

### The Ethical Charter Requirements

Stage 1
Requirement
The starting point for commissioning of visits will be client need and not minutes or tasks. Workers will have the freedom to provide appropriate care and will be given time to talk to their clients.
The time allocated to visits will match the needs of the clients. In general, 15-minute visits will not be used as they undermine the dignity of the clients.
Homecare workers will be paid for their travel time, their travel costs and other necessary expenses such as mobile phones.
Visits will be scheduled so that homecare workers are not forced to rush their time with clients or leave their clients early to get to the next one on time.
Those homecare workers who are eligible must be paid statutory sick pay.
Stage 2
Clients will be allocated the same homecare worker(s) wherever possible.
Zero-hour contracts will not be used in place of permanent contracts.
Providers will have a clear and accountable procedure for following up staff concerns about their clients' wellbeing.
All homecare workers will be regularly trained to the necessary standard to provide a good service (at no cost to themselves and in work time).
Homecare workers will be given the opportunity to regularly meet co-workers to share best practice and limit their isolation.
Stage 3
All homecare workers will be paid at least the Living Wage which is currently £8.72 an hour for the whole of the UK apart from London. If Council employed homecare workers paid above this rate are outsourced it should be on the basis that the provider is required, and is funded, to maintain these pay levels throughout the contract.
All homecare workers will be covered by an occupational sick pay scheme to ensure that staff do not feel pressurised to work when they are ill in order to protect the welfare of their vulnerable clients

### The Residential Charter Requirements

Residential Care Charter Requirements
Employers will maintain adequate staff ratios, that enable quality care to be delivered. This must be care that extends beyond basic tasks and includes a social dimension.
Care workers, residents and families must be given information about how to raise concerns and protection if they decide it is necessary.
Employers will have clear and accountable procedures to follow up any concerns raised.
Care home providers will ensure all residents have ready access to any NHS services required.
Providers will carry out thorough risk assessments to ensure the safety of residents and care workers.
Employers will provide care workers with safe equipment.
Care workers will be given time to provide regular activities and effective forms of therapy for residents.
Training and support for employees
All care workers – including bank and relief staff – will be regularly trained to meet the needs of all residents, as set out in their care plans.
Training requirements will be met. Training must be free and carried out in work time, so cover staff must be arranged.
DVD and e-learning will be used to complement high quality, face-to-face learning.
Decent pay for quality work.
All residential care workers will be paid at least the Living Wage – as calculated by the Living Wage Foundation or Greater London Authority every November.
Councils which outsource employees on or above the Living Wage should ensure that new providers are required to maintain pay levels throughout the contract.
Extra payment will be made for working unsocial hours, including weekends and Bank Holidays.
Pay for sleep-ins must be at a level to ensure that the average hourly rate does not drop below the Living Wage.
Holiday periods must also be paid as if at work.
All care workers will be paid occupational sick pay.
Employers will pay for Disclosure and Barring Service checks.
Time to care.
Zero hours contracts will not be used.
Care workers will be given adequate breaks during their working day.
Care workers will be paid for the time it takes to carry out a proper handover between shifts, which ensures safety and continuity of care for residents.
Rotas will be planned well in advance to ensure adequate staffing levels and allow planned, time off for employees.