

Staff Handbook

Revised May 2024



SCA - Staff Handbook

Welcome to Social Care Alba

On behalf of everyone I would like to welcome you to the team. We take great pride in what we have achieved together, and we all look forward to you being part of our success.

The handbook will help answer some of the questions you are bound to have, and together with our policies and procedures forms part of your contract of employment.

Our Values

If you remember one thing today, please memorise our values and apply them to everything you do.

- [Dignity and Respect](#)
- [Compassion](#)
- [Be Included](#)
- [Responsive care and support](#)
- [Wellbeing](#)

Where do I fit?

SCA has a flat management structure, that means we all have an equal voice. We have 3 departments, which one are you in?

- Admin
- Care
- HR

Your Career at SCA

Every role in the team leads to our success, so we want you to be happy and feel valued. Ask HR about your 3-year development plan which includes pay awards and career opportunities.

If at any time you need to chat please ask the office to arrange a time to chat.



Stephen Wilson, Director




















Week 1

Here are some suggestions of what to do in your first week.

- **Today** - Read your handbook
- **Tomorrow** - Start your reading list at [QCS](#)
- **Say Hello** - To 5 people you don't know
- **Complete** - Your e-learning at [Social Care TV](#)
- **Meet for coffee** - with your Buddy or Manager
- **Next** - Check [WORKFORCE](#) is up to date. You will see what courses you need to complete, add an emergency contact and bank details.



Table of Contents

	INTRODUCTION	2
	About us	4
	Before I start	4
	Getting started	4
	Access to information	4
	Logging in and out	4
	Supporting Your Development	5
	Induction	5
	Your contract	5
	Attendance at work	5
	Wages	6
	Annual leave	6
	Work life balance	6
	Conflict of interest	6
	Codes of conduct & appearance	6
	Security	7
	Smoking, drugs & alcohol	7
	Confidentiality	7
	Gifts	7
	Your personal information	8
	Pensions	8
	Useful contacts and resources	9

About us

Social Care Alba was founded in 2010 by Nataly and Stephen Wilson. Our aim was to create the best Care at Home and Housing Support service.

To do this we bring together the most experienced and skilled individuals in care with one single objective “Be the best at what we do”.

Our aims include:

- Preventing hospital admissions
- Speeding up discharges from hospitals
- Reduce the need for home care
- Help people to be as independent as possible and regain daily living skills
- Help people living in a Care Home who would like to return home



Before I start

Before getting started you are expected to undertake or evidence competence in different areas.

These include:

- Moving and Assisting
- Safe Administration of Medicines
- Safeguarding of Vulnerable Adults
- Challenging Behaviour
- Food Hygiene
- Infection Control

If you do not already have certificates covering these areas then we shall provide e-learning courses for you. It is your responsibility to complete them and you cannot start work until they are completed.

Getting started

Before you start you will get the opportunity to meet service users and staff. These are called “Shadow Shifts”. It is a way for you to visit service users alongside experienced staff and to ask questions before you start working.

At the same time, we will allocate you a “Buddy” this is someone other than your Team Leader who will be there to answer all the questions you may have over the first couple of months.



Access to information

Everything that you do will be done either through the internet or from your phone. You will be given secure access to an app to download onto your phone.

The app will allow you to:

- See your rota in realtime
- See details of visits
- See how to get to and from service users
- Leave notes for service users
- Log into and out of each visit
- Much, much more...



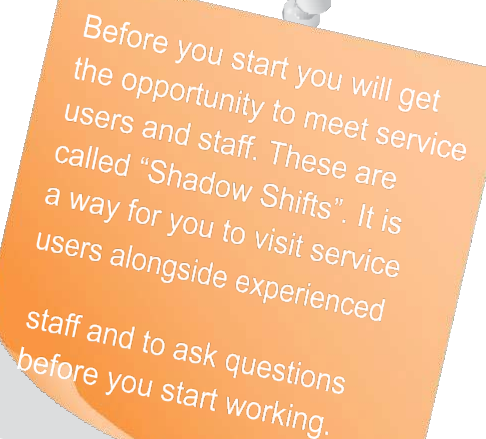
Logging in and out

To make sure we protect our staff and to improve the quality of service you are required to log in and out of every visit. This is done from your mobile phone using our secure app.

