

Policies and Procedures 2018



Chrysalis Holidays

Epiphany Trust

1/4/2018

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Section 1: Introduction

Introduction:

Chrysalis Holidays aims to provide high quality experiences in conjunction with the highest standards of care. These policies and procedures follow the guidelines and frameworks set by the CQC and the HSE and help us to ensure that these high standards are met throughout all aspects of our work.

Chrysalis Mission:

To provide opportunities for adults with a learning disability to participate in a broad spectrum of focused educational and leisure opportunities, employing the environment as an interactive medium enabling personal development, self-advocacy and social development.

Chrysalis Vision:

All people that come on holiday regardless of ability, disability, social and economic status should have access to the best opportunities for valued educational and leisure experiences.

Chrysalis Aims:

Chrysalis seeks to achieve its mission by:

- Increasing the quality and quantity of experiences available to people with a learning disability
- Offering best value and affordable experiences
- Hiring good quality accommodation that provides safe and comfortable lodgings, whilst conveniently serving the advertised theme and location
- Establish a training programme to develop and qualify young people, to both equip them to work with Chrysalis and improve future prospects
- Promote best practice in this field - in care, safety and holiday experience

Policies

All policies are written by senior management and are subject to ratification from the board of trustees. Current policies may be updated or removed, or new policies added at any stage, your agreement to these policies will be taken as implied unless you inform a member of senior management of any issues or challenges you may have. Any challenges to policy must be brought to senior management within 28 days of the policy change or 28 days after receiving notification of the change and will be dealt with on a case by case basis. All staff will be informed of any changes to policy at the earliest opportunity via an email notification.

Section 2: Booking Conditions

Cancellations

- UK holidays – If a customer cancels a booking their £50 deposit will be forfeited. If this happens more than 4 weeks from travel, the customer will receive a full refund less the deposit. If cancelled within 4 weeks of travel, the customer will not be entitled to any refund. It is recommended, but not essential, that customers purchase travel insurance to cover this and other eventualities
- Abroad holidays – If a customer cancels a booking their £200 deposit will be forfeited. If this happens more than 8 weeks from travel, the customer will receive a full refund less the deposit. If cancelled within 8 weeks of travel, the customer will not be entitled to any refund. It is **essential** that customers purchase travel insurance to cover this and other eventualities.

If changes in medical circumstances make participating in a holiday untenable, this constitutes the customer cancelling the booking. If for any reason a booking is cancelled by Chrysalis Holidays, the customer will receive a full refund including any deposits.

Holiday changes

Chrysalis Holidays will make every effort to fulfil the scheduled programme, but reserve all rights to change dates, alter prices and cancel holidays if necessary. In such circumstances the customer will have the option to cancel their booking and receive a full refund, including deposit.

Insurance

Chrysalis Holidays has a comprehensive public liability indemnity policy but does not provide individual holiday cover. It is recommended that all customers obtain their own personal accident, 'all risk' & cancellation cover for UK holidays. Most overseas destinations are within the EU and therefore covered by the EHIC (European Health Insurance Card) so guests should ensure they have one of these cards before travelling outside of the UK. Additionally, customers must take out their own comprehensive insurance for any holiday abroad and provide Chrysalis Holidays with the details before travel.

Lost Property

Although every effort is made to ensure the safe return of all items, Chrysalis Holidays will take no responsibility for any loss or damage to customer property. It is advised that all clothes are labelled, and customers refrain from bringing valuable belongings on holiday with them.

Medication

Chrysalis staff can only administer prescribed medications that are in their original packaging with clearly legible prescription labels. All customers must adhere to Chrysalis' medication policy which will be detailed in their holiday information sheet. The full policy can also be found on page 12 of this document.

Damage to property

Although we do not take security deposits for our holiday places, our customers are responsible for any loss or damage whether on holiday, on route to a holiday or at meeting points where:

- The damage was a result of a deliberate act of vandalism
- There was no guidance or assessment in place to warn of the potential risk

Holiday termination

Chrysalis Holidays reserves the right to terminate a customer's holiday for behavioural or medical reasons. If this event occurs, it is the customer's responsibility to arrange transport home from the holiday venue and organise relevant care at home. Otherwise Chrysalis Holidays will charge the customer in full for any transport and staffing costs incurred. It is strongly advised that customers take out insurance to cover this eventuality.

It is the customers responsibility to ensure the correct level of support that is required has been arranged. If during the holiday this proves to not be the case, we will endeavour to provide the correct level of support for the remainder of the holiday, this may incur further costs to the customer. If we are unable to do this, it may be necessary to terminate the holiday and Chrysalis Holidays reserves the right to do so. *Please see Freedom of Choice, Mental Capacity and DOL's on page 22 for more guidance on ensuring the correct level of support has been booked.*

Photographs

Photos taken during the holidays are sometimes used on the Chrysalis website, social media and brochure. Customers should inform the Chrysalis office if they do not wish for their image to be used in this way.

Complaints procedure

Chrysalis holidays endeavours to provide all our customers with the best possible service. If for any reason a customer does not feel they have received this, we would be happy to hear any complaints or comments and there is a customer survey attached to the souvenir diary for this purpose. Additionally, customers can make any complaints or comments by writing to Martin Davy at the Chrysalis office address or via the email address.

Section 3: Health and Safety

Health & Safety Policy

This policy is produced in pursuance of the Health and Safety at Work Act 1974

It is the policy of Chrysalis Holidays that its operations and services are executed at all times in such a manner to ensure, so far as reasonably practical, the health, safety and welfare of its employees, customers and all persons likely to be affected by its operations, including the public where appropriate.

All employees are accountable to the project manager for the continuing implementation and enhancement of the policy. The policy is the direct concern of managers, and every employee is charged under the Act with the duty of care for their own safety and safety of fellow workers and of any person within the work area. The employee also has a duty to co-operate with Chrysalis to enable it to carry out its responsibilities. Thus, Chrysalis looks to every employee for continuous awareness of the safety requirements, alertness to existing and potential hazards and the need for minimising and reporting them.

Chrysalis will take every reasonable measure in its power to discharge its responsibilities for the provision of a safe and healthy working environment, information, instruction, training and supervision to enable employees to recognise and minimise hazards and contribute positively to Health & Safety at Work.

ORGANISATION

Managers are to be aware of their responsibility for the implementation of policy and ensuring that all arrangements for implementation are maintained. They are to ensure that employees:

- Are made aware of real and potential hazards in their area of activity
- Are familiar with safe methods of working
- Do not undertake work without adequate training or instruction
- Are aware of action to be taken in an emergency
- Are aware of first aid facilities
- Record or assist in recording all incidents, accidents or near misses, whether resulting in injury or not
- Maintain the highest standards of practice & discipline at all times
- Participate in promoting improvements in the practice & safety of all activities within their control and to make suggestions, wherever possible that might lead to improvements in Health & Safety practice.

It is the employee's responsibility:

- To understand this health & safety policy and co-operate with its implementation
- To comply with all safety rules and instructions relating to their work.
- To take every possible care not to injure themselves or others by act or omission at work
- To report immediately all incidents, accidents or dangerous occurrences, whether actual or potential

IMPLEMENTATION

These general arrangements are not exhaustive. Particular arrangements to normal operations will be issued when appropriate. Constant observation of good practice and policy is necessary to prevent personal suffering or injury by reducing risks associated with Chrysalis work.

- All employees will be given a copy of this statement and it will be discussed in supervision to ensure that it is understood
- Instruction will be given in the case of emergency, fire, accidents, first aid & hygiene
- Attention of employees will be drawn to local hazards which may be experienced in connection with work, and instruction as to the avoidance of risks related to those hazards will be given

Chrysalis Holidays' Health and Safety representative is Mr Andrew Hammond. If an employee has any concerns regarding Health and Safety, they should first take it to their Holiday manager. The Holiday manager will then raise this concern with Mr Hammond. If there is no satisfactory outcome the employee should then go directly to Mr Hammond or the company CEO Mr Martin Davy. If there is still no satisfactory outcome the employee should follow the "Grievances Procedure" or where appropriate the "Whistleblowing Procedure".

Fire safety Policy

All Chrysalis holiday staff will be trained annually for Fire Prevention and Awareness.

All staff will familiarise themselves with the location of fire exits and location of fire management equipment and alarms on arrival to each holiday property. The service and maintenance dates on all fire equipment should be checked that they are in good working order with a valid date. They will report any points of concern to the manager who will liaise with Chrysalis holiday office staff and/or the owners of the property to resolve as urgent.

All staff will ensure that fire doors are kept shut and never left propped open at any time.

On arrival to each holiday destination the manager is to ensure that all staff are made aware of how to evacuate any individual who cannot get themselves out of a building unaided during an emergency. It is also important for all members of staff to locate the fire exits, break glass points and to read the fire instruction notice(s). Check to ensure that all fire exits are not blocked and that the doors can be opened (as a part of the Holiday Venue Risk Assessment).

In the event of a fire:

- Do not put yourself at risk
- If there is a fire, inform the fire services as soon as possible. Do not attempt to fight the fire unless you are specifically trained to do so
- Get yourself and those in your care out of the building as quickly as possible. Do not stop to collect personal belongings
- If anyone is unable or unwilling to leave, inform the fire services as soon as they arrive as to the location of these people
- Inform Chrysalis holiday offices of the fire when it is safe to do so, so that alternative accommodation or travel plans can be made if required
- Do not re-enter the building until told to do so

Once the fire is dealt with and everyone is safe complete an incident form describing the cause of the fire, if known, and subsequent outcomes. Return this form to the Chrysalis office for review

First aid, accidents and incidents

First aid:

First aid kits can be located in each vehicle and in the kitchen of Cayton Bay Lodge. Each manager is responsible for carrying a first aid kit with them during each day out.

