Safer Recruitment

City Care Southwest Ltd offers care and support services to adults over the age of 65 in their own homes. Our service is regulated by the Care Quality Commission (CQC) in relation to the regulated activity "Personal Care" and in accordance with the Health and Social Care Act 2008 and its associated regulations 2014.

Version Control

Date	New Version #	Made by	Changes/updates	Review Date
16/11/2023	V1.2023	Rhiannon	New Policy	16/11/2024
25/07//2024	V2.2024	Rhiannon	Updated to reflect new provider requirements	25/07/2025

Statement and purpose of policy

City Care Southwest Ltd is committed to safeguarding and promoting the welfare of vulnerable adults and ensuring their protection from harm and abuse. We want to provide the highest quality care and we recognise the need to recruit only those individuals who share our passion and values to do this.

This policy outlines our commitment to safer recruitment practices to prevent the appointment of unsuitable individuals and to promote a safe and supportive environment for vulnerable adults.

Scope and Definition

Our safer recruitment practices are informed by the following legislation and regulatory guidance:

- The Care Act 2014
- The Safeguarding Vulnerable Groups Act 2006
- The Disclosure and Barring Service (DBS) Code of Practice
- Care Quality Commission (CQC) regulations and guidance on recruitment in the health and social care sector.
- The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This policy applies to all staff involved in the recruitment and selection of individuals for roles that involve working with vulnerable adults, including managers, personnel, and Directors

Responsibilities

Our safer recruitment approach is based on the following key principles:

- Promoting the welfare and safety of vulnerable adults as a priority.
- Ensuring that all recruitment processes are fair, transparent, and free from discrimination.
- Conducting thorough pre-employment checks to assess the suitability and integrity of candidates.
- Complying with legal and regulatory requirements relating to the fair recruitment and employment of individuals working with vulnerable adults.

The Nominated Individual/Directors will:

- Review this policy annually, or sooner as required.
- Conduct quarterly service audits which include a review of the efficacy of this policy in practice.

- Stay up to date with legislation, guidance, and best practice in relation to Safer Recruitment.
- Undertake regular training as part of their continuing professional development.

The Registered Manager will:

- Implement this policy, ensuring that all staff read and understand it.
- Conduct bi-monthly service audits which include a review of the efficacy of this policy in practice.
- Undertake regular training as part of their continuing professional development.
- Stay up to date with legislation, guidance, and best practice in relation to Safer Recruitment.
- Conduct regular reviews of the recruitment process to assess its effectiveness, identify any areas for improvement, and implement changes as necessary.
- Monitor compliance with safer recruitment procedures and address any issues or concerns promptly to maintain the integrity of the recruitment process.
- Conduct risk assessments where appropriate, to further determine suitability of a candidate where they have declared information which may bring their suitability into question.

Role Specification and Job Advertisement

All roles which are undertaken by staff within our organisation are defined by an individual Job Description which outlines the requirements of the role and the desired skills, qualifications, and experience.

City Care Southwest uses a range of advertising methods to share the news that we are recruiting, and each advertisement is based on the Job Description for that role and our company values. All vacancies will be advertised openly, ensuring equal opportunities for all candidates to apply.

As a member of the Armed Forces Covenant and a Disability Confident Committed Employer, we welcome applications from **all those** who can evidence they meet the requirements of the role described and offer guaranteed interviews when asked.

Application, Shortlisting and Interview

Applications will be assessed against the job criteria, and shortlisting will be conducted objectively based on merit and suitability. Those candidates who meet the criteria will be invited to an interview which is conducted by two members of the team who are suitably skilled and trained.

City Care Southwest has developed an interview questionnaire which measures the candidates' response to scenarios that they might be faced with in their role, or could have experienced previously. These values-based questions identify candidates' instinctive response to situations where kindness, compassion and open mindedness may be required. In addition, candidates will be asked questions which enable them to evidence their suitability and how they meet the requirements of the role in relation to the Job Description.

Conditional Offer of Employment

Successful applicants will be offered the role for which they have applied on the condition that their pre-employment checks meet the standard required. These standards are non-negotiable and must be met before a candidate is invited to Induction.