You will be issued with a security number which is unique to you. Every time you arrive at your visit you must log in. When you leave you must log out. This allows service users, families and us to know you have arrived safely and service users’ needs have been met.

If you fail to log in or out then an alarm will alert us that you may be delayed or that there is another problem. We will phone you to make sure everything is fine, and if needed let the next service user know you have been delayed.

At the end of the month your timesheet and salary will be based upon your electronic logs. If you do not log in and out of your visits it will impact your timesheet. It is your responsibility to log into and out of every visit. Failure to do so is a breach of contract and may result in termination of your employment.



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Supporting Your Development

We are always looking at ways to support and develop our staff, here are just a few:

Learning and Development

We currently support our staffs' education with e-learning, workshops SVQ 2, 3, & 4 all the way up to MSc.

In addition, we have a range of health professionals who are always happy to support your learning. They do this through workshops and 1 to 1 support. If you want to know more about formal and informal learning please get in touch.

Career Development

If you want to develop the role you are in or develop into a different role then we want to hear from you. We believe in giving our staff the opportunity to apply for any new roles or vacancies within the company.

Bonus Scheme

We run a bonus scheme for staff who make a significant change to the quality of life of service users, their colleagues or come up with a great idea. Bonuses are also available to staff who refer a friend who subsequently is employed by us for period of at least 3 months.

Get Involved

To get more involved join us on Google +, attend supervision, team meetings, visit the office or drop us an email. We would love to hear your ideas.



Induction

We believe our staff are our greatest asset and recognise our responsibility to help with your development and growth. We want you to feel confident with your roles and responsibilities, and ultimately to be able to contribute to our success.

Your development begins with your induction.

Over the coming 16 weeks you will:

- Be allocated shadow shifts
- Be allocated a Buddy
- Be allocated training
- Attend workshops
- Attend Team Meetings
- Meet with your Team Leader / Learning Coordinator

You will steadily work through a range of competences

with your Team Leader/Learning Coordinator. They will teach, observe and sign off each of these over a 16 week period. At the end of your induction period you and your Team Leader/Learning Coordinator will look at your ongoing training needs. This will form your annual learning and development plan.



Your contract

After you induction is completed, your contract of employment will be emailed to you. It is your responsibility to sign and return this to the office by email. If you do not sign your contract of employment, then we are unable to offer further work with us.



Attendance at work

We value good attendance at work and we are committed to improving the health and wellbeing of our staff. Although we aim to secure regular attendance, we do not expect you to attend when you are unwell. Any absence from work must be made by phone to the office or on call manager. It is not acceptable to send an email, text or leave a message.

The office should be notified as early as possible if you believe you are going to be absent from your work e.g. for hospitalisation and other medical treatment.

If you are unable to attend work due to sickness or injury, the office must be notified by telephone at least 12 hours before your normal start time, if possible indicating a date of return. You should notify us personally unless it is impossible because of the nature of the illness. In this case you should arrange for someone else to call on your behalf.

If you are absent from work and have not notified us beforehand then we shall deem this a breach of contract and may result in termination of employment.



You are paid monthly in arrears based upon your electronic record of visits. Your timesheet is created by you logging in and out of the visits that have been allocated to you. Your monthly wages are based upon any visits done from the 1st day of the month to the last day of the month.

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You have until the 3rd of the following month to submit any agreed expense claims, sickness self-certificates or GP return to work forms. These should be attached on the appropriate forms. Any claims made after this date will not appear on your wages for that month. You have a maximum of 2 months grace to submit your claim. Any claims made after this date will not be considered.

You will receive your pay slip by email every month and your wages shall be paid into your nominated bank account between the 10th and 15th of each month



Annual leave

You are entitled to a maximum of 28 days annual leave inclusive of bank holidays per year pro rata. The holiday year runs from 1st April to 31st March. To find out how much Annual Leave you have accrued, please email the office.

A week's leave allows you to be away from work for a week - that is the same amount of time as your working week. If you do a five-day week, you are entitled to 28 days leave per year, if you do a four-day week the entitlement is 22.4 days leave etc.

Holidays MUST be agreed with the office as early as possible, but not less than 6 weeks in advance. Those submitting holidays first will be given priority. We will where possible try to accommodate individual preferences for holiday dates, but the needs of the business will take precedence, particularly where short or inadequate notice is given. Please DO NOT book holidays without first having them approved in writing by the office.

