



**Expectations of Beyea Care Ltd**  
**and**  
**The Role of Home Carers**

**The purpose of this guide is to provide you with essential information to assist you in your role as Home Carer for Beyea Care Ltd and to set out the standards of care which Beyea Care expects to be maintained.**

**This guide (which is not exhaustive) supports the Employee Handbook and Beye Care Policies and Procedures.**

**Aims of the Service:**

- To provide a range of services to assist clients to remain in their own homes
- To promote client independence
- To provide a holistic approach to caring: personal support, practical support, emotional support
- To support the client with choice and dignity
- To assist individuals to live in the community independently and with dignity
- To assist with their physical and emotional needs, as required
- To carry out care with respect and consideration as if it is a member of your own family
- Responsible for providing a quality service with high standards
- Maintain a professional and ethical manner at all times

**Role of the Home Carer**

- Always treat people as individuals, being aware people have their own beliefs, life long habits and practices
- To encourage rehabilitation or maintenance of independence appropriate to individual ability and to promote self help
- To encourage and promote a quality of life and support independence
- To assist the client to get up in the morning and also to go to bed at night
- To assist to wash, dress, bath or use the commode or toilet; whilst encouraging the client to do as much as possible for themselves
- To maintain clients self-esteem; hair grooming, shaving, dental hygiene
- Ensuring personal hygiene is met; skin care and foot care but NOT cutting toenails. Fingernails can be trimmed – except for Diabetics
- To assist with toilet, catheter and stoma care. To check pressure areas for skin breakdown and monitor general well being
- Not to use baby wipes for personal care
- If clients suffer from incontinence particular care ensuring clean underwear and fresh clothing are available. Linen properly laundered and adequate supply of disposable pads available
- To dispose of soiled pads in plastic bags and to be put in outside bin
- Assist with ear, eye and nose drops providing the Carers is competent to do so
- Assist with medication and record on medication sheet (see Medication policy)
- To prepare light meals and monitor nutrition and diet. Check food is stored correctly and not past its 'use by' date. To date food taken out of freezer or opened and left in fridge
- To collect pensions pay bills and do shopping as detailed in care plan and to document on the financial transaction form
- To attend to light household duties including laundry, changing bed linen, cleaning commodes, emptying rubbish, cleaning surfaces and routine cleaning to hygienic standards as identified in the care plan
- Appropriate knowledge of the correct use of aids and equipment used
- To refer to each individual clients care plan and advise the Quality Field Team of any changes identified

- To record relevant and appropriate information in the clients care folder in a non-discriminatory manner
- To adhere to Health and Safety code of practice and Moving and Handling policy
- To report all near miss incidents, hazards or accidents immediately to the office or on-call and to complete the appropriate incident form
- To be aware of appropriate action to take in the event of an emergency

It is **NOT** the role of carer to:

- Administer injections or enemas
- Insert suppositories
- Redress wounds (except for like for like dressings and agreed with District Nurse)
- Remove sutures (stitches)
- Perform bladder washouts
- Insert catheters

### **Expectations of the Home Carer (full details within Employee Handbook)**

- Punctuality and reliability – if unable to report for duty to notify Beyea Care office or On Call at the earliest opportunity. Do NOT ring On Call before 05.30 in the morning and texting is not acceptable
- To inform office if running late (over 15 minutes) to a client, so they may be advised
- Ensure identity badge worn at all times and uniform worn to the expectation of the Uniform policy
- Do not give personal/home telephone numbers to clients
- Under no circumstances should money be borrowed from or lent to a client
- Home Carers must not make private working arrangements with clients
- Children of Home Care staff must not be taken to clients homes
- Clients food must not be consumed by Home Carers
- Home Carers are not to attend Clients homes outside their agreed designated/allocated time

### **Responsibilities of Home Carer**

- To complete travel expense sheet weekly (by 10.00 on the Monday before the last Friday of the month) and submitted to Beyea Care office
- Reporting of all incidents/accidents
- Inform the office of any changes to address and telephone contact number
- A rota will be issued each week and once agreed to work specified hours only emergency situations and sickness will be accepted as an excuse not to work
- Following sickness, you must notify the office/on call by 13.00 the preceding day
- It is a requirement that Home Carers insurance covers work/business use (see Driving policy)
- Protective clothing – gloves and aprons are provided to all Home Carers. To pick up and sign for from office
- Use of mobile phones must not be used in clients homes
- The offer of gifts or gratuities should be politely refused and where it might cause offence to reject or refuse a gift should be discussed with office management. Any gift need to be recorded by the office

- The Home Carer or family member cannot be included as a beneficiary or executor to a Client's will or any other financial/legal document