



Staffordshire  
Social Care  
Workforce

CMDT  
Care Market Development Team

# Policies and Procedures Guide

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## Foreword

*This guide has been developed to introduce the subject and further research and learning is recommended to provide a complete understanding. Requirements are often unique to individual care services, and you should consider how best to implement practices.*

## Introduction

A policy and a procedure are two related but distinct documents that guide the operations of an adult social care service.

A policy is a statement of intent that outlines the principles, goals and expectations of the service.

A procedure is a set of instructions that describes how to implement a policy in practice, including the roles and responsibilities of staff, the steps to follow and the records to keep.

Policies and procedures are essential for ensuring that the service delivers high-quality, person-centred and safe care that meets the needs and preferences of the people who use it. They also help the service to comply with the relevant legislation, regulations and standards.

An adult social care service should have policies and procedures that cover both aspects of care and aspects of staff management.

## Care

The policies and procedures relating to care set out the standards of care that the organisation provides and how situations should be responded to by care staff.

Some examples of policies and procedures that relate to care are:

- Safeguarding adults from abuse and neglect
- Supporting dignity and respect
- Promoting choice and control
- Providing personalised care and support plans
- Managing risks and preventing falls
- Administering and managing medicines
- Infection prevention and control
- Working with other professionals and agencies
- Responding to emergencies and incidents
- Quality assurance and audits

This is not definitive list, and additional policies and procedures might be required for different care services.

## Workforce

The policies and procedures relating to the workforce set out how staff are supported and the standards that they should follow.

Some examples of policies and procedures that relate to staff are:

- Recruitment and induction
- Training and development
- Supervision and appraisal
- Disciplinary and grievance
- Equality and diversity
- Whistleblowing and raising concerns
- Code of conduct and ethics
- Absence and sickness
- Leave (holiday, maternity, paternity, adoption)
- First aid
- Bring Your Own Device (BYOD)

This is not definitive list, and additional policies and procedures might be required for different care services.

## Organisation

The policies and procedures relating to the business set out how the organisation manages aspects of how it functions.

Some examples of policies and procedures that relate to the organisation are:

- Handling complaints and feedback
- Business continuity
- Data protection and confidentiality
- Health and safety

This is not definitive list, and additional policies and procedures might be required for different care services.

## Review

Policies and procedures should be reviewed regularly, at least annually, to ensure that they are up to date, accurate and reflect the current best practice. There should be people with the designated responsibility to review the documents. Should a care provider choose, and appropriate due diligence carried out, there are companies who can manage and support with the maintenance of the documents.

Documents should be revised whenever there is a change in legislation, guidance, standards or the needs of the service and the people who use it. Staff should be involved in the review process and be informed of any changes.



## Access

Staff should have easy access to the policies and procedures, and be familiar with them. They should be given access to the relevant policies and procedures during their induction and be able to refer to them whenever they need guidance or clarification.

The policies and procedures should be written in plain English and be available in different formats if needed. The service should also ensure that the people who use it and their relatives or carers are aware of the policies and procedures that affect them, and how to access them if they wish.

## Summary

This document explains the importance of having policies and procedures, and how to make them accessible and understandable for staff, service users, and their families.

Policies and procedures should be easily accessible and reviewed at least annually or more frequently if required.

For further information,  
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