



SAFE RECRUITMENT & SELECTION IN DOMICILIARY CARE AND CARE HOMES POLICY (ENGLAND).

AUGUST 2023 - AUGUST 2024



Telephone Numbers: 02089162067 / 02089162066
Mobile Numbers: 07719959445 / 07897255761
Email: domcare@ggwcare.com / mmonovis@ggwcare.com
Web: www.ggwcare.com
Office: Room 66, Capital Business Centre, 22 Carlton Rd, South
Croydon CR 20 BS

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Contact us today!

Schedule an assessment and let us develop a personalised support plan that caters to your unique needs. Together, we empower your well-being through continuous professional development, commit to excellence, and prioritise client satisfaction.

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POLICY STATEMENT

This policy outlines the core values, guiding principles, and established procedures that form the foundation of our care service's approach to staff recruitment and selection, in alignment with Regulation 19: Fit and Proper Persons Employed as defined in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, alongside other pertinent legislation, including the Equality Act 2010.

Recognizing the legal imperative, our care service underscores the necessity of robust recruitment protocols, ensuring that our staff roster comprises individuals of impeccable character, both physically and mentally capable of fulfilling their roles, possessing the requisite qualifications, skills, and practical experience. Furthermore, we are committed to ensuring that staff members obligated to be registered with a relevant professional body maintain their active registration.

We are steadfast in our commitment to promptly refer any staff member whose conduct in their employed capacity warrants concern to the appropriate registration authority. This is particularly relevant for care staff, involving engagement with the Disclosure and Barring Service (DBS) to assess eligibility for inclusion in either or both of its barring lists.

The care service's recruitment and selection processes are designed to attain the benchmarks outlined in the CQC's Quality Statements:

•SAFE

Ensuring Safety and Effective Staffing. We diligently ensure an adequate presence of qualified, skilled, and experienced personnel who receive comprehensive support, supervision, and developmental opportunities. Collaboratively, they deliver secure care tailored to individual requirements.

•CARING

Promoting Workforce Well-being and Empowerment, we prioritize the welfare of our staff, fostering an environment that champions their well-being. Our commitment lies in enabling them to consistently provide person-centered care.

•WELL-LED

Promoting Workforce Equality, Diversity, and Inclusion, We deeply appreciate the diversity within our workforce and are committed to cultivating an inclusive and equitable culture. Our efforts focus on enhancing equality and fairness for all those employed by us.

The care service implements a localized approach in the recruitment of its care staff, utilizing channels such as advertising, job centers, local networks, and personal contacts. This strategic process aims to establish a readily available pool of workers, ensuring swift responsiveness to urgent service requirements. Our overarching goal is to cultivate a versatile workforce capable of addressing immediate needs effectively.

In adherence to our policy, the utilization of employment agency personnel is employed judiciously, primarily in situations where the potential for staff scarcity poses a tangible risk to meeting demand and maintaining consistent care provision. This approach is geared toward safeguarding the continuity of care delivery.

The service will ensure full compliance with all existing legislation and registration prerequisites through the following measures:

Founding its recruitment and selection protocols upon principles of equal opportunities and integration of input from care recipients and their representatives whenever feasible.

Aligning its advertising, recruitment, and selection procedures, including instances involving agency personnel, with the well-being, safety, and protection of care recipients. This approach will be anchored in a values-driven framework as advocated by Skills for Care.

Thoroughly scrutinizing the documentation of individuals originating from abroad who are being recruited, adhering to the prevailing UK Government criteria for the right to work.

Implementing rigorous protocols when recruiting trainees, apprenticeships, and volunteers. These protocols will encompass appropriate assessments through the Disclosure and Barring Service (DBS) when eligibility criteria are met. Decisions will be contingent upon the outcomes of these assessments.

Prior to confirmation of employment and commencement of duties, obtaining a minimum of two written references for prospective hires. One of these references shall be from the applicant's most recent employer, while the other shall function as a character reference. In some instances, supplementary references from former employers may also be sought.

