DUTY OF CARE POLICY

PRN-169: DUTY OF CARE POLICY
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES™
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

1. Purpose of This Policy

This Duty of Care Policy outlines the legal, ethical, and professional responsibilities of:

- **CAREHOPES™ (the employer)**
- **Companions, coordinators, managers, and volunteers (employees)**
- **Approved external partners and third-party providers**

It ensures that every individual involved in companionship, wellbeing, support, or healthcare-adjacent services acts with:

- Safety
- Dignity
- Respect
- Professionalism
- Accountability
- Emotional intelligence

2. Scope

This policy applies to:

- All CAREHOPES™ employees
- All volunteers
- All contractors
- All third-party providers
- Any external professionals working jointly with CAREHOPES™ staff

It covers all service environments, including:

- Client homes
- Community settings
- Supported living environments (non-regulated companionship only)
- Travel and holiday assignments
- Airports and transport hubs
- Hospitals and clinics (non-clinical support only)
- Digital and remote support

3. Definitions

Duty of Care

A legal and ethical obligation to act in a way that protects the safety, wellbeing, dignity, and rights of clients, colleagues, and the public.

Employee

Any companion, coordinator, manager, or volunteer working under CAREHOPES™.

Supervisor

Any senior companion coordinator or manager responsible for oversight, supervision, quality assurance, and staff support.

Third-Party Provider

Any external organisation or individual delivering services on behalf of, or in partnership with, CAREHOPES™.

Client

Any individual receiving companionship or wellbeing support.

4. Employer Responsibilities (CAREHOPES™)

CAREHOPES™ must:

- Provide a safe working environment
- Ensure employees are trained, supervised, and supported
- Maintain clear policies and procedures
- Conduct risk assessments
- Provide safeguarding guidance

- Ensure employees understand professional boundaries
- Ensure third-party providers meet safety and quality standards
- Maintain insurance and legal compliance
- Respond promptly to concerns or incidents
- Protect employee wellbeing and mental health
- Provide safe digital systems and secure data handling
- Ensure inclusive, culturally sensitive practice

CAREHOPES™ must **never** place employees in unsafe environments or request tasks outside their professional remit.

5. Employee Responsibilities

Employees must:

5.1 Protect Client Safety

- Prevent harm
- Report concerns immediately
- Maintain awareness of risks
- Follow safeguarding procedures
- Maintain professional boundaries

5.2 Deliver High-Quality Support

- Provide warm, respectful companionship
- Encourage independence
- Support social engagement
- Maintain emotional intelligence
- Respect cultural, religious, and personal preferences
- Promote inclusion and dignity

5.3 Maintain Professional Conduct

- Arrive on time
- Communicate clearly
- Avoid personal disclosures

- Maintain confidentiality
- Follow all policies and procedures
- Uphold CAREHOPES™ values

5.4 Maintain Professional Development

Employees must:

- Stay up to date with all **mandatory e-learning courses**
- Attend all **routine supervision sessions**
- Participate in **scheduled appraisals**
- Engage in **reflective practice**
- Keep up to date with **company information**, including:
    - Emails
    - Text messages
    - WhatsApp communications
    - Group collaboration channels
    - Any other agreed communication platforms

5.5 Prohibited Actions (with your clause added)

Employees must **never**:

- Provide personal care **except your job role specifies that you will be trained to do so**
- Administer medication **except your job role specifies that you will be trained to do so**
- Handle client money **except your job role specifies that you will be trained to do so**
- Use client bank cards **except your job role specifies that you will be trained to do so**
- Perform financial transactions **except your job role specifies that you will be trained to do so**
- Provide private transport **except your job role specifies that you will be trained to do so**

- Provide regulated activities **except your job role specifies that you will be trained to do so**
- Provide clinical advice **except your job role specifies that you will be trained to do so**
- Record clients without consent
- Store client data on personal devices
- Form romantic relationships with clients
- Accept expensive gifts
- Share personal problems
- Create dependency
- Engage in discriminatory behaviour

5.6 Protect Themselves

Employees must:

- Follow lone-working procedures
- Avoid unsafe environments
- Report hazards
- Maintain personal safety
- Request support when needed

6. Supervisor Responsibilities (NEW)

Supervisors have an enhanced duty of care to both clients and employees.

