



Policy 1.8

Statement re providing enough suitably qualified and competent staff

A24 Group will make it a priority to provide suitably trained and qualified staff to meet the care and welfare needs of service users.

A24 Group will ensure that service users feel that they are safe and their health and welfare needs are met by staff that are fit, appropriately qualified and are physically and mentally able to do their job. This will be achieved by:

- Having effective recruitment and selection procedures in place.
- Carry out relevant checks when we register staff.
- Ensure that staff are registered with the relevant professional regulator or professional body where necessary and are allowed to work by that body.
- Refer staff who are thought to be no longer fit to work in health and adult social care, and meet the requirement for referral, to the appropriate bodies.

Verification of Service Delivery

A24 Group will monitor service delivery to all service users and client by the following:

- Feedback from the client following commencement of service and a minimum of monthly thereafter.
- Review of the care plan with the client a minimum of three monthly and if care needs change.
- All feedback will be reviewed and actioned by the branch manager
- IT systems allow safe rostering systems and early identification of potential changes to client cover.
- Client will be informed at earliest opportunity if there is to be a change to agency worker allocated.
- Branch manager will only accept a referral for care if confident that the branch has enough suitable skilled agency workers to deliver the care.

Codes of Practice and Conduct

At Induction all workers are issued with the A24 Group handbook which details the A24 Group Code of Practice. Each worker is also issued with The Scottish Social Services Council Code or the General Social Care Council Code (England) or Northern Ireland Social Care Council. The Induction also covers: roles and responsibilities, training and development opportunities, policies and procedures including 'protecting the rights of service users', 'promoting Independence' and 'safe guarding'. All domiciliary care workers are also issued with a job description.