Praxis Care
STATEMENT OF PURPOSE – PART ONE
Printed copies are for reference only. Please refer to electronic copy for most recent information.

1. INTRODUCTION

This document is unique to each service and forms Part One of the Statement of Purpose and should only be used in the absence of a template provided by the Regulator for the service. To ensure that this statement is reflective of each particular service, the Manager is also required to complete Part Two: STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION.

A copy of this Statement of Purpose can be made available on request to the Manager of the service.

Praxis Care is a registered charity providing a range of services to adults and children with mental health, learning disability, acquired brain injury and dementia.

These services include: Nursing and Residential Care, Supported Living services (inclusive of shared living arrangements and independent self-contained accommodation), Domiciliary Care, Floating Support and Home Response services, day services, short-break services, and counselling.

2. VISION AND MISSION

Praxis Care's Vision

Leading the co-production of innovative, individualised support approaches across the UK and Ireland.

Praxis Care's Mission

Empowering lives that are valued, meaningful and inclusive, regardless of the complexity of need, every day.

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3. VALUES

These are detailed below, and are what make Praxis Care unique, helping us take the right decisions; guiding us in our work with service users, each other and the wider community.

Passionately Caring

Praxis Care is so much more than a job. We are aware of the enormous trust placed in the uniqueness and potential of every person we support.

Compassionate

Compassion for people who face real challenges in their lives is a defining component of what makes us Praxis Care.

Person Centred

We assist people to make informed choices about their own lives and shape the support they receive around their individual needs and aspirations.

Acting with Integrity

We uphold the rights of every person, ensuring their confidentiality, privacy and dignity are respected. Acting with honesty and transparency in all interactions with our service users, their families, our staff, our partners and the public.

Protecting Individuals

The best interests of service users are paramount. We work in partnership with other organisations, safeguarding individuals, ensuring risk is managed, and encouraging positive risk taking.

Innovating & Improving

We are committed to continuous innovation through practice based research, development of our staff and feedback from the people we support.

4. PHILOSOPHY AND UNDERPINNING PRINCIPLES

Our values inform our philosophy and underlying principles.

PRIVACY

Praxis Care strives to retain as much privacy as possible for service users by respecting the principle that Praxis Care staff are guests in the service user's home. Only in circumstances where staff believe the service user may be at risk should staff enter the service user's room without permission. Personal assistance will be given by staff as discreetly as possible in intimate situations. Praxis Care will secure service users' records and information and respect the confidentiality of these records, only sharing them with those who need to have access. Each service user will be provided with a Privacy Notice.

DIGNITY

The personal needs and dignity of all service users will be respected. All service users will be addressed as he/she wishes. Staff will endeavour to protect service users from any stigma that may be experienced due to his/her religious belief, political opinion, racial group, age, marital status, or sexual orientation. Service users wishes and needs will be taken into consideration and account at all times.

INDEPENDENCE

Praxis Care recognises the importance for all service users to retain his/her independence by encouraging service users to continue to think, plan, act and take sensibly calculated risks. Praxis Care will help service users to manage for themselves where possible rather than becoming dependent on staff and others. The organisation will maximise and promote opportunities for self-care by involving each service user in the planning of his/her care/support.

SECURITY

Praxis Care aims to provide an environment and structure of support/care which responds to the need for security, by making sure that help is offered when a service user needs or wishes to engage in any activity which places his/her in situations of substantial risk through risk management. Praxis Care aims to help create a physical environment that minimising the risk to individuals.

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CITIZENSHIP

Praxis Care works to promote the full citizenship of each service user service users' place in society. Service users will be encouraged to participate in all aspects of the local community, including employment, education, the use public services including health and social services, elections, access to his/her friends, relatives and representatives, and participate in social activities, places of worship, etc.

CHOICE

Praxis Care aims to help service users exercise the opportunity to select from a range of options in all aspects of their lives by delivering a service which is responsive by avoiding strict routines, and maintaining flexibility to accommodate different choices and variety in their daily lives.

FULFILMENT

Praxis Care promotes, and is committed to ensuring and providing opportunities for individuals to lead fulfilling lives in which they can realise personal aspirations and abilities.

CHOICE OF ACCOMMODATION

Praxis Care recognises that every prospective service user should have the opportunity to choose accommodation which suits his/her needs and abilities. To facilitate that choice and to ensure that each individual knows precisely what services are offered, the organisation will provide detailed information on individual schemes/projects and offer introductory visits to prospective service users.

