



The Learning Support Centre
Dyslexia & Disability Specialists

Personal / Support Assistant Handbook

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NB. Changes to this document must be approved by Laura Cook the Registered Manager	

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1. Introduction

The Learning Support Centre provides you with this handbook to give you information on all aspects of working as a Personal Assistant / Support Assistant.

Please make sure you are familiar with its content before you commence working and if at any time you have any queries that are not answered in this handbook, please contact your line manager (the LSC Support Coordinator) who will be more than happy to assist you.

This handbook should be read in conjunction with your terms of employment and job description.

The Learning Support Centre would like to take this opportunity to welcome you to the team and look forward to working with you.

2. Roles & Responsibilities

In accepting employment with The Learning Support Centre, it is assumed that you have read, understood and undertaken to abide by the provisions contained in this handbook in so far as:

- You understand the nature of the work you have agreed to undertake and have satisfied yourself that your skills and experience are sufficient to complete the work
- You are fit to undertake this work and understand that if at any time you become unfit to continue with the work you must inform your line manager immediately
- You have an obligation to keep The Learning Support Centre informed of any changes to your DBS disclosure
- You attend mandatory training requirements as deemed necessary to carry out the requirements of the client group supported in this position.

Duties and Responsibilities

- To assist clients according to their needs and following their individual support plans
- Know and respect the rights of the clients that use the service
- Show respect for the client's dignity and personality, in the delivery of care in both verbal and non-verbal communication
- Observe and inform your line manager of any changes in the client's needs or state of health, whether physical, emotional, psychological or social
- Record appropriate information and observations on the clients support log
- Understand and apply current policies
- Contribute to the continuity and high standards of care of the clients
- Assist in the maintenance of a safe and healthy working environment
- Report any bad practice if genuinely suspected or witnessed
- Attend staff meetings and training when required

- Assist and facilitate the training of new staff members.

3. Conduct Expected of The Learning Support Centre Staff

You are expected always to conduct yourself in a manner which is appropriate to your status as a Personal Assistant. You should endeavour to carry out all work assigned to you diligently and conscientiously. You should treat all fellow workers and clients with courtesy and respect.

You should follow all rules, regulations and guidelines established in the workplace always and if you have any queries you should address these to your line manager.

You are expected to take all reasonable steps to safeguard your own safety and the safety of any other person who may be present or be affected by your actions and comply with the Health and Safety policies of the company and client risk assessments.

You should keep your line manager informed of all relevant changes in your circumstances and any effecting your working environment, especially anything that may affect your ability to carry out your day to day duties.

If you are for any reason unable to attend work you should inform The Learning Support Centre at the earliest possible time to enable cover to be arranged to ensure the continuity of support to the client. This can be done by ringing the out of hour's line or contacting the office directly. **Please do not send email or text messages to report sickness.**

You should always remember you are a guest in the client's home and should always be helpful and courteous. For example, always knock before entering a room.

You must carry out your duties in accordance with the support plan kept in the clients' home.

You must always arrive on the agreed time for your shift, if you are running late please ensure you communicate this to the client you are supporting and your line manager.

The Learning Support Centre operates a no smoking policy. You must not smoke in a client's home; designated areas are provided for this.

You are strictly forbidden to take another person who has not been engaged by The Learning Support Centre into a client's home during the execution of your duties (this includes children).

4. Induction Training Procedures

The Learning Support Centre is committed to providing the following training for all its employees

- Care Certificate
- Moving and Handling
- Food Hygiene Awareness
- First Aid Awareness
- Safeguarding Adults
- Infection Control
- Equality Diversity and Inclusion.

If you have completed any of the above training in the last 12 months and have evidence in the form of a certificate you will not have to repeat any of the above training.

The Learning Support Centre will ensure that part of your introduction to the company includes 1:1 sessions with your line manager who will cover the necessary processes which will enable you to carry out your duties effectively.

Please reference your Training Schedule Document for more details.

6. Dress Code

You are required to dress appropriately whilst on duty. Short sleeves are an advantage when carrying out personal care duties. Personal Assistants are to wear closed toe, flat shoes.

Due to moving and handling equipment/requirements, long hair should be tied back and away from the face and nails cut short to avoid any unnecessary injuries.

