

Policy Overview

It is the duty of TruComfort Homecare management to ensure that the staffing structure is sufficient in both numbers and skills to meet the needs of all individuals we support.

Managers must regularly assess the workforce's composition and capabilities in line with the current and anticipated care needs of service users. Where skill gaps or staffing mismatches are identified, prompt action must be taken—whether through recruitment, training, or other human resource measures.

Workforce Competence and Development

TruComfort aims to maintain a diverse and competent team of care professionals. Supervisors should continuously review the abilities and development needs of staff to expand their knowledge and experience.

This involves assigning varied responsibilities, offering regular supervision and providing access to relevant training all to ensure that each staff member is equipped to support a wide range of client needs.

Allocating the Right Carer to the Right Client

When assigning care staff, we consider:

- Gender preference
- Reliability and honesty
- Compatibility of personality
- Age
- Cultural, ethnic and religious background
- Attitude and emotional awareness
- Communication skills and preferred language of the service user
- Shared interests or hobbies
- Relevant training and professional updates
- Capability to support independence, dignity and holistic well-being
- Right to work in the UK and valid DBS checks
- Fitness for duty—physically and mentally
- Potential risks to or from the service user

Client preferences discussed at the initial assessment are documented in their care plan and reviewed as needed.

Supporting Clients with Complex or Specialised Needs

Special care must be taken when assigning staff to clients who have additional requirements, such as:

- Dementia
- Physical disabilities
- Learning difficulties
- Mental health conditions
- Sensory impairments
- Substance misuse
- Intermediate or respite care needs

Staff must be adequately trained and briefed before taking on such responsibilities. Managers may facilitate peer support and/or arrange internal sessions to prepare workers for these roles.

Changing a Care Worker

Staff changes may be necessary for reasons including:

- Illness, holiday, or training
- Staff departure or rota changes
- A service user's changing care needs
- A request from the service user for a new carer

All changes must be documented, communicated to the service user and alternative staff must be appropriately qualified and prepared for the role.

Double-Up Care Visits

When two carers are required:

1. Both must arrive before care starts
2. If one is unavailable, it must be reported immediately
3. Another trained carer will be sent and the client informed
4. Only staff with up-to-date Moving & Handling certificates may operate equipment
5. If a family member wishes to assist, they must provide certified Manual Handling training credentials
6. A risk assessment will be completed for safe handling procedures
7. Any such situations must be reported to senior management for review

Caring for Clients from Minority Backgrounds

Efforts will be made to make sure sensitivity supporting service users from religious, cultural, or linguistic minorities. While a direct cultural match isn't always possible, staff will be briefed appropriately to ensure respectful and informed care delivery.

Respite and Intermediate Services

When supporting clients under short-term or transitional arrangements, extra attention must be given to ensuring the assigned staff member is trained and prepared for the specific challenges these roles may present.

Listening and Responding to Service Users

Service users should always feel heard and respected. Staff must pass on any client feedback to supervisors who will assess and respond as needed. Client preferences including requests for changes in care timing or personnel must be seriously considered and actioned wherever possible.

If TruComfort is unable to meet a clients needs, referral to a more appropriate provider should be arranged with transparency and professionalism.

Promoting Independence and Choice

Clients should remain in control of their care wherever possible. Staff must empower service users to make informed choices and support them in maintaining independence.

Supervisors and management should reinforce this message during monitoring visits and through client communications.

Training and Quality Improvement

Managers will review relevant guidance, legislation and best practice updates to ensure all staff remain aligned with current standards. All team members will receive structured induction, skills development in line with National Occupational Standards and ongoing updates.