PERSONAL AND HEALTH CARE

Praxis Care adheres to professional standards and guidelines for the service to be provided. In pursuit of the best possible care, the organisation will develop an Assessment & Plan based on the initial assessment, and regularly review this as appropriate with the service user and their representatives to ensure their assessed needs are met and the desired outcomes are achieved.

Praxis Care services will ensure that all service users have access to Health and Social care professionals and are supported to attend healthcare appointments as required.

LIFESTYLE

Praxis Care respects the right of each individual to have the lifestyle of their choice. The service will aim to support each individual achieve their aims and satisfy social, cultural, religious and recreational interests and needs.

PARTNERSHIP

In order to provide full and integrated services to service users, Praxis Care is committed to collaboration with other statutory, voluntary and private agencies in the pursuit of its aims.

4 AIMS & OBJECTIVES OF THE SERVICE

4.1 AIMS

Praxis Care services aim to:

- Offer service users a service as part of their overall Care/Support package, the support to enable the service user to remain in his/her chosen environment, and to prevent unnecessary admissions to hospital
- Enable service users who require a high level of support in the short term to return directly to their own home on discharge from hospital.
- Enable and empower service users to maximise their potential to maintain independence.
- Enable service users to determine their goals, leading to the achievement of their desired outcomes.
- Enable service users to be full citizens within their local community.
- Employ professional staff who are suitably trained in care and support
- To offer support and advice to the carers of individuals who are in receipt of Praxis Care services.

4.2 OBJECTIVES

Praxis Care strives to achieve the above aims by:

- Offering support and care to individuals in the form of practical, social and emotional support which will facilitate the service user's functioning and their inclusion as citizens in the community.
- Co-producing an individualised Assessment & Plan with the individual and their representatives which will enable the individual to develop their optimum level of independence and achieve their desired outcomes.

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- Reviewing the Assessment & Plan on a regular basis through a formal process with regular liaison between the service user, their representatives, Praxis Care staff and statutory workers as appropriate.
- Supporting and providing relief to carers in situations to prevent hospital placements or to prevent the breakdown of the family network to a service user.