Formally confirming new staff appointments solely upon the conclusion of satisfactory criminal record checks. The nature of these checks, whether enhanced or standard, will be contingent upon the role. Further, checks against the current DBS barred lists will be conducted in cases involving regulated activity. For appointments of registered nurses, verification will extend to the NMC Register, and for qualified social workers, to Social Work England.

PRINCIPLES OF SAFE RECRUITMENT

Offering the position subject to the successful completion of a health or medical assessment, as required.

Conducting a comprehensive review of the employment history of the applicant, addressing any gaps, and engaging in a thorough discussion with the candidate. If necessary, additional information or references may be solicited.

Clearly articulating the expectation for staff members to adhere to the prevailing codes of conduct or codes of practice applicable to their respective professions or roles. Additionally, any pertinent internal guidelines, such as those encompassed within a staff handbook, will be emphasized.

Establishing a recruitment complaints policy that prospective applicants can utilize if they feel they have been treated unfairly during the application process.

Issuing comprehensive employment contracts that delineate all pertinent terms and conditions.

PROCEDURES

JOB VACANCIES

a) The primary objective of the service's selection process is to ensure the selection of the most qualified candidate for the job, while upholding fairness and impartiality towards all applicants.

b) Each vacant position is accompanied by a person specification and job description, serving as evaluation criteria for assessing the suitability of applicants.

c) In its advertisements, the service may extend invitations for both expressions of interest and formal applications.

All applicants will receive comprehensive details about the care service, the specific role applied for, and the terms and conditions of employment.

Additionally, they will be encouraged to seek further information as needed.



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INTERNAL RECRUITMENT

A.

The service offers existing staff the opportunity to express their interest in available vacancies and to progress within the service based on their skill sets and experience. Notices for regular, full-time, and part-time job vacancies are typically circulated internally, in addition to external advertisements.

B.

To be eligible for internal vacancy application, existing staff members should demonstrate competent performance in their current role and have held it for a sufficient duration to contribute significantly to the new position.

C.

The service actively promotes open communication between staff members and their supervisors/managers regarding career aspirations.

Supervisors/managers are further encouraged to support and facilitate staff members' efforts to acquire experience and advance within the service.

D.

In the event of an application, an applicant's supervisor/manager may be contacted to provide insights into the employee's performance, skills, and relevant factors. Any constraints or circumstances affecting a prospective transfer may also be addressed.





TRAINEES, APPRENTICES, & VOLUNTEERS

A.

In the case of recruiting individuals through apprenticeship schemes, the service will collaborate closely with local apprentice services and learning providers. This ensures full compliance with legal obligations during recruitment and throughout the apprenticeship duration.

B.

Stringent procedures for vetting individuals seeking voluntary roles are in place, adhering to the same recruitment protocols employed for hiring paid staff.

SELECTION

A.

All applicants, whether internal or external, will receive an application form, person specification, and job description. Applications submitted using the prescribed forms and following the established procedures, and received by the specified deadline, will be subject to consideration.

B.

The short-listing process involves a comparison of applicants' application forms and other requested information against the job's person specification. Any further clarifications are pursued as deemed necessary.

C.

Short-listing is undertaken by individuals possessing the requisite experience, competence, and qualifications to ensure adherence to proper procedures.

D.

Short-listing for roles such as care workers is typically conducted by the Compliance team and Registered Manager.

E.

Candidates short-list for further consideration will be extended interview invitations.

EQUALITY, DIVERSITY & INCLUSION POLICY

The service diligently adheres to an equal opportunities policy, aiming to appoint individuals most suited for the vacancies they have applied for. This selection process remains impartial to factors such as sex, sexual orientation, age, perceived age, religion, ethnic origin, race, disability, or union membership (or the absence thereof). Applications (and subsequent selections or rejections) are subject to evaluation based on equality and diversity criteria.

