**CWD OUTREACH SERVICE**

**For children with disabilities and their families**

**SUPPORT WORKER’S MANUAL**

**July 2023**

**WELCOME TO CWD Outreach Service**

This manual has been prepared for you as a guide to inform your practice as a Support Worker for the CWD Outreach Service. It is one of two key documents that you will need to

familiarise yourself with before embarking on your role as a Support Worker. The second document is the Policy and procedure.

CWD Outreach Service provides quality assured home-based support for disabled children and their families. The support offered is based on assessed need and forms part of the   
child’s care plan.

This service is subject to registration and inspection by The Care Quality Commission:

www.cqc.org.uk

**VISION**

**As set out in the Community Vision for Surrey in 2030**

* Children and young people are safe and feel safe and confident.
* Everyone benefits from education, skills and employment opportunities that help them succeed in life.
* Everyone lives healthy, active and fulfilling lives, and makes good choices about their wellbeing.
* Everyone gets the health and social care support and information they need at the right time and place.
* Communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.

**LOCATION**

Woodhatch Place

11 Cockshot Hill

Reigate, Surrey, RH2 8EF

Tel: 01737 737237

Email: cwdoutreach@surreycc.gov.uk

**Manager**

**Jo Austin: 07896 822171** (Mon-Fri)

**Co-ordinators**

**Rachel Weatherley: 07968 832785** (Mon-Fri)

**Kim Oxborough: 07970 376851** (Mon, Wed and Thu)

**Leonie Childs: 07811 707778** (Mon, Thu and Fri)

### **Business Support**

**Carole Jones: 01737 737 237**

### **AIMS AND OBJECTIVES**

1. A responsive service providing quality home based personal short breaks for disabled children.
2. A flexible service using support workers who are chosen for their skills, empathy, qualifications and experience.
3. A service that benefits the whole family, by supporting the child, allowing time for other family members to enjoy time together.

4. A service that works with the social care team to improve outcomes for each child.

**VALUES AND PRINCIPLES**

This service aims to work in line with the SEND partnership strategy:

1. Outcome focused
2. Timely and preventative
3. Supporting resilience and independence
4. Person centred and personalised
5. Supporting children to achieve their full potential

**YOUR ROLE AND RESPONSIBILITIES AS SUPPORT WORKER**

Your role as a Support Worker for this service is to support children and young people in their own homes or out in the community.

**It is your responsibility:**

* To work in line with CQC regulations and guidance under the Health and Social Care Act 2008
* To deliver a service in line with child’s support plan as arranged by the Manager/  
  Co-ordinator. You **must not** arrange support directly with the family unless asked by the Manager/ Coordinator to do so. If changes occur you must let the Manager/Coordinator know.
* To offer flexible support dependent changing needs as determined by your managers or co-ordinators.
* To promote choice and independence for the child.
* To work with the family in a non-judgemental and appropriate manner.
* To keep lines of communication open with the office at all times. This includes responding to emails, texts and phone calls.
* To provide feedback for the child’s reviews and when requested.
* To maintain professional boundaries at all times.
* To ensure you are reliable and punctual.
* To attend Support Workers meetings and regular supervision sessions as required.
* To be party to an annual performance conversation and meeting.
* To attend all mandatory training as required or provide certificates for relevant training.
* To ensure time sheets and rotas are completed and emailed in monthly so we can pay you, and keep a record of the support given and by whom.
* To ensure mileage is submitted monthly either via the SAP Fiori app on your SCC phone or attached to your timesheet.
* **To follow SCC Policy on Mobile phones**. If a phone is lost/stolen or damaged contact the office immediately and refer to the Surrey CC policy this is attached as **Appendix 3 in the Services Policy and Procedures**.
* To not disclose your passwords for your SCC Smart Phone to anyone else. If passwords are forgotten you will need to contact IMT on the following number **020 8541 9000, option 2 and then option 4.**
* To not use your Surrey CC Smartphone for personal use, this includes calls, texts messages going on the internet and personal photos.
* To check your Surrey CC Smartphone at least once a week regarding work, training dates, supervision and other important information about the Service.
* To report all significant Incidents to the office.
* To work in line with the outcomes set for each child you support, and to review and score these outcomes on a 6 month basis.
* To ensure that your SCC Smart phone has enough battery life for effective use. In geographical areas where mobiles do not receive a signal, consideration will be given to provide alternative means of safe working. This could include but not exclusively:
* Issuing a personal alarm.
* A system agreed with the Co-ordinator and Manager   
  to ensure that a designated person is alerted if the Support Worker does not return from work at an agreed time.
* The staff member reporting back to the Manager at the end of their duties.
* Manager/Coordinators will seek permission for workers to use a family’s home phone if available