5. ORGANISATIONAL STRUCTURE
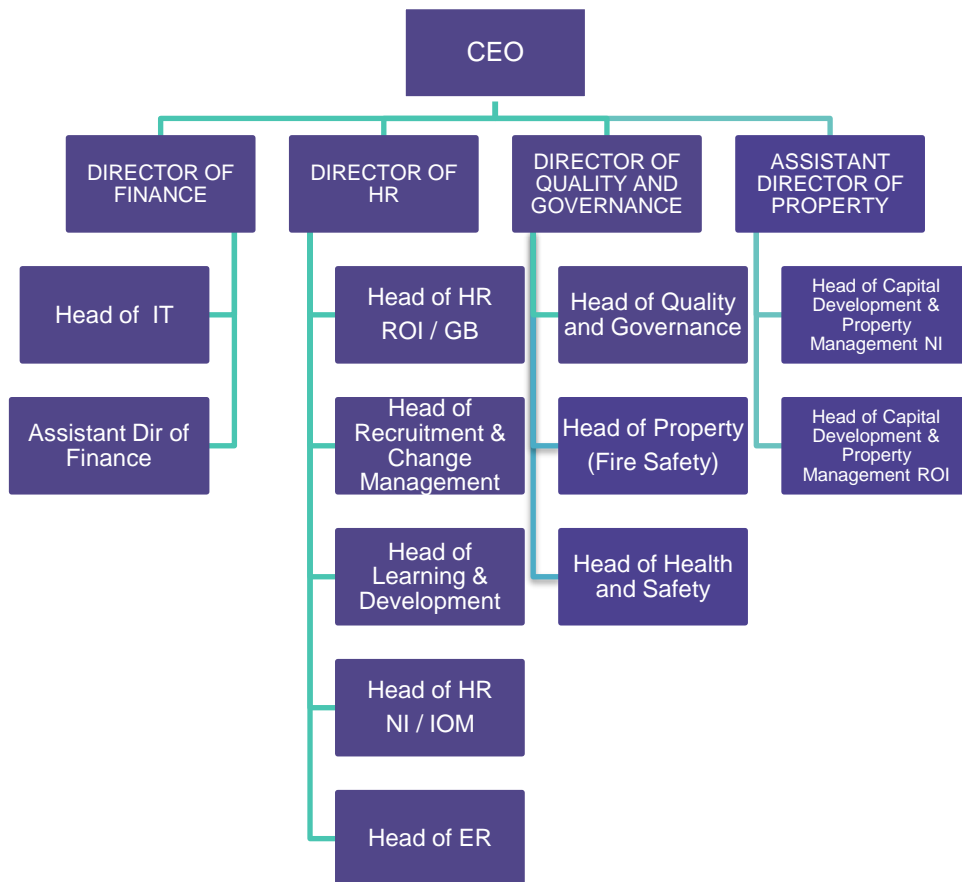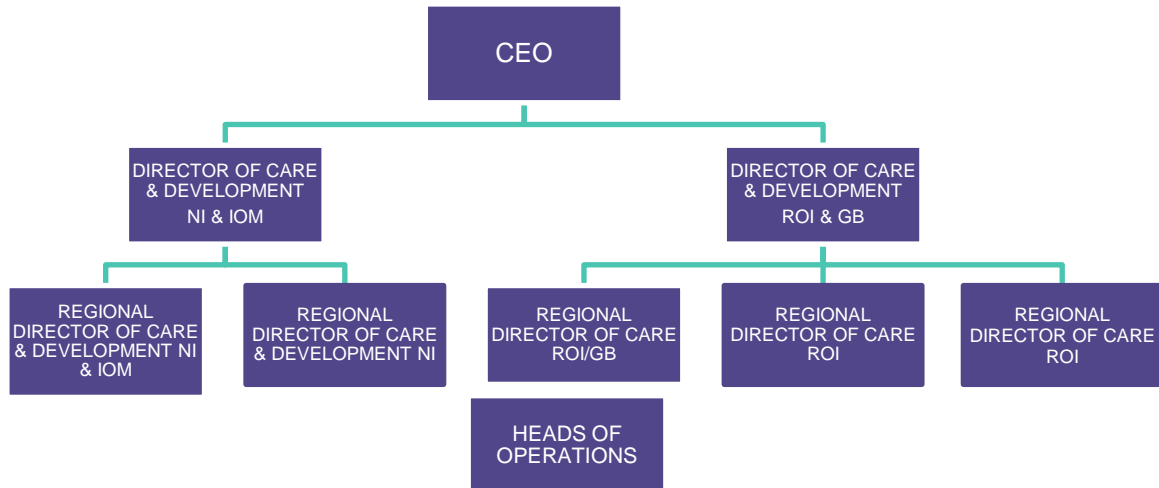
6. FEEDBACK – COMPLAINTS & COMPLIMENTS

Praxis Care promotes an open culture where service users and their representatives are encouraged to express views, and it welcomes all opportunities to improve its services where it has been identified that improvements are required.

There is a COMPLAINTS MANAGEMENT POLICY and a COMPLAINTS PROCEDURE in place to enable individuals to provide feedback to the service on all aspects of their care and support. A leaflet on how to make a complaint or compliment is given to each service user, or any person acting on their behalf.

Praxis Care endeavours to locally resolve any issue/s raised in the first instance. However, Praxis Care recognises that, in some circumstances, complaints require further investigation. Praxis Care has a nominated Complaints Officer who can be contacted in this instance. Service users are also provided with the contact details of the Statutory Agency and Regulatory and Commissioning bodies whom they can contact if satisfaction is not reached. Advice on the process of making a complaint is also available via the organisation's website: www.praxiscare.org.uk

7. THE ENVIRONMENT

The physical environment of the accommodation (if provided) is designed for service users' convenience and comfort. In particular, Praxis Care will do the following:-

- Maintain the buildings and grounds in a safe condition.
- Make detailed arrangements for the communal areas of the accommodation to be safe and comfortable.
- Ensure the provision of adequate toilet, washing and bathing facilities suitable to meet the needs of service users.
- Arrange for specialist equipment to be available to maximise service users' comfort, independence, and safety.
- Provide individual accommodation which meets the national standards.
- Ensure service users have safe, comfortable accommodation and have the opportunity to have their own possessions around them.
- Ensure that the communal areas are kept clean, hygienic and free from unpleasant odours, with effective systems in place to control the spread of infection.
- Monitor the environment through a system of property, environmental, and health and safety checks.

