jrhsupport

BOOKING ON AND OFF POLICY

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To ensure we pay employees correctly for the hours they work, and to enable us to invoice the local authority accurately for the support we provide, JRH Support use an online monitoring system called PASS for Care.

All staff are required to download the PASS for Care app to their mobiles at the start of their employment, and are given personal login details to access the app. The app provides staff with details about who they are supporting and what time support is scheduled, and also enables staff to **book on and off** at the start and end of each scheduled support visit. Booking on and off in this way is the equivalent of completing a timesheet for hours worked.

To comply with Care Quality Commission (CQC) regulations, as well as recording hours worked, PASS for Care enables support staff to record details of the support activities they have provided individual service users. This is called **visit feedback**.

It is very important that staff use the app to book on and off at the actual start and end of a support visit, and record visit feedback during the visit.

Downloading and using the app

Information about downloading and using the app can be found on the staff section of the JRH Support website in the ‘PASS for Care’ section. The link to the staff section can be found in the footer of each page on the website.

Not able to book on or off.

If staff are unable to book on or off, they **must** complete a ‘Failure to book on and off’ form as soon as possible.

The ‘Failure to book on and off’ form can be found in the staff section of the Company website under ‘FORMS’.

The ‘Failure to book on and off’ form will ask staff to submit the date of the visit, the start and end time of the visit and a detailed account of the support that took place (visit feedback). The form also has a dropdown menu where staff are required to provide the reason why they could not book on and off for that visit.

The visit feedback section of the form must be completed to a standard that conforms to JRH Support requirements. For an example of the minimum standard expected, staff should visit the staff section of the Company website and click on the ‘Visit Feedback example’ link in the ‘ADDITIONAL INFORMATION’ section.

Forgetting to book on or off.

If staff forget to book on or off for a visit and don't submit a 'Failure to book on and off form', they will be emailed by our Admin Officer and prompted to complete the form. The form should be completed as soon as possible, and **MUST** be completed within **48 hours** of the email prompt at the absolute latest. Not completing the form correctly within the 48 hours will be treated as failure to comply with a reasonable instruction under the Company disciplinary procedures.

Disciplinary procedures

Disciplinary procedures will be triggered by the following:

- Five incidents of **forgetting** to book on or off in any one pay period (22nd – 21st of following month).

Staff should note the following:

- One incident is defined as a failure to book on and/or off for one visit.
- Supported living staff should be aware that consecutive shifts will be treated individually. e.g. forgetting to book on or off for 1 to 1 support with a service user and then forgetting to book on or off for shared support that leads directly after that. This would be treated as two incidents.
- The disciplinary procedure cannot be triggered more than once for a member of staff in one pay period.
- Repeated failure to book on and/or off will lead to increased disciplinary action, including dismissal.

Cut of period

Any 'Failed to book on and off' forms received after 2pm on the 22nd of each month will not be processed until the following pay period, regardless of whether they are submitted within the 48 hour response time.

Paul Battershall
General Manager