All employees and applicants are required to complete a separate sex and ethnic origin form, utilized solely for monitoring purposes. Information on this form remains confidential and is not shared with interviewers or selection authorities. The rationale for inviting or declining applicants for interviews is documented, and this data is instrumental in verifying compliance with equality principles.

Upon successful appointments, candidates with "protected characteristics" necessitating consideration under the Equality Act 2010 will engage in discussions regarding potential reasonable adjustments. These conversations will adhere to the service provider's Equality, Inclusion and Diversity, and Equal Opportunities policies.

JOB INTERVIEWS

After the preliminary screening and short-listing stages, job interviews offer an opportunity for the care service to delve further into applicants' qualifications, aiding in the selection of the most suitable candidate for the specific position.

Interviews are arranged subsequent to the receipt of duly completed application forms or equivalent documents, and subsequent completion of the screening and short-listing processes.

Every effort is made to create an interview environment conducive to candidates performing at their best. "Reasonable adjustments" are implemented as necessary for applicants eligible for consideration under the Equality Act 2010.

Before the commencement of interviews, interviewers must ensure that all requisite documentation is in place.

The evaluations and assessments conducted by interviewers are meticulously recorded on dedicated interview assessment forms. However, interviewers do not extend employment offers or propose deviations from standard terms and conditions of employment during the interview.

The service is committed to promptly rectifying any identified issues, as revealed by internal audits or inspections, such as incomplete references or unaccounted employment gaps.



Offers of employment are contingent upon the receipt of a minimum of two satisfactory written or recorded verbal references in respect to the applicant. One of these references will be sought from the applicant's most recent employer, where applicable.

References will invariably include inquiries into the applicant's "good character" and adherence to the "fit person" test mandated by care regulations. Unsatisfactory references may lead to the withdrawal of the employment offer without constituting a breach of contract on the part of the care service.

Applicants are expected to provide written or verbal consent for their current employer to be contacted for a reference.

In instances where a reference is deemed unsatisfactory, the candidate will be promptly informed, and written confirmation will be issued, confirming the withdrawal of the employment offer due to unfulfilled conditions.

The service is steadfast in its commitment to addressing any deficiencies, as identified through internal audits or inspections, regarding incomplete references or unaccounted employment gaps.

CRIMINAL RECORDS DISCLOSURES & BARRED LIST CHECKS

Before confirming an individual's appointment, the service is mandated to conduct checks with the Disclosure and Barring Service (DBS), tailored to the specific positions within care service work, based on eligibility criteria.

For staff engaged in regulated activity, as defined by the Protection of Freedoms Act 2012, the organization is obligated to obtain enhanced criminal records checks and barring list checks.

Non-care role staff members, who have sporadic contact with care recipients, such as office staff, cleaners, laundry and maintenance personnel, and volunteers, will undergo either standard or enhanced criminal records checks, contingent on the extent of contact and assessed risks.

The service is unwavering in its commitment to adhering to the latest guidance on criminal records and barring list checks issued by the DBS. Policies are continuously reviewed in accordance with new directives.

Applicants with names on relevant barring lists are not eligible for care roles, and this stipulation is clearly communicated to prospective applicants in advance.

Individuals applying for either care or non-care roles, possessing an unspent criminal conviction per the DBS check (excluding care role applicants on barred lists), will not face automatic rejection. The decision to appoint or not will be informed by the specifics of the conviction(s) and the outcomes of a comprehensive risk assessment, ensuring the safety of care recipients.

In instances where a comprehensive criminal records check cannot be obtained prior to an individual's anticipated start date, and to maintain adequate staffing levels, the service may seek an Adult First clearance. The individual will subsequently be supervised in line with official guidance until full clearance is obtained. Employees are duly informed of the provisional nature of their appointment until all checks are finalized.

The service maintains a rigorous policy of conducting comprehensive checks on all staff before they are permitted to work with children in any familial or external settings.

When the use of the DBS updating service is not feasible, the service securely retains criminal record checks, adhering to access and data protection protocols akin to other personnel information.

