

SCHEDULE 4

Regulation 21(1)

RECORDS TO BE MAINTAINED FOR INSPECTION

Records relating to domiciliary care workers and service users

1. Copies of all agreements between the agency and domiciliary care workers supplied or to be supplied by the agency and evidence that a copy of any standard terms and conditions has been supplied by the agency to each domiciliary care worker, including recruitment and selection records in respect of all domiciliary care workers supplied by an agency.
2. Copies of any statement given to a service user setting out the qualifications and relevant experience of a domiciliary care worker supplied to that service user.
3. An alphabetical index of service users, including the full name, address and telephone number of each of them and any serial numbers assigned to them.
4. An alphabetical index of domiciliary care workers supplied or available for supply by the agency, including any serial numbers assigned to them.
5. Details of each supply of a domiciliary care worker to a service user.

Records relating to training and development of staff

6. Where the agency is acting otherwise than as an employment agency, details of the training undertaken by all employees including, where applicable, induction training.
7. Annual staff appraisals.

Other records

8. All information provided to the Regulation and Improvement Authority for the purposes of registration in relation to the agency.
9. Details of every allegation of abuse, neglect or other harm made against an employee of, or any domiciliary care worker who works for, the agency, (whether or not the subject of a complaint made under regulation 22), including details of the investigations made, the outcome and any action taken in consequence.
10. Details of any physical restraint used on a service user by a person who works as a domiciliary care worker for the purposes of the agency.
11. The service user plan devised for each service user in accordance with regulation 15, and a detailed record of the prescribed services provided to that service user.