You can find out more about holiday entitlement here www.gov.uk/holiday-entitlement-rights/entitlement



Work life balance

Social Care Alba has a policy of trying to assist staff to balance their work and home life, and is therefore willing to consider requests from staff to vary their working hours or work pattern. Such requests will be considered taking into account the impact on the organisation, work colleagues and any other relevant factors. Should you wish to discuss this then please contact the office in writing.

Staff with children under the age of six, or under eighteen if the child receives Disability Living Allowance have a statutory right to request flexible working and the organisation has a duty to seriously consider this request.



Conflict of interest

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise which interferes or is likely to interfere with Social Care Alba's best interest.

Generally, a conflict of interests exists when an employee is involved in an activity which:

- Provides products or services directly to, or purchase products or services from Social Care Alba.
- Subjects the employee to unreasonable time demands that prevent the employee from devoting proper attention to his or her responsibilities to Social Care Alba.
- Is so operated that the employee's involvement with the outside business activity will reflect adversely on Social Care Alba.

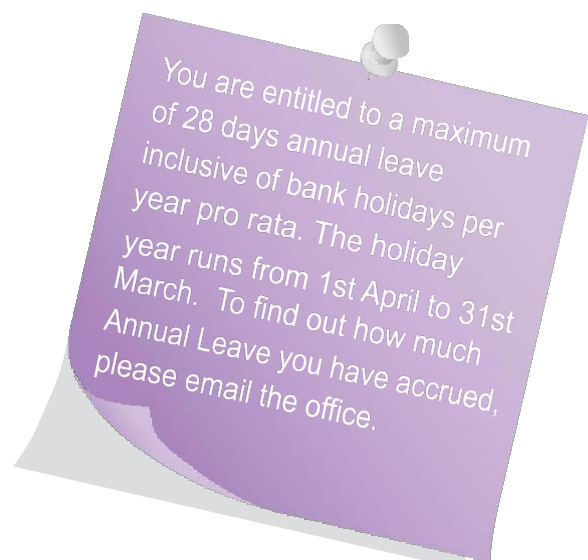
Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your manager.



Codes of conduct and appearance

All staff are expected to abide by the Scottish Social Services Code of practice, a copy of which you can download from their website www.sssc.uk.com.

We do not want to inhibit individual choice in relation to your appearance. However, you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work.



Uniform

Care staff have the option of polo tops, masks, and jackets supplied by SCA. Other staff have an allowance to buy suitable office clothes which are to be black and white in colour. It is your responsibility to ensure that your clothes are clean and presentable.

If your work brings you into contact with the general public then you must remove all visible piercings with the exception of a single set of earrings (or one single earring), and you must ensure your dress and grooming standards reflect our values and those of the SSSC.

Security

You will be issued with an identity badge and a security PIN code allowing access to your workplace. This remains the property of Social Care Alba and any loss of your badge / PIN code (or accidental disclosure to someone) must be reported immediately to the office.

You must not bring any unauthorised person onto Social Alba property or those of its customers without prior agreement from your line manager, unless you are authorised to do so as part of your job. In these circumstances you are responsible for ensuring that your visitors are appropriately monitored during their stay, and that they do not access areas or company property inappropriately.

You must not remove Social Care Alba property from our premises unless prior authority from your line manager has been given.

Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on Social Care Alba premises or those of its customers is done so entirely at your own risk.

You are strongly advised not to leave any valuables unattended, either on our premises, our vehicles or in your own vehicle. Social Care Alba does not accept liability for loss or damage to any personal property whatsoever.

Smoking, Drugs and Alcohol

Legislation now exists which makes it illegal to smoke in enclosed public spaces.

Smoking is therefore strictly prohibited on all Social Care Alba premises (including those of service users) and vehicles.

Bringing alcohol or any unlawful drugs to the workplace, and / or consuming them there is strictly prohibited. This includes both during work time or a period where the effect is carried over to the workplace.

Any such instances will be dealt with under the disciplinary procedure and may lead to your summary dismissal.

Confidentiality

During the course of your employment you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of your employment that you have a duty of confidentiality to the company, and you must not discuss any company sensitive or confidential matters whatsoever with any outside organisation including the media.

