

Policy Statement

This policy is available to all managers, staff and service users to ensure transparency and accountability regarding how we adapt our services to meet individual needs and preferences.

TruComfort Homecare is committed to delivering care that is responsive, reliable and person centred. We follow the principles outlined by the Care Quality Commission (CQC) to ensure service users feel heard, valued and supported.

Our Core Commitments

1. **Reliability:** We work really hard to provide a consistent and dependable service that service users can trust.
2. **Flexibility:** Our services are adaptable. We're ready to respond to changes in our service users' needs at any time.
3. **Continuity:** We aim to minimise unnecessary staff changes and promote stable, long term care relationships.
4. **Communication:** We believe in open, honest communication with service users and their families to ensure transparency and mutual understanding.

Handling Staff Absences and Changes

Short Notice Absences

If a care worker is absent due to illness or emergency leave, we respond quickly and aim to cover the full absence period rather than making daily adjustments. Service users will always be informed of any staff changes.

Planned Absences (Holidays or Training)

Where leave is planned, we arrange cover in advance and notify the service user of any upcoming changes.

Resignation or Departure

When staff resign, we require four weeks' notice to allow for proper planning and service continuity. Service users will be informed and a replacement will be arranged.

Unplanned Resignation or Urgent Replacement

If a worker leaves suddenly or must be replaced urgently, we will arrange either a temporary or long-term alternative as appropriate and keep the service user informed.

Increased Care Needs

If a service user's care needs change and the existing worker is no longer suitable (e.g., due to training or availability), we will plan for a suitable replacement promptly.

Service User Requests and Special Cases

Request for Worker Change

We will always listen to service user feedback. If they request a change, we will explore the reason and make the switch where possible. Staff will be supported and, if needed, further training or supervision will be arranged.

Non-Professional Relationships

If a relationship becomes non-professional, we will act swiftly and consult the service user on alternative arrangements. Disciplinary action or training may follow.

Worker Under Stress

Where a worker finds an assignment too stressful, we will review the situation and, if needed, provide a replacement and additional support to both parties.

Abuse or Discrimination Against Staff

In cases of abuse or discrimination, we may need to remove the worker. We will assess whether care can continue and, if so, brief the new staff accordingly. Further abuse may result in service review or discontinuation.

Replacement Guidelines

When assigning a replacement care worker, managers will:

1. **Consult the service user** if possible, especially for changes lasting over 30 days.
2. **Match skills and experience** of the new worker to that of the previous one.
3. **Use familiar staff** where possible to maintain consistency.
4. **Refer to previously assigned workers** if the service user had a positive experience.
5. **Brief the new worker** thoroughly—ideally by both the manager and outgoing worker.
6. **Arrange specialist training**, if needed, before or shortly after the new assignment starts.
7. **Support the service user and carer**, expressing understanding and reassurance.
8. **Take extra care with service users with communication challenges**, ensuring family or representatives are also informed.
9. **Keep carers informed** where substantial support is provided.
10. **Maintain staff confidentiality** and handle sensitive information professionally.
11. **Use trusted staff** to communicate with service users if appropriate.