

Your Working Environment is our Home

00:09

We want to make sure we are safe when you are working here and that privacy and dignity is respected. Here are a few requests from us.

00:19

When you arrive, report to the individual in charge and let us know why you are here.

00:25

You should also ask who your key contact is as you must keep them updated while on site. We will tell you what facilities you are able to use, including toilets.

00:35

We'll tell you what to do in the event of a fire, where to go and whether any fire alarm tests are planned.

00:42

If you have to leave the home for any reason, you must sign out and then sign back in again to comply with our health and safety procedures.

00:50

We will also tell you any door access codes that you'll require.

00:54



Tell us in advance of your visit about any disruption you will be causing, like turning off water or heating or any dust.

01:02

Please keep your key contact updated with progress of the work and an idea of how long you'll need.

01:18

Hello, I'm George, welcome to my home.

01:23

A member of staff will let you know if there is anything you need to know about me and others who live here.

01:31

There are many people who have different care and support needs.

01:35

They may have dementia, a learning disability or mental health needs which can cause confusion or a loss of memory.

01:44

Your working environment is my home so please be mindful of the language you use and also don't play music whilst on site and keep your mobile phone turned down.

01:59

Please close doors behind you and only let yourself in and out of the building.



02:04

If you have to prop open windows and doors, these must be manned until closed again. There might be equipment for emergency calls that you may have to work around.

02:14

If so, please talk to your key contact.

02:18

If you need to enter a bedroom, knock 1st and check that it is OK for you to come in or speak to a staff member if you are unsure.

02:30

Please make sure you keep your tools and equipment out of harm's way, ensure your working environment is safe and that you leave with the tools that you came with.

02:41

Please leave our home clean and tidy at the end of each day.

02:51

Before you leave, please show your key contact or person in charge the work done and ensure that they are satisfied.

02:58

This may include demonstrating that the water is turned back on or that the electrics are working.



03:05

If you are here on a reactive call, Please ensure that our customer service centre is updated on the work completed.

03:13

The safety of our residents is everyone's responsibility.

03:17

The safety and dignity of our staff is also important, so please treat them with dignity and respect.

03:24

We have a 0 tolerance approach to discrimination, harassment and sexual harassment.

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If you see something that you're concerned about, Please ensure you tell your key contact or the Home Manager.

03:37

Remember, your working environment is our home.

03:43

If you have any concerns regarding resident safety,



03:47

well-being or any inappropriate behaviour, you must report this immediately to Customer Service Centre on 0809161466.