P026 - Staff Review and Random Checks

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| Version | Approved: | Comments | Next review date |
| 1.0 | 21/05/2018 |  | 01/09/2017 |
| 2.0 | 14/5/2018 | Modified as recommended by Workplace Assured. Added ‘Performance and Misconduct’ section. | 12/05/2023 |

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| Applies to: |
| All staff |

# PURPOSE

* Ensure professional conduct during care delivery
* Adherence to First Call Nursing Policies, Procedures SWP of Service Delivery
* Adherence to client’s care plans
* Staff development
* Performance management
* Identify gaps in staff training
* Training goals to match current workplace standards

# STAFF REVIEW

## POLICY

First Call Nursing is committed to staff development and performance management that contributes to development of the individual and of First Call Nursing.

The Performance Management Process is aimed to give staff the opportunity to access their work performance, receive feedback, identify their development and training needs and help establish achievable work goals.

First Call Nursing staff performance procedure has been developed to ensure fair and equitable management of staff. All office staff at First Call Nursing are entitled to an Annual Formal Staff Review Process.

First Call Nursing planning and review process will take account of information received about workloads, training, support and resource needs that is gathered through the Staff Review process.

This policy provides the broad framework for assessment of Care Staff for First Call Nursing.

This Policy applies to all staff undertaking care provision including in clients’ homes and/or in the community.

Care staff assessment has four main areas that should be considered:

* Presentation
* Compliance with WHS – PPE
* Punctuality – on time for service
* Service completed in its entirety – stayed for the required amount of time

Assessment is an integral part of First Call Nursing’s business operations.

## PROCEDURE

**Requirement**

1. Office staff F029 Self-Appraisal Document to be completed by Staff.
2. F030 Staff Performance Review document to be completed by Management.
3. Review to be completed within 14 working days of when staff are given F029.
4. First review scheduled to occur six months after appointment then annually thereafter.

**Method**

1. The completed Self-Appraisal is made available to management at least 2 working days before the review meeting.
2. Management access care staff information on the database including survey results, random checks and feedback-compliments / complaints.
3. Record discussion and recommendations in F030 Staff Performance Review form.
4. Note date of review in the database –care worker section.
5. Any issues arising from review are documented in the database- care worker section.
6. The hard copy is filed in the staff personnel file which has restricted access.
7. Management to diarise performance on an annual basis- set next year’s date for review. The database- Alerts.

Any follow up action identified is recorded in the First Call Nursing Continuous Improvement Register R1.

# RANDOM CHECKS

**Requirement**

1. List of care staff provided to Field Assessor – Database.
2. List of care services provided to Field Assessor – Database.
3. Review to be completed F006 Staff Review and Random Check Form.

**Method**

1. Field Assessor to choose care staff to check.
2. Arrive at client’s home either before start time of service or before finish time of service
3. Record professional appearance of care staff member – F006
4. Arrival time or finish time – note discrepancies – F006
5. Check PPE
6. Favourable result – record in R6 Random Check Register, document and scan to the database care worker record – history -general worker record - random check care staff
7. If there is a breach:
   * Document as above.
   * Co-ordinator will discuss breach with care staff member.
   * Document discussion.
   * Schedule review.
   * If there is a breach at the second check, disciplinary action is taken.
   * Documented in the database.

# PERFORMANCE AND MISCONDUCT

This Policy may be used as guidance for the process or manner in which the Company may discipline an employee because of their poor performance or inappropriate conduct in any circumstances that can be connected to, or impact upon, the Company.

Consequently, employees need to ensure that they exhibit appropriate out-of-work conduct where the circumstances or event can be connected to the Company, such as a work-related function.

A work-related function is any function that is connected to work and includes events such as work lunches, dinners, conferences, Christmas parties and client/customer functions. This Policy also applies when employees go to other workplaces in connection with work, for example, when visiting a supplier, client or customer.

This Policy does not form part of any employee’s contract of employment.

### Grounds for disciplinary action

Disciplinary action may be taken in response to any:

* Unsatisfactory performance.
* Unacceptable conduct.
* Wilful or serious misconduct.

### Disciplinary procedure

The procedures outlined below are intended as a guide only to the disciplinary procedures which may be implemented by the Company.

In every case, the Company will determine the actual disciplinary procedure to be adopted in its discretion and in consideration of the circumstances of the case as a whole. Nothing in this Policy prevents the Company from issuing a final warning at any stage of the process. Similarly, nothing in this Policy prevents the Company from dismissing an employee at any stage of the procedure set out in this Policy if the Company deems this action is warranted, for example in circumstances involving an employee committing serious or wilful misconduct.

