

## **Our policy:**

### **Discrimination**

As employee of Rose care agency and a temporary agency you must not discriminate between people on the grounds of their Creed, colour, race, sexual preference, ethnic, political preference, background, age, disability of whatever nature, marital status or gender.

### **Confidentiality**

As an Rose Care Agency staff and a temporary worker will at time come over sensitive information relating to/or concerning a client or service user, this information must be treated with respect and remain confidential at all times. As a Rose care Agency and a temporary worker at no time can you discuss the confidential affairs of any client and/or service users unless they have given you written permission. exception to this rule only apply if law dictates client/and or service users may harm or be harmed, have a negative impact on the client/and or service users wellbeing and health or there is an immediate danger to their life, and this should be done through the proper channel.

### **Our reputation**

As an employee of Rose care Agency and a temporary worker you are an ambassador of the Employment Business. You must follow the rules of each service user as well as the rules set by Rose Care Agency. As an employee of Rose care Agency and a temporary worker you will make sure you behave in a professional manor and not behave such a way or do anything that will undermine and or destroy our company image.

### **Your Duties**

As an employee of Rose Care Agency and a temporary worker you must never attempt to perform any duties of care that may fall outside your experties/and or qualifications. If you are a care staff you must never attempt to perform the duties of nursing staff. As an employee

of Rose Care Agency and a temporary worker you must make sure you attend all the training booked for you and complete all your online training before attending a shift. You must not attempt or perform any work without being trained. As an employee of Rose care Agency you must attend all the one to one review with management once a month.

## **Dignity**

As a Rose Care Agency and a temporary Worker you must not do or say anything that may put the dignity or health of the client and/or service users at risk. You must Follow Clients rules and regulation's sets by our clients.

## **Best Interests**

As an Rose care Agency staff and a temporary worker you must always act with the best interests of the service user and/or users in mind.

## **What we expect from you**

As Rose Care Agency and a temporary worker you should abide by the content of this policy. If you are found not be following the rules we obtain the right to terminate the contract with us (Rose care Agency).

As a Rose Care Agency Staff and a temporary worker it is your duty to keep your self-updated with rules and regulations and policy as well as procedure. As a Rose Care Agency staff and a temporary worker you must keep your self-updated with the latest legislation which may affect your work.

## **Being professional at work**

As a Rose care Agency staff and a temporary worker you must at all time remain professional whilst on assignment's, even if regular contact with service users or other workers may engender.

## **Personal relationship at work**

As a Rose care Agency and a temporary worker you must take specific care to keep the relationship professional and the nature of the relationship intact in the working environment.

## **Respect**

As an Rose care Agency staff and a temporary worker you must always respect the working environment as well as practice and demands of the of the client and/ or the service users unless this demands are unreasonable and can endanger you or others around you. This includes breach to health & safety.

## **Plan**

As an Rose care Agency staff and a temporary worker you must always, whenever applicable, keep to the requirements of a care service plan and/or any other agreed role requirement set by service user or by Rose Care Agency.