



‘Catalysts for Care’ - Code of Practice for Wellbeing and Community Services

Safe and Legal:

- Compliant with all legislation and regulatory requirements for the enterprise and its activity
- Registered with the HMRC
- Public Liability and other insurance covers all relevant aspects of the service the enterprise offers
- Disclosure and Barring Service (DBS) checks no more than 3 years old for any workers (if required)
- Clear procedures for assessing the needs of the customer, which are regularly reviewed, to ensure that the service is able to meet them
- All workers undertake activities which they are experienced, competent and qualified to deliver; and are clear about what activities they cannot provide. Workers understand when they can no longer meet the needs / requirements of the customer and are able to signpost to other services as appropriate
- Understanding of Pembrokeshire County Council’s guidance on safeguarding and how to report a concern; as well as making clear to the customer / family how they can report a concern
- Guidelines on risk management and risk assessments completed as appropriate
- Guidelines on GDPR and confidentiality

High Quality:

- Commitments, agreements and arrangements to provide services are honoured, and where it is not possible to do so, an explanation is given
- Wherever possible, ensuring the continuity of staff in order to build a supportive relationship and understanding with the customer / family
- Clear and responsive lines of communication between the customer and enterprise
- Clear complaints and compliments procedure
- Commitment to continually improving the quality of the service based on feedback

Professional:

- Professional boundaries with customers / families are maintained
- Clear, transparent and fair pricing
- Clear notice periods agreed for holiday and ending the service
- Clear and transparent marketing
- Enterprise information accessible online - for example via Facebook and / or www.dewis.wales / www.en.infoengine.cymru