All holiday managers will undergo the 3-day first aid at work course and all support workers will undergo the 1-day emergency first aid course.

Procedure:

- Do not act outside your training level
- Call for help of other staff members or the emergency services if necessary – they will talk you through the next steps
- Stay calm - your behaviour will affect how our guests react to the situation
- Keep all the other guests safe & calm
- If it is in a public place get the name, address & telephone number of any witnesses who are willing
- Complete an incident report and submit it to the office

Accidents and incidents:

All accidents involving Chrysalis staff, or members of the public that have been involved in an accident where Chrysalis Holidays could be deemed responsible should be recorded in the accidents book. There is an accidents book in the Chrysalis office at St. David's and the staff office at Cayton Bay Lodge.

Accidents involving customers must be written up on an Incident Report form (this can be done through the incident report tab in the staff portal). One copy of these reports must be stored in the personal file of the guest and a copy also sent to the individual involved or their parent / guardian.

Accidents can be prevented through:

- Always following safety instructions
- Cleaning away spillages immediately
- Always wearing appropriate footwear
- Paying attention and do not run
- If a guest's level of support requires it, never leave them unattended in the bath or shower, and monitor water temperature carefully
- If people are unsteady on the stairs, one person should walk to their side and one person behind

Risk Assessments:

Chrysalis have risk assessments files which are kept in the Chrysalis office and are available through the resources tab of the staff portal. Staff must make themselves familiar with these and ones made specifically for individual guests and act accordingly.

Risk assessment should be on going and staff must be aware that guests in unfamiliar surroundings have the potential to act unexpectedly. Staff should be vigilant for changes in guest behaviour and the potential for getting distracted and wandering off.

Infection control

All working environments must be kept to a high standard of cleanliness. Areas of high risk such as bathrooms and kitchens should be regularly checked, and at a minimum cleaned after heavy use and on a daily basis.

The holiday manager will provide a cleaning rota that support staff must adhere to.

Appropriate Personal Protective Equipment (PPE) such as gloves, aprons and masks will be provided. Appropriate PPE must be used when cleaning and when assisting with Personal Care. See senior member of staff for available PPE.

Staff must ensure the correct disposal of any used PPE, personal care equipment or sanitary products. All of these should be placed into a sanitary bag or other form of plastic bag, tied and then put into the general waste bin. Under no circumstances should these items be placed in the kitchen bin. Used catheter bags with a release tap on them should be emptied into a toilet before disposal. Catheters with a permanent seal should be left sealed and disposed of as above. Laundry must be handled and washed following the appropriate guidelines, which can be found in the resources tab of the staff portal.

Needles: Never re-sheath a single use needle, immediately place needles which are not to be reused into a sharps box

Staff must wash hands before and after undertaking any personal care tasks. Service users must be prompted to wash their hands afterwards. Staff must also wash their hands after undertaking any cleaning duties.

Infection control awareness will be covered in our staff induction process and refreshed annually during in-house training.

See contact info on page 55 for any queries or concerns regarding Infection control.

Medication Policy

Many of our guests are on medication for which an accredited member of staff takes responsibility. Under **no** circumstances should any other prescription medication be given apart from that which is prescribed (this is not relevant for over the counter medications although suitability should be checked beforehand). Staff must not use any of the guest's medication for themselves or others. We follow the Care Quality Commission guidelines for medical administration.

Who can administer medications?

Medication is only to be administered by Chrysalis care staff that are trained to an accredited level. A senior member of staff must mentor care staff to ensure they are confident and competent to administer medication correctly. This is the level of training to which the term 'accredited' refers. This accreditation is appropriate only for level 2 administration not level 3. Only staff with specialist training given by a fully qualified healthcare professional may administer medication that is considered level 3.

If any member of staff faces an allegation of making a mistake with a customer's medication, it may be necessary to suspend that member of staff for an indefinite period whilst an investigation is carried out. This would in no way imply guilt but would allow the investigation process to be completed properly.

Level 1 administration of medication:

Level 1 will be completed by staff as part of their Chrysalis induction training. This level will raise awareness of the management of medicines whilst away with guests. It will also identify what the care worker is not able to do before completing level 2 training: for example, how care workers should respond when asked for Paracetamol for a headache.

Level 2 administration of medication:

This is basic training. This provides the care worker with the knowledge and practical skills to safely select, prepare and give different types of medicines, a process referred to as 'medicine administration'.

Level 3 administration of medication:

This refers to advanced and specific techniques. Care workers must complete specific training for each form of administration before they can undertake these tasks.

Basic training is necessary for the following:

- Establishing which medicines are prescribed for a person at a specific time in the day
- Selecting the correct medicine from a labelled container including monitored dosage system and compliance aid
- Measuring a dose of liquid medicine
- Applying a medicated cream/ointment; inserting drops to ear, nose or eye; and administering inhaled medication
- Recording that a person has had the medicine or the reason for not administering it
- What to do if a person refuses medicine that the care worker offers
- Who to inform if a medication error occurs
- Who to inform if the person becomes unwell after taking his/her medicines

Basic training does not extend to administration of medicines by specialised techniques. Specialised training is Level 3 and includes:

- Rectal administration, e.g. suppositories, diazepam (for epileptic seizure)
- Buccal Medications,
- Injections
- Administration through a Percutaneous Endoscopic Gastrostomy (PEG) tube
- Gas and Oxygen systems

Storing medication:

An individual's medications must be kept in a safe place away from other guests and out of sight, preferably in a locked cupboard. Medication should not be left unattended for any reason.

Preparation for administering medication:

Before commencing the administration of medication always ensure the working area is free from any distractions. If a distraction does occur during the procedure, then administration should be suspended until full attention can be given. ***This is critically important as the majority of drug errors occur due to staff distraction/inattention.***

Conditions of administering medication:

On arrival at the holiday destination, an accredited member of staff will complete one Chrysalis MARS for each guest receiving level 2 or level 3 support. Once this has been completed, and before any medication can be administered, best practice dictates, the MARS for each guest should be checked and verified by another accredited member of staff to ensure that the medication has been accurately recorded.

The MARS should then be signed and countersigned by both members of staff verifying the record sheets. At the time the medication is to be administered both members of staff should be present in order that the proposed administration can be checked and rechecked. Again, the MARS should be signed and countersigned by both members of staff to ensure and confirm that the administration is correct.

Record all assistance with medicines with dates and times and document refusals or omissions with reasons. To prevent confusion, Chrysalis uses their own Medical Administration Record Sheet (MARS) and, if requested, will also complete a guest's own MARS. At the end of each holiday all unused medication must be returned with the guest.

The holiday manager (as generally the most qualified and responsible) should, where possible, be the member of staff administering medications. If the holiday manager is unavailable or unable to administer medications then the next, most experienced and competent member of staff should complete the administration on their behalf.

Level 1 medication (guests self-administrating):

- a) If medicines are placed in any other type of container by anyone other than the supplying pharmacist, care staff may **only** provide level 1 support. No physical assistance or help administering may be offered.

Level 2 or 3 administration (guests requiring assistance):

- b) All prescription medicines must be provided in their original pharmacist-filled containers and not from any container filled by any other person. This may be a foiled sealed monitored dose system or other suitable pharmacist labelled container. Administering medication means giving POM (Patient's Own Medication) from a container bearing their name to that person. Medicines should not be separated from their label or patient information leaflet. Do not give medication to a guest where there is no name or instructions on the label.
- c) Staff should not deviate from pharmacy instructions (level of dose or times given) purely on the direction of written notes supplied by home staff. Only after a consultation with a qualified professional (doctor, nurse(?) or pharmacist) should any deviation from the label occur.

- d) The date of opening eye, ear and nose drops must be written onto the label on the bottle. Drops must not be used later than 28 days from the date of opening. If the date of opening cannot be established, it should be assumed to be the day of dispensing and discarded 28 days following that.

- e) All medication must be given using the “6 rights” of drug administration:
 - 1) Right drug
 - 2) Right dose
 - 3) Right time
 - 4) Right route
 - 5) Right person
 - 6) Right documentation

Over the counter medications:

- f) Carers must not purchase or assist with OTC (Over the counter medication - including herbal and homeopathic remedies medicines) unless suitability has been confirmed with suitable healthcare professional and a guest’s parent or guardian where appropriate. The product must be taken in accordance with manufacturer’s instructions. A record of such confirmation should be made on the MARS sheet and guests profile.

Drug errors:

- g) Document the error on the MARS sheet and inform the guests key worker/primary carer/next of kin depending on with whom they live. Call the guests GP for further advice following error and document information given and action taken. Also inform Chrysalis office staff and write an incident form.

“As required” medicines:

- h) Assistance should not be offered if dose instructions are unclear. For example, “take as before” or “take as required for pain”. Refer to supplying pharmacist to qualify this direction. (Note: pharmacists may need to contact GP in some cases) If the dose is “two tablets four hourly for pain when required” – with a maximum of 8 in 24 hours, the time at which assistance with a dose of this medicine is given must be recorded on to the MARS, to ensure that future doses are not given until any necessary time period has elapsed.

Refusal to take medication:

- i) It is an individual's choice not to take medication. They cannot be coerced or forced in any way, but some degree of encouragement can be given. Refusal must be recorded on the MARS. Regular or persistent refusals within any one-week period must be recorded via the incident report system in the staff portal and the report should be forwarded to their primary carer and or GP. Medicines must not be disguised nor hidden in food in order to force a service user to take them against their wishes. Chrysalis office staff must also be informed of the refusal.

