



## Employer statements and tasks

### Statement 1:

I will take account of potential employees' values, attitudes and behaviours when recruiting new staff.

### Guidance

*This means:*

1. Using rigorous and thorough recruitment and selection processes to ensure appointment of workers who have the appropriate knowledge and skills and who are suitable and eligible to work in adult social care.
2. Ensuring that recruitment and selection procedures are in place that are in line with statutory requirements and carefully follow the Disclosure and Barring Service (DBS) and other vetting procedures.
3. Checking applicant details, references and clearances as applicable.
4. Ensuring that recruitment and selection processes comply with good employment practice, including the payment of the minimum wage.
5. Taking account of potential employees' values, attitudes and behaviours when recruiting new staff.

### Tasks:

*Choose 1 or more of the following tasks and set a date by when you expect to have completed the task(s)*

1. Ensure everyone involved in recruitment has a full understanding of fair selection methods and data-protection issues.
2. Follow employment legislation and, where applicable, guidance on registration requirements.
3. Have a set of up to date job descriptions and person specifications for all roles.
4. Routinely ask for evidence of qualifications and / or relevant experience as part of the selection process.
5. Involve people who need care and support, carers and staff in the design and delivery of the selection process.
6. Create an appropriate, quality recruitment process by combining a range of assessment methods including those designed to assess attitudes and values.



## **Statement 2:**

I will provide thorough induction for all new staff and for those changing job roles.

### **Guidance**

*This means:*

1. Ensuring that all employees complete a thorough induction process based on the Care Certificate.
2. Making sure that all employees have clear information on their roles and responsibilities and are never expected to work outside of their level of competence.
3. Ensuring that all employees are aware of relevant laws and agreed ways of working they must follow and that they understand their obligations and have access to information about this.
4. Supporting employees to deliver high quality and safe care and support.
5. Supporting and assisting employees who report that they are being asked to perform outside of their role and competence and investigate any concerns thoroughly.

### **Tasks:**

*Choose 1 or more of the following tasks and set a date by when you expect to have completed the task(s)*

1. Develop and review induction processes in line with legal requirements and best practice.
2. Explore the range of resources available to support induction.
3. Update staff job descriptions.
4. Develop or update checklists and other materials used during induction.
5. Monitor inductions to assess that they are appropriate and successful and provide documentary evidence that each worker agrees that such training has been received.



### **Statement 3:**

I will provide timely, appropriate and accessible education, learning and development opportunities to enable my employees to develop and strengthen their skills and knowledge.

### **Guidance**

*This means:*

1. Providing access to appropriate education, training and other learning opportunities to ensure continued development of the employee's role.
2. Encouraging and supporting appropriate continuing professional development for employees.
3. Establishing effective ways to mentor, supervise, monitor and assess employees.
4. Where supervisory staff are employed, reviewing their development, ensuring they are competent to mentor and coach and that all employees have access to them.
5. Addressing any capability and competence issues that arise.
6. Providing opportunities for employees to work at their level of competence and making good use of the full range of their education, knowledge and skills.

### **Tasks:**

*Choose 1 or more of the following tasks and set a date by when you expect to have completed the task(s)*

1. Review how learning and development is carried out for employees identifying and making necessary changes.
2. Review mentoring, supervision and assessment processes, identifying and making necessary changes.
3. Develop or update systems for recording capability and competence.
4. Analyse the results of any capability and/or competence assessments and take steps to address any needs identified.
5. Arrange a training needs analysis for employees.
6. Keep up to date with the range of learning resources available for employees, always looking to maximise the opportunities available.



#### **Statement 4:**

I will encourage everyone I employ to sign up to the Social Care Commitment and to commit to any codes, standards or registration systems applicable to their job role.

#### **Guidance**

*This means:*

1. Informing all employees about the Social Care Commitment and employers' responsibility to comply with it.
2. Ensuring that all employees understand the requirements of any codes, standards or registration systems applicable to their role with their role.
3. Reinforcing the personal responsibility of social care workers, managers and supervisors to meet the standards related to their job roles.
4. Responding when an employee fails to meet the standards set out in the Social Care Commitment and any other Codes of Conduct or Practice by providing appropriate counselling, support and development opportunities and following approved disciplinary procedures when necessary.
5. Promoting the Social Care Commitment and any other relevant codes and standards in relevant and accessible communication material.