7. Health & Safety

The Learning Support Centre recognises and accepts its duty as an employer for providing a safe healthy workplace and working environment. We require you to read and sign off on the Health and Safety Policy and Procedure and risk assessments for the specific support before your start work.

Under the Health & Safety at work Act 1974, it is your duty to:

- Take reasonable care for the health and safety at work of yourself and any other person who might be affected by your acts or omissions
- Not intentionally or recklessly misuse anything provided in the interests of health, safety or welfare

The management of Health and safety at Work Regulations 1992 further requires you to:

- Use any equipment provided in the interests of safety
- Follow health and safety instructions
- Report anything you consider to be a danger
- Report any shortcomings in the protection arrangements for health and safety.

Fire Safety in the client's home

At the Halls of resident there will be a fire procedure sign on display, please familiarise yourself with this in case of emergency.

Personal Assistant must not endanger their own lives in the event of a fire starting in the home of a client. If it is safe to do so, contain the fire in the room it has ignited in and ring the emergency services at once. Do not open a door if there is smoke coming from underneath it or if the door or handle is hot to touch. It only takes 3 minutes from ignition of a flame to destruction of a medium sized room. Do not jeopardise your own safety to save the life of another always ring the fire brigade for assistance.

Control of Substances Hazardous to Health (COSHH)

Cleaning materials can be dangerous if not used strictly in accordance with manufacturer's instructions. Gloves may need to be worn when handling certain chemicals. Under no circumstances must chemicals ever be mixed, particularly toilet cleaners and bleaches since this can produce toxic fumes which have resulted in fatalities. Cleaning materials must not be decanted from one container to another. Cleaning materials must not be used if not clearly labelled.

Household Refuse

Care should be taken to ensure that the refuse is not allowed to accumulate in the house but is deposited in the dustbin or sack outside the home. Any full bags should be carried to the refuse area at Hall of residences and placed inside the large industrial bins provided.

Manual Handling

The Learning Support Centre has a responsibility to train all employees in safe lifting and manual handling, as covered by EEC regulations 1990.

Practical training is essential for safe lifting and handling; the risk associated with lifting and handling is complex.

Lifting and handling should be avoided as far as possible. If a client is found on the floor they must be left unless they can get up without assistance, make them as comfy as possible and contact the emergency services.

Moving and handling using a hoist is always done with 2 members of staff; you must never move a person in a hoist on their own.

You must never use a piece of equipment without having the necessary training to do so.

Health & Pregnancy

Whilst working for The Learning Support Centre you are required to;

- Report any injury and declare yourself as unfit if you are suffering from vomiting, diarrhoea or a rash.
- Inform The Learning Support Centre if you become pregnant, the company can then complete the necessary risk assessment and ensure you receive the correct support to continue in your role.

MRSA

Methicillin Resistant Staphylococcus Aureus (MRSA) is the name given to a range of strains of antibiotic-resistant bacteria. MRSA exists on the hands or in the nose of around one third of the healthy population and is usually harmless. It can however prove fatal if it enters the bloodstream of an already weakened person.

It is usually transmitted by touch. The single most effective measure for preventing MRSA contamination is washing the hands before and after every person contact.

In addition

- Use liquid soap and water or an alcohol-based hand rub when washing hands – make sure it comes into contact with all areas.
- Remove wrist and preferably hand jewellery at the beginning of each shift where you will be regularly decontaminating your hands.
- Wear disposable gloves and aprons when attending to personal care
- Dispose of any gloves and aprons after use
- Cover cuts and breaks in your skin

Personal Protective Equipment (PPE)

As a responsible employer, The Learning Support Centre will supply you with Gloves, Aprons and Alcohol based gel hand sanitizer to ensure protection from cross contamination.

Blue gloves and aprons must be worn for all food/drink preparation.

White gloves and aprons must be worn when attending to all personal care and laundry.