Missed doses:

- j) If a dose of medicine was missed or omitted during the previous administration period, a double dose **MUST NOT** be given. It should be recorded on the MARS that a dose has been missed and reported to the service user's primary carer and GP. Consult the supplying pharmacist for advice if necessary.

Safe driving and maintaining of work vehicles

Chrysalis vehicles are to be used only by the assigned drivers and for business purposes, unless otherwise pre-approved by Chrysalis management staff.

Responsibilities:

- All vehicles are thoroughly checked before each holiday by the fleet manager. Legally, the driver is still ultimately responsible for the road worthiness of the vehicle. It is therefore advised that you check the condition of the vehicle before you drive, including lights, tyre tread depth and oil levels.
- All national driving rules must be adhered to at all times by the driver whilst using the company vehicles
- The driver is responsible for the behaviour and conduct of other persons being carried in the vehicle. However, all staff must act in a sensible fashion whilst in the vehicle and not distract the driver whilst they are handling the vehicle. (It is the driver's prerogative to decide what constitutes a distraction)
- Seat belts must be worn at all times when the vehicle is in motion regardless of speed or distance being travelled
- First aid kits are kept within each vehicle. These must be checked regularly, and any missing items replaced prior to a holiday
- Keys and personal items should not be left in unattended vehicles
- Drivers of Chrysalis vehicles must report any offences as well as changes or restrictions to their licences which would affect their ability to drive Chrysalis vehicles lawfully – We will complete a check with the DVLA annually to ensure all drivers are legally permitted to drive for us

Vehicle operation:

Drivers found to be engaged in any of the following whilst in control of a Chrysalis vehicle will be subject to disciplinary action:

- Speeding*
- Aggressive driving
- Unsafe lane changes
- Racing
- Failure to immediately report an accident
- Handling a mobile phone whilst the vehicle is in motion
- Smoking in the vehicle

*Chrysalis will not pay any speeding fines caused by the driver – Where the offence relates to being caught at a speed of 90mph or above, either in work or their own vehicle, the member of staff may be removed from driving duties until an outcome from the offence is established. A second offence of over 90mph could lead to immediate withdrawal from driving responsibilities for an indefinite period of time. In addition to this we may insist on the offender attending a speed awareness course before resuming any driving duties. *

The costs of repairing damage caused by the driver will be negotiated with Chrysalis office staff. Chrysalis reserves the right to pass on damage costs to the driver.

In the event of an accident Chrysalis office staff must be informed immediately and a comprehensive incident form completed and returned to the office. Contact numbers for insurers and office staff are kept in the front cab of each vehicle.

Blue badges are available for all our vehicles. Rules and guidance on the usage of these blue badges are available through the resources tab in the staff portal.

Safe Moving and Handling

At Chrysalis Holidays, we recognise the risk of musculoskeletal injury incurred by staff from manual handling operations, and also the risk to our service users through improper practice or inadequate training and equipment. Chrysalis Holidays is committed to eliminating all considerable risk, as far as is reasonably practicable, in manual handling operations which incur a risk of injury, or otherwise reduce the risk to the lowest level reasonably practicable. As employers, we will support staff to ensure safe practice through training, provision of aids and the implementation of this policy and subsequent risk assessments.

This policy has been developed in accordance with relevant legislation, in particular

- Health and Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations (1992 updated 1998)
- Manual Handling Operations Regulations (1992)
- Lifting Operations and Lifting Equipment Regulations (1998)

Responsibilities:

The **Chief Executive** will ensure the appropriate resources are made available to implement this policy.

The **Health and Safety Representative** shall act on behalf of the Chief Executive in overseeing the implementation of the policy and the achievement of its aims

All **Chrysalis Holidays Staff** shall be responsible for the implementation of this policy and support senior management in ensuring a safe environment for all.

Implementation:

Firstly, all staff must be familiar with the risk assessments regarding safe moving and handling. These risk assessments are available at the Chrysalis office, the staff office at Cayton Bay and through the resources section of the staff database.

Chrysalis Holidays will provide all relevant training, handling aids and personal protective equipment.

All staff must follow their training and any other instructions given prior to a task being undertaken. Where staff might identify a skills gap or a need for further guidance, they must inform their Holiday manager or a member of the senior management team at the earliest possibility. If Staff at any point, are unsure of the safety considerations needed for a task they are to undertake, they should seek guidance from a more senior member of staff beforehand. Staff should **NEVER** attempt any manoeuvre where they do not feel competent.

All manoeuvres using a manual hoist must be done with two carers. One carer responsible for the control of the hoist, and one carer responsible for the safety and comfort of the service user.

All equipment to undergo safety checks every 6 months. The Health and Safety Rep is responsible in facilitating these checks. Any faults must be reported to the Health and Safety rep or a member of the senior management team immediately.

Staff should **NEVER** lift anyone where they may expect to bear the majority of the person's weight. A hoist must be used unless specific training and risk assessments are in place.

Guidance on good back care can also be found through the resources section of the staff database.

Section 4: Safeguarding and protection of rights

Confidentiality and Data Protection

All data referring to personal and sensitive information of either our staff or customers will be kept in according to the 1998 Data Protection Act, and following the eight data protection principles (below) set out by the Information Commissioners Office.

Personal data shall be:

Principle 1: processed fairly and lawfully

Principle 2: obtained only for the purpose stated

Principle 3: adequate, relevant and not excessive

Principle 4: accurate and, where necessary, kept up-to-date

Principle 5: not be kept for longer than is necessary for that purpose

Principle 6: processed in accordance with the rights of data subjects under the Act

Principle 7: appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data

Principle 8: not transferred to countries without adequate protection

Implementation

Client profile: Paper copies to be stored in locked filing cabinet. E-copies available through password protected database. To be kept unless deletion is requested. To be kept up to date through regular reviews.

Guest's personal expenditure forms: Paper copies to be scanned onto computer and then shredded. E-copies to be held for a period of two years, unless early deletion is requested.

Medication Administration Records: Paper copies to be scanned onto computer and then shredded. E-copies to be held for a period of two years, unless early deletion is requested.

Personnel files: Paper copies to be stored in locked filing cabinet. To be kept for one year after the cessation of employment

The 1998 Data Protection Act is mandatory. Breaches of confidentiality amount to gross misconduct and may lead to disciplinary procedures and possible dismissal. Staff can also be criminally liable if they knowingly or recklessly disclose personal data in breach of the Act.

Freedom of choice, mental capacity and DOL's

All our guests are adults and have the right to be treated as such. Chrysalis Holidays endeavours to support all our guests in living their lives fully and in the manner they wish. All our guests are encouraged to actively participate in the daily decisions that may need to be made such as; what time to get up or go to bed, when to wash, what clothes to wear, what food to eat and what activities to take part in.

No one should be forced or pressured into doing something that they don't want to do. At the same time however, we operate group focused holidays and on occasions individual wishes may have to be compromised for the smooth running of the holiday or in the best interest of the majority. When booking, guests should consider their own needs and their ability to compromise to ensure the correct holiday, facilities and the correct amount of support is provided.

Choice Breaks

Our choice breaks are shorter holidays with small groups of between 3 and 5 guests. The activities for these holidays unlike the rest of our holidays are not pre-organised. This allows our guests to have some say over the plan for the week, each day will need to be agreed upon by the majority of the group and some compromise will still be needed, however due to the size of the groups there should be enough opportunities through the week for each guest to have some input on the day's activity.

1-1 Support

For guests that have no desire to compromise on the activities they take part in, it may be worth booking 1-1 support. A guest on 1-1 support, can have the freedom to deviate from the planned activities to do something else that they would rather do without negatively impacting on the holidays of our other guests. Guests on the 3-1 support package are expected to participate in the planned activities with the majority of the group. Chrysalis Holidays reserve the right to impose compulsory 1-1 support on guests who persistently choose to not take part in activities.

Single Room Supplements

For guests that may not be good at sharing, bring away a lot of belongings, have irregular sleeping patterns or night time routines or who sleep with lights or music on, it may be worth booking your own room. Chrysalis Holidays reserves the right to impose compulsory single room supplements on guests who disturb or negatively impact on the enjoyment of the holiday of other guests.

Waking Watches

We do not impose curfews or bedtimes on our guests, but guests should consider the impact on other guests and staff when choosing when to go to bed. Our staff are on site 24 hrs a day but do need to sleep and will not be able to sit up through the night with

guests that choose to not go to bed. Guests that choose to stay up once our staff have gone to bed must be able to care for themselves during this time including being able to find their own way to their bedrooms without disturbing other guests. Any guest needing regular assistance with personal care and/or assistance with getting in/out of bed or getting to/from the toilet during the night will need to book a waking watch to ensure staff are available to assist when needed. Chrysalis Holidays reserves the right to impose compulsory waking watches on guests who need care through the night or cause a disruption to staff or our other guests.

Mental Capacity Act 2005

The Mental Capacity Act 2005 (the Act) provides the legal framework for acting and making decisions on behalf of individuals who lack the mental capacity to make particular decisions for themselves. Everyone working with and/or caring for an adult who may lack capacity to make specific decisions must comply with this Act when making decisions or acting for that person, when the person lacks the capacity to make a particular decision for themselves. The same rules apply whether the decisions are life-changing events or everyday matters.

The Act's starting point is to confirm in legislation that it should be assumed that an adult (aged 16 or over) has full legal capacity to make decisions for themselves (the right to autonomy) unless it can be shown that they lack capacity to make a decision for themselves at the time the decision needs to be made. This is known as the presumption of capacity. The Act also states that people must be given all appropriate help and support to enable them to make their own decisions or to maximise their participation in any decision-making process.

