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# Policy on MONITORING AND ACCOUNTABILITY

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**Policy Statement**

This charity provides its care staff with a schedule of visits, which provides for some flexibility insofar as each set of work tasks always needs to be completed fully and to the satisfaction of the Member. This can sometimes result in the schedule being disrupted or delayed.

This charity also operates on the basis that a degree of trust must be placed in staff to carry out their work satisfactorily, and that it encourages transparency and honesty in their use of time. It expects staff to communicate any difficulties that they experience, e.g. in travelling and in obtaining entry to a Member’s home.

The charity’s policies on Missing Persons, and Member Home Security address the main contingencies in which visits might not be competed as scheduled or result in delays; these can disrupt the rest of the worker’s schedule.

In all of these instances the care worker is expected to contact their team leader, or office at the earliest opportunity and to discuss appropriate ways of proceeding.

**The Policy**

This policy makes clear this charity’s expectations with regard to the completing of work sheets used to record the making of a call or visit to a Member’s home, and the accountability of staff with regards to their conduct using social networking sites. The policy includes how this charity monitors staff working patterns, and the actions that it takes if it discovers that staff have been falsifying records, e.g., by recording that they have made a visit when, for some reason, it has not been made. The need for such a policy has arisen because of a (hopefully small) number of publicised incidents in which domiciliary care workers have been known to have falsified time or work sheets. In addition, social networking sites have become a popular pastime, and this policy sets out how this charity expects its staff to conduct themselves whilst using those sites.

**Scope with regard to Timesheets, Visits and Journeys**

The policy applies to all care staff who have a schedule of visits and who need to record accurately the fact that:

* The visit has been made
* The duration of the visit
* Journey time(s) between visits.

**The Use of Time Sheets**

The time- or work sheets that the charity asks a care worker to complete on a daily basis provide a tool to enable the business to exercise its accountability for the service that it provides to its users and to its commissioners.

To complete the time sheet, the charity requires the care worker to record the times of arrival at, and departure from, a house, obtaining the Member’s signature or that of someone else in the household wherever possible. If this is not possible then the space should be left blank. The charity will try to obtain specimen copies of “authorised” signatures from Members or representatives in advance to help with the checking.

The manager makes spot checks by telephoning a sample of Members to make sure they have received the visits as planned and to discuss any quality issues that have arisen.

When making their visits to Members’ homes to comply with the New Fundamental Standards, the manager will also check care plans and records held in the home to verify that the visits have taken place as planned. Managers will also use review meetings as a means of monitoring.

The charity expects that its care staff will be able to account for any significant discrepancies or departures from the agreed schedules. It will use staff meetings and supervision to discuss any workload difficulties that might be experienced.

However, the charity expects honesty and transparency, and will take disciplinary measures if it discovers that there has been deliberate falsifying of time sheets and that care workers have failed to carry out their agreed work schedules. This could result in a worker’s dismissal.

In addition, if it has been proved that care workers by their misconduct for example, not making calls when they have recorded them have caused harm or possible harm to Members, the business will be legally required to refer them for possible inclusion on the DBS barred list, which would bar them from future care work. In some cases, the business might need to refer the matter to the police if it believes the care worker might have committed a criminal offence.

**Related Policies**

Code of Conduct for Workers

Disclosure and Barring Service (DBS) Referral

Mobile Phone

**Training Statement**

All staff will be given training and advice on completing work sheets and their responsibilities when making visits to Members’ homes. This will be regularly updated.