**Changes to availability**

**1.1 Support workers availability**

* Any changes to hours or times of service delivered must be agreed and approved via the office.
* Support workers must not swap shifts with families or with other colleagues or make changes to the order of the rota without obtaining prior consent from a co-ordinator or Manager.
* Rotas showing booked work and availability MUST be sent to the office alongside timesheets.

**1.2 Sickness Reporting**

If the support worker is sick during or just before starting work they must:

* Contact the Co-ordinator or Manager as soon as possible and not later than the time they normally start work/training.
* Keep in regular contact with the manager during your absence.
* If support workers are unwell, it is their responsibility to assess whether they are fit to return to work. Please inform the Coordinators or Manager so they can let families know. If the support worker is experiencing Diarrhoea & Vomiting they must not return to work for 24 hours after their last episode to avoid cross infection.

**1.3 Changes to support**

There may be occasions where a family request a change to the service agreed in the Care Plan.

This request must be passed on to the Co-ordinator or Manager.

* If there are concerns about a child/ young person’s health or welfare during a visit, support workers must immediately inform the parent/carer and the Co-ordinator or Manager who will advise what action to take.

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Reviewed by: Jo Austin

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