

Processes to manage the vaccine mandate in care homes

- August 19th 2021



From 11 November 2021, anyone working or volunteering in a care home will need to be fully vaccinated against coronavirus (COVID-19), unless exempt.

Point of reference - the [Operational Guidelines](#)

*These regulations require registered persons of all CQC registered care homes (which provide accommodation together with nursing or personal care) to ensure that a **person does not enter the indoor premises unless they have been vaccinated.** This is subject to certain exemptions.*

Note - at the moment this does not cover booster vaccine

Embedding this into your processes / practice

- Assess your staff team: how many staff are impacted by this?
- Start those conversations now and document them, your deadline for dismissal with 12 weeks' notice is August 19th. Date everything *
- Put this in writing to them and make sure they receive this, confirm the status of their employment and the termination on November 11th. Date everything
- Make amendments to current staffing contracts and Terms and Conditions
- Please refer to legal advice such as [roydswithyking](http://roydswithyking.com). [LandauLaw](http://LandauLaw.com)

Q. Are you keeping records of conversations with staff about the changes in supervision, teams' meetings, etc?

Q. Have you given written information to staff who this impacts?

Q. Is your HR team up to speed?

Q. Have you liaised with ACAS about possible scenarios?

Q. Have you considered possible redeployment opportunities?

Q. How confident do you feel about handling any possible dismissal process?

<https://www.acas.org.uk/>

Embedding this into your processes / practice

- Revisit your contingency plan to consider how you will cover any staff vacancies.
 - Identify 'others' who this applies to. As a matter of courtesy and preparation, write to them explaining what will happen, set out your legal obligation and how they can help you by having this proof of vaccine status ready to show you on their first visit.
 - Explain how you will keep this information safe and secure by sharing your Privacy Statement
 - Update your vaccine policy
- Q. Who else enters the home, e.g. musicians, activities, etc
- Q. What system do you have in place to record? (date/time/status)
- Q. Have you told the above people that they will need to be double vaccinated and given the timescale?
- Q. Have you spoken to any agencies you work with?
- Q. Have you let people know that the information will be shared with CQC?

Who does this apply to ?

All who come across your door

- Staff and volunteers – new and existing
- Agency & temp
- Recruitment
- Students and work experience
- Visiting professionals: GPs, DNs, dentists, trainers
- Those providing service – maintenance, plumbers, activities, hairdressers, faith related
- Prospective residents and their families visiting care homes
- QA teams, CQC, LA colleagues, IPC leads



Who doesn't this apply to

- Those double vaccinated
- Admitted resident
- Friend or relative visitor of resident – including designated essential care giver
- Those exempt for medical reasons
- Emergency assistance, including urgent maintenance
- End of life – visiting a person who is dying or providing bereavement support
- Under the age of 18

Embedding this into your processes / practice

- The registered person should keep a record of: the vaccination or exemption status of staff members and the date that the status was last checked
- Plus: the vaccination or exemption status of those entering the care home unless exempt and the date that the status was last checked.
- Update and inform residents and family regarding the changes
- Update prospective residents' information to indicate that anyone now visiting the home as a prospective resident must have been vaccinated.

Q. Have you made sure that Everyone knows how to show their Vaccine status:

The NHS App

The NHS website – NHS.uk

The NHS COVID Pass letter

N.B. An individual's NHS

appointment card cannot be used as proof of vaccination status

Q. Do all staff and potential visitors know about these timescales and How are you preparing in advance?

N.B. We expect additional guidance from the JCVI on exemptions, Currently it is limited to reactions from first or previous vaccines

Embedding this into your recruitment processes

- Review your whole recruitment process to include vaccination requirement as part of the advert, JD, interview and recording process.
- Face to Face interviews can only take place if the individual has had both vaccines, alternatively you will have to set up virtual interviews
- Pre-interview: make it clear at all stages about the need for vaccination compliance by the time someone starts employment

Q. Have you considered how you will manage on-boarding if new staff are going to need both jabs and have to wait 8 weeks before they can start work with no pay?

Q. Have you linked into all the national and local recruitment initiatives

What will CQC / quality monitoring / insurers expect ?

Ongoing monitoring-

- The monitoring of the requirement is the responsibility of CQC. CQC propose to add question to the PIR once the regulations are in force: 'How are you assured that those you employ and deploy within your service have had their mandatory vaccinations?' CQC will also build a similar question into their monitoring approach once this duty is in place. Further information in due course

■ Inspection-

On inspection, CQC will look for evidence to confirm systems and processes are in place to comply with the requirement. Registered persons will not be required to show a record of the evidence itself, but will need to provide assurance that systems and process are in place to ensure that individuals who enter the premises are fully vaccinated or exempt.



When does this have to be completed by

- 11 November 2021: No person can enter a care home unless fully vaccinated or exempt.
- So in employment terms that means
 - 19 August 2021: Deadline for dismissal for employee with 12 weeks' notice, to avoid payment in lieu of notice costs.
 - 16 September 2021: Last date for first vaccine if employee is to be fully vaccinated by 11 November 2021 (this assumes an 8 week period between jobs, but it may be possible to get the second jobs as early as 6 weeks after the first).