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- Where the building is owned by another agency, a clear agreement will provide details of the responsibilities of each party involved in the maintenance, safety and fire precautions. This agreement will be held centrally and a copy held locally for each Manager.

8. STAFFING

Praxis Care staff play a very important role in service user welfare by ensuring that all possible efforts are made to protect service users from abuse and exploitation from whatever source.

To maximise this contribution, the organisation will do the following:-

- Ensure appropriate staffing levels and skill mix is sufficient to meet service user needs and relevant regulations.
- Provide an appropriate number of qualified staff with qualifications in health and social care in order to meet the needs of the service.
- Adhere to recruitment policies and equal opportunities for staff.
- Provide staff with a structured induction programme, and ongoing training for any further development needs through the organisation's internal Learning & Development Department.

9. MANAGEMENT AND ADMINISTRATION

Praxis Care recognises that effective leadership and management is critical in each scheme. To provide the quality required it will do the following:-

- Aim for a management approach which creates an open, positive and inclusive atmosphere.
- Implement effective quality assurance and quality monitoring systems which adhere to the ISO 9001 Quality Management System.
- Control all documents within the Quality Management System through regular review or organisational policies, procedures and forms.
- Control records created by ensuring they are kept safely and securely and retained and destroyed following clear guidelines.
- Provide, through an external supplier, suitable Employers Liability, Building, Contents and Vehicle Insurance for services provided (as required). Service Users will require to obtain Contents Insurance for items that do not belong to the organisation.
- Work to accounting and financial procedures that safeguards service user' interests.
- Offer service users appropriate assistance in the management of their personal finances.

- Monitor and supervise all staff and voluntary workers, regularly on an informal and formal basis and appraise performance on an annual basis.
- Maintain up to date, accurate records on all aspects of the scheme and its service users.
- Ensure that the health, safety and welfare of service users and staff are promoted and protected.

10. INCIDENTS & ACCIDENTS

Praxis Care has an Incident & Accident Reporting policy, and has arrangements in place for the reporting, recording and investigating of incidents and accidents in order to effectively manage health, safety and quality and minimise risk throughout all Praxis Care operations.

11. RESTRICTIVE INTERVENTIONS & DEPRIVATIONS OF LIBERTY

Praxis Care is committed to ensuring that the rights of each person are protected, including the right to liberty. However, there may be some occasions when, in the best interests of a person lacking capacity and in order to prevent them suffering harm, it is necessary to put in place interventions which are restrictive, including depriving someone of their liberty.

Where the use of restrictive interventions are unavoidable they are used in a transparent, legal and ethical manner, are the least restrictive option available, and are used for the shortest time possible. Any restrictive intervention is agreed in advance with the appropriate statutory services.

Actions such as a deprivation of liberty are taken as a last report, and will only be taken in line with the relevant legal framework, ensuring that all safeguards and authorisations are in place.

All staff involved in the care of an individual requiring restrictive interventions will receive appropriate training in restrictive interventions.

12. MEDICATION MANAGEMENT

Praxis Care has a comprehensive policy which governs the management of medication across the organisation. This policy aims to:

- Promote safe practices in managing medication.

- Set out the practical guidelines and define the principles for safe and effective systems including the arrangements required regarding receipt, storage, administration, disposal, and documentation of medicines.

- Operate on the principle of an assessment to establish the extent of the service user's ability to safely take medication. Following this assessment, a plan will be constructed which identifies the level of support required by the service user. Praxis Care encourages service users to self–manage their medication and will provide support and assistance.

13.   COVID-19

Praxis Care is committed to the safety of those who use its services, its staff and volunteers, and to those members of the public with whom it comes in contact. As coronavirus restrictions ease, Praxis Care reviews the Infection Control Policy and Procedures in line with national health guidelines to ensure that information is current and relevant. All staff and service users have been encouraged to avail of the COVID vaccination and boosters and staff continue to wear PPE when in contact with service users.

14.   POLICIES AND PROCEDURES

The following is a list of some of the main policies and procedures in place to give staff the guidance required to provide a safe and effective service.