The underlying philosophy of the Act is to ensure that any decision made, or action taken, on behalf of someone who lacks the capacity to make the decision or act for themselves is made in their best interests.

Below are the five 'statutory principles' – the values that underpin the legal requirements in the Act. The Act is intended to be enabling and supportive of people who lack capacity, not restricting or controlling of their lives. It aims to protect people who lack capacity to make particular decisions, but also to maximise their ability to make decisions, or to participate in decision-making, as far as they are able to do so.

The five statutory principles are:

1. A person must be assumed to have capacity unless it is established that they lack capacity.
2. A person is not to be treated as unable to make a decision unless all practicable steps to help him to do so have been taken without success.
3. A person is not to be treated as unable to make a decision merely because he makes an unwise decision.
4. An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.
5. Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

Deprivation of Liberty Safeguards (DOL'S)

Some of our guests, may have had an assessment on them that concluded they did not have the mental capacity to make certain decisions for themselves. This could have led to their own home applying for a Deprivation of Liberty safeguarding assessment for permission to remove their liberty or freedom of choice with regards to a specific need or risk.

These DOL's are specific to the environment in which they were applied for and unless a new application has been made specific to the holiday location in which the guest will be staying, the DOL would have no legal authority. Carers/Guardians of guest's that have a DOL in place in their own home and would require the same for their holiday must seek to get a further DOL in place. In the absence of a DOL our staff will provide encouragement and guidance to the best of their ability but must stay within the allowed bounds of the Mental Capacity act outlined above.

Consent to Treatment and DNAR's

Informed consent applies when a person can be said to have given consent based on a clear appreciation and understanding of the facts, and the implications and consequences of an action. English law necessitates that before any medical professional can examine or treat a patient, they must obtain informed consent to do so.

Consent can be either explicit (specific consent to carry out a specific action) or implied (not expressly given by a patient but inferred from their actions, the facts and circumstances of a situation, and sometimes a patient's silence or inaction). Generally, there is no legal requirement to obtain written consent, but it may be advisable in some circumstances.

If one of our guests is unable to give consent to treatment, we are not in a position to give that consent on their behalf. Difficulties with gaining consent should be dealt with between the medical professionals and the guardians/appointees of our guests. If pressed by a medical professional to give consent on behalf of one of our guests our support staff should politely refuse and record the instance on an incident report form.

Some guest's may have a DNAR (Do Not Attempt Resuscitation) in place. These may be at the choice of the guest and their family or at the recommendation of a health professional. In either case, for a DNAR request to be formal and legally binding there must be a DNAR form, matching the personal details of the person in question, present at the time of emergency. If this DNAR form is not present, resuscitation must be attempted. All incidents should be reported to the Chrysalis Office via the incident report system in the staff portal. If a member of staff has any doubts about the legitimacy of a DNAR request, this should be queried with our safeguarding lead, Andrew Hammond. If any doubt is present at the time of an emergency, then it is advised that staff attempt resuscitation and record their reasons for doing so within the incident report form.

Prevention, management and reporting of challenging behaviour

In accordance with the law, all staff must receive training on the psychological and environmental triggers of challenging behaviour that may affect Chrysalis guests. Care staff are responsible for creating an environment that acts as a disincentive to challenging behaviour, in the context of each holiday.

- This requires advanced planning to ensure a structured holiday experience
- Affording maximum choice for customers wherever possible
- Clear communication
- On-going monitoring of customers, the environment and other relevant factors
- A flexible approach to customer needs

Managing challenging behaviour:

Confrontation should be avoided by all means possible. If it has already occurred, an attempt should be made to diffuse or de-escalate the situation:

- Separate - encourage withdrawal from the situation
- Distract - interrupt/deflect the customer's attention
- Respond - to reasonable requests
- Contain - remain calm and talk quietly to the customer
- Seek help – from other staff/or police, if appropriate
- Remove vulnerable individuals/dangerous objects from the scene

In the event of an emergency it is appropriate to use physical restraint:

- Only if you have received specific physical restraint training
- As a last resort – all other methods of de-escalation must have been exhausted
- To protect the customer, other customers or staff, from immediate physical danger or harm
- When applied with the minimum level of force for the minimum amount of time – it must not cause the guest pain nor infringe their dignity

HOWEVER, physical restraint should never be used:

- Where the guest is physically large and/or displays more than one form of challenging behaviour
- Where restraint cannot be applied without external assistance
- Where there is even the remotest risk of serious injury

Reporting Challenging Behaviour:

- All incidences of challenging behaviour must be reported and recorded
- A verbal report must be made to your manager within 24 hours of the incident
- Within 24 hours a Chrysalis Incident Report Pro-Forma must be submitted

Identifying and reporting abuse

Definitions of abuse:

Abuse can involve inflicting harm or failing to prevent harm and can include any of the following: Physical abuse, sexual abuse, emotional abuse, neglect

Examples of indications that a vulnerable adult may be suffering abuse include:

- Unexplained or suspicious injuries such as bruising, cuts or burns
- Inconsistent explanations for injuries
- The guest describes what appears to be an abuse act involving themselves
- Unexplained changes of behaviour – e.g. withdrawn, sudden temper outbursts
- Inappropriate sexual awareness
- The guest is distrustful of adults, where trust would normally be associated

Staff procedure for dealing with protection issues:

If a member of staff (or guest) or has been informed that abuse of a guest has taken (or is taking) place, they should contact the holiday manager. Information will be passed up the chain as high as, and including, the trustees of the Epiphany Trust.

Allegations against staff:

An allegation against a member of staff should be reported immediately to the manager, who will inform directors and trustees. Staff found to have committed any act of abuse will be disciplined and may also be subject to criminal proceedings.

Good practice guidance for staff:

Staff must ensure that they take steps to prevent putting themselves in a position where an allegation of abuse can be made against them. To prevent the risk of allegation:

- Do not make suggestive or inappropriate remarks to or about a guest
- If an accusation is made to you, listen without making judgement. You must not investigate this yourself. Report it to your manager immediately
- Remember that those who abuse can be any age, gender or ethnic background.
- Good practice includes valuing and respecting vulnerable adults as individuals, and ensuring bullying, aggressive behaviour, racism, or sexism does not occur

If a customer tells you that they are being abused:

- Listen carefully and sympathetically
- Do not prompt or ask leading questions
- Explain what action you must take i.e. immediate referral to a designated person
- Do not promise confidentiality, as information on abuse must be reported
- Make a note of the date, time, place, and people who were present and write down exactly what you have been told using the exact words if possible
- Do not confront the alleged abuser

Refer all information immediately to the relevant designated person. Once the matter has been referred to the designated person, they will gather the details, and ensure that the

customer is not in any immediate danger. They will refer the case to the Social Work Department or the Police

Whistleblowing

Whistleblowing is when a worker reports suspected wrongdoing at work. Officially this is called ‘making a disclosure in the public interest’.

A worker can report things that aren’t right, are illegal or if anyone at work is neglecting their duties, including:

- someone’s health and safety is in danger
- damage to the environment
- a criminal offence
- the company isn’t obeying the law (like not having the right insurance)
- covering up wrongdoing

Chrysalis Holidays encourages all staff to disclose any suspected wrong doing no matter how trivial they believe it to be. “Blowing the whistle” will not affect your employment with Chrysalis Holidays unless the accusation is found to be malicious. Chrysalis Holidays will uphold the confidentiality of any member of staff who chooses to blow the whistle unless such a time presents itself where their testimony is required as part of the investigation.

If you have a grievance or feel you have been treated unfairly you should follow the companies Grievance Procedure in section 5 of this document before any other action.

If you decide you need to “Blow the Whistle” you should first discuss this with a member of the senior management team. If your complaint is regarding senior management or you don’t feel senior management has dealt with your concerns appropriately you should either contact the Directors or Epiphany Trust trustees. Contact information for which is in Section 7 of this document.

Additionally, there is an anonymous message system built into your staff portal, using this message system staff can make a complaint, raise concerns or offer suggestions for improvement completely anonymously. Guidance on how to use this can be found in the staff database section of your handbook.

Alternatively, you can contact the Care Quality Commission, the Health & Safety Executive or Public Concern at Work. Contact information can be found in section 7 of this document.

Equal Opportunities

Chrysalis Holidays is committed to providing equality of opportunity in all aspects of our employment and service provision, to all our customers, every member of staff and to all potential recruits. We are committed to ensuring that no one receives less favourable treatment or is victimised or harassed on the grounds of race, gender, disability, marital status, sexual orientation, age, religion, political bias or any other unjustifiable grounds.

We aim to provide an excellent service to all our customers without bias or discrimination.

All our staff undergo awareness training in respect of equal opportunities, during their induction and as part of the care certificate standards.

All decisions affecting recruitment will be based on merit and ability against objective job-related criteria.

Trade Union Membership

Chrysalis Holidays has no affiliation with a trade union. Chrysalis Holidays will not pay any Trade Union subscription fees; however, members of staff are free to take up membership with a trade union if they wish. If you do choose to take up membership of a trade union this will not affect your rights and will be in addition to the available legal support that Chrysalis Holidays may provide.

The most common trade union for healthcare workers is UNISON, although others are available.