Food Hygiene and Preparation of Meals

All staff will receive basic training in the principles of food hygiene as part of their induction programme. The potential effects of food contamination can be very serious. The following points must always be observed;

- All surfaces, equipment, fridges, utensils and cutting boards must be clean at all times.
- Cutting boards and knives used for raw meat must not be used for cooked food/vegetables.
- Wash hands thoroughly before and after food preparation
- Cover any cuts or abrasions with a waterproof dressing
- Clothing should be clean to avoid contamination
- Use a plastic apron and gloves
- Check temperature of fridge is maintained at 4 degrees, freezers at -18 degrees.
- Store vegetables in a cool dry place and wash before use.
- Do not store raw meat above cooked food.
- Reheating cooked food is dangerous and not recommended
- Do not place hot food in the fridge – allow cooling first.
- Where possible cover food with cling film to prevent contamination from flies.
- Always follow manufacturers cooking guidelines when preparing a meal.
- Place all opened food in a plastic container, cover and label when opened.

Any breach or non –observance of the company’s Health and Safety policy will constitute a disciplinary offence in respect of which you may be dismissed whether with or without notice or payment in lieu of notice and irrespective of the fact that no warnings have been given.

9. Codes of Practice

‘CODE OF CONDUCT FOR HEALTHCARE SUPPORT WORKERS AND ADULT SOCIAL CARE WORKERS IN ENGLAND’ can be accessed on the staff portal and printed copies are available at the office. You are expected to familiarise yourself with these codes as they form the framework within which you will be working.

10. Record Keeping Requirements

All entries onto the support logs will record the following information;

- Date
- Time in and time out
- Details of support provided

- Facts and not descriptions
- Changes in well-being and who this has been reported to
- Creams must be named and the areas they have been applied to
- Legible signature after each entry
- All entries must be made using a black pen/ biro this is for legal purposes.

Guidance for Report Writing including Support Logs

Your role as a Personal / Support Assistants requires you to be familiar with the need to accurately write a log of the support delivered to a student. Recording of information when supporting an individual is a legal obligation. You have a responsibility to ensure that all written documentation of support can evidence compliance with legislative, policy and guidance requirements.

Principles of report writing and the need to record information when providing a service for individuals:

- It is a legal requirement
- To ensure continuity of support / care
- To record the rationale for decision making (defensible recording)
- To protect the individual, staff and the LSC
- Demonstrate transparency of the support undertaken
- To provide evidence for investigations

As Personal / Support Assistants it is required that you are actively delivering support that can be demonstrated in report writing/support log entries that ensures:

- ✓ Person-centered approach
- ✓ Outcome-focused
- ✓ Open and clear
- ✓ Active in supporting students to exercise choice and control
- ✓ Active in ensuring legal and civil rights
- ✓ Actively promoting independence
- ✓ Actively promoting inclusion
- ✓ Starting with an assumption of capacity unless proven otherwise.

Who has or can request access to care/support logs?

- Students and their families
- Other/multi agencies such as Social Workers
- Managers
- Colleagues
- The LSC e.g. complaints, disciplinary procedures
- Internal and external auditors
- Regulators and inspectors e.g. Care Quality Commission (CQC)
- External bodies e.g. Police, Crown Prosecution Service (CPS), Coroner

The skills for care (2011) Codes for reporting and other care work writing state that:

Every written record or entry onto an individual's (student's) care/support log should be:

- **Person-centered**- record the individual's feelings and decisions **not your own**
- **Timely**- done as soon as possible after an event and always completed on the same day of the support (while fresh in your memory). Never write about an event/support task before it has occurred.
- **Easy to read**- clear handwriting, accurate spelling, in non-erasable black ink that will be readable when photocopied or scanned.
If a mistake is made it should be rectified by putting a single line through the mistake (so it is still readable) and the correction written. This should also be initialed and dated. Never use correction fluid (tippex).
- **Dated, timed and signed**- by the Personal / Support Assistants.
- **Complete**- all the necessary information, including the **name** of the individual/student at the top of each log sheet.
- **Accurate**- correct details including names, times, dates etc. Remember confidentiality (don't write names of other people), e.g. write met a friend, or tutor instead of naming the person.
- **Clear**- plain English that everyone (including the student) can understand and written so that the meaning is clear.
- **Factual**- just what happened, no opinions, comments, assumptions or guesswork. Objective not subjective.
- **Respectful**- no judgements, no personal comments.
- **Identifiable**- Changes in well-being or any problems in relation to the individual identified and actions taken (who has this been reported to/ have you signposted to another service).
- **Evidential**- provide clear evidence of, support planned, decisions made, support delivered and other related information.
- **Never altered**- if important information has not been recorded on an entry it should never be added on a later date. The information should be recorded on a new entry and cross referenced with the original recorded entry date.
Never alter a colleague's record of support in any way.

