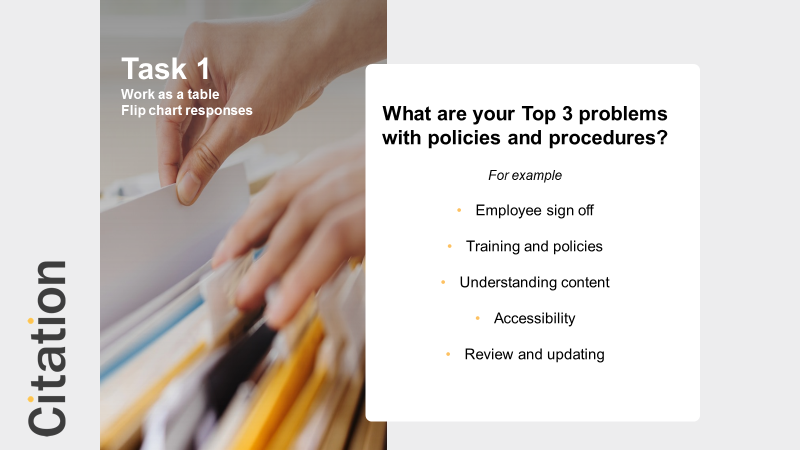
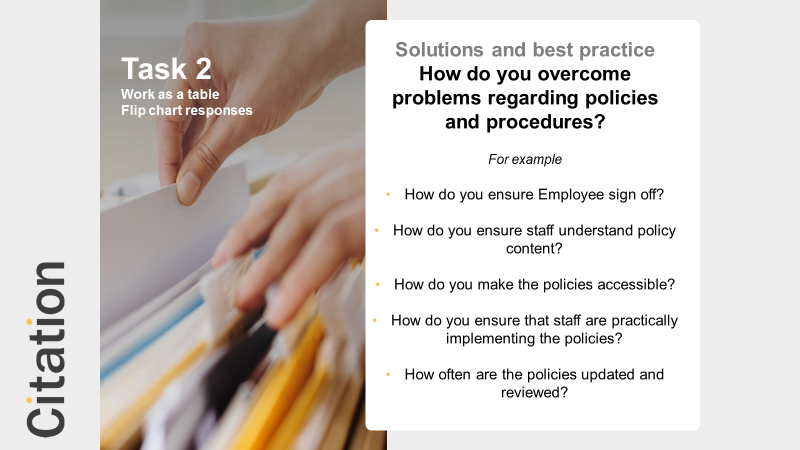
**POLICIES AND PROCEDURES**

INTERACTIVE GROUP SESSION



**Top 3 problems with policies and procedures**

* Employee sign off
* Understanding content
* Review and updating
* Employee understanding and embedding information
* Evidencing staff have seen them
* Jargon and language
* Policy details must be brief/concise and relevant
* Accessing -especially in home care where face to face time is limited
* Constant time/review
* Is content exact to policy?
* Time constraints-receiving and monitoring
* How can we be sure staff have understood what they have read?
* Wordy/legalistic policies -easy read needed.
* Staff reading and understanding
* Seniors/managers not using policies to address issues
* Updating
* Make time to read
* Don’t know all policies but know where to look
* Keeping up to date with best practices and legislation
* Cost/no cost way
* Staff awareness/recognition of importance
* Volume
* Reviewing/ensuring it is still relevant
* Staff’s understanding/formal language
* Read/understanding
* Review/updates
* Expectation of performance
* Getting staff to read them
* Reviewing
* Poorly structured
* Policy/Procedure/Guidance
* Employees reading them
* Staff understanding content
* Relevance of some
* Volume of policies make it difficult for people to identify important ones
* Length of some policies
* Not always strict “rules”, you have to formulate your own opinions for certain topics
* Getting staff to read and sign them. To show their understanding as evidence
* Having time to read the policies and procedures
* Putting into practice -easy read – accessibility
* Keeping up to date with the reviewing (when legislation changes)
* Staff read/understand them
* Make sure they don’t contradict each other
* Making sure they are updated

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**Overcoming problems with policies and procedures**

* Time frame for review of policies
* Easy read on computer management system
* Cover updates only at staff meetings
* Inclusion in training
* Quizzes/questions to check understanding
* Inclusion in Supervision (few at a time)
* Observation -putting into practice
* Challenging faulty application
* Policy of the month
* Action Learning for management
* Supervision
* Accessible on line
* Give staff allotted time. Make them easy read.
* Reduce size of policy -Don’t contradict!
* Association membership -sample policies/cut costs/info around best practice
* Themed Supervision -certain policies/training sessions
* Summary Booklets
* Relating to policies on supervisions and providing copies
* Providing observations -auditing
* Being present and advising
* Reviewing policies and procedures annually or when needed
* On-line -check sign offs
* Extended time for reviews
* Intranet -forum
* Supervision -reports
* Inductions -specific to role
* Read a few at a time. Do an audit to check staff have read them. To see if they have understood all the content (Q&A)
* Checking at 1:1 meetings
* Update the staff team on any changes, any new policies that have been put in place
* Look for evidence that it has been used in practice
* Asking the managers and spot checking
* Add a question and answer section (FAQs)
* Policy every month made available to all staff to read and date. Evidence that they have read it. Meetings/Supervisions
* Checking home’s policies/procedures to ensure they don’t cross over especially when updating
* Electronic devices -will flag up when need updating (i.e. Care docs)
* Time to sign off
* Policy and Procedure to be simpler, easy to read
* Supervising/Monitoring
* New policies discussed in meetings
* Main policies signed off in supervision (Receipt email)
* Brief in meetings (short and concise)
* Accessible (Policy file in office) Email (Home Care)
* Reviewed every year (different months)
* Knowledge check sheets on major policies/Quick easy Q&A sheets
* Circulation sheet in Communication file
* Bulletin
* Talk about in Supervision
* Employee Handbook
* Discussion
* Training for staff each month in “policy of the month”
* Include in training as part of it not key to it
* Condense down by department, what they need to cover
* Lots of copies around the company
* Pick a policy to discuss knowledge at supervisions -themed discussions or at staff meetings
* Put them in wage slips -don’t read them though!
* Updated at time needed and annual review
* Encourage Diploma/NVQ which means staff need to know them
* Encourage people to have an overview -make it clear don’t have to know all details but look up as needed

**RESPONSES FROM 11 TABLES**