



YOWSUN CARE DISCIPLINARY POLICY

Policy Statement

Yowsun Care expects its employees to abide by the standards of the Skills of Care Codes of Conduct for Healthcare Support Workers and Adult Social Care Workers in England. The purpose of the code is to set out the conduct that is expected of care workers. Employees are responsible for making sure that their conduct does not fall below the standards set out in this code and that no action or omission on their part harms the wellbeing of service users.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning the Yowsun Care's approach to disciplining employees.

Disciplinary Policy

It is our policy to discipline employees who fall below the expected standards laid out in the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England which are issued to employees at induction.

Disciplinary Procedure

Informal Meeting

The line manager/Care Coordinator will arrange a meeting with the employee to discuss the problem and try and resolve any differences. The meeting should give the employee the opportunity to give his or her side of the dispute. At this stage the employee should be given details of the disciplinary and grievance procedures and should be advised as to whether formal procedures will be followed.

Recorded Oral Warning

A first or minor offence may require a recorded oral warning. A warning notice form should be used and should be filled in with the employee present. The employee must sign the form and note any objections. The warning notice is kept on the employee's file.

First Written Warning

If the employee continues to act in a way that is detrimental to the performance of the Company or harmful to service users or other employees, the manager may issue a first written warning. This should be kept on the employee's personal file.

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Second Written Warning

A second written warning will be issued if the employee fails to take action following a first written warning. The employee must be present when the form is completed and should sign and note any objections.

Final Written Warning

A final written warning is issued if an employee continues to act in a way that is unacceptable to Yowsun Care/Stress Free Executives Ltd.

Suspension

Suspension may be considered where the continued presence of the employee is detrimental to the conduct of an investigation or presents a potential compromise to the organisation or the employee. Suspension will not be on full pay, but it is not a disciplinary penalty and does not imply guilt or pre-judge the potential outcome. Suspension will be approved by a senior manager or above and confirmed in writing to the employee.

Dismissal

If an employee fails to improve their attitude or conduct, following a final written warning then they will be dismissed.

There is no time frame in which the manager may issue warnings. Improvements in conduct are expected to be immediate.

Instant Dismissal

Yowsun Care may instantly dismiss an employee for a number of reasons including:

- Disclosure of confidential service user information, Homecare service information or any similar breach of trust.
- Failing to provide care appropriate to the service users' needs and care plan.
- Refusing to carry out the reasonable instructions of the service user or the care home.
- Drinking alcohol or being under the influence of alcohol whilst on duty.

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- Using illegal drugs or being under the influence of illegal drugs whilst on duty.

- Stealing or misappropriating service user, the organisation or other employee's property.

- Harassment of a service user or colleague or the use of abusive or violent language or behaviour.

- Habitual lateness.

- Failing to abide by the organisation's policies and procedures.

Appeals

If an employee believes that a warning notice has been issued unfairly, they may appeal to a senior member of staff or manager unconnected with the decision within five working days.

Yowsun Care believes that employees should be able to use the established grievance procedure freely so that management may be assisted in identifying sources of dissatisfaction and eliminate them.

Appeals against dismissal must be made to the Executive Director in accordance with the Company's Grievance Procedure.

Training

All employees of Yowsun Care should be issued with a copy of the Skills for Care Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England, on appointment.

In addition, employees undergo an induction and are issued with the organisation's guidelines, policies, procedures and the standards expected of an employee of Yowsun Care/Stress Free Executives Ltd.

This policy will be reviewed by the Registered manager

Policy Title	Yowsun Care Disciplinary Policy
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