This includes discussing the company, its staff or those people we support with service users, their representatives or other parties. Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g. the UK Public Interest Disclosure Act 1998) and could lead to your dismissal.

Gifts

No employee or any member of his or her immediate family should accept from a supplier, customer or other person doing business with Social Care Alba payments of money, gifts, equipment, services, facilities or anything else.

In every circumstance where a gift is offered, the advice of the office must be sought.



Your personal information

Social Care Alba will comply with all statutory requirements of the Data Protection Act by registering all personal data held on its computer and/or related electronic equipment and by taking all reasonable steps to ensure the accuracy and confidentiality of such information.

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You must notify the office immediately of all changes in the following personal information:

- Name
- Home address
- Telephone number
- Bank account details
- Examinations passed/qualifications gained
- Emergency contact
- Driving license penalties
(if you are required to drive on Company business)
- Criminal charge, caution or conviction
- Conflict, or potential conflict of interest

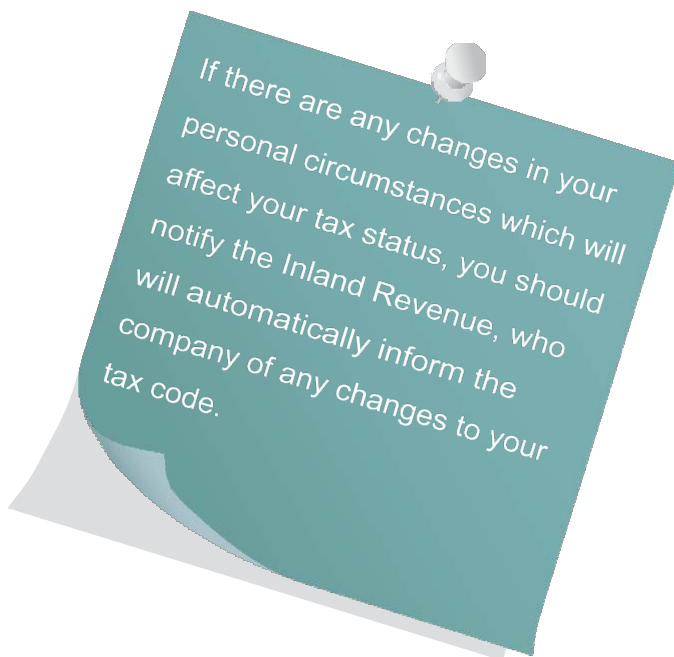
Personal data on employees is held in accordance with the provisions of the Company's Data Protection Policy.

If there are any changes in your personal circumstances which will affect your tax status, you should notify the Inland Revenue, who will automatically inform the company of any changes to your tax code.



Pensions

The Company will comply with any obligations imposed by law in respect of a workplace pension scheme from the relevant automatic enrolment date. Please note that no member of the company can give financial advice on this matter. If you are unsure, you should seek independent financial advice.



Useful Contacts

Social Care Alba

Tel: 0131 285 1606

26 George Square
Edinburgh
EH8 9LD

Email: Office@social-care.org

Website: www.Social-Care.org

Advocacy and Advice:

Citizens Advice Direct

Tel: 0808 800 9060

Edinburgh Advocacy and Representation Service

Tel: 0845 6070129

Emergency Services:

Police Scotland

Tel: 101

Emergency Services

Tel: 999

Police Scotland Text Relay

Tel: 1 800 1 101

Useful Apps to Download:

[PASS System - Play Store](#)

[PASS System -iStore](#)

[Lothian Buses](#)

Resources

[e-Learning](#)

[Policies and Procedures](#)

[SSSC Learning Zone](#)

[THE HUB](#)

[WORKFORCE](#)

Health and Social Care:

Scottish Social Services Council

Tel: 0845 603 0891

Riverside Ave

Dundee

Angus

DD1 4XA

Edinburgh Council

Tel: 0131 200 2323

Edinburgh Royal Infirmary

Tel: 0131 536 1000

Mental Welfare Commission for Scotland

Tel: 0800 389 6809

For more useful contacts please visit our website www.Social-Care.org

This handbook can be made available in alternative formats (large Print, Braille or on Tape) and other languages upon request. Contact Social-Care Alba on 0131 285 1606