Joinunison.org

Section 5: Staff Rules & Discipline

Buying and selling goods

When purchasing goods or services on behalf of Chrysalis Holidays, staff must do as much as is reasonably possible to ensure good value for money. This can be done through research, price comparisons and multiple quotes. Price and quality do not always match appropriately, and it is up to our staff to use their own judgement. Chrysalis Holidays reserves the right to refuse re-imbusement for expenses deemed inappropriate or frivolous. Any purchase over £10 must be cleared by the Holiday Manager; any purchase over £100 must be cleared by senior management.

As a general rule staff are not allowed to sell or buy anything for personal use while on duty with Chrysalis Holidays. There may be exceptions to this rule and they must be applied with common sense. For instance, if a member of staff is on a shopping trip with guests and there is something they may need to pick up while there, offering to sell an item to another member of staff or fundraising and sponsorships. These exceptions must be cleared by the Holiday Manager or a member of senior management. Under no circumstances should these instances impose on the normal running of our holidays or compromise the enjoyment of our guests.

Cash Handling

All expenditure should be recorded on the appropriate forms and accompanied where possible with a receipt. Holiday budget accounts should be completed at the earliest opportunity and returned with any surplus cash to the Chrysalis office.

All guests have the option of retaining their spending money or having staff assistance in its safe keeping and appropriate spending. Guests will be given independence in how they spend their money, in addition to guidance on making sensible choices and budgeting for the week.

Staff must keep all receipts and list purchases on the guest's 'personal spends account sheet'. The holiday manager can provide you with a receipt if it was not possible to obtain one. At the end of the holiday add up the receipted purchases and make sure the amount tallies with the change returning home with the guest.

Staff will be liable for up to 50% of any lost money, for the first instance and 100% for any subsequent instances. Decisions regarding this will be made by senior management on a case by case basis.

Changes in personal Details

Senior management must be informed of all changes to personal details at the earliest possible opportunity. Failure to do so could result in disciplinary procedures.

Computers and Wi-fi Equipment

Staff are welcome to use computer equipment and Wi-fi connections at the office, Cayton Bay Lodge and all hired accommodations but must do so sensibly and at appropriate times. Personal use of computers and the internet, via any device, must be limited to free time when no work duties remain and must be cleared with the holiday manager. Any inappropriate use may result in disciplinary procedures.

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Chrysalis Holidays is a trading name of Epiphany Trading, a subsidiary of the Epiphany Trust, registered charity No. 1006653. The name Chrysalis Holidays is a registered trademark and all rights are reserved. Any work undertaken on behalf of Chrysalis Holidays including the underlying intellectual content is the property of Chrysalis Holidays and permission must be sought for any external use of this.

Damage or Loss of Property or Equipment

Staff

Staff are responsible for any damage to or loss of property or equipment. For the first incident staff may be liable for up to 50% of the cost of damage or losses and 100% for any subsequent incidents. Decisions regarding this will be made by senior management on a case by case basis.

Customers

Although we do not take security deposits for our holiday places, our customers are responsible for any loss or damage whether on holiday, on route to a holiday or at meeting points where:

- The damage was a result of a deliberate act of vandalism
- There was no guidance or assessment in place to warn of the potential risk

Declaration of Interest

It is the sole responsibility of staff to disclose any conflicts of interest and any affiliation with any organisation with a financial interest, direct or indirect. All staff should ensure decisions made are for the benefit of Chrysalis Holidays and where there is a conflict of interest it may be appropriate for the member of staff concerned to withdraw from any decision-making processes while the conflict remains.

Disciplinary Rules & Procedures

Chrysalis Holidays aim is to encourage improvement in individual conduct or performance. This procedure sets out the action which will be taken when disciplinary rules are breached. The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated.

At every stage employees will be informed in writing of what is alleged and have the opportunity to state their case at a disciplinary meeting and be represented or accompanied, if they wish, by a trade union representative or a work colleague.

An employee has the right to appeal against any disciplinary penalty.

The Procedure

Stage 1 – Informal Verbal Warning

If Chrysalis Holidays has any concerns regarding an employee's performance or a complaint has been made. The employee will be given an informal verbal warning. Such warnings will be recorded but disregarded after 12 months of satisfactory service. The employee will first be asked to a meeting with a manager to discuss this. This may be done informally on location or more formally at the office with a member of the senior management team. We will discuss the problems that have been raised and give guidance and a time frame for improvements. If the offence is sufficiently serious Chrysalis Holidays reserves the right to move directly to a formal written warning.

Stage 2 – Formal Written Warning

If conduct or performance is sufficiently unsatisfactory, the employee will be given a formal written warning. Such warnings will be recorded but disregarded after 24 months of satisfactory service. The employee will also be informed that a final written warning may be considered if there is no sustained satisfactory improvement or change. Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on the organisation, Chrysalis Holidays reserves the right to move directly to a final written warning.

Stage 3 – final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within a given time frame, action at Stage 4 will be taken.

Stage 4 – dismissal or action short of dismissal

If the conduct or performance has failed to improve, the employee may suffer demotion, disciplinary transfer, loss of seniority or dismissal.

Gross misconduct

If, after investigation, it is confirmed that an employee has committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice:

- theft, damage to property, fraud, incapacity for work due to being under the influence of alcohol or illegal drugs, physical violence, bullying and gross insubordination.

While the alleged gross misconduct is being investigated, the employee may be suspended, with or without pay. This will be decided on a case by case basis. If an employee has been suspended without pay and consequently cleared of any wrong doing, Chrysalis Holidays will make all outstanding wage payments as promptly as is reasonably possible. Any decision to dismiss will be taken by the CEO only after full investigation.

Appeals

An employee who wishes to appeal against any disciplinary decision must do so to the CEO within five working days. The employer will hear the appeal and decide the case as impartially as possible.

If an employee believes they have been unfairly dismissed, they have the right to an employment tribunal. Chrysalis Holidays will co-operate with any tribunal proceedings and fully adhere to the tribunals ruling.

Support on how to make a case for a tribunal can be found at www.acas.org.uk or by ringing the ACAS Helpline on 08457 474747

Grievance Procedures

Most grievances can be resolved informally by the employee first raising the issue with their holiday manager. If for any reason the employee is dissatisfied with the outcome of this discussion or the grievance is regarding the holiday manager, the employee should raise the issue with a member of senior management. If the issue remains unresolved they should then contact the directors or trustees of the Epiphany Trust. The anonymous message system can be used also in these circumstances.

If in the unlikely circumstance that the issue is still unresolved the employee should seek advice from the Citizens Advice Bureau, ACAS or where appropriate their trade union representative.

All Information regarding relevant contacts can be found in section 7 of this document.

Disclosure and Barring Service

All staff will be expected to undergo an enhanced DBS check before being able to start their employment. All offers of employment are subject to satisfactory DBS checks.

Chrysalis Holidays is committed to the safeguarding of our guests and will update all staff's DBS every 5 years.

We recommend to our staff to maintain their DBS through the on-line update service. Senior management are available to guide staff through this procedure.

Dress and Appearance

Staff are expected to be clean and smart. Staff must dress appropriately and respectfully and should not wear low cut tops or skirts and shorts that are too short. It is each member of staff's responsibility to ensure they have appropriate clothing and footwear for their work.

Any member of staff with tattoos deemed to be of an explicit or disturbing nature may be asked to ensure that these are covered by clothing while at work.

Any jewellery worn by staff is at their own risk. It is advised that you cover or remove piercings that have the potential to be caught or pulled. This is especially recommended when working with people that show challenging behaviour or involuntary motor skills. Fingernails should be kept at a reasonable length. The duties while at work with Chrysalis Holidays should be considered when choosing the length of nails. For example, it may become difficult to wear protective gloves during personal care; also, long nails could potentially harm our guests.

Chrysalis Holidays reserve the right to suspend or withdraw employment for staff refusing to adhere to these rules.

Staff Uniforms & ID Badges

During induction staff will be given a uniform consisting of 2 x T-shirts, 1 x sweater or fleece, 1 x waterproof coat or bodywarmer and 1 x ID badge with a Chrysalis Lanyard. It is your responsibility to ensure that you take care of your uniform, you may be liable for the cost of replacements due to loss or damage through negligence. Replacement items can be ordered through your login area of the staff portal.

Uniforms and ID badges must be worn on the first and final day of each holiday to ensure our staff are quickly identified by our guests and their carers at any pick up's, drop offs or meeting points.

Handbook

All staff are provided with a handbook when starting their employment with Chrysalis Holidays and it is also available through the staff portal. These handbooks provide information on staff's daily routines, duties, rules and guidelines. Staff must be familiar with the contents of this handbook.

Mobile Phone Usage

The use of mobile phones for personal use is not permitted during normal working hours. Personal phone use must be restricted to your break periods and free time. There may be exceptions to this rule such as family emergencies but consent from your Holiday Manager must be sought before any exceptions will be permitted.

There is no excuse for using your personal phone without consent from your Holiday Manager and appropriate disciplinary action will be taken against any member of staff not adhering to this rule.

Performance

After an employee has completed an induction or probationary period, they will be expected to carry out their duties to the standards set out by Chrysalis Holidays in this policy manual and the staff hand-book. Training and Supervision will be given to assist an employee to meet these standards. If the performance of an employee is below the desired standard, they may be asked to attend a formal meeting to discuss this. Extra training or guidance may be given if appropriate. You may also be served with a formal warning and given a time frame in which you must improve your performance. If a member of staff charged with needing improvement fails to reach the expected standard that member of staff may be dismissed on the grounds of capability.

Personal Property

Chrysalis Holidays advises holiday staff to refrain from bringing any valuable items to work. We cannot ensure their safety and take no responsibility for any damage incurred. Although we take no liability, exceptional circumstances may be looked at case by case and Chrysalis Holidays Management reserve the right to offer or decline help where they see fit. The offer of compensation for one incident does not imply that similar offers will be made for other incidents; any offer is solely at the discretion of Chrysalis Holidays Management.

