



Right to Work & Compliance

June 2018

Got a question? Contact the office on 01372 231007 or e-mail admin@Care101.co.uk

Before staff work for us and potentially you, we verify and satisfy ourselves that they are able to work both legally and actually. This is based on details provided at application, external document & online checks.

For some, these checks are periodically repeated to ensure the staff remains fully compliant at all times. Details are available on staff profiles, sent prior to their first shift & periodically thereafter.

Proof of Identity

It is clearly important to know exactly who is working for you. Proof of ID helps ensure the person we see and the person working with you is in fact the person we all think they are. ID checks includes photographic (e.g. passport, driving licence etc.) and proof of address.

This check is part of the DBS verification where a new certificate is issued or may be performed separately. We follow the government's guidelines for ID checks, which can be seen at <https://www.gov.uk/government/publications/proof-of-identity-checklist/proof-of-identity-checklist>.

Right to Work

Right to work or "RTW" is the staff member's proof that they have the right to work in the UK, and any restrictions placed on that work such as number of hours per week etc.

Checks are made against passports, visas and permits to ensure this is valid and up to date.

Qualifications

Where appropriate, qualifications and membership of a professional body such as the NMC is verified and checked periodically. For example, a registered nurse's pin number.

Experience, ability & interview

Although we provide mandatory & refresher training, we clearly can't provide on the job training, or expect you to, beyond what may be unique to your organisation. With that in mind we check staff member's previous experience in the role they will be performing to ensure they have the skills and aptitude necessary to provide the support are looking for.

As part of this, we request two references – typically a professional and a character reference. The professional reference aims to see what another healthcare worker thinks of the staff member's skills and ability to perform their designated role; a character reference on the other hand aims to help determine what the person is like to be around, to work with and how they will get on with others.

In healthcare, teamwork is key and we treat the character reference with the same importance as the professional reference.

Even though most of our staff are recommended by existing staff members, they are interviewed so we can judge for ourselves how we think they will get on with us, our existing staff and of course you & your staff. We realise that both healthcare & agency work isn't for everyone so we look carefully to ensure we only pick the best people to include in our team. Quality of care is extremely important, much more than simply building up the numbers.

Compliance

Compliance refers to the staff member's ability to work in the healthcare sector. It comprises primarily of two main areas, DBS and mandatory training.

- A Disclosure & Barring Service or DBS check determines whether any issues have arisen with the staff member that might affect their ability to work with adults or children. Criminal checks and barred list checks ensure they are safe to work with your residents etc.
- Mandatory training, discussed in more detail below refers to the training typically needed to perform the staff member's designated role – areas such as moving & handling, infection control and for nurses, medication training.

Typically this is refreshed either annually or every X years.

Compliance levels **1** **2** **3**

Compliance levels determine how often a staff member's DBS status and mandatory training need to be checked, rechecked or refreshed. The number indicates how often you require these details to be verified.

Default compliance **3** **3**

Unless otherwise requested, the following checks are made...

Check	Verified/Updated
DBS Certificate	At application & verified at least every 3 years (new certificate or DBS Update service).
Mandatory training	At application and annually for... <ul style="list-style-type: none">• Moving & handling• Medication (RNs) At application and every 3 years for... <ul style="list-style-type: none">• Basic life support/First Aid• CoSHH• Fire safety• Food hygiene• Health & safety• Infection control• Safeguarding

Requested compliance

As each client varies, you may have more specific or different requirements to the default above. To ensure our staff meet your requirements, you will be assigned two compliance levels – one for DBS checks and one for mandatory training.

The default level is 3/3 indicating 3 yearly checks for both DBS and mandatory training. However, if you require more frequent checks, please let us know. If we're already monitoring these (because of other clients the staff member is working with), the associated values will be shown. For example, DBS checks may be performed every 3 years, whereas training is refreshed annually – i.e. 3/1.

Please note that regardless of compliance level, moving & handling (all) and medication (RNs only) are always verified annually.

Training specific to you

The default courses we include as “mandatory” are shown in the table above. Details of the last refresh date for each course are given on the staff member’s profile. Many will also have attended other valuable training in addition to these and this training will also be documented.

If however, you require any specific training for your particular residents or home environment which is not part of your own induction process, please let us know so that the appropriate arrangements can be made.

Current compliance

Your current compliance is shown on your client area’s home page. To change it or ensure we’re performing the correct checks, please contact the office.