



Carer Retention Policy

November 2022

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1 OVERALL POLICY ON CARER RETENTION

The backbone of 1st Homecare is made up of the carers we engage. Retaining our carers is of paramount importance to us; we wish to build a strong and lasting relationship of mutual benefit and reward. To this end we have several tools which we use to facilitate retention and reward.

2 APPRAISAL AND SUPERVISION

Appraisal

All carers (and other staff) will be given an annual appraisal by the appropriate manager, during which their performance over the preceding year and aims and objectives for the forthcoming year will be discussed. We approach appraisal positively so that it plays a constructive part in our organisation, and in the development of our carers. Through appraisal we aim to cover three main areas for discussion:

- Standards of performance;
- Areas for improvement, and
- Identification of training and development needs.

The appraisal interview also allows the carer and the manager to discuss areas such as attendance, relationships with peers and any special achievements that may have been gained throughout the year.

Supervisions

Each carer (and other staff) will have a supervision meeting at regular intervals during the year. Supervision is a tool to help both the business and the carer. It is designed to identify areas that need attention and improvement, to discuss learning and development plans, and also to compliment carers for good work.

Please refer to the Appraisal and Supervision Policy which sets out 1st Homecare's approach to these in more detail.

3 RECRUITMENT INCENTIVE

Our carers play a huge role in the continuing success of 1st Homecare, and we welcome their input at every level. The recruitment of new carers is an on-going process as the business continues to grow. Recognising that our existing staff are our best source of recruiting new carers, we offer an incentive payment for the introduction of new carers.

Any current member of staff who introduces a new carer to 1st Homecare will receive a 'thank you' payment of £100.00 after the carer has started working for 1st Homecare. A

further payment is payable after 6 months if the new carer remains in employment with 1st Homecare for that period. The amount of the payment is dependent on average hours worked over the 6-month period as follows:

- The sum of £100 is payable if the new employee works on average up to 20 hours per week over the 6-month period
- The sum of £200 is payable if the new employee works on average 20 or more hours per week over the 6-month period.

4 STAFF TRAINING AND DEVELOPMENT

The success of 1st Homecare depends upon having a team of carefully selected, highly committed and appropriately trained and qualified people. 1st Homecare regards the training and development of each employee as an essential part of our business and a key investment for the future. For full details please refer to the Staff Training and Development Policy.

5 VALUES AWARD

At 1st Homecare we have developed a set of Values that define what we stand for. These Values are at the heart of our business, and we reference them frequently during the course of our daily operations – for example, we do Values-based interviewing, so that we recruit carers and staff who are aligned to our Values; we have the Values up on the walls in the Office and refer to them during meetings, at Supervisions, and on any occasion when we want to remind ourselves of what we stand for.

When a carer stands out for exemplifying one or more of our Values, we recognise this and celebrate it in the form of giving that carer a “Values Award”, referring to the Value or Values they are being recognised for. The carer receives gifts - normally flowers, chocolates, wine or other drink, or perhaps a voucher - and we also announce the award on our Facebook page.

6 GENERAL

This Policy may be reviewed and amended as necessary at any time. Any amended version of the Policy will replace this one and staff will be informed of the amended version.

CHANGE HISTORY

Issue	Date	Description of Change and Reason
1	November 2012	First Issue
2	February 2014	Second Issue
3	November 2014	Third Issue – minor changes, rectification of error with regard to payment to staff made on introduction of a new carer, and insertion of a review date
4	October 2016	Fourth Issue – change to payment to staff on introduction of a new carer
5	February 2017	Fifth Issue – changes to make applicable to both businesses
6	September 2018	Sixth Issue – change of address and reference to manager (Registered Manager to “appropriate manager”)
7	December 2018	Seventh Issue – change to layout and inclusion of Employee of the Month award
8	January 2020	Eighth Issue – Inclusion of KL office address
9	September 2022	Ninth Issue – Solely typographical changes
10	November 2022	Tenth Issue – change to recruitment bonus wording, also clarification that the appraisal and supervision policy applies to all staff.

DOCUMENT CONTROL

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Maintainer	1HC
Owner	1HC
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