

Heritage Care at Home Ltd

Missed Visit Policy

Policy reviewed and valid from: 01/01/20



Policy Statement

Heritage Care at Home Ltd has a duty of care to all its customers, therefore any visits that are not carried out are dealt with seriously. Staff are provided with a weekly rota and / or are given customer visits either verbally or by text. All visits are to be transferred into their diaries. All visits that are allocated must be carried out. Any visits that are to be cancelled are to be cancelled through the office and carers are not able to make that decision alone. If a carer visits and the carer is not at home the office must be contacted, so they can establish the customers whereabouts.

Missing a visit may lead to a disciplinary or dismissal.

Aim

This policy is written with the intention to set values, principles along with policies underpinning Heritage Care at Home Ltd's approach to the duty of care it has to its customers.

Policy

- As soon as a missed visit has been identified an investigation will be put into progress to establish the reason for the missed visit.

Heritage Care at Home Ltd has the following procedure:

- For offences other than serious gross misconduct, the employee's immediate line manager should first ascertain the facts and review any evidence. The employee will be interviewed in private and should be asked for an explanation. The immediate manager will then decide upon a course of appropriate action.
 - If a formal, written warning is required, because an informal warning has already been given for the offence or because the severity of the offence is something only a senior manager or company director can carry out. Appropriate notes need to be made and placed in the employees file.
 - If the offence is repeated or any agreed improvements are not made then a second and final written warning may be issued.
 - If standards improve and there is no further repetition of the offence then the employee may request that the warning is removed from their file after 12 months. The company reserves the right to refuse to remove the offence from the file if it feels that the offence warrants or that there is a likelihood of further transgression.
 - An employee may be suspended without pay if the company deems them incapable of performing their duties or while investigations take place. A written copy of the suspension should be given to the member of the company.

An employee may be dismissed if

- They have already received a final written warning and repeat the offence
- They have been suspended and the company decides that, upon investigation, their offence merits dismissal
- They have committed serious or gross misconduct
- They have committed an offence that makes their continued employment impossible

The company recognises that there are certain types of issues that are so serious they justify either, a suspension or, in extreme situations, dismissal, without verbal or written warnings being given.

Within Heritage Care at Home Ltd the following apply

Disciplinary matters should be dealt with quickly and fairly

- An indication should be provided of the disciplinary action which may be taken
- Line managers can issue verbal warnings
- Only the head of the company or senior company management can issue written warnings and dismissals
- Employees have to be informed of the complaint against them and to be given the full opportunity to state their case before any decision is taken.
- Employees have the right to be accompanied by a trade union representative or colleague
- Other than misconduct employees will not normally be dismissed for the first offence
- Until there has been a full investigation no disciplinary action will be taken
- There will be an explanation of any penalty which will be given
- Employees have a right of appeal

Written warnings

Written warnings should clearly state:

- The conduct concerned
- The improvement required and the time limit for this if appropriate
- The likely consequences of further offences or failure to improve (final warning, dismissal etc)
- The warning should be handed to the employee or posted by recorded delivery, who should be informed of the right of appeal.

Appeals

Appeals should be made to the head of the company and not pursued through the company's grievance procedure. Where a final decision within the company is contested, or where the matter becomes a collective issue between management and a trade union, then appeals should be made via an external body such as ACAS.

Records

Any records will be kept in the employee's personnel file detailing the nature of any disciplinary action taken and the reasons for it, was an appeal lodged, its outcome and any subsequent developments. These records are kept confidential