



Carer Recruitment and Retention Policy

September 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 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 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. If any current carer introduces a carer to 1st Homecare they will receive a 'thank you' payment of £100.00 after the carer has started working for

1st Homecare. A further £100 is payable if the new employee remains in employment with 1st Homecare for at least 3 months.

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 EMPLOYEE OF THE MONTH

When a carer stands out for the quality of the care he or she has delivered, for going the extra mile, for helping the team if there is sickness or for building great relationships with clients, we want to celebrate this. Every month, we look at whether there is a particular employee who stands out for what they have done during the previous month, and if so, we reward them by making them our "Employee of the Month". The carer receives gifts, normally flowers, chocolates, wine or other drink, and we announce on our Facebook page that they are our Employee of the Month. We also have a photo of the carer up in the Office for the current month.

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.

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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

DOCUMENT CONTROL

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