







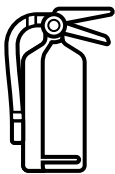






# Colleague Referrals

Pain Point	Citation's Solution	Key Questions To Ask
<p>The care sector struggles with budgeting, recruiting and retaining skilled employees. Atlas certified elearning offers a <b>cost-efficient solution</b> to help – and ensure that employees are suitably trained and have the necessary skills to effectively carry out their role. <b>We have over 30 care-specific, certified elearning modules.</b></p>	<p><b>Atlas certified elearning</b></p> 	<ul style="list-style-type: none"> <li>• Are you aware that we now offer certified elearning training via Atlas?</li> <li>• Have staff completed a suitable induction? How much does that cost?</li> <li>• Do staff complete on-going training on a regular basis to ensure they have the skills to carry out their role?</li> </ul>
<p>Care clients are assessed by the CQC (England), Care Inspectorate (Scotland) or CIW (Wales). Before a visit, identifying what they are doing well and <b>where improvements are needed</b> will help them to iron out any issues before their actual inspection.</p>	<p><b>Care Mock Inspections</b></p> 	<ul style="list-style-type: none"> <li>• How do you assess your service against regulatory requirements?</li> <li>• If you had an inspection tomorrow what rating do you think you'd get?</li> <li>• How confident are you that you'd be rated highly if you were reviewed today?</li> <li>• What impact would it have if you didn't get the rating you wanted?</li> <li>• Would it be useful to know what your rating would be right now?</li> </ul>
<p>Ensuring that care policies and procedures are up to date and <b>reflect best practice.</b></p>	<p><b>Care Policies &amp; Procedures</b></p> 	<ul style="list-style-type: none"> <li>• Are your care related policies up to date and linked to current guidance and legislation?</li> <li>• Do your care policies and procedures reflect what you do in practice?</li> </ul>
<p>Gathering and <b>recording evidence for inspections, self-evaluating and completing surveys</b> from staff and the people you care for.</p>	<p><b>Care Pro (CQC/Care Inspectorate Pro)</b></p> 	<ul style="list-style-type: none"> <li>• How do you self-assess yourself against the care standards?</li> <li>• How do you gather and manage evidence to show how good your service is?</li> <li>• Are your action plans clear and robust?</li> <li>• How do colleagues know what key areas of improvement you are focusing on?</li> <li>• Do you regularly complete service user and staff surveys?</li> </ul>

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<p>Care providers need to ensure the safety of the people in their care and staff. This can include <b>personal safety</b>, <b>risk assessments</b>, <b>incident reporting</b>, <b>environmental risks</b>, <b>infection control</b> and the <b>administration of safe medication</b>.</p>	<p><b>Our core Health &amp; Safety service</b></p> 	<ul style="list-style-type: none"> <li>How often do you update all your Health &amp; Safety policies?</li> <li>What process do you have in place for updating your Health &amp; Safety policies?</li> <li>Who is responsible for completing your risk &amp; COSHH assessments? How are they doing them?</li> <li>Are you able to demonstrate competence if questioned? For instance, if you were asked to prove that your risk/COSHH assessments and method statements have been communicated to employees?</li> </ul>
<p>Finding time to complete <b>risk/COSHH assessments</b> and keep them up to date can be difficult.</p>	<p><b>On-Site Health &amp; Safety: Risk Assessment Support</b></p> 	<ul style="list-style-type: none"> <li>How comfortable are you with completing risk assessments? Have you had training?</li> <li>If your risk assessments were externally reviewed, how confident are you that they'd stand up to scrutiny?</li> <li>How often are you checking and updating your risk assessments and method statements? Did you know we can help you with them?</li> </ul>
<p>Many care providers have several sites, which means arranging <b>multiple inspections</b> every year to prove compliance to clients and insurers.</p>	<p><b>On-Site Health &amp; Safety: Site Inspections</b></p> 	<ul style="list-style-type: none"> <li>Do your service users, their relatives or insurers require you to have multiple site inspections a year? How do you manage this?</li> <li>How many different sites do you have?</li> <li>How often do your standards of Health &amp; Safety change during a typical year?</li> </ul>
<p>Checking and maintaining all <b>portable electrical appliances</b> every 3 months to comply with the Electricity at Work Regulations.</p>	<p><b>PAT Testing</b></p> 	<ul style="list-style-type: none"> <li>When were your premises / was your equipment last PAT tested?</li> <li>How often do you PAT test your equipment? Did you know that you need to do PAT testing every 3 months?</li> <li>Where do you get advice for PAT testing your electrical equipment?</li> </ul>
<p>Legal obligation to have a <b>Fire Risk Assessment</b> in place – regardless of sector, business size or number of employees.</p>	<p><b>Fire Risk Assessments (FRA)</b></p> 	<ul style="list-style-type: none"> <li>When was your Fire Risk Assessment last reviewed?</li> <li>Who reviewed your Fire Risk Assessment for you?</li> <li>How comfortable would you be reviewing the Fire Risk Assessment and putting your name to it if you did have a fire and your insurance company asked to see a copy of it?</li> </ul>

Pain Point	Citation's Solution	Key Questions To Ask
<p>Managing <b>recruitment, retention, disciplinarys, sickness and absences</b> and more.</p>	<p><b>Our core HR &amp; Employment Law service</b></p> 	<ul style="list-style-type: none"> <li>• How do you manage employee contracts and handbooks?</li> <li>• Are you confident in defining the employment status of everyone working for you?</li> <li>• When was the last time you updated your HR policies? What procedure do you have in place to make sure these are regularly checked?</li> <li>• Who's responsible for ensuring that all your HR policies are stored in one place and kept up to date?</li> <li>• How do you handle recruitment and retention of your employees?</li> </ul>
<p>Dealing with <b>tricky HR issues</b> – such as disciplinarys, sickness absences and exit negotiations. The Care sector has major issues with sickness and absence specifically, due to the stress and emotional impact of the job.</p>	<p><b>On-Site HR days</b></p> 	<ul style="list-style-type: none"> <li>• How comfortable are you in handling employees' issues once you've had our telephone advice?</li> <li>• How do you manage tricky HR situations like disciplinarys, grievances or absence problems? How much time did you spend with these type of HR issues?</li> <li>• Would it be useful to have an HR presence in the business more regularly?</li> </ul>
<p>Care workers have <b>demanding and challenging roles</b> which can also involve working unsociable hours.</p>	<p><b>Employee Assistance Programme</b></p> 	<ul style="list-style-type: none"> <li>• What support do you provide for your employees' health and wellbeing?</li> <li>• How do you handle stress in the workplace?</li> <li>• What impact to the business does absence or presenteeism have?</li> </ul>
<p>Demonstrating good governance and effective quality assurance systems.</p>	<p><b>PAT Testing</b></p> 	<ul style="list-style-type: none"> <li>• When were your premises / was your equipment last PAT tested?</li> <li>• How often do you PAT test your equipment? Did you know that you need to do PAT testing every 3 months?</li> <li>• Where do you get advice for PAT testing your electrical equipment?</li> </ul>