

MARCH

Policies and
Processes

Health and Safety Policy

This policy ensures the safety of all staff and service users by outlining proper procedures for identifying and managing potential hazards in the workplace. It covers everything from fire safety to equipment maintenance and emergency protocols, ensuring a secure working environment.

Safeguarding People Using Care Service from Abuse or Harm

This policy is designed to protect service users from abuse, harm, and neglect. It provides guidelines on how to report concerns and ensures that all staff are trained in identifying and addressing any potential safeguarding issues promptly and appropriately.

First Aid at Work Policy

This policy covers the necessary first aid measures that should be taken in the event of an injury or medical emergency at work. It ensures staff are trained in basic first aid procedures, and the appropriate first aid equipment is readily available.

Confidentiality Policy

Staff must maintain the confidentiality of service users and colleagues, ensuring that personal and sensitive information is protected. This policy sets clear guidelines on when and how information can be shared and emphasises the importance of discretion.

Dignity, Privacy, and Respect Policy

This policy ensures that all individuals are treated with respect and dignity. It sets standards for the privacy of service users and encourages staff to promote and protect the autonomy and rights of each person.

Incident Reporting Process

This policy outlines the procedure for reporting incidents, accidents, or concerns in the workplace. Staff must follow this process to ensure all incidents are recorded and managed effectively, ensuring safety and compliance with regulations.

Code of Conduct Policy

This policy sets expectations for professional behaviour in the workplace, ensuring staff understand the standards of conduct required.

It covers areas like respect, integrity, and professionalism, contributing to a positive and ethical work environment.

Personal Safety Policy

Staff are encouraged to follow guidelines that ensure their own safety while working. This includes using personal protective equipment (PPE), following safe practices, and knowing what to do in potentially hazardous situations.

Whistleblowing Policy

If you observe any unethical behaviour or wrongdoing, this policy ensures that staff can report their concerns without fear of retaliation. It outlines the proper channels for whistleblowing and emphasises transparency and accountability.

Duty of Candour Policy

This policy emphasizes the importance of honesty and openness in healthcare settings.

If a mistake is made, staff are required to be candid, apologize, and take steps to prevent it from happening again, ensuring trust and transparency with service users.

Medication Management Policy

This policy provides guidelines for safely administering medication to service users.

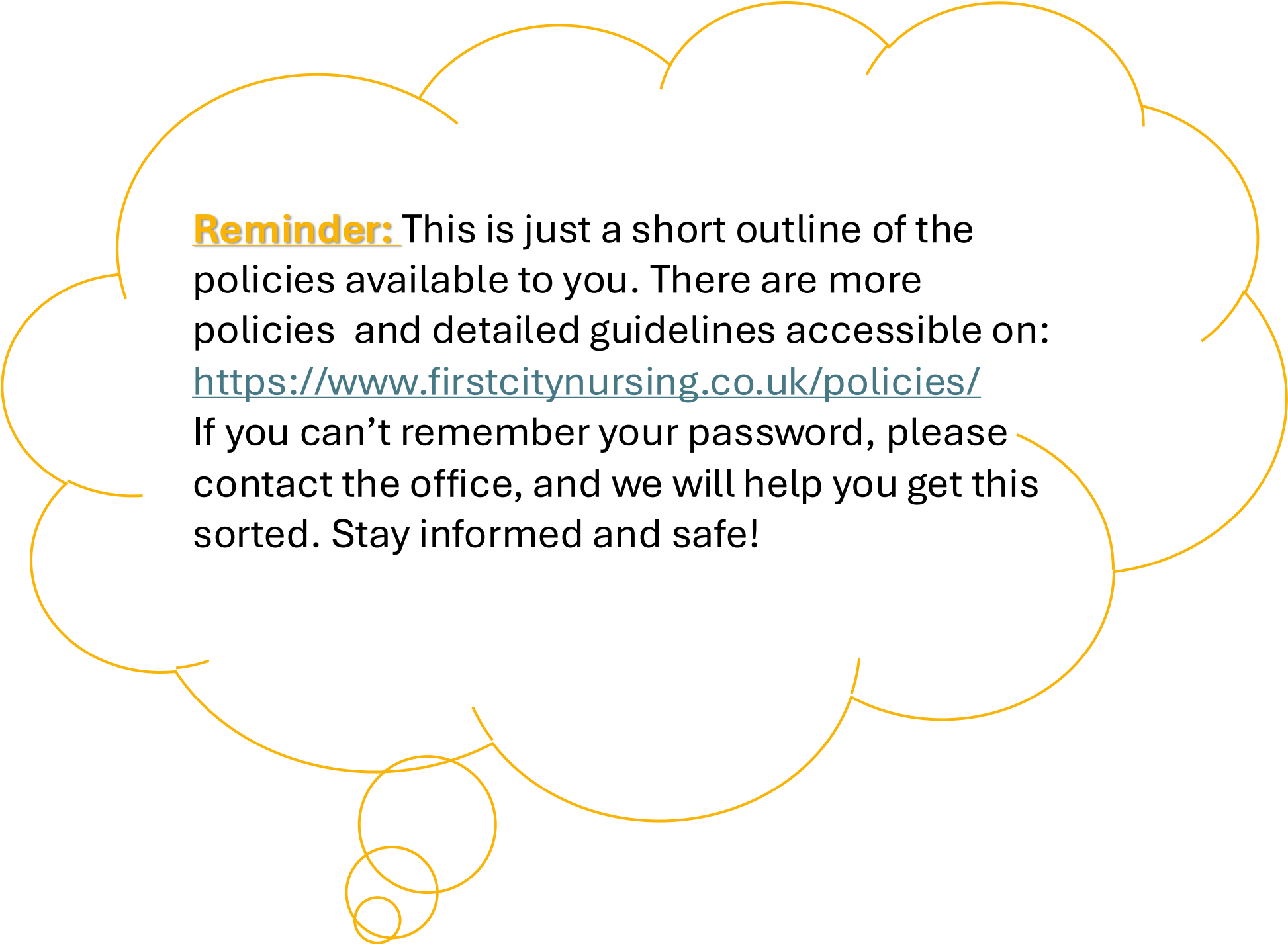
It ensures that all staff are trained in medication procedures and know how to handle, store, and document medication accurately.

Grievances Policy

Staff have the right to raise concerns or complaints in the workplace. This policy provides a clear process for addressing grievances, ensuring that all staff are treated fairly, and their concerns are addressed in a timely manner.

Challenging Behaviour, Violence, and Aggression Policy

In situations involving aggressive or challenging behaviour, this policy outlines the steps staff should take to manage the situation safely. It ensures staff are equipped with strategies for de-escalation and managing challenging behaviours in a calm, respectful manner.



Reminder: This is just a short outline of the policies available to you. There are more policies and detailed guidelines accessible on: <https://www.firstcitynursing.co.uk/policies/>
If you can't remember your password, please contact the office, and we will help you get this sorted. Stay informed and safe!