Absence of the manager	ABSENCE OF THE MANAGER - NOTIFICATION PROCEDURE
Access to records	RECORDS MANAGEMENT POLICY DATA PROTECTION & INFORMATION GOVERNANCE POLICY
Advocacy /Accessing other services	ACCESSING OTHER SERVICES
Accidents - reporting, recording, notification	INCIDENTS, ACCIDENTS & NOTIFICATIONS POLICY & PROCEDURE REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURENCES
Accounting and financial control arrangements	FINANCIAL OVERVIEW SYSTEM CONTROLS
Activities	SERVICE USER ACTIVITIES POLICY
Admission of residents	ADULT - NI/IOM - ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES ADULT - ROI - SHORT-BREAK ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES CHILDREN - ROI RESIDENTIAL - ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES
Alcohol in the home	ALCOHOL & DRUG POLICY
Alcohol in the day care setting	Locally written
Assessment of risks in the home/ day care setting	UK/IOM - RISK MANAGEMENT POLICY ROI - RISK MANAGEMENT POLICY ROI - SCHEME RISK REGISTER
Assessment, care planning and review	ADULT - NI/IOM - ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES ADULT - ROI - SHORT-BREAK ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES CHILDREN - ROI RESIDENTIAL - ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES
Bullying and Harassment	ANTI HARASSMENT AND BULLYING POLICY FOR SERVICE USERS ROI-CHILDREN - ANTI-BULLYING POLICY & PROCEDURES DIGNITY AT WORK, ANTI-HARASSMENT AND BULLYING POLICY & PROCEDURE

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Business Continuity	BUSINESS CONTINUITY PLAN POLICY SERVICE SPECIFIC BUSINESS CONTINUITY MANAGEMENT PLAN
CCTV	CCTV POLICY & PROCEDURE
Changing a worker	ADULT - DOMICILIARY CARE PROCEDURES FOR STAFF
Child protection	ENG - CHILD SAFEGUARDING & PROTECTION POLICY & PROCEDURES IOM - CHILD SAFEGUARDING & PROTECTION POLICY & PROCEDURES NI - CHILD SAFEGUARDING & PROTECTION POLICY & PROCEDURES ROI - CHILD PROTECTION AND WELFARE POLICY & PROCEDURE
Communication with service users, carers and representatives	COMMUNICATION WITH SERVICE USERS POLICY ROI - COMMUNICATION WITH SERVICE USERS POLICY
Complaints	COMPLAINTS MANAGEMENT POLICY
Computer and internet safety	IT SECURITY POLICY
Confidentiality	CONFIDENTIALITY & INFORMATION SHARING POLICY DATA PROTECTION & INFORMATION GOVERNANCE POLICY
Consent	INFORMATION SHARING AGREEMENT IOM - RESTRICTIVE PRACTICES POLICY & PROCEDURES
Continence promotion	PROMOTION OF CONTINENCE POLICY
COSHH	UK/IOM - COSHH POLICY & PROCEDURE
Dealing with dying and death	END OF LIFE CARE POLICY AND PROCEDURE
Decontamination of re-useable medical devices	INFECTION PREVENTION & CONTROL POLICY
Discharge arrangements for residents	CHILDREN - EXIT POLICY & PROCEDURES ADULT - NI/IOM - ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES ADULT - ROI - SHORT-BREAK ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES CHILDREN - ROI RESIDENTIAL - ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES
Disposal of clinical waste	INFECTION PREVENTION & CONTROL POLICY HEALTHCARE WASTE POLICY ROI-HEALTHCARE WASTE POLICY
Education	CHILDREN - EDUCATION POLICY