Thank you

Recruitment

19th August 2021



Recruitment tips

- Speak to your local Jobcentre Plus to find out about current initiatives i.e. Sector-Based Work Academy Programmes; Kickstart. Also – send them detailed information about your current vacancies
- Speak to your local authority – some are running recruitment programmes
- Get in touch with local colleges and universities – students who have recently completed courses may be looking for work
- The [Prince's Trust](#) is working to support young people into the sector and is looking for employers with vacancies
- Look into widening the pools you recruit from – [Seeing Potential resources](#); [Skills for Care guidance on recruiting from different demographic groups](#)
- Have a look at the [Recruitment Ready](#) resources on the Skills for Care website – lots of templates and guides



Recruitment tips cont...

- Link with other care providers to ensure we keep those interested in social care – for example dom care services might not be able to take people on because they can't drive
- Speak to local employment services i.e. Croydon Works
- Use free jobs boards i.e. DWP's [Find a Job](#); [Nextdoor](#) – two free business posts a month
- Link with local voluntary sector organisations – they may know of volunteers looking to move into paid work
- Speak to your [Locality Manager](#) to find out about local initiatives i.e. Proud to Care London
- Attend some sessions to boost your ideas:
 - o Neil Eastwood – [recruitment masterclass](#)
 - o Skills for Care [Values Based Recruitment & Retention Workshops](#)



Using social media to support your service

Skills for Care has developed some guidance to support employers to use social media to promote their service, particularly in relation to recruitment activity.



The benefits of using social media

Build awareness

An online social media presence will help generate awareness for your service from people you may not have the opportunity to meet through your day-to-day activity.

Instant engagement

Having an online presence means that you can respond to/share information instantly. It can also enhance your customer service as social media allows you to respond quickly to feedback.

Cheaper than traditional advertising

Although you can pay for targeted advertising, most basic social media accounts are free. A basic profile will provide an opportunity to help your service get started and build its online presence.

Promote your website

Using your social media accounts you will be able to signpost your followers to new and interesting content on your website by using hyperlinks in social media posts.

Increase loyalty and advocacy

Connecting with sector contacts through social media platforms is a creative way of building relationships. Having contacts follow your social media account encourages loyalty and increases the likelihood of them advocating and sharing your news.

The risks of using social media

Something gets posted you don't want others to see

Once you say something on social media you can't take it back. It's possible to delete a post, however, once it's been sent from your account it's in the public domain. Think carefully before posting!

You create a social presence but no one is participating

There is never a guarantee that your posts will capture the participation of others and it's important to always think about your intended audience before posting information.

Finding the time to manage your accounts

Social media is about instant engagement, so it's important to find the time to manage your accounts. Creating and maintaining a strong online presence is an on-going task and it's important someone in your team takes responsibility for checking your accounts on a daily basis.



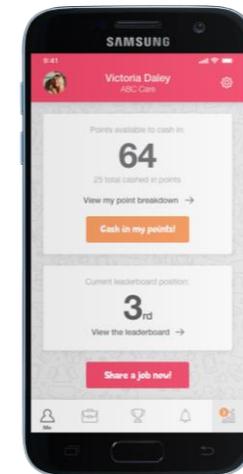
www.skillsforcare.org.uk/SocialMediaTips

Care Friends – the employee referral app for social care

Since its launch in June 2020, over 11,000 care workers have downloaded the app, there have been 160,313 job shares and 9,292 candidates have been generated.

How does it work?

- Add job vacancies from the Care Friends portal
- Employees see job vacancies in app and share with their friends and contacts
- Track progress of candidates through portal.

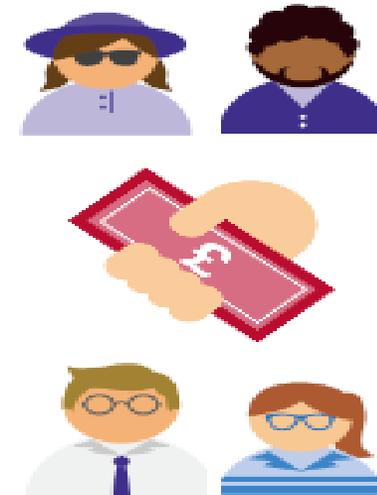


For more information visit: www.carefriends.co.uk



Funded recruitment and development initiatives

- Traineeships
- Sector-based work academy programme
- Kickstart
- Apprenticeships



Recruitment: How do we attract more and better quality applications which progress to employment?

- Promote what your organisation does well
- Be clear about the job - and benefits of working for you (training, structured inductions, flexibility, progression)
- Think about your job titles – do they really reflect the work people do?
- Enhance your approach to [Values-Based Recruitment](#)
- Think about whether you're ruling applicants out unnecessarily by asking for qualifications and previous experience
- Sharpen up your recruitment message and adverts
- Be responsive and professional with applicants, explain the process and timelines
- Revisit application forms – reduce length; look into whether applications can be made via mobile phone



Contact us

Marianne Davis – Surrey

marianne.davis@skillsforcare.org.uk / 07779 352039

Margaret Sharpe – SE London

margaret.sharpe@skillsforcare.org.uk / 07989 355886

Laura Anthony – SW London

laura.anthony@skillsforcare.org.uk / 07890 514106

www.skillsforcare.org.uk/register



Date of next session

24th September (11am – 12.30pm) via MS Teams

An Eventbrite booking link will be circulated shortly

