



Policy No: 03-1005	Authorised: 	Date:06/02/2020
DUTIES & ACTIVITIES NOT TO BE UNDERTAKEN BY CARE STAFF		

This Policy should be read in conjunction with the Job Description for the position of Care Worker, and Policy No 1004 which lays down a Code of Conduct for Care Workers. This Policy emphasises those specific tasks which the Care Worker is NOT permitted to undertake for a service user as part of their duties.

1. The Care Worker must NOT administer medication to the service user without undergoing proper training in the specialised techniques involved in medicine management. The degree of involvement that the Care Worker is expected to have will be established at the service user assessment stage. Where medication is not taken, either deliberately or as an oversight, the Care Worker must record this in the daily notes. Where a pattern of not taking medication is established, the matter should be reported to the Domiciliary Care Services Manager or Supervisor for appropriate action.
2. Similarly, where the service user is receiving on-going medical / nursing care the Care Worker must not become actively involved unless he / she is properly qualified to do so. Again, the degree of involvement that the Care Worker is expected to have will be established at the service user assessment stage. Other than this the Care Worker may be required to offer personal assistance to the service user, which may include disposing of syringes (for self-injecting service users) into a closed box within the property and the emptying of commodes. Refer to *Medicines Policy - General Policy for Managing Service Users' Medicines; No 3300*.
3. The Care Worker must not directly accept keys to a service user's home. Refer to *Key-holding Policy; No 3700*.
4. The Care Worker must only accept money from a service user for shopping etc. in accordance with *Policy Nos 3502 & 3718*. Care Workers should not take service user's money for an extended period of time. In ALL such cases receipts for such monies MUST be recorded in Mobizio Financial Transaction sheet for the service user or advocate.
5. With respect to the service user's monies and other personal property, the Care Worker MUST NOT:
 - 5.1 borrow money from a service user, or become involved in lending money to a service user;
 - 5.2 take any responsibility for looking after a service user's valuables, selling or otherwise disposing of goods belonging to the service user;
 - 5.3 become involved in betting syndicates (such as the lottery or football pools) with the service user.
 - 5.4 incur any liabilities on behalf of the service user;
 - 5.5 become involved in selling any personal goods or services to the service user;
 - 5.6 make use of the service user's property, e.g. telephone, for his / her personal use;
 - 5.7 make use of personal loyalty cards when incurring expenditure on behalf of the service user (*NB* service users' own loyalty cards may be used at the service user's discretion, but wholly for the benefit of the service user);
 - 5.8 accept any direct payment from the service user for services rendered;
6. The Care Worker should not accept food from the service user for a meal which the Care Worker would normally provide for himself / herself. Food for personal consumption should not be taken to a service user's home without the service user's permission.

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7. Cleaning duties outside those specified in the Contract, e.g. spring cleaning, should not be undertaken without special permission from the Domiciliary Care Services Manager or Supervisor.
8. The Care Worker should not smoke or consume alcohol while in the service user's home, even if invited to do so. *Refer to Policy No 1205.*
9. The Care Worker must not bring other members of their family, e.g. children, or any other unauthorised persons into the service user's home. Similarly, the Care Worker must not bring pets into a service user's home.
10. Gifts should not be accepted from a service user (*refer to Policy No 3506*). This does not include the normal hospitality of a cup of tea, etc, if this is offered. The Care Worker must remain sensitive to the service user wanting to thank them for the help they have been given, but remain mindful of the Company Policy towards gifts and gratuities.
11. The Care Worker must not carry out their duties in an unoccupied house. If the service user is absent when the Care Worker calls, and assuming that the Care Worker has a key, then this must be reported immediately to the Domiciliary Care Services Manager or Supervisor as a Wasted Journey, ref *Policy No 1105*.
12. The personal affairs of the Organisation's service users must not be disclosed under ANY circumstances to another service user or any other third party.