

QUARRY MOUNT

Residential Care Home for the Elderly

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Company Information for Job Applicants

Business background

Quarry Mount has been a residential care home since the mid 1970's. The current owners, Richard & Sue Harris, bought the business in early 2002.

A residential care home is a 24 x 7 business and Quarry Mount is no exception!

Staffing policies

The home is run on a daily basis by the Registered Manager with the help of an Assistant Manager and a Premises Manager. The owners hold a monthly management meeting with the three managers, maintain close contact with them at all times (by telephone, fax and email) and usually visit the home once or twice a week.

When fully staffed, we employ 24 care workers (including seniors), an Activities Coordinator, a Chef and 5 domestic workers in addition to the managers and the owners; total headcount of 36.

Care workers usually do a 36-hour week and normal shift times are "early" 8 a.m. – 2 p.m., "late" 2 p.m. – 8 p.m. and "night" 8 p.m. – 8 a.m. Day workers usually do 5 days per week comprising four 6-hour shifts and one 12-hour shift. Night workers usually do 3 days per week, each being 12-hour shifts. There is flexibility in working hours offered to (and expected of) care workers; e.g. on occasions care workers will need to start a shift an hour earlier than usual. Day workers sometimes need to do night shifts and vice versa for business reasons such as continuity of care.

Domestic workers usually do a 25- or 30-hour week during weekday mornings, whilst other positions have individually agreed working hours.

Care workers are expected to work most weekends and to undertake some of the domestic work when no domestic workers are on duty. All employees are expected to work at some point over the Christmas period and annual leave is not allowed at that time of year – therefore, we try to arrange the Christmas rota as fairly as possible.

We normally have 8 care workers on duty for the early shift, 4 on duty for the late shift and 3 waking night staff. Because the domestic workers only do weekday mornings, the number of staff on duty peaks between 8 a.m. and noon on weekdays; there are correspondingly fewer staff present on weekend mornings.

Staff meetings are held every 6 to 8 weeks for about an hour, usually starting at 1 p.m.. Senior Carer meetings and Night Staff meetings are also held periodically or when required.

Employment basics

It is a legal requirement that care workers must be aged 18+ to provide our service users with "personal care" – assistance with dressing/undressing, washing/bathing, toileting, eating, etc.

Rates of pay for all jobs depend upon experience, qualifications and performance. Enhanced rates apply for care workers who have completed NVQ level 2 or level 3; this can be started after completing Induction within the first 6 weeks and completing Foundation by the 6-month point; the duration of an NVQ depends upon the employee's work rate and may be 6 to 9 months.



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We do not pay any supplements for night work or weekend work, but we do pay at “time and a half” on bank holidays and “double time” on Christmas Day, Boxing Day and New Years Day.

Our weekly rota runs from Sunday to Saturday and our workers are paid on the last Friday of each month. For historic reasons, our “pay month” runs from the 21st to the next 20th. Each month (except in the months of joining and leaving) our workers receive a standard monthly payment (of normal weekly pay * 52 / 12) which is adjusted to take account of any alterations to normal hours during preceding rota weeks.

For new staff who may not be accustomed to being paid monthly we are able to offer cash advances to ease the transition.

In recent years we have brought forward the December payday to the Friday before Christmas Day, paid staff a Christmas bonus and footed the bill for a staff Christmas party at a local venue.

We operate an Employee of the Quarter scheme that may result in a bonus being paid to a person who contribution in the workplace has made an outstanding difference for the residents.

We offer the statutory 4.8 weeks (24 days) of paid annual leave and this will increase to 5.6 weeks (28 days) from 1 April 2009.

If an employee is off sick we pay statutory sick pay only. As an historically inherited policy, we follow the statutory rules regarding entitlements to maternity, paternity or adoption leave / pay. Employees may also take a small number of days of unpaid dependents leave from time to time.

We do not operate a company pension scheme but can provide information about a stakeholder pension scheme that may optionally be joined.

Our disciplinary and grievance procedures always follow the statutory 3-step fair process.

New starters

We try to make every new starter feel welcome and to ease their integration into our team. Everyone is expected to undertake a short period of induction training and house orientation.

Everyone receives an Employee Handbook giving comprehensive information about our Code of Conduct, our Disciplinary & Grievance Procedures and company-wide Policies & Procedures.

The owners and the managers are always open to discuss and consider any concerns or queries and all managers have an “open door” policy.

Training opportunities

Quarry Mount is an accredited “Investor in People” and was last reviewed in May 2008. We provide a range of in-house training courses as an ongoing rolling programme.

All workers who are new to care work must complete induction and foundation as mentioned above. Care workers will later be given the opportunity to undertake NVQ level 2 in Health & Social Care, and possibly NVQ level 3.

Other workers will be offered appropriate training opportunities.

Training vouchers are issued to participants in training sessions and can be redeemed in April.

Equality and diversity

We value equality and diversity and are an “equal opportunities employer”. All jobs have a Job Description and a Person Specification. We operate rigorous, “best practice” recruitment procedures and candidates are asked to complete an Application Form and a separate Applicant Details monitoring form (covering equality issues such as race and age).