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Equality issues and non-discriminatory practice	EQUAL OPPORTUNITIES POLICY FOR INDIVIDUALS SUPPORTED BY PRAXIS CARE EQUAL OPPORTUNITIES POLICY
Exclusion Policy	Locally written
Fire precautions	FIRE & EMERGENCY EVACUATION POLICY & PROCEDURE
First aid	FIRST AID AT WORK POLICY
General communication arrangements	ORGANISATIONAL COMMUNICATION
Gifts to staff and donations to the home	GIFTS HOSPITALITY CONFLICT OF INTEREST & LOYALTY POLICY
Infection prevention and control	INFECTION PREVENTION & CONTROL POLICY
Inspections of the home/ day care setting	EXTERNAL REGULATORY REPORT PROCEDURES MONTHLY MONITORING VISIT REPORT PROCEDURE QUALITY REVIEWS - 6 MONTHLY & ANNUAL INTERNAL AUDIT POLICY & PROCEDURE ANNUAL HEALTH & SAFETY INSPECTION POLICY & PROCEDURE
Insurance arrangements	INSURANCE PROCEDURE
Intimate Care	UK/IOM PERSONAL AND INTIMATE CARE POLICY & PROCEDURE ROI - PERSONAL & INTIMATE CARE POLICY & PROCEDURE
Involvement of residents in the running of the home/ day care service	SERVICE USER INVOLVEMENT STRATEGY
Keys/ access to residents' accommodation/bedrooms	ADULT - STAFF ACCESS TO SERVICE USER ACCOMMODATION
Listening and responding to residents' views	COMPLAINTS MANAGEMENT POLICY 2024-25 'HAVING YOUR SAY' SURVEY PROCEDURE
Maintenance of equipment, plant, premises and grounds	PROPERTY MAINTENANCE POLICY UK/IOM - HEALTH & SAFETY POLICY STATEMENT ROI-HEALTH AND SAFETY POLICY STATEMENT GAS / OIL / CARBON MONOXIDE SAFETY POLICY LEGIONELLA POLICY WORK EQUIPMENT POLICY AND PROCEDURE
Management of keys	Locally Written
Management of medicines	UK/IOM - MEDICATION POLICY UK/IOM - DOMICILIARY/ SUPPORTED LIVING & DAY SERVICES MEDICATION PROCEDURES UK/IOM - RESIDENTIAL AND NURSING HOMES MEDICATION PROCEDURES ROI - MEDICATION POLICY ROI - MEDICATION PROCEDURES
Management of records	RECORDS MANAGEMENT POLICY RETENTION AND DISPOSAL OF RECORDS PROCEDURE (ARCHIVING)

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Management of risks associated with care of individual residents	UK/IOM - INDIVIDUAL RISK ASSESSMENT & MANAGEMENT PLAN ROI - CHILD SAFEGUARDING RISK ASSESSMENT
Management, control and monitoring of the home	INTERNAL AUDIT POLICY & PROCEDURE MONTHLY MONITORING VISIT REPORT PROCEDURE QUALITY REVIEWS - 6 MONTHLY & ANNUAL
Managing aggression	UK/IOM - MANAGEMENT OF BEHAVIOURS WHICH CHALLENGE POLICY & PROCEDURES ROI - MANAGEMENT OF BEHAVIOURS WHICH CHALLENGE POLICY & PROCEDURES
Menu planning	NUTRITION POLICY ROI - NUTRITION POLICY CATERING POLICY & PROCEDURES ROI - CATERING POLICY & PROCEDURES
Missing items	FRAUD RESPONSE POLICY INCIDENTS, ACCIDENTS & NOTIFICATIONS POLICY & PROCEDURE
Missing residents	UK/IOM - MISSING PERSONS POLICY & PROCEDURES ROI - MISSING PERSONS POLICY & PROCEDURES ROI - UNEXPLAINED ABSENCE OF THE CHILD PROCEDURES
Moving and handling	WORK EQUIPMENT POLICY AND PROCEDURE
Nutrition	NUTRITION POLICY ROI - NUTRITION POLICY
Operational policy	ORGANISATIONAL PLANNING POLICY
Outings for service users	Locally written
Planning, recording and reviewing the programme of activities and events	SERVICE USER ACTIVITIES POLICY
Promotion of residents' health and welfare	STAYING WELL
Protection of vulnerable adults	ENG - SAFEGUARDING ADULTS POLICY & PROCEDURE IOM - ADULT SAFEGUARDING POLICY & PROCEDURES NI - ADULT SAFEGUARDING POLICY & PROCEDURES ROI - SAFEGUARDING VULNERABLE ADULTS POLICY & PROCEDURE
Quality improvement	QUALITY POLICY QUALITY MANUAL QUALITY REVIEWS - 6 MONTHLY & ANNUAL NON CONFORMITY & CORRECTIVE ACTION PROCEDURE QMS MANAGEMENT REVIEW PROCEDURE
Recording and reporting care practices	ADULT - NI/IOM - ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES ADULT - ROI - SHORT-BREAK ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES CHILDREN - ROI RESIDENTIAL - ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES
Records for food and drinks consumed	NUTRITION POLICY ROI - NUTRITION POLICY and written locally
Referral arrangements	ADULT - NI/IOM - ADMISSION, SERVICE DELIVERY & REVIEW POLICY & PROCEDURES

