


Policy No: 03-1207	Authorised: 	Date:06/02/2020
STAFFING LEVELS & SHIFT PLANNING		

This Policy summarises the systems and arrangements used in the Organisation to ensure adequate staff cover for each working shift, and the measures taken to secure emergency cover in the unforeseen absence of a Care Worker:

1. It is the Policy of the Organisation to maintain adequate staffing levels to ensure uninterrupted service to service users. The number of staff required will have previously been established through a review of the number of service users, their needs and levels of dependency.
2. The Domiciliary Care Services Coordinator is responsible for producing a Staff Duty Rota summarising the calls to be made through each working day. This information is transmitted to the staff member via Mobizio our digital planning software onto the staff members secured mobizio app. This same app will record the time spent at each call, in accordance with service users' documented Care Plans.
3. The Domiciliary Care Services manager and Coordinator are responsible for establishing a back-up network of temporary or part-time staffing resources which can be called upon to provide emergency cover in the event of non-attendance of a Care Worker at a service user's home (ref. *Policy No 4302*), or to compensate for other emergencies. In this respect, all such temporary / back-up staff will have been vetted and recruited to the same strict policies used for full-time staff; *Policy Nos 1200 and 1208* (for volunteer staff) apply. Where such staff are needed, measures will be taken to ensure a compatibility match between client and Care Worker in accordance with *Policy No 3010*.
4. Staff Duty Rotas, Care Workers' Weekly Time Sheets / Electronic Call Monitoring records will be kept in People Planner and Mobizio.
5. In addition to the Staff Duty Rota each staff member has an individual "Staff Leave & Absence Record" recorded in People Planner for recording all absences throughout a calendar year for the following reasons:
 - 5.1 Annual holiday entitlement taken.
 - 5.2 Sick leave.
 - 5.3 Other paid leave (for extenuating personal reasons).
 - 5.4 Unpaid leave (for other personal reasons).
 - 5.5 Unauthorised absences (which will refer to the Organisation's Disciplinary & Grievance Procedure).

FORMS REFERENCES: