



**RECRUITMENT, SELECTION AND INDUCTION  
POLICY AND PROCEDURE**

# **ASPECTS CARE RECRUITMENT AND SELECTION**

## **POLICY AND PROCEDURE**

### **1. Introduction**

The purpose of this policy is to maintain a strong vetting and recruitment process to meet the requirements of various legislation and authorities.

This policy also ensures fairness by providing uniform recruitment policies and provides staff members with the criteria for selection and recruitment.

### **2. Recruitment**

Adverts are regularly placed within specific care periodicals, jobs magazines and Job Centres.

The Company has an advertisement banner located at the front of the premises for direct recruitment to the public.

All adverts are checked to ensure that they are compliant with the Equality Act 2010 and the Employment Equality Regulation.

Aspects Care has a Home Office Licence to sponsor oversea workers both already residing in the United Kingdom and to import them from external countries. Where staff are recruited via this means the process is managed in-line with the terms of the licence issued.

### **3. Selection**

All applications for employment with Aspects Care must come via a completed Aspects Care Job Application Form. Where applications are received by other means or formats then the applicant must be directed to complete the required job application form before their application can be moved forward with. All completed job applications forms are retained on the staff members HR file. The job application forms of those candidates that not progressed with are retained for 6 months.

The Aspects Care Job Application Form requires that all applicants fully disclose their previous and current employment history. Any gaps in employment history will need to be fully explained and documented. Applicants may be questioned about gaps in employment history and required to provide additional evidence, where deemed necessary.

Potential staff members are initially screened by means of a telephone interview. The questions asked taken from a predetermined list and the HR staff conducting the telephone interviews have been previously trained with regards to the responses, including the equal opportunities aspects of recruitment and the relevant legislation.

Those potential recruits who are called in for interview go before an interview panel that should consist of at least two interviewers. Wherever feasible a service user will attend the interview as a panel member to ask the designated service user question. Where getting a service user to attend is not possible then the designated service user question will be asked by a member of the interview panel. Any relevant adjustments will be made to accommodate any interviewee who has indicated a disability on their application form.

Prior to the start of the interview the candidates will complete a 15-minute literacy and numeracy test in which they will be asked a set of competency based questions. At the start of the interview candidates are informed that a predetermined question sheet will be used, and the candidate's responses recorded within it. The answers to these questions will at the conclusion of the interview be assessed against a scoring matrix and scores allocated. Once the questionnaire has been completed the scores will be totalled. A final decision on potential employment is then made considering interview responses and the two papers.

All the questionnaires of those individuals who pass are retained within their personal files. The questionnaires of those candidates that fail are retained for 6 months.

In all cases the potential employee then has a "meet and greet" with the service user to ensure compatibility and to allow the service user to be involved with selecting the staff who will be supporting/caring for them. This process allows the service user to ask any questions of the potential staff member that they feel they may want to ask and does not constrain the service user to an atmosphere and process which they often find uncomfortable.

If the service user states that he/she does not think they could work with the potential staff member then a post of work is not offered to them unless an alternative compatible service user can be found.

When staff are recruited, references from the last two employers linked to the work history on the application form will be sought prior to the start date. These will consist of written references on Headed Paper and/or a reference form with the company stamp, which will then be verbally confirmed if not received on letter headed paper or from a verified work email address; the verbal should be dated and signed by the person obtaining the reference. The written references should contain the name of the person giving the reference, their position within the company and the date. If there are any breaks in periods of employment, then candidates will be required to provide a detailed breakdown of how and where they spent the relevant time period.

Should applicants only have one previous employer, a professional reference will be accepted from a person that has known the applicant for 5 years or more (a family member is not acceptable). Where only character references are being used because employment or professional references cannot be obtained, then three references are required. A detailed note will be placed on file as an explanation as to why.

Any offer of employment is subject to what Aspects Care considers to be 'satisfactory' references being received by us before we can confirm candidate's appointment. Within our sole discretion, the candidate's employment may not be

confirmed or may be terminated if we receive what we deem to be an 'unsatisfactory' reference.

Aspects Care performs various checks such as viewing and copying birth certificates/passports/work permits etc. to confirm the authenticity of persons applying for posts. In the case of registered professionals' other checks appropriate to the relevant registered bodies are also conducted. Training and qualification are checked by viewing and copying certificates. Copies of the qualification and certificates provided are retain on the staff members HR file.

All candidates will be asked to provide formal documentation to show that they are eligible to work in the UK. Failure to comply with the request or to provide satisfactory documentation may lead to the candidate's employment not being confirmed or being terminated.