They must:

6.1 Ensure Staff Competence

- Verify employees complete mandatory e-learning
- Monitor training compliance
- Identify training gaps
- Arrange additional support or retraining

6.2 Provide Professional Support

- Deliver monthly supervision
- Facilitate reflective practice

- Conduct appraisals
- Provide emotional and professional guidance
- Support staff during complex assignments

6.3 Maintain Communication Standards

Supervisors must ensure employees:

- Read organisational communications
- Respond to important updates
- Follow instructions issued through official channels
- Stay informed about policy changes

6.4 Safeguarding Oversight

Supervisors must:

- Respond to safeguarding concerns immediately
- Support employees during reporting
- Ensure documentation is completed
- Escalate concerns to the Service Manager
- Monitor patterns of risk

6.5 Quality Assurance

Supervisors must:

- Review visit notes
- Review welfare reports
- Monitor service quality
- Provide corrective feedback
- Ensure boundaries are maintained

6.6 Operational Safety

Supervisors must:

- Ensure employees are not placed in unsafe environments
- Review risk assessments
- Support staff during travel assignments

- Monitor lone-working compliance

6.7 Prohibited Actions (Supervisor Clause Added)

Supervisors must **never** instruct employees to perform prohibited tasks **unless the employee's job role specifies that they will be trained to do so**.

7. Third-Party Provider Responsibilities

Third-party providers must:

- Meet CAREHOPES™ safety standards
- Follow safeguarding laws
- Maintain confidentiality
- Respect client dignity
- Work within agreed boundaries
- Provide proof of qualifications (where applicable)
- Maintain professional conduct
- Report concerns immediately
- Avoid tasks outside their remit
- Comply with GDPR and data protection rules
- Demonstrate inclusive practice

7.1 Prohibited Actions (with your clause added)

Third-party providers must **never**:

- Provide personal care **except their contract specifies that they are trained and authorised to do so**
- Administer medication **except their contract specifies that they are trained and authorised to do so**
- Handle client money **except their contract specifies that they are trained and authorised to do so**
- Use client bank cards **except their contract specifies that they are trained and authorised to do so**
- Perform financial transactions **except their contract specifies that they are trained and authorised to do so**

- Provide private transport **except their contract specifies that they are trained and authorised to do so**
- Deliver regulated activities **except their contract specifies that they are trained and authorised to do so**

8. Shared Responsibilities

All parties must:

- Prioritise client safety
- Maintain dignity and respect
- Promote independence
- Prevent harm
- Act with integrity
- Maintain confidentiality
- Follow safeguarding procedures
- Communicate professionally
- Work within legal boundaries
- Avoid discrimination
- Maintain accurate documentation
- Uphold inclusive, culturally sensitive practice

9. Safeguarding & Risk Management

All parties must:

- Recognise signs of abuse
- Report concerns immediately
- Never ignore red flags
- Follow escalation procedures
- Avoid investigating independently
- Document concerns accurately

Types of abuse include:

- Physical
- Emotional

- Financial
- Neglect
- Self-neglect
- Domestic abuse
- Exploitation
- Discriminatory abuse

10. Duty of Care During Travel, Holidays & Airport Assignments

Employees and third-party providers must:

- Maintain professionalism
- Ensure safe escorting
- Provide emotional reassurance
- Follow travel safety protocols
- Maintain boundaries
- Avoid handling money **unless trained and authorised**
- Avoid private transport **unless trained and authorised**
- Document daily updates
- Ensure clients feel safe, supported, and respected

Clients must provide:

- Safe accommodation
- A separate private room
- Clear travel instructions
- Emergency contact details

11. Duty of Care in Digital & Remote Support

All parties must:

- Protect digital privacy
- Avoid using personal devices
- Maintain secure communication
- Obtain consent before digital support

- Avoid accessing private client accounts
- Follow GDPR and DPA 2018
- Maintain dignity during video calls

12. Incident Reporting

All employees and third-party providers must:

- Report incidents immediately
- Document accurately
- Follow escalation procedures
- Cooperate with investigations
- Maintain confidentiality

CAREHOPES™ will:

- Review incidents
- Implement corrective actions
- Provide support to employees
- Inform families when appropriate

13. Breach of Duty of Care

Breaches may include:

- Ignoring safeguarding concerns
- Violating boundaries
- Acting outside professional remit
- Failing to report incidents
- Discrimination or disrespect
- Unsafe behaviour
- Mishandling data
- Unprofessional conduct

Consequences may include:

- Retraining
- Formal warnings

- Suspension
- Termination
- Removal of third-party access
- Legal action (where applicable)

14. Policy Review

This policy will be reviewed:

- Annually
- After major incidents
- After legal changes
- After safeguarding updates