



# Park City

## Care Homes

### Regulations and Requirements Guide

- **Stronger Business**  
Human Resources Management
- **Safer Business**  
Health & Safety Management
- **Smarter Business**  
Training & Development



Empowering your business™

Park City Consulting Limited  
894 The Crescent  
Colchester Business Park  
Colchester  
Essex CO4 9YQ

T 01206 752100  
F 01206 752400  
E [consulting@parkcity.co.uk](mailto:consulting@parkcity.co.uk)  
[www.parkcity.co.uk](http://www.parkcity.co.uk)



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# *You care for others, we care for you...*



## Care Home Regulations and Requirements:

The National Minimum Standards published by the Department of Health state that registered managers must **ensure safe working practices for their staff and service users**.

Safe working practices include (but are not limited to):

- **Safe moving and handling** - of people and objects
- **Fire Safety** – the understanding and implementation of fire procedures
- **First Aid** – the provision of a qualified first-aider and an understanding of how to deal with accidents and health emergencies
- **Food Hygiene** – procedures for preparing, storing and labelling food
- **Infection Control** – the understanding and practice of measures to stop the spread of infection and communicable diseases.

Registered managers must also **ensure the health and safety of service users and staff**, including;

- Safe storage of hazardous substances
- Maintenance of electrical systems
- Regulation of water temperature
- Provision of window restrictors
- Maintenance of a safe environment for service users and staff (i.e. steps, pathways and equipment)
- Security of the premises.

## Health & Safety requirements:

Every care provider in the UK also has a duty to ensure that:

- Risk assessments are carried out and recorded for all safe working practice topics
- Safety procedures are 'posted and explained' in easily understood formats
- All accidents, injuries and incidents of illness are recorded and reported
- All employees receive structured induction training within 6 weeks of appointment
- **They provide a written statement of the policy, organisation and arrangements for maintaining safe working practices.**

## Training & HR requirements:

Care home managers must also ensure that each of their employees meet the CQC's "**Common Induction Standards**".

Every employee must;

- Understand the principles of care
  - Understand the organisation and role of the worker
  - Maintain safety at work
  - Communicate effectively
  - Recognise and respond to abuse and neglect
  - Develop as a worker.
- 
- **Within the first 6 weeks of appointment**, staff members must have received structured induction training.
  - Staff members should receive **a minimum of 3 paid days training** per year.
  - Care homes managers have a duty to ensure that there is **evidence of self-monitoring and improvement**. This must be consistently obtained and reviewed using a verifiable method.
  - All your policies, procedures and practices **must be regularly reviewed in light of changing legislation** and good practice advice. These records must be kept up to date and accurate.

## So how can Park City help your business and your employees?

### Care home specific training courses:

- Moving and Handling in Care Homes
- Dementia Training
- Protection of Vulnerable Adults Training
- Infection Control
- First Aid Training
- Medications Training for Care Staff.

### Health & Safety Management:

- Legal Compliance – care-specific advice, support and guidance
- Health and Safety Policies and Procedures Manual
- 24 hour Telephone and E-mail emergency helpline
- Accident investigation, recording and reporting
- Audits of your premises, signage and current procedures
- Manager-specific Training – IOSH Managing Safely and IOSH Directing Safely courses
- Control of Substances Hazardous to Health (COSHH) Assessments.

### Health & Safety Training Courses:

Park City offer many bespoke training courses, including:

- Basic Health & Safety Awareness Training
- Health & Safety Management Training
- Risk Assessment Training
- Fire Safety Awareness Training
- Food Hygiene Training
- Train the Trainer Training.





## Human Resources Management:

- **Care-specific legal compliance advice**, guidance and best practice
- **Your own dedicated, personal business partner**
- **Employment Law Audits** – a review of your compliance with employment law
- **Contracts and Offer Letters** – review of existing contracts and drawing up of new contracts
- **Personnel Systems implementation** – audit, review and creation of all required personnel files
- **Company Handbook**
- **Regular Meetings** with your personal business support partner – to discuss those personnel issues relevant to your business and its unique requirements
- **24 hour Telephone and E-mail Helpline** Support – care specific advice and guidance available whenever you need it
- **Other HR Services** include: Appraisal systems, Work-Life Balance Analysis, Induction Procedures
- **HR Training Courses** include: Absence Management, Managing People Issues, Managing Poor Performance.

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# Superior Service Quality

The table below illustrates the difference between Park City and other outsourced HR and/or Health and Safety 'service' providers.

HR and/or H&S Outsourced Service Providers	Long term Personal Relationship/ Dedicated Service	24 hour Dedicated, Personal Support Helpline (Consultants)	Call Centre Support Helpline (Non-experts)	Large, experienced Support Team	Legal Compliance Advice	Regular Site Visits	Ongoing Process Management
 Park City	✓	✓	✗	✓	✓	✓	✓
One-man Bands	✓	✓	✗	✗	✓	✗	✓
Other Service Providers	✗	✓	✓	✓	✓	✗	✗
Law Firms	✗	✗	✗	✓	✓	✗	✗
Internet Information	✗	✗	✗	✗	✓	✗	✗
Telephone Advice Line	✗	✗	✓	✗	✗	✗	✗

Your business has enough to worry about on a daily basis – let Park City take some of this burden away from you.

Contact Park City today to find out exactly how we can care for your business.



Call: 01206 752 100

E-mail: [consulting@parkcity.co.uk](mailto:consulting@parkcity.co.uk)

Visit: [www.parkcity.co.uk/freeconsultation](http://www.parkcity.co.uk/freeconsultation)

Alternatively contact us for more information on our series of 'How to' HR workshops

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