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Referral to health and social care professionals	STATEMENT OF PURPOSE - PART ONE
Reporting adverse incidents	DATA PROTECTION & INFORMATION GOVERNANCE POLICY INCIDENTS, ACCIDENTS & NOTIFICATIONS POLICY & PROCEDURE
Resident agreement	ADULT - AGREEMENTS PROCEDURE
Residents' guide	ADULT - SERVICE USER HANDBOOK CHILDREN - FAMILY & SERVICE USER GUIDE
Residents' clothing	PERSONAL CLOTHING, LINEN & LAUNDRY POLICY & PROCEDURES
Residents bringing their own furniture into the home	STATEMENT OF PURPOSE - PART ONE STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION UK/IOM - PERSONAL MONIES AND PROPERTY POLICY & PROCEDURE
Residents' meetings and forums	ORGANISATIONAL COMMUNICATION
Residents' healthcare arrangements	STATEMENT OF PURPOSE - PART TWO - SERVICE SPECIFIC INFORMATION
Residents' involvement in activities and events	SERVICE USER ACTIVITIES POLICY
Residents' laundry	PERSONAL CLOTHING, LINEN & LAUNDRY POLICY & PROCEDURES
Residents' personal relationships	RELATIONSHIPS AND SEXUALITY POLICY & PROCEDURES
Responding to residents' behaviour	UK/IOM - MANAGEMENT OF BEHAVIOURS WHICH CHALLENGE POLICY & PROCEDURES ROI - MANAGEMENT OF BEHAVIOURS WHICH CHALLENGE POLICY & PROCEDURES MANAGEMENT OF SELF HARM POLICY ROI - MANAGEMENT OF SELF HARM POLICY
Restraint and seclusion	IOM - RESTRICTIVE PRACTICES POLICY & PROCEDURES ROI - RESTRICTIVE PRACTICES POLICY & PROCEDURES ENG - MENTAL CAPACITY POLICY NI - DEPRIVATION OF LIBERTY SAFEGUARDS POLICY
Safe and healthy working practices	H&S ORGANISATIONAL ARRANGEMENTS
Safe handling of food	CATERING POLICY & PROCEDURES ROI - CATERING POLICY & PROCEDURES
Safeguarding and protecting residents' money and valuables	UK/IOM - PERSONAL MONIES AND PROPERTY POLICY & PROCEDURE
Security of the home	SECURITY OF THE CARE SETTING POLICY
Self-Harm	MANAGEMENT OF SELF HARM POLICY ROI - MANAGEMENT OF SELF HARM POLICY
Service user agreement	ADULT - AGREEMENTS PROCEDURE
Service user holidays	HOLIDAY POLICY & PROCEDURE
Skin care	UK/IOM PERSONAL AND INTIMATE CARE POLICY & PROCEDURE ROI - PERSONAL & INTIMATE CARE POLICY & PROCEDURE
Smoking	NO SMOKING POLICY

Spiritual care for residents	ADULT - SERVICE USER HANDBOOK
Staff acting as a keyworker	CHARTER FOR SERVICE USERS
Staff clothing	DRESS CODE POLICY
Staff discipline	DISCIPLINARY PROCEDURES
Staff grievance	GRIEVANCE PROCEDURE
Staff handovers	HANDOVER PROCEDURE
Staff meetings	ORGANISATIONAL COMMUNICATION
Staff records	RECORDS MANAGEMENT POLICY RETENTION AND DISPOSAL OF RECORDS PROCEDURE (ARCHIVING)
Staff recruitment	RECRUITMENT & SELECTION POLICY
Staff supervision and appraisal	SUPERVISION POLICY - CARE OPERATIONS APPRAISAL POLICY
Staff training and development	LEARNING & DEVELOPMENT POLICY
Staffing arrangements	DUTY ROTA MANAGEMENT GUIDELINES
Take away foods	NUTRITION POLICY ROI - NUTRITION POLICY
Transport - use and provision	TRANSPORTATION POLICY
Untoward incidents	INCIDENTS, ACCIDENTS & NOTIFICATIONS POLICY & PROCEDURE
Use of agency staff	USE OF AGENCY STAFF POLICY
Use of mobile phones	USE OF MOBILE PHONES & RECORDING DEVICES POLICY
Vehicle Maintenance	DRIVING FOR WORK POLICY & PROCEDURES
Visitors	VISITORS POLICY
Volunteers	VOLUNTEER POLICY AND PROCEDURES
Whistle blowing.	WHISTLEBLOWING POLICY
Work permits (IOM)	WORK PERMITS FOR ISLE OF MAN SCHEMES