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STATUTORY INSTRUMENTS

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**2002 No. 3214**

The Domiciliary Care Agencies Regulations 2002

PART III

CONDUCT OF DOMICILIARY CARE AGENCIES

CHAPTER 1

QUALITY OF SERVICE PROVISION

**Staff handbook**

**16.**—(1) Where the agency is acting otherwise than as an employment agency, the registered person shall prepare a staff handbook and provide a copy to every member of staff.

- (2) The handbook prepared in accordance with paragraph (1) shall include a statement as to—
- (a) the conduct expected of members of staff, and disciplinary action which may be taken against them;
  - (b) the role and responsibilities of domiciliary care workers and other staff;
  - (c) record keeping requirements;
  - (d) recruitment procedures; and
  - (e) training and development requirements and opportunities.