emergency, no lifting or handling of members should be undertaken except when absolutely necessary.

Procedures

Compliance:

It is the duty of employees to take reasonable care of their own health and safety, as well as that of their co-workers and the members who attend the center.

Member Handling and Movement Requirements:

1. Avoid hazardous member handling and movement tasks whenever possible. If unavoidable, assess them carefully prior to completion.
2. Use mechanical lifting devices (i.e. as fitted on the minibus) and other approved member handling aids for high-risk handling and movement tasks except when absolutely necessary, such as in a medical emergency.
3. Use mechanical lifting devices and other approved member handling aids in accordance with instructions and training

Training:

Where appropriate, staff will complete and document training initially and as required to correct improper use/understanding of safe patient handling and movement. Manager should maintain training records for three 3 years.

Mechanical lifting devices and other equipment/aids:

1. Manager will ensure that any appropriate lifting devices are accessible to staff.
2. Manager shall ensure that mechanical lifting devices and other equipment/aids are maintained regularly and kept in proper working order.
3. Manager and staff shall ensure that mechanical lifting devices and other equipment/aids are stored conveniently and safely.

Statement of Purpose

Aim of the Centre

The Centre is a special place where older adults gather during the day to enjoy the companionship of new friends. We offer a safe, relaxing environment with a variety of enjoyable and stimulating activities.

Philosophy of Care

To provide adult care options that promotes the physical, emotional and spiritual wellbeing of older adults and their families/carers.

Support for Carers

Families/carers receive a well needed respite while knowing their loved one is enjoying time in a safe, friendly atmosphere.

Catering for Cultural and Social Needs

All activities are designed to keep our members active both mentally and physically. We strive for a safe and relaxing environment, whilst encouraging participation and input from our members and their families/carers to ensure that we cater for all needs.

Policy Statement for the Support of Carers

Aims:

- The Centre has a duty of care to provide all Members with a safe, healthy and supportive environment, and by providing this service is in turn helping to provide support for the families/carers of the Members whilst they are in attendance at the Centre.
- The purpose of the Policy Statement for the Support of Carers is to:
 - ensure that all persons are treated equitably;
 - protect the health, safety and wellbeing of Members at the Centre;
 - support carers and their families in the provision of quality care environments and practices;
 - maintain positive lines of communication when communicating with families and carers.
- The Centre recognises and acknowledges that staff/carers and carers' families have varying knowledge and skills regarding the provision of adult day services, and that all stakeholders opinions, ideas and comments are respected and valued.
- It is understood by staff/carers, and families that there is a shared responsibility between the service and other key personnel that the Policy Statement for the Support of Carers is accepted as a high priority.

The role and responsibilities of the service:

- WDCF is a local charity that offers day services to senior adults.
- A member of the Centre will speak with the potential member and/or their family/carer before registering the potential member, so that there is an opportunity to clearly explain the Centre's philosophy, policies and procedures and outline what is expected from the services that the Centre can provide, and how this may provide support for the Member's family/carer.

The role and responsibilities of Members' families/carers:

- It is a responsibility of the Members/ families/carers to inform WDCF of any particular needs or known conditions that may affect the Member whilst at the Centre. The Centre can then make an informed decision as to how best to accommodate those needs or conditions.

Policy review

- Every 12 months.
- Families/carers are encouraged to collaborate with the centre to review the policy and procedures.
- Staff/carers are essential stakeholders in the policy review process and will be encouraged to be actively involved.

Policy on Dealing with Violence/Restraint in the Workplace

Winchcombe Day Care Foundation (WDCF) recognizes that violence to staff is unacceptable, and it is the policy of WDCF to manage and prevent any workplace related violence. For the purposes of this policy, violence can be defined as any incident leading to death, major injury (requiring medical assistance) and minor injury (requiring first aid or no medical aid). It also includes threats and verbal abuse, even if no physical injury occurs. It recognizes also that work-related violence can also take place in the community, to and from work, in isolated areas or even at the home of the worker.

Definition of Work-Related Violence

This guide produced for the employees, volunteers and members of the Centre deals only with violence from non-employees.

The Management team of the WDCF will undertake a regular risk assessment of the general workplace, working methods and working environment in order to eliminate any potential risks or hazards that could lead to staff and volunteers feeling potentially threatened by workplace related violence.

Should any employee or volunteer feel that they have been threatened physically or verbally, or witness any such incident to a colleague, or recognize any potential risk that this could occur, this must be reported to the Manager who will investigate and put into place any such remedial action required.

Government Health and Safety Executive (HSE)

The Health and Safety Executive (HSE), has defined violence at work as “any incident in which an employee is abused, threatened or assaulted in circumstances *relating* to their work” and “the definition includes violence to employees at work by members of the public, whether inside the workplace or elsewhere when the violence arises out of the employees’ work activity.” This might include violence to healthcare staff from patients.

Verbal abuse and threats should also be included in the definition as they can lead to physical violence and will contribute to the levels of stress experienced by members. Repeated verbal abuse can also lead to depression, reduced morale and increased sickness absence.

Whistleblowing Policy

+This policy relates to all employees, former employees and service users.

Public Interest Disclosure Act 1998

The Public Interest Disclosure Act 1998 is designed to give employees proper channels through which relevant disclosures can be made and to provide protection to any person making such disclosures so as to ensure that the disclosing person will not be subject to any detriment for doing so.

Whistleblowing Policy

The Foundation has its own whistleblowing policy and procedure in this respect which is summarised below:

All employees are expected to carry out their duties in an ethical manner and to report any instances of malpractice of which they become aware. The Foundation's "whistleblowing" procedure is designed to ensure that employees can do this in confidence, at an early stage and in the right way, without detriment or risk to their employment.

Business malpractice will not be tolerated, whether committed by employees, volunteers, or business partners. Such malpractice includes any action or failure to act which may lead to:

- The committing of a criminal offence
- A breach of legal obligations
- A breach of company policies or procedures
- A risk to health and safety
- Employee harassment
- Danger to the public
- Damage to the environment
- A miscarriage of justice
- A material financial exposure or risk to the Foundation
- A deliberate concealment of any malpractice
- Special concerns being expressed

The Foundation will ensure that any concerns as to malpractice raised in accordance with the whistleblowing procedure will be investigated and appropriate follow up action taken. Employees who raise issues of malpractice may be asked to set out their concerns in writing and may be required to attend investigatory or disciplinary hearings as a witness.

Whistleblowing Procedure

The normal method of reporting instances of malpractice is for employees to raise the issue, either orally or in writing, with their line manager.

It is recognised that circumstances may arise where it is inappropriate for the matter to be raised with an employee's line manager or where employees feel unable to do so. In this event, the issue should be raised with Geoff Onions, Chair of Management Committee by telephone or in writing.

Contact details for Geoff Onions are: 01242 603163.

Disclosures made in accordance with this procedure will be treated in the strictest confidence and proportionate and independent investigation undertaken.

Any employee making a disclosure must act in good faith and have reasonable grounds for believing that malpractice has occurred, is occurring or is likely to occur. Disciplinary action may be taken against an employee who maliciously raises a matter they know to be untrue or who acts other than in good faith. It is understood that genuine concerns may be raised which prove to be displaced. The harassment or victimisation of any employee using this "whistleblowing" policy will not be tolerated.