Disclosure and Barring (DBS) enhanced disclosure checks are undertaken via our organisation (Aspects Care is a Registered Umbrella Body for DBS Disclosures) and are valid within the organisation for 3 years from the date of issue. Where a staff member has a criminal conviction, but employment is still being offered then the DBS check must be completed annually for the first 3 years of employment. Additionally, in all such cases a DBS risk assessment will be undertaken and recorded. The procedures listed in the DBS Policy and Procedure and the Recruitment of Ex-Offenders Policy must be followed. As from 17<sup>th</sup> June 2013 disclosures presented by applicants from previous employers, within the same workforce, can be carried over as long as a new DBS has been applied for immediately and a risk assessment has been put in place until the new DBS has been received. All DBS checks will be of the enhanced type and will include an ISA check. All staff members using the DBS Disclosure Service to help assess the suitability of applicants for positions of trust and who are recipients of Disclosure Information must comply fully with DBS Codes of Practice.

Aspects Care has a very strong policy on DBS checks. We aim to balance safety against being fair and reasonable. If we decide to reject a candidate based on information contained in the DBS check, we will explain to the candidate the reason why. Aspects Care is exempt from the Rehabilitation of Offenders Act, and we can refuse employment even where the conviction is spent.

All applicants for positions who have a criminal record will be fairly treated and will not be discriminated unfairly against. The written policy on recruitment of individuals who are subject of a Disclosure is contained within the "Recruitment of Ex-Offenders Policy and Procedure".

All members of staff employed by Aspects Care will be issued with a contract of employment at the point commencing working for the organisation. The staff member will sign and date the contract of employment and will be offered a copy of the contract to retain for themselves. The signed contract of employment will be retained in the staff members HR file. The contract of employment includes a section relating to staff members complying with Aspects Care Data Protection and Confidentiality of Information policies and procedures.

#### **4. Induction, Training and Auditing**

Induction is a process that facilitates the introduction of new employees to an organisation. It is therefore essential in raising awareness of important information about Aspects Care with employees and providing them with guidance to help them settle into their job. Employees who have changed jobs/departments within Aspects Care will also be given some form of induction to help them to settle into their new job.

The recommended duration for the Induction Programme is that it should be conducted over at least 2 weeks to avoid new employees receiving more information in their first few days than they can handle.

Once employees commence employment at Aspects Care, the following tasks are conducted as part of the induction process:

- An Induction Booklet is completed with the inductees of which the inductees are provided with the following documentation:
  - Employee Handbook
  - Code of Conduct
  - Meet & Greet form
  - Shadow Shift Log
- As part of the induction process employees are asked to read and understand Aspects Care Policies and Procedures and read through the Service User's personal file they will be supporting. These files contain the support plans and risk assessments enabling the employee to become familiar with the Service User's needs and requirements prior to being scheduled on shift.
- A shadow shift log is then conducted whereby the inductee shadows experienced members of staff over a 5-day period. The experienced members of staff record the inductee's performance for the day. Once the booklet is completed, it is then reviewed by management. If it is noted that the inductee requires further support, then further shadow shifts are conducted to ensure the inductee is confident to carry out the role and work on their own initiative.
- A supervision is conducted exactly one month from the inductees start date to ensure they have settled in well and are aware of their role and their responsibilities meeting CQC requirements

## **Training**

All staff employed by Aspects Care will have completed the necessary training courses prior to providing care/support to a Service User.

All employees receive The Care Certificate training which consists of the 15 standards which are listed below:

1. Understand Your Role (incl. Data Protection and Confidentiality of Information)

2. Your Personal Development
3. Duty of Care
4. Equality & Diversity
5. Working in a Person-Centred Way/Person Centred Planning
6. Communication
7. Privacy & Dignity
8. Fluids & Nutrition
9. Awareness of Mental Health, Dementia and Learning Disability
10. Safeguarding Adults
11. Safeguarding Children
12. First Aid/Basic Life Support
13. Health & Safety (incl. Manual Handling)
14. Handling Information
15. Infection Prevention & Control (incl. Food Hygiene)

The Aspects Care training courses available to staff are listed below with the mandatory courses highlighted in red:

