

AMENDS

An amend must be sent through to contract.review@eastriding.gov.uk immediately if there is any change with the care package.

This includes:

- Increase
- Decrease
- Hospital admission
- Respite
- Service ending
- If a service doesn't start

- If the individual goes in hospital or respite we must put an amendment in for the temporary stop and another to restart the package.

- All grids must reflect the package with the increase/decrease whichever amend you are putting in.

- Please copy me into the amendments sent.

- Save the amend in the file on OneDrive East riding.

Please label the amendments correctly,
NRAmend(PID number) SureHealthcare
NRStop(PID number)SureHealthcare

INFORMATION FOR DBS



ID (passport, driving license, proof of address in the last 3 months)



Mothers maiden name



Email address



5 years worth of addresses including the month/year moved in



If name has changed the month and year the name changed

INTERVIEW PROCESS



Before the interview takes place, all candidates should complete the application form, should be given GDPR documentation and the contract to sign etc.



Copy of interview questions fully completed and signed.



ID collected for DBS.



Any prior training certificates photocopied and put into file.

If the person is successful



All information ID etc should be sent to the RM for the DBS to be put on the system.

PAYROLL

Hours for carer

- On CM2000 run a planned v's actual under care worker.
- Put in the carers name and the dates of payment.
- Email the report to yourself.

Travel time

- Under schedule run a travel time report for the carer, always put the decimal on the payroll sheet.

Mileage

- At the top of CM is the tools tab.
- Click tools.
- Mileage wizard.
- Select the green plus sign.
- Select the team whose report you want to run and the dates you want to run it for.
- Click next until it runs the report.
- Return to the mileage wizard front screen.
- Select the dates of the report you ran and click find now.
- Double click the report you want to view then click by care worker on the left-hand side.
- This gives you the individual staffs mileage.

Please note, the mileage and travel time should be written on the bottom of the hours report for that carer to make it easier for payroll.

Things like the car allowance or any extra times etc should also be written on. Email completed payroll to payroll@sure-healthcare.co.uk

SPOT CHECK PROCESS



Spot check undertaken



Feedback given to staff after the call



Actions identified



Goes to RM for sign off



Filed in staff file

RECRUITMENT PROCESS

1. Candidates are to complete an application form
2. Application forms are to be reviewed against the job specification:
 - Checking the form is fully completed
 - Highlight any inconsistencies
 - Highlight any gaps in employment
 - Check that educational qualifications are appropriate and adequate
 - Check work history; note and investigate all periods of no work and reasons for leaving the position
 - Note any declared requirements for adjustments for disability
 - Check the suitability of the supplied references
 - Check the applicant's Disclosure status
3. Interviews to be booked and confirmed
4. When arranging interviews ask the candidate to bring the following documentation:
 - Photo ID, proof of NI, 2x recent proof of address, proof of vaccination, share code if not british citizen
5. On the interview day, staff will ensure that they:
 - Check that identity has been clearly satisfied, and recent photographs supplied
 - Check that all claimed, relevant qualifications are accompanied by documentary evidence

Post Interview

Following each interview, all candidates will be reviewed to critically question all reasons for rejection and acceptance, with no discrimination. If the interviewer is unsure of their proposed decision, they **MUST** consult senior management for further guidance.

The first training dates should be offered to successful candidates and an acceptance letter should be sent to them and kept in their file.

SUPERVISION PROCESS



Plan a date with the staff member



Run report for CM2000 planned V'S actual



Make a note of any issues

Once supervision is complete



Both sign the supervision



Complete action plan



Report any issues to RM

Documents	In File	Signed	Date	Audit date and sign
Section 1 <ul style="list-style-type: none"> • CV • Application form • Interview questions • Offer letter • New starter form 				
Section 2 <ul style="list-style-type: none"> • GDPR • Contract 				
Section 3 <ul style="list-style-type: none"> • DBS 				
Section 4 <ul style="list-style-type: none"> • ID 				
Section 5 <ul style="list-style-type: none"> • Car docs 				
Section 6 <ul style="list-style-type: none"> • References 				
Section 7 <ul style="list-style-type: none"> • Training 				
Section 8 <ul style="list-style-type: none"> • Sign offs 				
Section 9 <ul style="list-style-type: none"> • Supervisions 				
Section 10 <ul style="list-style-type: none"> • Spot checks 				
Section 11 <ul style="list-style-type: none"> • Appraisals 				
Section 12 <ul style="list-style-type: none"> • Misc 				