

Policy Statement

At TruComfort Homecare we are committed to recruiting staff who are not only skilled and competent but also passionate about providing high quality care. Our recruitment practices are fair, inclusive and aligned with our core values: respect, dignity and equal opportunity.

We ensure that all job applicants, regardless of background, are treated fairly and consistently. Our aim is to select the best candidate based on merit while offering equal opportunity for career growth within the organisation.

Recruitment and Application Process

1. All vacancies are advertised through appropriate channels, including local job centres and publications.
2. Each job advert will include a job title, description and the required person specification.
3. Applications are reviewed based on how well they meet the requirement criteria outlined in the job specification.
4. Shortlisted candidate will be called in for an interview and informed of the time and date.
5. Interviews will assess the applicant's qualifications, legal right to work in the UK and suitability for the role.
6. Interview records are maintained to ensure transparency and consistency in hiring decisions.

Pre-Employment Checks

Upon a successful interview TruComfort will request:

- An enhanced DBS check
- Two professional references confirming suitability for the role

If references are delayed or unsatisfactory, a risk assessment will be conducted before any employment offer is finalised.

Onboarding and Induction

New staff will:

- Shadow experienced team members before working independently
- Be clearly informed of support contacts for advice and guidance
- Undertake a full induction covering company policies, health and safety, emergency actions and care standards

Induction must be completed before a staff member can work unsupervised and will include:

- Understanding service user needs and rights

- Risk management and lone working protocols
- Reporting procedures for incidents or concerns

Ongoing Support and Training

All new hires undergo:

- Regular supervision during their three-month probation
- A formal one-to-one review before confirmation of employment
- Monthly reviews in service users' homes

Induction aligns with the Skills for Care Common Induction Standards. Additional training and qualifications will be provided based on the role.

All training is tracked, recorded and reviewed through individual training plans to ensure continued development.

Staff will be encouraged and supported in accessing accredited training as needed.

Identification and Matching with Service Users

All staff receive a laminated ID badge with their name, photograph and contact details.

When assigning staff to service users, we consider:

- Cultural and religious preferences
- Communication style and temperament
- Relevant experience and training
- Medical fitness and DBS status
- Compatibility with the service user's specific needs

Service users are encouraged to ask for ID before allowing access and can confirm identity through our office at any time.

Supervision and Monitoring

New employees will only be assigned tasks that match their training and will be supported by a senior or experienced team member.

Ongoing staff monitoring includes:

- Regular supervision and appraisals
- Performance reviews to assess knowledge, behaviour and communication skills
- Support plans for any additional needs or adjustments required

Management Responsibilities

The senior management team ensures:

- All those involved in recruitment are properly trained
- Staffing levels and skills meet the needs of service users
- Consistency in care through knowledgeable staff deployment
- A responsive system to handle changes such as absences, emergencies, or training gaps

A robust initial assessment, care plan and risk assessment are developed for every service user to align staffing effectively.

Manager Training

Managers are trained in:

- Fair recruitment and interview techniques
- Relevant employment law
- Recognising and addressing discriminatory practices