1. Care Certificate: Standards 1 – 15
2. Fire Safety
3. Fire Safety for Domiciliary Care
4. First Aid
5. Food Hygiene
6. Health and Safety
7. Infection Control
8. Medication Practice
9. Medication Practice for Domiciliary Care
10. Moving and Handling
11. Safeguarding and Protection of Adults
12. A Care Workers Role
13. Accessible Information
14. Anxiety
15. Appraisal
16. Autism
17. Basic Life Support
18. Behaviours that Challenge
19. Buccal Midazolam
20. Care Planning
21. Catheter Care
22. Communication
23. Complaint Handling
24. COSHH
25. CYP: Introduction to Supporting Children
26. CYP: Safeguarding Children and Young People
27. CYP: Development of Children and Young People
28. CYP: Health and Safety for Supporting Children and Young People
29. Dementia Awareness
30. Depression
31. Diabetes Awareness
32. Dignity in Care
33. Duty of Care
34. Dysphagia

35. Eating Disorders
36. Epilepsy Awareness
37. End of Life
38. Equality and Diversity
39. Falls Awareness
40. GDPR Stage One
41. GDPR Stage Two
42. Hand Hygiene
43. Information Governance
44. Learning Disabilities
45. Legionnaires Disease
46. LGBTQ+ Awareness
47. Lone Working
48. Managing Continence
49. Manual Handling of Objects
50. Mental Capacity Act and DOLS
51. Mental Health
52. Motor Neurone Disease
53. Multiple Sclerosis
54. Nutrition and Hydration
55. Oral Care
56. Parkinson's Disease
57. Person Centre Care
58. Personal Care
59. Positive Behaviour Support
60. Pressure Area Care
61. Prevent Extremism and Radicalisation
62. Professional Boundaries
63. Recording Information
64. RIDDOR
65. Risk Assessment
66. Self-Harm
67. Sepsis
68. Stroke Awareness
69. Substance Misuse
70. Supervision
71. Wellbeing in the Workplace

Once the inductee has completed the training process, three observations are scheduled in with the inductee once they have commenced employment at the project they have been allocated.

Inductees are assessed and observed carrying out their job role by a qualified member of training/Care Coordinator department and signed off as competent or requiring improvements. A medication observation is also conducted at the time of The Care Certificate observations to ensure the inductees are compliant with CQC guidelines.

## **5. Staff Files**

Staff cannot start to work independently for the company until all the necessary checks, induction and training has been completed and the information retained in the staff file.

The files retained on all staff members will include:

- Name, address, date of birth and telephone number.
- Name, address and telephone number of next of kin.
- Proof of Identity, including a recent photograph.
- Details of any criminal offences
  - a) of which the person has been convicted, including details of any convictions which are spent within the meaning of section 1 of the Rehabilitation of offenders Act 1974(a) and which may be disclosed by virtue of the Rehabilitation of Offenders (Exceptions) Order 1975(b); or
  - b) In respect of which he has been cautioned by a constable and which, at the time the caution was given, he admitted.
  - c) This information may be kept in a separate file to ensure staff member's confidentiality.
- A fully completed/dated and signed application form
- Two written references, including a reference relating to the last period of employment of not less than three months duration. The written references will be verbally verified if not received on letter headed paper or from a verified work email address.
- Where the person has previously worked in a position which involved work with children or vulnerable adults, verification, so far as reasonably practicable, of the reason why he ceased to work in that position.
- Evidence of a satisfactory knowledge of the English language, where the person's qualifications were obtained outside the United Kingdom.
- Documentary evidence of any relevant qualifications and training that has been listed on the application form.
- A full employment history, together with a satisfactory written explanation of any gaps in employment and details of any current employment other than for the purposes of the company.
- A statement by the person as to the state of their physical and mental health. This is contained within the company Health Questionnaire completed once conditional job offer has been made.
- A statement by the Registered Provider, or the Registered Manager, as the case may be, that the person is physically and mentally fit for the purposes of the work which they are to perform.
- Details of any professional indemnity insurance.



- The completed Aspects Care Induction Booklet
- The signed interview records for the employee.
- A copy of the letter offering employment and a signed and dated copy of their contract of employment
- Copies of any training certificates attained through courses completed.
- Records of Company's Induction, Shadow Shift Log completed

This list is not exhaustive and additional information such as supervisions, appraisals and correspondence will be added over time.

## **6. Service User Involvement**

It is company policy to involve service users within the recruitment process to as full as extent as possible. This takes the form of:

- Service user attending interviews of staff and asking relevant interview questions.
- Service users drawing up interview questions to be asked when service users are not in attendance at interviews.
- Service users having access to training courses to assist with interview panels.
- Service users being informed of their ability to be involved with recruitment panels via different mediums (e.g. service user newsletter, notice boards, handbooks, etc.).
- Service user being encouraged and supported to attend interview panels by means of funding transport to and from interview locations, providing meals/ refreshments whilst completing interviews and by considering and integrating interview times with service user availability.
- Where there has been no service user involvement with the formal recruitment interviews then at least a "meet and greet" with the service user must occur prior to a staff member being allocated to work with a service user.