**A CWD Outreach Service Support Worker may assist a family in many ways:**

* Caring for the child/ young person within the home or community.
* Assisting with siblings to allow the parent/carer to spend time with their child
* As an additional resource to support the parent/carers in caring for their child
* Providing practical help if the main carer has suffered an injury   
  or illness
* Supporting the management of complex needs when trained as competent to do so e.g. administering emergency medication

**PERSON CENTRED PLANS**

You will be emailed a copy of the child’s Person Centred Plan and Risk Assessment. These detailed documents are completed with the child and their family, and written from the child’s point of view.

You are required to read this carefully before agreeing to support the child/ young person. When taking a child out, you must ensure you have enough battery life on your Smart Phone so you can access the emergency contact details from the PCP in case it is required. All information given to you about a Child or Young person is confidential and passwords for your smart phone must not be given to anyone else.

A copy of the Person Centred Plan and Risk Assessment will be held within the child’s home in the Home Care Plan Notes. This is available for you to read, and also house communication sheets. Where relevant; medication forms, body maps and seizure record sheets will also be available. It is your responsibility to post these back to the office monthly to be checked and filed.

**RISK ASSESSMENT**

Risk assessment is an important part of Health and Safety at work. (Your co-ordinator will have carried out risk assessments for your area of work). You need to be aware of these in order to be able to work safely.

Copies of the risk assessments will be made available for you. A copy of the risk assessment will be sent to you via your Surrey CC email and a copy will be placed in the child’s home.

It is everyone’s responsibility to check the area they are working in for hazards (i.e. anything that can cause them harm).

**It is your duty to report any changes that would impact support outlined in the PCP and   
Risk Assessment. This enables us to amend the assessments ensuring they remain up to date.**

**THE ROLE OF THE COORDINATOR**

* To line manage, supervise and appraise Support Workers.
* To liaise with families and social workers.
* To complete a Personal Centred Care Plan and Risk assessment of each child referred, and ensure that any updates are recorded and circulated.
* To process referrals and skill match appropriate Support workers.
* To arrange and facilitate initial meetings between workers and families.
* To obtain and provide feedback from families.
* To process Support workers’ pay claims.
* To ensure competency through direct observation.
* Facilitating and ensuring all training records are up to date.
* To provide reports for meetings, representing support workers.

##### **TRAINING AND SUPPORT WORKERS MEETINGS**

TRAINING:

A rolling training programme is provided to ensure support workers have the necessary knowledge and skills to undertake the role. We do recognise that people coming into the role have a wide range of skills and experience and will reflect this in the training offered whenever possible. If you have completed relevant training in another setting you are required to send in a copy of your certificate for our records.

Surrey County Council Support Workers are valued members of staff, dedicated to providing quality care in line with CQC Essential Standards.

In order to maintain our standards, Support Workers are required to undertake relevant training to ensure competency. Training must be attended regularly and competencies kept in date.

Training is delivered by qualified, approved Trainers and is certificated.

SUPPORT WORKERS MEETINGS/ GROUP SUPERVISIONS:

Group supervisions for all support workers are held quarterly. This is an opportunity for workers to meet, exchange views and ideas and for key information to be shared. On occasion other professionals are invited to share ideas developing best practice.

Whilst they are informal, support workers meetings do form an integral part of our support mechanism and it is expected that workers will make every effort to attend at least two group supervisions per year.

Fact Sheets and quarterly newsletters are emailed out throughout the year to ensure all workers are familiar with key issues e.g. meeting CQC requirements, policies and procedures updates etc.