The pre-employment checks consist of:

- An Enhanced Disclosure and Barring Service (DBS) Check
    - Any candidates who do not disclose any unspent convictions, cautions or reprimands on their application form will have their application withdrawn.
    - Any candidates who do disclose convictions, cautions or reprimands will be subject to a comprehensive risk assessment to review their suitability to work with vulnerable groups.
    - Cost met by the applicant (refunded after 3 months employment)
    - DBS Certificate numbers are stored on the candidates personnel file and each certificate is verified by a suitably skilled member of the management team.

- Evidence of the candidates right to work in the UK.
    - Checked in accordance with Home Office Guidance and Immigration Regulations
    - Retained on candidates' personnel files.

- A minimum of three satisfactory references
    - At least one reference from the candidates most recent employer
    - No more than one character reference which must not be a direct or indirect relation.
    - Provided in writing
    - Retained on candidates' personnel files with evidence of source verification.
    - If the candidate has previous experience in the Health and Social Care Sector, these experiences will take priority at referencing and at least one reference must obtain an understanding of the candidates conduct in this setting including the reason for leaving in addition to the above.

- Confirmation of all declared qualifications
    - All declared qualifications will be verified for authenticity and retained on candidates' personnel files.

Previous employment history and any periods of unemployment are requested from all candidates, and this must cover the entire period from the age of sixteen to the current date. This information is manually checked to ensure there are no unexplained gaps. References are sought via email as a preference and key information is scrutinised. Professional References must be received from a business e-mail address, and if this is not possible, further steps are taken to ensure the reference is valid, authentic and reliable. These include:

- Calling the employer and confirming the details of a reference, and the reason for not using a business email address.
- Writing to the employer and requesting a reference be returned on company stationery.

Verbal references will only be accepted in circumstances where a written reference cannot be completed by the employer, and only with authorisation from the Registered Manager

Whilst candidates' pre-employment checks are underway, they will be invited to undertake training in relation to their role through our E-Learning Portal, The Training Hub. Courses allocated will be dependent on individual candidates' prior learning evidence, skills, and experience. This training must be completed prior to attending induction. The minimum training requirements to attend induction are:

- The Care Certificate Modules
- Moving and Positioning People Theory
- Basic Life Support Theory
- Medication Administration and Recording Level 2

- Mental Capacity Act Level 2

Induction

All candidates who are successfully vetted will have their offer of employment confirmed and will be invited to attend an induction, regardless of the role they will undertake. The induction will provide a more in-depth introduction to our organisation and will include:

- Our core aims and values
- Moving and Handling with People – Practical Learning and Competency Assessment
- Basic Life Support - Practical Learning and Competency Assessment
- Roles and Responsibilities
- Effective record keeping
- Building strong relationships in care
- Medication Administration – Practical Learning and Competency Assessment
- Professional Boundaries
- Personal Development
- Understanding the Ageing Process

The induction is delivered by a suitably skilled member of our team, qualified in Adult Education (Level 3)

Once our new staff have completed the induction and have been assessed as competent in the classroom, they will be permitted to undertake shadowing as part of the induction process. Shadowing is a method of learning which allows candidates to "shadow" a suitably skilled member of the team who is already established in their role. This allows new staff members to ask questions and ensure that they are following the agreed ways of working. At the end of the agreed shadowing period, new staff will undergo a second competency assessment in Medication and moving and handling and a general observation of practice before the Senior Carer approves the staff member for visiting a client without supervision.

Competency Checks and Observations of Practice are then conducted regularly throughout the new staff member's probationary period.

Individuals with Recruitment Responsibilities

All staff who are taking part in the recruitment and onboarding processes will be supported to complete training in safer recruitment practices, safeguarding and relevant legislation and policies. This training will be refreshed every two years or sooner where there are legislative changes or learnings from our practice.

Volunteers, Apprentices and School Leavers

Volunteers and Apprentices will undergo the same routine checks as all other candidates.

In relation to apprentices which are school leavers, and where there is no previous employment history to obtain the necessary number of checks, apprentices will be asked to provide three-character references.

- One must be from the most recent education setting,
- One must be from a professional person in the community who is known to the candidate,
- All referees must have known the applicant for at least two years,
- Must not be provided by a direct or indirect relation.

Complaints about our Recruitment Process

Any concerns or complaints relating to the recruitment process, including safeguarding issues or breaches of this policy, will be addressed promptly and investigated in accordance with our complaints procedure and disciplinary policy.

Candidates or Employees can contact the service directly to raise a concern via telephone on 01752 545 122 or by email on office@citycaresw.co.uk