#### **Tasks:**

*Choose 1 or more of the following tasks and set a date by when you expect to have completed the task(s)*

1. Run information sessions for employees to inform them of the Social Care Commitment.
2. Run information sessions for employees to inform them of any other codes, standards and registration systems applicable to their roles.
3. Implement and review written agreed ways of working to support employees to meet the requirements of the Social Care Commitment and any applicable Codes of Conduct or Practice.
4. Ensure regular review of employee performance in relation to the Social Care Commitment and respond to any shortfall.
5. Identify, celebrate and promote good practice.
6. Incorporate review of the Social Care Commitment into team meetings, supervisions and appraisal processes.



## **Statement 5:**

I will take responsibility for the values, attitudes and behaviours that my employees display at work, including upholding and promoting equality, diversity and inclusion.

### **Guidance**

*This means:*

1. Complying with current equality and diversity requirements that are underpinned by statute and policy.
2. Ensuring that employees always treat people who need care and support with dignity, respect and compassion.
3. Ensuring that employees consistently behave in a professional and respectful way towards everyone in the workplace.
4. Ensuring that employees understand from the start of their employment that bullying, harassing and discriminating against people is not acceptable behaviour and will result in disciplinary action.
5. Ensuring that any employee, who feels they have been the victim of this behaviour, or has seen anyone acting in a discriminatory or abusive way, knows where and how to report their concerns.
6. Having procedures in place to deal with aggression and violence, and making sure employees know how to access support if they experience aggression or violence at work.

### **Tasks:**

*Choose 1 or more of the following tasks and set a date by when you expect to have completed the task(s)*

1. Review current equal opportunities policies and agreed ways of working and amend where necessary.
2. Make sure the importance of upholding the dignity of each individual and each employee's responsibility to do so is clear in job descriptions.
3. Have staff discussions about professionalism and respectful behaviours in the workplace.
4. Encourage workers to become dignity champions and actively engage in steps to keep abreast of information, advice and best practice examples.
5. Review current bullying and harassment policies and procedures.

6. Publish a clear policy statement in relation to whistleblowing.





## **Statement 6:**

I will regularly monitor the skills and behaviour of everyone I employ, ensuring that feedback is encouraged from anyone they support or have direct contact with, including families and carers.

### **Guidance**

*This means:*

1. Establish effective ways to mentor, supervise and assess employees.
2. Making sure that where supervisory staff are employed they are competent to carry out their responsibilities.
3. Where supervisory staff are employed, ensuring all employees have access to those staff, and that they support compliance with the Social Care Commitment and any applicable Codes of Conduct or Practice.
4. Recording the effectiveness of the service provided by each employee including examples of feedback from people who need care and support and others.
5. Discussing with employees how to improve the care and support they provide, identifying any actions required.
6. Ensuring that employees are up to date with their learning and development.

### **Tasks:**

*Choose 1 or more of the following tasks and set a date by when you expect to have completed the task(s)*

1. Review how employees are supervised and assessed, amending processes where necessary.
2. Provide effective training for supervisors.
3. Set performance objectives for supervision practice for all supervisors.
4. Set up or review a system for monitoring supervision practice – frequency and quality.
5. Undertake a customer survey and discuss with employees ways to make improvements based on the findings.
6. Check that all employees have completed all statutory and mandatory training associated with their roles.



**Statement 7:** I will work to ensure a positive culture and working environment where all employees are supported to do what they've said they will as part of their Social Care Commitment.

### **Guidance**

*This means:*

1. Being familiar with the quality standards employees must work towards in their main areas of practice.
2. Being familiar with any codes of conduct or practice that employees must comply with and supporting them to achieve the standards they contain.
3. Ensuring that employees have the resources they need to meet their commitments.
4. Providing opportunities for employees to work at their level of competence and utilising the full range of their education, knowledge and skills.

### **Tasks:**

*Choose 1 or more of the following tasks and set a date by when you expect to have completed the task(s)*

1. Find out about what creates and sustains a positive culture in the workplace and produce an action plan as a result.
2. Discuss day to day practice in the work place using the Learning Through Work Guides for the Social Care Commitment.
3. Offer support and learning opportunities.
4. Encourage an atmosphere where people feel they can ask for help.
5. Include working culture and atmosphere as a standing item in team meetings and supervision/appraisal processes.
6. Incorporate questions about culture and working environment into staff and customer feedback surveys.