

Policy Statement

At TruComfort Homecare, our priority is to deliver consistently well-managed, planned, and high-quality services to our service users, while maintaining a reliable and supportive management structure for our staff. We aim to operate from a stable and compliant business environment that enables efficient service delivery.

Policy Overview

TruComfort Homecare is committed to the following principles:

- a) A qualified & experienced Registered Manager will lead and overlook the service.
- b) The business will follow a comprehensive forward looking business plan outlining strategic goals, growth objectives, and service quality targets.
- c) Operations will be based out of permanent premises that are suitable for the nature of the work and comply with all relevant safety and regulatory requirements.
- d) The premises will meet regulatory standards for lighting, ventilation, heating, and working space.
- e) The company's office will be registered with Companies House as the official business address.
- f) All necessary equipment and systems will be maintained to make sure a smooth operations, and all fixtures and utilities will comply with health, safety, and fire regulations.
- g) A clear and functional management structure will be in place, with clearly defined roles, responsibilities, and lines of communication. This structure will be shared with all staff during induction and made available in written form.
- h) Office staffing will be sufficient at all times to support care workers and maintain continuous service delivery.
- i) All care workers will know how to contact relevant managers in case of an emergency.

Procedures

1. The Registered Manager will be CQC-registered and appropriately trained to fulfil their responsibilities.
2. Senior staff will possess the qualifications, training, and competence necessary to support their roles.
3. Strategic and contingency planning will be overseen by the senior management team.
4. Management meetings will be held regularly to assess progress, review operations, and address action points.
5. The organisational chart will clearly define roles and reporting lines.
6. The senior team will implement and uphold the company's Statement of Purpose.
7. Personal data will be safeguarded using secure internal systems, including door codes and password-protected devices accessible only to authorised staff.

8. Contingency measures are in place for emergency situations, including utility outages, fire, or natural disasters.
9. Meeting rooms are available for private discussions, team briefings, or supervision.
10. Financial planning, insurance coverage, and indemnity arrangements will be sufficient to manage foreseeable risks and liabilities.
11. The Registered Manager will notify CQC with 28 days' notice if they intend to be absent for more than 28 consecutive days and will submit a written update.
12. All visitors will report to reception and sign in upon entry.
13. Senior staff will respond appropriately to any safeguarding concerns and follow reporting procedures.
14. Risk assessments—including those under COSHH—will be carried out regularly for all premises, equipment, and activities, and reviewed annually or when changes occur.
15. All electrical equipment will be PAT tested annually.
16. Accessibility needs will be reviewed in line with the **Equality Act 2010**, ensuring reasonable adjustments for individuals with disabilities.
17. Fire extinguishers will be provided in all operational areas.
18. Evacuation procedures and exit signage will be clearly displayed and functional.
19. Regular fire drills and safety inspections will be conducted to ensure compliance.

Training

- The General Manager and Training Manager will coordinate and deliver training across the company.
- All new staff will be introduced to the company's management structure during induction, including office coverage and emergency contacts.
- Ongoing supervision will be provided in accordance with TruComfort's supervision policy.