Parking

Semi Secure parking is available at the Chrysalis Office and most, but not all, hired accommodation. Chrysalis Holidays will accept no liability for damage to any vehicles that are parked in these areas unless either; damaged by a member of staff while undertaking a task specific to their employment, or damaged by a guest while under the care of Chrysalis Holidays staff.

Property belonging to Chrysalis Holidays

All property pertaining to Chrysalis Holidays is for use of staff and service users while in our work environments. Property should not be removed unless prior permission has been given. Where permission has been granted, all items should be returned to its original place.

Smoking

Smoking is not permitted inside any Chrysalis property or vehicle, anyone caught smoking in these places will be disciplined accordingly. Drivers & travel assistants should not smoke during pick-ups and drop offs. Smoking at meeting points (Lymm Services etc.) is solely at the manager's discretion. The use of oral nicotine delivery devices should be kept to allocated places outside of the holiday property as they look very similar to cigarettes. This is to prevent any misunderstanding from guests thinking that smoking indoors is acceptable and that staff are smoking actual cigarettes in the building.

In addition to this, staff should make sure they are choosing appropriate times to have cigarette breaks. Under no circumstances should a guest's holiday be affected by the smoking habits of their support staff. No more than two staff should go for a cigarette break at any one time.

Statements to the Media

All statements to the media will be made by senior management. All staff should seek permission from senior management before making any such statements. Failure to seek permission may result in the initiation of disciplinary proceedings.

Terminating Employment

If Chrysalis Holidays has cause to terminate your employment, we reserve the right to do so. In most circumstances you will be given notice. You are legally entitled to a minimum of one week's notice, and one week for every year you've been employed up to a maximum of twelve weeks. A notice period will not be given for an instant dismissal. Instant dismissals are reserved for where an offence is deemed as gross misconduct, this includes but is not limited to; theft, violence, physical abuse, serious breach in health and safety and gross negligence.

Tips, Gifts, Favours & Invitations

On occasion, a guest of Chrysalis Holidays may offer to buy a present or drink for a member of staff. Chrysalis Holidays recognises that there is potential for upset by refusing these offers. We advise our staff to discourage any of our guests from buying presents or drinks for staff members but allow the member of staff the freedom to use their best judgement as to what impact acceptance or refusal may have. All gifts and invitations

should be declared to the Holiday Manager. Our holidays are all-inclusive; under no circumstances should members of chrysalis staff accept any extra payments or gratuities/tips from our guests

Section 6: Leave, Pay & Entitlements

Attendance at Court

All court appearances must be reported to senior management at the earliest opportunity. Failure to report a court appearance may result in disciplinary procedures being brought. Chrysalis Holidays reserve the right to suspend employment (either paid or unpaid) of a member of staff involved in legal or criminal proceedings for the duration of these proceedings. These decisions will be dependent on the nature and severity of the allegations or charges being brought.

Under the Employment Rights Act 1996, employers are required to permit employees who hold certain public positions reasonable time off to perform their duties. Under the provisions of the Juries Act 1974, men and women between the ages of 18 and 70 may be summoned to attend for jury service in the Crown Court, the High Court, a Coroner's Court or the County Court, subject to certain limited exceptions and disqualifications. There is no obligation for this leave to be paid leave; however, each instance will be assessed on an individual basis.

Expenses

Whilst working away Chrysalis will pay all staff living expenses (accommodation bills, activities & food) this is offset as per government guidelines in your agreed wage. Only personal spending money is needed.

All claims for the re-imbursment of expenses must be recorded on an expenses claim form. Chrysalis will cover necessary travel expenses incurred during holidays, home visits and miscellaneous journeys. This does not include travel from home to office or meeting point. When using a private vehicle for business use we will pay 40p a mile, which should be documented on a mileage chart.

All expenses, except petrol, require receipts for re-imbursment.

Flexibility

Chrysalis Holidays' recognises the impact on private lives that the nature of this work can have. Therefore, we try to afford as much flexibility as is practical. Any requests for changes in working schedules or meeting points must be made to senior management at the earliest opportunity. Chrysalis Holidays reserves the right to allow or refuse any flexibility and each instance will be looked at on a case by case basis.

Lateness

Any lateness should be reported as soon as is possible. Staff must seek permission from management if they plan or expect to be late. Any unauthorised lateness, repeat offences or a general lack of punctuality may result in disciplinary procedures.

Lay Off and Short Time Working

Due to the nature of our service, and the need for flexibility, in an ever-changing financial market, Chrysalis Holidays cannot guarantee the working schedules of any member of staff. We reserve the right to reduce or withdraw all offers of employment without pay. We do endeavour however to provide alternative work tasks and will provide guidance and advice to staff affected by this.

Leave Entitlement and Conditions

Due to the nature of our service, Chrysalis Holidays cannot provide paid holidays from work. As a result, each employee will receive a monthly payment to cover any holiday pay entitlement. An employee's holiday pay will be calculated on a pro rata basis using the employee's rate of pay and amount of work accumulated throughout that month. The payment will be made at the same time as the monthly wages and will be documented on the wage slips.

This policy is in accordance with the guidelines set out by the Working Times Regulation Act 1998.

Mobility

All support staff and holiday managers are mobile workers. This means that your place of work may be at any given location. Any necessary travel further than your usual journey to and from the office or holiday meeting points will be arranged and paid for by Chrysalis Holidays.

Other Employment / Voluntary Work

Chrysalis Holidays places no restrictions on your freedom to take up other work either paid or voluntary. We do however expect that any extra work does not have a detrimental effect on the running of our services or your ability to undertake your duties. Under no circumstances are you allowed to be carrying out work for another employer while on duty with Chrysalis Holidays. Any problems arising through secondary employment will be

dealt with on a case by case basis and may result in the withdrawal or reduction of work offered by Chrysalis Holidays.

Other Leave from Work

All other forms of leave from work either paid or unpaid is at the discretion of Chrysalis Holidays management. Each case will be decided individually and the acceptance of one period of leave does not lead to the assumption that a similar request will be granted.

Overtime / Time off in Lieu

Any extra work undertaken outside of agreed working hours will be paid at the hourly rate agreed in your letter of employment. These hours may possibly be exchanged for Time off in Lieu. Each situation will be dealt with on a case by case basis, and the final decision will be made by the Holiday Manager. In all cases the CEO reserves the right to alter or withdraw any offers of Time in Lieu made by a Holiday Manager. All claims for extra hours worked must be documented and the information passed on to your Holiday Manager.

Pension Scheme

As of April 2017, it will be a legal requirement for all employers to enrol their work force onto a pension scheme. Chrysalis Holidays will automatically enrol all employees who are earning £834 and above each month. Employees who are earning less than this may opt-in to the scheme and must inform Micah Hampson of this decision.

All employees have the right to opt-out of this pension scheme, but it is against legal practices for Chrysalis Holidays to assist you in doing so. This must be done by contacting the HMRC directly.

More in depth guidance can be found through the resources section of the staff portal.

Redundancy Policy

If ever the situation arose where we may need to make redundancies, we would first inform all staff of the potential for redundancy and allow a consultation period to pass before making any decisions. The length of the consultation period will be decided by Chrysalis Holidays senior management. All staff will be given the opportunity to seek advice and will be invited to discuss possible redundancy with senior management prior to a decision being made. If you are selected for redundancy and you have been employed continuously for a period of two years or more, you are entitled to statutory redundancy pay.

The rate of redundancy pay is dependent on three factors; Age, Average earnings (taken from the last 12 weeks of work) and the length of time you have been employed by Chrysalis Holidays. We have outlined this below.

Your age	Redundancy pay
Under 22	Half a week's pay for each year of service
22 to 40	A week's pay for each year of service
Over 41	A week and a half's pay for each year of service

If you have any queries or would simply like more advice with regards to your rights, you can contact ACAS or your local Citizens Advice Bureau.

ACAS.org.uk
Citizensadvice.org.uk

Retirement

An employee, no matter of their age, cannot be forced into retirement. Chrysalis Holidays will work with all employees to understand their future plans and aim to provide the appropriate support so that all staff can fulfil their duties. If a member of staff is no longer able to fulfil their duties, Chrysalis Holidays reserves the right to terminate employment on the grounds of capability. Please see **Performance** page 34 for more information.

Salary Policy

Wages will be paid per week worked, the rate for which will be set out in an annual letter of employment. Your rate of pay will depend on numerous factors, namely; age, previous experience, level of qualification and the length of time you have been employed.

Wages will be paid monthly on the last Friday of each month, in arrears into a specified bank account of your choice. Any overtime or expenses will be paid in the same manner and staff should ensure the correct paperwork such as timesheets, mileage sheets or expenses forms have been completed and passed onto Micah Hampson.

Sickness and Absence

If you cannot work due to sickness or illness you are entitled to statutory sick pay, Chrysalis Holidays will pay your statutory sick pay and claim it back through HMRC. You are required to report any sickness or absence as soon as is practicably possible to your immediate superior, and provide certification of sickness where appropriate. You should not accept a work assignment if you know that you will be unable to work all or any of the hours agreed because of sickness or injury.

Working hours

By law you cannot be forced to work any more than 48 hours per week, averaged out from a 17-week period. If you wish to work more than this, you must sign an opt out agreement which can be obtained from the office.