They should not include:

- **Abbreviations**- Abbreviations cause confusion. Not everyone understands them. They may mean different things to different people.
- **Jargon**
- **Meaningless phrases**
- **Irrelevant speculation**
- **Offensive subjective statements**

All support logs will be collected from each student by the Team Leader monthly and stored safely and securely.

11. Procedures for Dealing with Allegations of Abuse or Misconduct

Any Personal Assistant who has concerns of an allegation of abuse has a duty of care to make this known confidentially to his/her superior and follow the safe guarding procedure. Personal Assistant must attend a Safeguarding training to ensure they fully understand that constitutes to a safeguarding issue:

Examples of abuse

- Physical
- Emotional
- Psychological
- Sexual
- Financial
- Neglect
- Institutional

12. Assistance & Administration of Medication Policy

Personal Assistant must only prompt medication from a monitored dosage system.

They must not:

- Insert eye drops
- Ear drops
- Nose drops
- Adhere analgesic patches
- Give medication directly into the body via a feeding tube
- Administer/assist/dispense tablets from an unmarked container
- Administer tablets directly into a person's mouth

There will always be an exception to this rule but training from a qualified person must take place and a record kept on that care workers file for that client. If you are unsure what you can and cannot do with respects to the assistance you can provide a client please contact your line manager.

14. Data Protection

The Learning Support Centre has a legal obligation to comply with all appropriate legislation. Please refer to our Data Protection Policy and Procedure.

The Learning Support Centre recognises that the Data Protection act is in place to avoid causing harm to individuals so must ensure;

- Information is kept secure
- Information is password protected
- Information is kept in locked cabinets

You are safeguarded against any possible misuse of personal information held by us through our strict control of its use, and in doing this we do our best to ensure that such information is:

- Kept for a valid reason
- Accurate
- Up to date
- Kept confidential

You are required by The Learning Support Centre to notify us if there is a change to your personal details.

15. Confidentiality

Any client information obtained by you during your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation.

Please take care with client details when on university campus to ensure that they are not in any undue danger of being accessed by unauthorised individuals. Where a client is considered incapable of giving consent, consent will be obtained from their advocate.

Information may only be shared if:

- It can be justified in the public interest (normally where the disclosure is essential to protect the service user or someone else from risk of significant harm)
- It is required by law or court order.

During your employment you will have access to and be entrusted with information in respect of the business of the company and the affairs of its clients all of which information is/or may be confidential.

16. Quality Assurance

The Learning Support Centre is committed to providing the highest standard of service to all our clients.

The company's services will be measured by the quality and professionalism of its staff.

We therefore commit to the following standards:

Recruitment and Selection will comply with the requirements of the:

- ~~Essential Standards of Quality and Safety~~
- Disclosure & Barring Service
- Equal Opportunities Code: Sex Discrimination Act 1975, Race Relations Act 1976, Disability Discrimination Act 1995
- Health and Safety at Work Act 1974 and 1999
- Data Protection Act 1998
- The Rehabilitation of Offenders Act 1974

On this basis pre-employment checks will include obtaining:

- Two written professional references
- Disclosure and Barring Service Check
- Equal Opportunities Monitoring form
- Written application form

17. Training & Development

The Learning Support Centre is committed to provide all training requirements to ensure safe practice of all its staff and clients. All staff must attend mandatory training when notified.

Annual Professional Development Reviews (PDRs) & Supervisions

The Learning Support Centre will observe your working practice within the first 3 months of employment and at subsequent periods thereafter. There will be an annual appraisal and supervision meetings throughout the year. These meetings will give us the opportunity to build a personal development plan and monitor your performance to identify any further training needs. They are also an opportunity for you to raise any concerns and issues you may have.

Personal development reviews are carried out based on feedback received from clients and cover the following areas:

- General levels of service including punctuality, attitude and ability to carry out practical tasks.
- Training needs
- Personal development
- Any other issues, including progress since last appraisal.

