***Guidance on what to expect when you first start with Coverage Care***

***The following guidance should equip you with everything you need to know about starting with Coverage Care. If you are unsure of anything then please seek advice from your line manager.***

***On your first day in the Home***

*You will have received a letter detailing what time you are to arrive at the home and who to meet. The person who will look after you on your first day will give you a tour of the home and introduce you to your colleagues and the residents. You will then be issued with your uniform and name badge if this has been pre-ordered or your Manager will order these items for you on your first day.*

*You will also receive a fire evacuation tour of the building with the trained fire co-ordinator. Following this, your designated person will start your induction paper work with you.*

***Induction***

*You will be provided with an induction booklet relevant to your role which you will work through throughout the first 3 months of your employment with us. This is designed to help you learn your role, show you company procedures relevant to your role and complete training required for you role.*

***Probation period***

*After your first day you can expect to meet with a designated manager at week 2, 6 and 12 to review your progress. Please see additional guidance paperwork on probation period.*

***Training & Mandatory training***

*Many staff join us with qualifications and experience however we also welcome those who are new to care. Therefore the training that each person receives during their induction and probation period can look very different. The induction checklist is used to establish what training is required and when.*

*There are a set of mandatory training courses that all new starters are required to complete. These are essential to ensure you know how to do certain things to safeguard yourself and the services users. Dependant on your role you may have to do more or less of the courses listed below, but in any case you will be informed what training you need to complete:*

* *Moving and Handling*
* *Food Hygiene*
* *Safeguarding*
* *Mental capacity and Dols*
* *Fire Training*
* *First Aid*
* *Care Plan Training*
* *Infection Control*

*There is also a requirement for you to update this training at regular intervals. You will be informed of when this is by your Home Manager. Failure to complete any mandatory training may result in you being taken off shift without pay.*

*Uniforms, Jewellery and Footwear*

*We have a uniform because it identifies you as a member of our staff team in and outside of the homes. It identifies employees who have specific skills or training such as Nurses, Carers and Support Workers and when worn correctly helps to prevent the spread of infection.*

*You are required to wear your uniform and identification badge when working in the home. It is important to us that you represent the company by wearing your uniform we provide you and should you arrive at work without part or all of your uniform including your identification badge your manager will take the necessary action in line with our procedures. The same action will apply should you fail to follow the guidance for how to wear your hair, nails and jewellery as detailed below.*

***Mobile phones***

*You must not use your mobile phone when you are working in the home. You must keep it stored safely in your locker and can use it when you are on a break in a specified break area.*

***Wearing jewellery at work***

*Due to infection control and your safety employees are permitted to wear wedding rings and stud earrings only. No other form of jewellery should be worn at any time including piercing on the face, tongue, arms and hands again this is for the reasons of infection control.*

***Hair and Nails***

*Long/medium length hair should be tied back while on duty. Nails should be kept short and clean. Nail polish, gel or acrylic nails are not permitted for staff who provide front line care.*

***Where to get help***

*There are many people or departments where you can get help from if you are unsure of something:*

* *Colleagues*
* *Line Manager*
* *Manager*
* *HR Team (Central Office)*
* *Unison representative*
* *Onboarder/ new recruit support person*