You will be paid for 14.5hrs per day on a self-catering holiday, 15hrs when staying at a hotel. This does not include breaks. So, on a typical day, if you have a 1hr break, you are paid from 08:30 until Midnight (08:00 until midnight at a hotel). If you start late (with the manager's permission) or finish early you will not be deducted any wages. If you work outside these hours you can claim the extra hours via the portal, although we request that to be fair with this, you consider the hours worked in the week as a whole. For outbound and return days, you are paid from/to the times marked at the top right of the address list.

With the unpredictable nature of our service, there may be times when your break may not be taken when stated or the break is cut short. On such occasions your holiday manager will arrange another convenient period for you to take your break.

Maternity

If a member of staff is due to have a baby, they will be entitled to maternity leave and pay if they have been employed by Chrysalis Holidays continuously for 26 weeks up to the 'qualifying week' – the 15th week before the week of expectancy.

Maternity Leave

Maternity leave can begin anytime from the 11th week before the due date. However, maternity leave will start automatically if the member of staff is off work for any reason to do with their pregnancy from the 4th week before their due date, or if their baby is born. **Staff must inform the office when they want their maternity leave to start.** And must do this at least 15 weeks before their due date.

We will afford as much time off as necessary for ante-natal care. This however must be pre-arranged and supported by official documentation.

Staff are entitled to take up to 52 weeks maternity leave. They must take at least 4 weeks. It is assumed that all 52 weeks of maternity leave will be taken unless a decision to return to work earlier is made, in which case 8 weeks notice is required.

During maternity, if so wished, staff can work for a maximum of 10 'Keeping in Touch' days, for which they will be paid their normal rate. (Above this, all maternity pay is cancelled for the full week in which the work is done.)

All employees have a right to return to the same role under the same terms after maternity leave ends.

Maternity Pay

An employee must **produce medical evidence** of pregnancy to get Statutory Maternity Pay. This is usually the form MAT B1 Maternity Certificate, but any document, signed by a doctor or midwife, that includes the date the baby is due can be accepted. (The MAT B1 form is issued by a doctor/mid-wife no earlier than 20 weeks before the due date).

SMP is paid for up to 39 weeks. It will be paid monthly and subject to tax and NIC as normal. An employee will receive 90% of their average weekly earnings for the first 6 weeks (average taken from the final 8 weeks worked). They will then receive £139.58 per week for the remaining 33 weeks.

Once maternity dates have been decided, a full breakdown of payments that will be made will be provided.

If an employee works for any other employer during the 39 weeks all maternity pay will stop.

An employee can still get maternity leave and pay if the baby is:

- Born stillborn from 24 weeks of pregnancy
- Born alive at any point during the pregnancy

Health & Safety

We have carried out a risk assessment pertaining to the role of a support worker whilst pregnant to identify any possible risks mother or unborn child. The following risks have been identified. Every pregnancy, and associated risks, are different so employees must review the following with their doctor or medical professional and advise the office when they feel each of the areas are applicable (from/to/within certain dates or weeks of pregnancy), or indeed, if there are any other areas of risk that need to be reviewed.

Risk	Solution	Applicable from
Lifting or carrying heavy loads	You will not be expected to carry any customer suitcases	
Standing or sitting for long periods	You will be allowed to rest or stretch your legs at any point – please just inform the manager and make arrangements for the safe custody of your key group	
Exposure to toxic substances	You will not be expected to use any bleach or cleaning products that are marked hazardous	
Exposure to bodily fluids	You will only be assigned CP1 guests in your key/care group. You will not be expected to deal with any medical or bathroom incidents involving open wounds, urine or faeces.	
Exposure to challenging behaviour	You will not be assigned to work on any holiday that includes any guest with a known history of challenging behaviour	
Long working hours	You will be expected to complete roughly two thirds of a normal support worker's duties. This should allow for ample breaks when needed throughout the day	

We will make every effort to ensure that all work tasks are suitable during a pregnancy and pose no risk to mother or baby. If at any point an employee think's they are still at risk, they must make this known to their holiday manager or the office staff.

Surrogacy and Adoption

A member of staff cannot apply for maternity leave or maternity pay if she is adopting a child or having a baby through a surrogacy arrangement. However, they may be entitled to adoption leave and pay and the rules regarding this can be found under the guidance for adoption leave and pay.

Paternity

When a member of staff takes time off because their partner is having a baby, adopting a child or having a baby through a surrogacy arrangement they may be eligible for:

- 1 or 2 weeks paid paternity leave
- Shared parental leave (please see policy on shared parental leave)

Paternity Leave

To be eligible for paternity leave, a member of staff must have worked for Chrysalis continuously for at least 26 weeks by the end of the 15th week before the expected week of childbirth (known as the qualifying week)

Paternity leave can be either 1 or 2 weeks. Only the same amount of leave can be taken for multiple births (e.g. twins). Leave must be taken in one go, staff cannot return to work after 1 week and then take another week at a later date.

Before the end of the qualifying week, a member of senior management must be informed of:

- The baby's due date
- When the member of staff wants their leave to start
- Whether they will be taking 1 or 2 weeks leave

Leave can't start before the birth and must have been taken within 56 days of the birth. 28 days notice must be given if changes to the start date are wanted. A precise date on when the leave should start does not have to be given (e.g. 1st February), instead the general time (e.g. the day of the birth or 1 week after the birth) can be given.

Additionally, staff can take unpaid leave to accompany a pregnant woman to 2 antenatal appointments if they are:

- The baby's father
- The expectant mother's spouse or civil partner
- In a long-term relationship with the expectant mother
- The intended parent (If they're having a baby through a surrogacy arrangement)

6.5 hours is the legal maximum that can be taken for each appointment, however Chrysalis Holidays will aim to allow more if needed and this must be arranged with a member of senior management.

If a member of staff is adopting a child, they can get time off to attend 2 adoption appointments after they've been matched with a child

Staff's employment rights are protected while they are on Paternity leave. These rights include:

- Pay rises
- Build up holiday entitlements
- Return to work - All employees have a right to return to the same role under the same terms after paternity leave ends.

Paternity Pay

To be entitled to paternity pay an employee must:

- Have been employed by Chrysalis continuously for at least 26 weeks by the end of the qualifying week
- Be employed by Chrysalis up to the date of birth
- Earn at least £112 a week (before tax)
- Have given the correct notice
- Completed and handed to senior management form SC3 before the end of the qualifying week. Available at www.gov.uk/government/publications/ordinary-statutory-paternity-pay-and-leave-becoming-a-birth-parent-sc3

The qualifying week is different if adopting please see adoption and surrogacy policy for more details

The statutory weekly rate of paternity pay is £139.58 or 90% of the average weekly earnings (whichever is lowest). Paternity pay will be paid in the same manner as our wages and will be subject to tax and national insurance deductions where applicable.

An employee can still get maternity leave and pay if the baby is:

- Born stillborn from 24 weeks of pregnancy
- Born alive at any point during the pregnancy

Surrogacy and Adoption

A member of staff cannot apply for maternity leave or maternity pay if she is adopting a child or having a baby through a surrogacy arrangement. However, they may be entitled to adoption leave and pay and the rules regarding this can be found under the guidance for adoption leave and pay.

Shared parental leave and pay

Overview

If a member of staff is having a baby or adopting a child, they may be eligible for Shared Parental Leave (SPL) and Statutory Shared Parental Pay (ShPP)

If eligible for SPL it can be taken in up to 3 blocks separated by periods of work, it does not have to be taken all in one go.

To start SPL or ShPP, the mother must end her maternity leave (for SPL) or her maternity allowance or maternity pay (for ShPP), if adopting then any adoption leave or pay must end early also.

If eligible, an employee can take:

- The remaining leave as SPL (52 weeks minus any weeks of maternity or adoption leave)
- The remaining pay as ShPP (39 weeks minus any weeks of maternity pay, maternity allowance or adoption allowance)

Eligibility

Each parent qualifies separately for SPL and ShPP, if both parents are eligible it can be shared between them.

To qualify for SPL, an employee must share responsibility for the child with one of the following:

- Their husband, wife, civil partner or joint adopter
- The child's other parent
- Their partner (if co-inhabiting)

The employee or their partner must be eligible for maternity pay or leave, adoption pay or leave or maternity allowance.

They must also:

- Have been employed continuously for at least 26 weeks by the end of the 15th week before the due date (or by the date they're matched with an adopted child)
- Stay in our employ while taking the SPL

During the 66 weeks before the week the baby is due (or the week they're matched with an adopted child) their partner, either as an employee, worker or self-employed person must:

- Have been working for at least 26 weeks (they don't have to be in a row, and they do not have to be working at the date of birth or the start date of SPL or Shpp)
- Have earned at least £390 in total in 13 of the 66 weeks (add up the highest paying weeks, they don't need to be in a row)

To qualify for ShPP an employee must:

- Be eligible for Statutory Maternity Pay (SMP) or Statutory Adoption Pay (SAP)
- Be eligible for Statutory Paternity Pay (SPP) and their partner eligible for SMP, SAP or Maternity Allowance (MA)

When can it start?

SPL or ShPP can only start once the child has been born or placed for adoption.

The mother must either:

- Return to work, which ends any maternity or adoption leave
- Given their employer 'binding notice' of the date when they plan to end their leave

SPL can start while the mother or adopter (the person getting adoption leave) is still on maternity leave or adoption leave providing that they have given binding notice to end it. An employee can give binding notice and say when the plan to take SPL at the same time.

If the mother or adopter doesn't get maternity or adoption leave they still must end any SMP, SAP or MA so that they or their partner can get SPL.

For ShPP to start, the mother or adopter must give their employer binding notice of the date when they plan to end any maternity pay or adoption pay. Maternity or adoption payments **cannot** be restarted once they have ended.