Aspects Care views service user involvement within the recruitment and selection procedure is proactively promoted within the organisation and contributes towards a means of achieving longer term continuity of care.

## **7. Overseas Employees**

1. All applicants from overseas who are offered a position of work with Aspects Care will have their visa information recorded and will be confirmed eligible to work by the Registered Care Manager designated employees.
2. Applicants that need visas to work in the United Kingdom will be monitored and post booked supervisions to coincide with expiry dates will be arranged.
3. If applicants are found to be working illegally then they will be dismissed from employment immediately.
4. If applicants are found to be working illegally then the Immigration Service will be notified.

## **8. Recruitment of Ex-Offenders**

The purpose of this policy is to provide all staff with an indication of the policy on recruitment of ex-offenders.

This policy also ensures that there is one fundamental policy which provides equal treatment to those involved.

All individuals or organisations using the Disclosure and Barring service (DBS) Disclosure Service to help assess the suitability of applicants for positions of trust and who are recipients of Disclosure Information must comply fully with the DBS Codes of Practice.

Amongst other things, this requires them to treat all applicants for positions who have a criminal record fairly and not to discriminate unfairly against the subject of a Disclosure on the basis of conviction or other information revealed.

It also obliges them to have a written policy on the recruitment of such individuals, which can be given to all applicants for positions where a Disclosure is requested and to ensure that a body or individual at whose request applications are countersigned has such a written policy. This also helps to provide a model for that body or individual to use or adapt for this purpose.

## **9. Policy Statement**

As an organisation using the DBS Disclosure Service to assess applicant's suitability for positions of trust, Aspects Care Ltd complies fully with the DBS Codes of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

Aspects Care Ltd is committed to the fair treatment of its staff, potential staff or users of its services.

There is a written policy on the recruitment of ex-offenders, and all Disclosure applicants are made aware of this, and how they may access it, whilst going through the recruitment process.

Aspects Care Ltd actively promotes equality of opportunity for all with the right mix of talent and skills, and potential. Candidates are selected for interview based on their skills, qualifications, and experience.

A disclosure is requested as it is a requirement of legislation. All application forms and recruitment briefs will obtain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, Aspects Care Ltd encourages all applicants called for interview to provide details of their criminal record at an early stage in the application process. Aspects Care Ltd request that this information is sent under separate, confidential cover to the HR Department who will ensure that this information will only be seen by those who need to see it as part of the recruitment process.

Aspects Care Ltd ensures that all staff involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. Aspects Care Ltd will also ensure that appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders has been received, e.g. the Rehabilitation of Offenders Act 1974.

At interview or in a separate discussion, Aspects Care Ltd will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure by an applicant to provide accurate and truthful information is considered to be a serious matter. Where it is found that a person has intentionally or recklessly provided inaccurate information or withheld information relevant to the position, this may disqualify them from appointment. It may also result in dismissal or disciplinary action and referral to the appropriate professional regulatory body.

Aspects Care Ltd make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.

Aspects Care Ltd undertakes to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar a person from working with Aspects Care Ltd. This will depend on the nature of the position and the circumstances and background of the offence.

Where Aspects Care Ltd agrees to employ someone with a criminal record then the actions contained within the DBS Policy and Procedure must be complied with.

## **10. Contracts of Employment**

All Aspects Care staff are issued with contracts of employment. During the first 6 months of employment this is a zero hours contract to ensure that service user compatibility is bedded in and to allow for flexible management of staff.

At the conclusion of the 6-month period provided staff performance and service user compatibility are at an acceptable standard then the contracted hours contract of

employment is issued. The number of hours reflected in the contract will vary dependent of organisational need and staff preference.

A zero hours contract will only remain in place beyond the 6 month period where it is the express wish of the staff member to retain it. Aspects Care will never enforce a zero contract once the 6-month initial employment period has expired.

A copy of the contract of employment is retained in the staff file by HR.

## **11. Compliance with the Equality Act 2010**

Aspect Care Recruitment, Selection and Retention Policy is implemented in accordance with the Equality Act 2010 and all other appropriate statutory requirements and has been compiled after consideration of all available guidance and relevant Codes of Practice detailed below:

- Commission for Racial Equality
- Equal Opportunities Commission
- Disabilities Discrimination Codes of Practice
- Equality and Human Rights Commission