


CONTINUITY OF CARE

VERSION No	2	
REVIEWED BY	Mariana Philipova	
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Policy Statement

This document sets out the circumstance of a change of worker from the regular resident duties. This occurs for all sorts of reasons, but particularly when sickness takes place. This organisation believes that in order to deliver a quality of service, continuity of care is paramount. This policy sets out when changes would need to be made.

This document outlines the procedures of this organisation in relation to the exceptional circumstances in which a change of a resident's care might be unavoidable.

The Policy

In order to comply fully with the New Fundamental Standard Regulations this organisation must organise staff and staff duties in order that sufficient numbers of experienced, skilled and competent staff are on duty at all times.




-  **The Registered Manager has to take sufficient steps to ensure that at all times there are sufficient numbers of suitably qualified skilled and experienced staff for the purposes of carrying out the regulated activity.**
-  **This means that staff sickness, absence and holiday cover must be planned and managed in order that the 'resident' delivery of service is not compromised.**
-  **It also means taking into account the needs and preferences of our resident's in order to ensure that services delivered meet their needs.**
-  **This includes, when necessary, ensuring taking account of any fluctuating needs.**

General Rules for Replacing Staff Members

The registered manager, deputy manager or the nurse in charge needs to look to the rota and call on any of the full, part time or bank staff to check their availability and the possibility of longer-term cover, when appropriate.

This home does not use agency staff!!

Specific Reasons for Making a Change

-  **Staff member is unavailable at short notice**
*Most sickness absence is unpredictable, so quick action is likely to be needed to fill the gap created by the non-availability of a staff member. An attempt should be made to determine how long the absence is likely to be and to plan cover for the entire duration rather than on a day-to-day basis. An absence arising from special or compassionate leave should be similarly handled. **Staff must always as reasonably possible call as early as possible the person in charge of the home and inform of sickness or any satisfactorily good reason that they cannot come to work as per the off duty rota!! And if possible inform of the length of absence.***
-  **Staff member on holiday or training**
It should usually be possible to anticipate absences (staff development planning and notice period), resulting from holidays or training and to make careful replacement plans.
-  **Staff member leaves the organisation**
It should usually be possible to anticipate (staff development planning and notice period), absences resulting from a staff member leaving the company and to make careful replacement plans.

**Sudden, unpredicted need to change staff member permanently**

If a staff member, for example, leaves the company without notice, or it becomes necessary to change a staff member urgently for any reason, quick action is likely to be needed to fill the gap. Consideration should be given as to whether it is possible to make an alternative long-term arrangement immediately or whether a temporary arrangement is necessary until a more satisfactory long-term replacement can be available.

**Service requirements change**

It should usually be possible to anticipate the development of changes in a resident's care needs. The registered manager must ensure that staff are trained to meet the changes.

**Development of a non-professional relationship**

If a non-professional relationship has developed between a resident and a staff member then swift action is usually necessary; the manager should assess whether the incident requires that the staff member receive further training or disciplinary or other action, and should, subject to some discretion, confidentially brief the replacement staff member on what happened.

**An assignment causes severe stress for a staff member**

It should be possible to anticipate when it is necessary to relieve a staff member because of the stress of their work and to introduce a carefully-planned replacement with full consultation. The new staff member should, of course, be confidentially briefed on what has happened and, if appropriate, be provided with additional support. Careful consideration should be given to the future workload and support needs of the staff member replaced.

**Staff member suffers abuse or discrimination**

If a staff member suffers abuse or discrimination to an extent that they need to withdraw from work then the manager should thoroughly explore the situation and investigate according to the organisation's procedures. The resident or their representative should be warned that any recurrence of the abuse or discrimination may prejudice the continuance of the service.

Related Policies
Dignity and Respect
Equality and Diversity
Meeting Needs