Compulsory leave

A mother cannot return to work before the end of the compulsory 4 weeks of maternity leave, if adopting, the person claiming adoption pay must take at least 2 weeks of adoption leave.

Cancelling a decision to end maternity or adoption leave

The mother or adopter may be able to change their decision to end maternity or adoption leave early, if both:

- The planned end date hasn't passed
- They haven't already returned to work

One of the following must also apply

- They find out that neither them or their partner are eligible for SPL or ShPP
- The mother or adopters partner had died
- The mother/adopter tells her employer less than 6 weeks after the birth/placement (and she/he gave notice before the birth)

Entitlement

If an employee is eligible and they or their partner end maternity or adoption leave and pay early, then they can:

- Take the rest of the 52 weeks of maternity or adoption leave as Shared Parental Leave
- Take the rest of the 39 weeks of maternity or adoption pay as Statutory Shared Parental Pay

ShPP is paid at the rate of £139.58 a week or 90% of an employee's average weekly earnings, whichever is lower. This is the same as SMP, except that during the first 6 weeks SMP is paid at 90% of whatever is earned, with no maximum limit.

Example. A woman decides to start her maternity leave 4 weeks before the birth due date and gives notice that she'll start SPL from 10 weeks after the birth (taking a total of 14 weeks maternity leave) She normally earns £400 a week. She will be paid £360 (90% of her average wage) as SMP for the first 6 weeks of maternity leave, the £139.58 a week for the next 8 weeks. Once she goes onto SPL she's still paid £139.58 a week.

To get SPL or ShPP an employee must:

- Follow the rules outlined above
- Give at least 8 weeks notice of their leave dates

Both can be done at the same time by using the forms created by ACAS which can be found on their website, details of which can be found in the useful contacts section.

Adoption pay and leave - including surrogacy arrangements

Overview

If a member of staff is taking time off to adopt a child or have a child through a surrogacy arrangement they might be eligible for:

- Statutory Adoption Leave (SAL)
- Statutory Adoption Pay (SAP)

They may also be eligible for Shared Parental Leave and Pay. Please see Shared Parental Leave and Pay policy for more details.

An employee's employment rights are protected while on SAL. This includes their right to:

- Pay rises
- Build up holiday entitlement
- Return to work

Eligibility

To qualify for SAL, an employee must:

- Have given the right notice
- Provide evidence of the adoption or surrogacy

To qualify for SAP, an employee must:

- Have worked for Chrysalis continuously for at least 26 weeks by the week they were matched with a child
- Earn on average at least £112 a week (before tax)
- Have given the right notice
- Provide evidence of the adoption or surrogacy

Eligibility rules differ slightly if an employee is adopting from overseas or having a child through a surrogacy arrangement

For **overseas adoptions** the conditions are the same, except for both leave and pay an employee must:

- Have worked for Chrysalis continuously for at least 26 weeks by the time they receive their official notification
- If they're adopting with their partner, have signed form SC6 (found at www.gov.uk/government/publications/statutory-adoption-pay-and-leave-adopting-a-child-from-abroad-sc6)

The official notification is permission from a UK authority that the employee can adopt from abroad. Form SC6 confirms they're not taking paternity leave or pay.

To qualify for SAP when having a child through a **surrogacy arrangement**, employees must:

- Have worked continuously for Chrysalis for at least 26 weeks by the 15th week before the baby is due
- Intend to apply for a parental order (www.gov.uk/become-a-childs-legal-parent)
- Expect the order to be granted (for example because there are no issues regarding any criminal convictions involving children or violence, and the birth mother or father agree to the arrangement)

All the other conditions for qualifying for pay and leave are the same as for adoptive parents.

If the employee is genetically related to the child in question, for example; the egg or sperm donor, they could choose to get paternity leave and pay instead. They could **not** get both.

There are some **exceptions** to eligibility, an employee cannot qualify for SAL or SAP if they are:

- Arranging a private adoption
- Becoming a special guardian or kinship carer
- Adopting a family member or stepchild

If an employee is not eligible, Chrysalis will inform them using an SAP1 form. Some local councils may still offer support to prospective adoptive parents and local council contacts can be found at www.gov.uk/find-your-local-council

When can it start?

Statutory Adoption Leave can start:

- Up to 14 days before the date the child starts living with the employee (UK adoptions)
- When the child arrives in the UK or within 28 days of this date (Overseas adoptions)
- The day the child is born or the day after (Surrogacy arrangements)

If **fostering to adopt** an employee is entitled to SAP and SAL from the day the child comes to live with them.

An employee claiming adoption pay must take at least 2 weeks of adoption leave.

The employee must inform Chrysalis within 28 days if the date of placement (or UK arrival date for overseas adoptions) changes. They must also give at least 8 weeks notice

if they want to change their return to work date. Senior management may allow changes after being given less notice but will deal with this on a case by case basis.

Entitlement

Statutory Adoption Leave is 52 weeks. It's made up of:

- 26 Weeks of Ordinary Adoption Leave
- 26 Weeks of Additional Adoption Leave

Only 1 person in a couple can take adoption leave. The other partner could leave Paternity Leave instead.

If an employee gets adoption leave, they can also get paid time off to attend 5 adoption appointments after they've been matched with a child.

Within 7 days of being matched with a child an employee must inform us:

- How much leave they want
- The date they wish the leave to start
- The date of placement

Chrysalis will confirm leave start and end dates within 28 days.

Statutory Adoption Pay is paid for up to 39 weeks. The weekly amount is:

- 90% of the employee's average weekly earnings for the first 6 weeks
- 139.58 or 90% of the average weekly earnings (whichever is lower) for the next 33 weeks

An employee must give at least 28 days notice of when they want their pay to start. Also, within 28 days of this notice Chrysalis will confirm how much pay an employee will get and when it will start and end.

It will be paid in the same manner as any wages and will be subject to tax and national insurance where applicable.

Proof of Adoption

To qualify for SAP an employee must provide proof of adoption, this is not necessary for SAL, however Chrysalis reserves the right to ask for proof for SAL in certain circumstances.

The proof must show:

- The employee's name and address
- The name and address of the matching agency
- The date of placement

- The relevant UK authority's 'official notification' confirming they're allowed to adopt (overseas adoptions only)
- The date the child arrived in the UK (overseas adoptions only)

Surrogacy arrangements

If an employee is using a surrogate to have a baby, they must inform Chrysalis of when they want their leave to start, at least 15 weeks before the expected week of birth.

They must also provide Chrysalis with a written statement (statutory declaration) to confirm that they have applied or will be applying for a parental order in the 6 months after the child's birth. This must be signed in the presence of a legal professional.

Section 7: Useful Contacts

Chrysalis Holidays Contacts

Office: St. David's Office
Park Road South
Newton-le-Willows
WA12 8EY
01925 220179

Cayton Bay Lodge: The Conifers
Moor Lane
Eastfield
Scarborough
YO11 3LW
01723 585169

Directors: Dr. Robert Song
2 Briardene
Durham
DH1 4QU

Pam Hampson
13 Winwick Lane
Lowton
Warrington
WA3 1LR

Bill Hampson
13 Winwick Lane
Lowton
Warrington
WA3 1LR

Secretary: Marc Crowshaw
4 Bodden Street
Lowton
WA3 1DX

Chief Executive Officer: Martin Davy
martin@chrysalisholidays.co.uk

Operational Manager:

Andy Hammond

andy@chrysalisholidays.co.uk

Administrative Manager:

Micah Hampson

micah@chrysalisholidays.co.uk

Holiday Managers:

Heather Chadwick

hchadwick50@yahoo.co.uk

Jennifer Upton

jenny@chrysalisholidays.co.uk

Kirsty Heyes

kirstyheyes1983@gmail.com

Professional institutions and other useful contacts for support and guidance

Advice, Conciliation and Arbitration Service (ACAS)

Helpline: 08457 47 47 47

www.acas.org.uk

Care Quality Commission (CQC)
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 61 61 61
www.cqc.org.uk

Charity Commission
www.charitycommission.gov.uk

Citizens Advice Bureau (CAB)
Helpline: 08444 111 444
www.citizensadvice.org.uk

Curve Learning & Development
3 Mariner Court
Calder Park
Wakefield
West Yorkshire
WF4 3FL
Tel: 0844 811 7338
www.curvelearning.org.uk

Disclosure & Barring Service (DBS)
DBS customer services
PO Box 110
Liverpool
L69 3JD
Email: customerservices@dbs.gsi.gov.uk
Disclosure helpline: 0870 90 90 811
www.gov.uk/government/organisations/disclosure-and-barring-service

Eastfield Medical Centre
14 High St, Eastfield,
Scarborough YO11 3LJ
Tel: 01723 582297

Health & Safety Executive (HSE)

www.hse.gov.uk

Infection Prevention and Control

NHS North Yorkshire and York
Community and Mental Health Services
Station Road Business Park, Station Road
Thirsk, North Yorkshire YO7 1PZ

Tel: 01845 573869

Fax: 01845 573805

www.hdft.nhs.uk

Progress to Excellence

G8

1 Pacific Road

Birkenhead

CH41 1LJ

Tel: 0151 650 6933

E-mail: info@progresstoexcellence.co.uk

www.ptoetraining.co.uk

Scarborough General Hospital

Woodlands drive,
Scarborough,
North Yorkshire YO12 6QL
Tel: 01723 368111

UNISON

UNISON Centre

130 Euston Road

London

NW1 2AY

Helpline: 08000 857 857

www.unison.org.uk