### Investigation

Depending on the circumstances, it may be necessary to conduct an investigation into certain incidents and/or allegations that have been raised. This may involve collecting relevant data and interviewing the relevant employee as well as material witnesses (such as the employee’s co-workers or supervisors, or even customers and suppliers with whom the employee has had contact).

### Disciplinary interview

If on the basis of the investigation, the Company believes that there is a case to be answered by the employee, the employee may be asked to attend a formal interview meeting to address the area(s) of concern.

An example of a procedure that may be adopted by the Company in these circumstances may involve:

* The employee being given notice of the meeting.
* The employee being given a reasonable opportunity to have a support person present at the meeting.
* Putting the issue(s) of concern or allegations to the employee.
* Giving the employee an opportunity to respond to the concerns or allegations.
* The company considering the employee’s response.
* The company determining whether the concern(s) or allegations have been substantiated on the balance of probabilities.
* If it is determined that all or some of the concerns or allegations are substantiated, the company will make a decision about what, if any, disciplinary action is appropriate in the circumstances.

### Disciplinary action

Any disciplinary action taken by the Company against an employee will vary from case to case. This may include a consideration of whether the employee has received any prior verbal or written warnings in relation to their performance or conduct.

Examples of disciplinary action which may be taken by the Company include, but are not limited to, the following:

* Training.
* Informal counselling.
* Verbal warning.
* Written warning.
* Final written warning.
* Dismissal, including summary dismissal in circumstances of serious or wilful misconduct.

### Confidentiality

Disciplinary discussions and meetings (and their outcomes) are confidential. They are not to be discussed with co-workers. Failure to maintain the confidentiality of performance management discussions or meeting is a breach of this policy and may result in disciplinary action.

### Suspension

In some instances, poor performance or misconduct may be serious enough to present a risk to the Company’s operations, employees or customers. In these circumstances, an employee may be suspended from employment on ordinary pay whilst an investigation into the poor performance is undertaken.

### Variations

The Company reserves the right to vary, replace or terminate this Policy from time to time.

# DOCUMENTS

F030 Staff Performance Review

F029 Staff Self-Appraisal Document

F006 Staff Review and Random Check Form

**F030 - STAFF PERFORMANCE REVIEW**

|  |  |
| --- | --- |
| **NAME:** | |
| **LENGTH OF SERVICE:** | **AVERAGE HOURS/WK:** |
| **CLIENT/CONSUMER SURVEY:** | |
| **COMPLAINTS/COMPLIMENTS:** | |
| **DISCUSSION AREAS: Are duties carried out in accordance with those listed in Job description?** | |
| **RECOMMENDATIONS:** | |
| **RESULTS:** | |
| ***Completed and conducted by:***  ***Name: Position: Date:*** | |

**F029 - Staff Self-Appraisal**

Employee Name :

Supervisor:

Date:

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| --- |
| Briefly describe your work at First Call Nursing over the past 12 months |
| What aspects of the job do you like best or have provided you with the greatest satisfaction over the appraisal period? |
| What aspects of your job gave you difficulty over the appraisal period? |
| How did First Call Nursing support you in addressing these issues? |
| Does your job description adequately reflect the duties that are or should be undertaken in your job? |
| Are there any issues in your current work plan which you think need addressing in this appraisal? |
| What professional development activities have you engaged in over the last 12 months? |
| What professional development activities do you feel would be beneficial to you and your position over the next 12 months? |
| Are there particular aspects of your situation/performance which you think ought to be addressed in this appraisal? |

**F006 - STAFF REVIEW & RANDOM CHECK**

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| --- | --- |
| ***Name:***  ***Position:*** | |
| ***Client/consumers serviced:*** | |
| ***Compliance:***   |  |  |  |  | | --- | --- | --- | --- | | Alcohol & Drug | Yes ❒ No ❒ | No Lift Manual Handling | Yes ❒ No ❒ | | Non-Smoking | Yes ❒ No ❒ | Privacy | Yes ❒ No ❒ | | Dress, PPE & Hygiene | Yes ❒ No ❒ | Confidentiality | Yes ❒ No ❒ | | |
| ***Carer and Client/consumer Survey Conducted (attached):***  Survey completed by  Name:  Position: Date: | |
| ***Comments:*** | |
| ***Review required:***  Yes ❒ No ❒ | ***Date for review:*** |
| ***Field staff discussion report attached:***  Yes ❒ No ❒ | |
| ***Comments:*** | |
| ***Completed by:***  Name: Position: Date | |