**CHILD PROTECTION/SAFEGUARDING**

Keeping Children safe is a fundamental principle for this service. All workers are required to have an enhanced DBS disclosure check of the Children and Adult Barred list and satisfactory references will also be obtained and verified before work is commenced. This will ensure we provide safe staff to protect the children and young people who access our service. All support workers will be required to access safeguarding training prior to commencing their role. There is also a requirement that training is updated every 3 years.

**FINANCIAL ARRANGEMENTS**

When you start working as a Support Worker you will be required to complete a monthly claim form. This will be explained to you by the coordinator and information given regarding the rates of pay and any mileage allowance for which you are entitled at your induction

Claims forms need to be emailed in monthly without delay and must arrive at the office by the **1st of each month.** Please note that forms sent in after this date will not be processed and will have to wait until the following month.

You will receive your pay and mileage entitlement on the 22nd of the same month. Where the 22nd of the month falls on a weekend, bank or public holiday, staff will be paid the day before. Mileage is processed monthly and is paid 3-5 working days after processing via HR.

###### **PUBLIC LIABILITY INSURANCE**

As a Support Worker employed by the CWD Outreach Service, you are covered by  
Surrey County Council’s Public Liability insurance.

**Policy number: 096862QBE0118A.**

**CAR INSURANCE / DRIVERS LICENCE**

**Documentation required:**

1. Copy of driving license
2. Insurance certificate – business use
3. MOT Certificate (if car is more than 3 years old)

In order for you to take any child or young person in your vehicle and be able to claim for miles travelled, business cover must be placed on your existing motor insurance. Your co-ordinator is required to see this certificate and/or a covering letter from your Insurance Company

Please note: it is illegal to transport a child without correct seating or safety restraints in a car. All safety harnesses and seats must be approved to current safety standards, and must be the child’s own.

Please see Appendix 4 in policies and procedures for SCC transporting children policy.

Updated MOT and Care Insurance certificates must be sent to the office as and when updated.

**COMMUNICATION SHEETS**

Communication sheets are a key document to ensure that all relevant information is shared in a timely manner. It is an absolute requirement that the communication sheets are recorded on each and every support session. These will be found at the back of the Child or   
Young Person’s home care plan notes.

The communication sheets are the property of Surrey County Council and you must send them into the office monthly. Co-ordinators may use your entries for child reviews and in some cases for more formal reports.

You will have separate communication sheets for each child that you support. At the end of each session please complete a brief objective report of the support given detailing the hours provided and how the time has been used.

Seizure charts need to be completed for children who have epilepsy. These can be found in the Home Care Plan Notes and to be sent in to the office in a timely manner.

It should be completed and signed by the support worker then countersigned by the child’s parent /carer.

Manager/Coordinators will audit the communication sheets when they arrive in the office or if they are at the child or young person’s house for a review.

It is your duty if any changes need to be made to the Home Care Plan Notes to notify the office immediately and arrange with the Manager/Coordinator to bring them in.

**ESSENTIAL CONTACT INFORMATION:**

If you need to contact us regarding a safeguarding issue or about a change in support or cancellation please make sure you call and talk to one of the coordinators. **Please do not text or e-mail information that needs to be dealt with immediately.**

If you need to contact someone with an urgent issue out of hours, in the first instance call the Manger/Coordinators. If they cannot be reached call the Emergency Duty Team. They operate 5pm to 9am weekdays and all weekends and bank holidays.

**EDT: Tel: 01483 517898.**

You will need to state the following:-

* Who you are - *Your name*
* Who you work for – *CWD Outreach Service*
* The child’s name, address and disability
* The reason for your call

This will enable the Emergency Duty Team (EDT) to find the child’s details on the   
Surrey system and advise you accordingly.

**On call-**

If you are in a situation where you need to raise an alarm but you are unable to talk, drop call a member of the team twice to alert them that you need to talk about something urgently. They will message you back to see if you are ok and see if you need to raise an alarm.

Please note that our latest CQC Inspection report   
can be viewed on the

CQC website

Document last reviewed: September 2023

Reviewed by: Jo Austin

Next review date: September 2024