



INFORMATION ABOUT CAREMARK

March 2023

The purpose of this information sheet is to explain the business and the service that Caremark provide and also to describe the processes that care and support staff have to complete before they can work.

Registration of the Service

Caremark is a domiciliary care provider registered with the Care Quality Commission (CQC) and, as such, has certain legal requirements and obligations to meet, many of which relate to the recruitment and training of staff. The Care Manager also has to be registered with the CQC and has to ensure that the delivery of the care and support service is delivered in accordance with national standards and regulations.

The Service Caremark provides

Caremark provides personal care, help and support to anyone in need who chooses to remain living in their own home and our services can be provided 24 hours per day, 7 days per week and 52 weeks of the year. Sometimes we will also help Care Homes` by providing them with staff.

Staff Vetting

Due to the vulnerability of our clients requiring care and support, all our staff must be carefully vetted. The vetting procedure is very thorough and includes obtaining two written references from former employers and an Enhanced Disclosure from the Disclosure and Barring Service. Until these are received and found to be satisfactory care and support staff cannot start working for us.

Induction Training

Care and support staff must attend Caremark Induction Training to ensure they achieve specific competence before they are able to start work and have any clients allocated to them. Staff are not engaged as employees or workers of the business until this training is completed successfully.

Induction training includes but is not limited to:-

- **Initial Training** – this is the first training session and is based on the 15 standards of the national Care Certificate. New staff will also learn about Caremark and the expectations of care and support work.
- **Mandatory Training** – mandatory subjects must be completed before care and support staff are able to work. Caremark provide this training using a 'Blended Learning' approach where the training takes place via E Learning for theoretical knowledge and in the training room for practical learning.

The Field Care Supervisor will provide further support in the field through observing care and support workers practical work and supporting staff to learn how each client is supported. The care and support worker will also be awarded the Care Certificate, which is a nationally recognised certificate of training.

Once care and support staff are signed off as successfully completing the induction training, they will be offered to commence work for Caremark.

Staff support

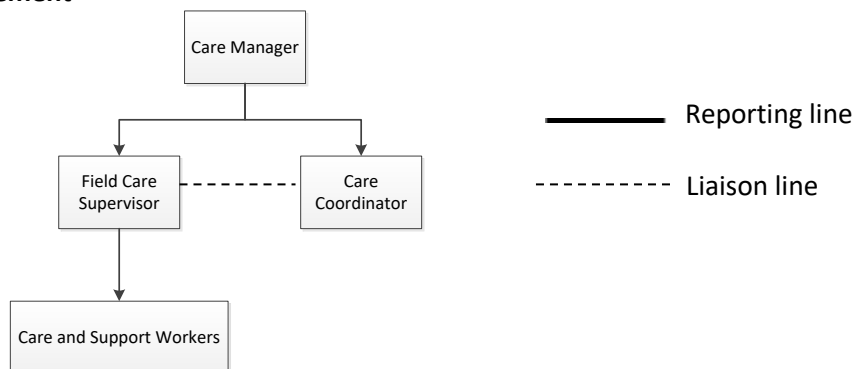
Caremark will continue to support professional development throughout a staff members appointment to work, and strives to give development opportunities to further knowledge as a professional social care worker. All staff members are supported with supervision meetings and yearly reviews with their line manager and will also be invited to team meetings.



INFORMATION ABOUT CAREMARK

March 2023

Structure of Caremark Line Management



Handling information

Caremark handle staff information in accordance with Data Protection law, and will provide all staff members with a privacy statement that explains how their information is handled.