The service recommends staff to enroll in the DBS updating service. For those who do not, paper copies of criminal record checks obtained upon appointment are retained until after the next inspection, as evidence of compliance with legal obligations. The service may keep these checks for a longer duration than the customary six-month period specified in the Criminal Records Code of Practice to accommodate inspectors' needs.

The service meticulously records checks conducted through the DBS updating service. Alternatively, a staff DBS check is requested every three years.

● AGENCY PERSONNEL

The care service acknowledges the accountability of employment agencies supplying staff to the facility in conducting all requisite DBS checks.

The service diligently seeks confirmation from these agencies regarding the completion of these checks and verifies their compliance.

A regular review of practices employed by agencies supplying staff to the service is conducted to ensure the thorough execution of mandatory checks.

● OFFER OF EMPLOYMENT

The service consistently provides written confirmation of the terms and conditions of appointment and employment to newly hired staff members. Verbal offers are swiftly followed up with written confirmation letters.

Formal written offers of employment are extended only after interviews with all shortlisted candidates have been concluded.

The confirmatory letters encompass comprehensive details, encompassing terms and conditions of employment, remuneration, commencement dates, notice periods, references to codes of conduct, and contents within the staff handbook, among other relevant information.

● OVERSEAS WORKERS

The service engages foreign workers only after verifying their legal status and authorization to work within the country.

Furthermore, equivalent checks are conducted on their criminal records and suitability to work with vulnerable individuals, including children and their families.

● RECRUITMENT GRIEVANCES

Prospective applicants are informed that if they perceive unfair treatment during the recruitment process, whether in terms of non-adherence to employment law protocols or discrimination in line with the Equality Act 2010, they are entitled to request a review of decisions made based on these grounds.

The process for addressing such grievances adheres to the guidelines outlined in our Complaints Policy, incorporating equivalent response times for addressing and resolving the complaint.



ASSOCIATED POLICIES

The care service maintains distinct policies governing various aspects of staff recruitment, selection, and appointment, all discussed within this overarching policy. These encompass:

- Safeguarding Individuals from Abuse or Harm
- Employing Personnel from Outside the UK
- Employment of Individuals with Criminal Records
- Provision and Receipt of References
- Conducting Health Reports and Medical Assessments upon Appointment
- Job Descriptions and Person Specifications
- Conducting DBS Checks and Disclosure of Information
- Occupational Health Considerations
- Referrals of Employees to the DBS.

TRAINING

Personnel participating at any stage or capacity within the service's meticulous recruitment and selection procedures are required to undergo sufficient training and possess qualifications to perform their roles in accordance with this policy.

Experience the GGW Care Limited difference and discover a higher standard of care for yourself or your loved ones.



1. Dementia Care: Expert caregivers providing compassionate support for individuals with dementia, enhancing their quality of life.

2. Mental Health Conditions: Personalised care for individuals with mental health conditions, prioritising well-being and comfort.

3. Personal Care: Respectful and dignified assistance with daily activities like bathing, grooming, dressing, and medication management, promoting independence.

4. Physical Disabilities Care: Specialised care for individuals with physical disabilities, including mobility assistance and enhancing comfort and independence.

5. Sensory Impairment: Tailored support for individuals with sensory impairments, offering assistance to enhance well-being for those with visual or hearing impairments.

6. 24-Hour Care: Round-the-clock support for individuals who prefer to stay in their own homes.

7. Day Sit-in Service and Night Stay Service: Available caregivers for day-time support and overnight stays, ensuring round-the-clock assistance.

8. Escort to Hospital or Day Care: Transportation services to accompany and assist individuals to hospitals or day care facilities.

9. Shopping and Cleaning Service: Assistance with shopping tasks and maintaining a clean and organised living environment.

Those We Serve: We recognise the unique needs of these groups and provide tailored care to help them lead fulfilling lives.

Older People: Our services are designed comprehensively for individuals aged 65 and above.

Young Adults: Our support services are also extended to young adults with physical disabilities, sensory loss, and learning disabilities.



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