18. Complaints, Grievance, Disciplinary and Appeal Process Summary

During your employment with The Learning Support Centre you will come across complaints from clients. It is the policy of The Learning Support Centre to deal with any expressions of

dissatisfaction in a professional and precise manner. All complaints will be investigated within a specific time limit and resolved as soon as possible, this is the responsibility of The Learning Support Centre management and coordination team. You may however, be requested to put details of any complaints against another member of staff or client in writing, provide a statement of an allegations and/or attend an interview to investigate details further. Please read LSC Care Compliments and Complaints Policy and Procedure for further details.

The following offences may result in staff dismissal (this list is not exhaustive)

- Theft
- Wilful damage to property belonging to the company, its clients or other employees.
- Fraud
- Working under the influence of drugs/alcohol
- Physical violence/fighting
- Bullying
- Gross insubordination or use of aggressive behaviour or excessive bad language.
- Gross immorality or sexual harassment
- Deliberate falsification of records
- Unlawful discrimination against fellow employees/clients

19. Handling Clients Finances

When handling the finances of clients, the Personal/Support Assistant will ensure a receipt is issued for every transaction, the shopping receipt is given to client and a financial form completed with signatures of both Personal Assistant and client.

Personal/Support Assistants must not

- Borrow money from a client
- Become part of a lottery or gambling syndicate with a client
- Give advice on financial matters even if asked by a client
- Have access to or use a card that gives them direct access to a client's bank account
- Take advantage of super market offers such as 241
- Sell products to clients.

Failure to adhere to this may result in disciplinary action.

20. Gifts & Gratuities Summary

Under no circumstances may The Learning Support Centre staff seek any other monies, favours or reward for services rendered, either for themselves or for a third party. From

time to time a client or relative may wish to offer a gift as a mark of their appreciation, receiving anything more than a token gift is not generally appropriate to the provision of professional care. Token gifts such as flowers or chocolates are acceptable, please see our (Gift policy and procedure for more details) (maximum of £10), any offers of money should be cleared with your manager first.

Personal Assistants must not accept any offers from a client for payment for activities such as cinema tickets, food in restaurants, takeaways etc. Personal Assistants are expected to pay for or provide their own food and drink whilst at work.

Any unauthorised acceptance of gifts or money will be deemed to be gross misconduct and may lead to dismissal.

21. Wills & Legacies

No wills or legal documents are to be witnessed on behalf of any customer of the Learning Support Centre, unless you have been authorised to do so by a director.

22. Annual Leave

All annual leave must be taken out of term time.

23. Personal Safety

The company considers the welfare and safety of its workforce of paramount importance. To ensure your safety and implement safe practice we will

- Maintain a record of planned schedules

As a Personal / Support Assistant, you are advised to;

- Inform someone of your whereabouts
- Ensure you have enough credit on your mobile phone to gain assistance if necessary
- Stay alert to your own personal safety.

24. Coping with Aggression & Violence

If a client becomes physically violent, abusive or displays aggressive behaviour;

- Do not be confrontational
- Do not take offense at assault or accusation

- Do not attempt to initiate any form of physical contact, as such actions can easily be misunderstood or resented.

- Do not approach the person rapidly
- Do not approach from behind
- Avoid eye contact
- Allow plenty of space between you and the client
- Do stay calm
- Do talk quietly and firmly

Encourage the client to talk rather than act out of anger

- Leave the property if you cannot control the situation or you are at risk.

25. Resources

All resources can be found via the website www.learningsupportcentre.com

Staff Portal

You will be given a password to access the staff portal at your general induction.

Company Policies and Procedures

All company policies and procedures are available on the staff portal and your People HR profile. This includes the following which are essential for personal assistants.

- LSC Advocacy Policy and Procedure
- LSC Care Compliments and Complaints Policy and Procedure
- LSC Care Financial Transaction Policy and Procedure
- LSC care Manual Handling Policy and Procedure

You must confirm that you have read and understood all policies and procedures and will be asked to complete a sign off that you have on People HR.

25. The Learning Support Centre Contact details

Tel: 0116 2548881

Phoenix Yard

Jubilee Building

5 Upper Brown Street

Leicester

LE1 5TE

info@learningsupportcentre.com

If you are working outside office opening hours we have an out of hour's phone which is held by a senior member of the team.

If you need guidance urgently and or an incident occurs that you need support with you must call this number:

Out of hour's telephone number: 07964313546

**PLEASE ENSURE YOU SAVE THIS NUMBER IN YOUR
PHONE.**