# PRIMECARE
## HEALTH

SSSC Registration

Codes of Practice

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Holiday Requests / Company policies

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Procedures / Absences

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Training and development

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SSSC REGISTRATION



As you are aware everyone in the Care Industry **MUST** be registered with SSSC by the date of your 3-month probation. You will have been made aware of this in your training. Failure to register by this date prevents you from working.

You must register on two parts of the register so please follow the steps below to make sure you are on the correct part.

You **MUST** create an account with SSSC and follow the steps below:

1. To start, please click on **My SSSC Login** followed by **Create an account.**

## Create an account

**Fields marked * are required.**

We will use your email address and National Insurance number to link you to the record we already have for you. If we do not already have a record for you we will use these details to create a new record.

| | |
|---|---|
| *Title | Please select a value ⌄ |
| *First name | |
| Middle name | |
| *Surname | |
| *Date of Birth | 📅 |

To add your date of birth, click on the calendar icon then click on the month to view more options.

| | |
|---|---|
| Mobile contact number | |
| Home contact number | |
| * Email | |
| *Confirm email address | |
| *National Insurance number | |

If you are an international student without a national insurance number, please email us for help creating your MySSSC account.

Email: registration@sssc.uk.com
Phone: 0345 60 30 891

**Next >**

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2) Next, fill in the boxes ensuring you have your National Insurance Number to hand. You will then need to select the correct title on the next page.

### Care at Home

Select: 'Support Worker' and then 'Primecare Health LTD'.

### Autism Support Worker:

Select: 'Support Worker' then 'Autism Service' and 'Autism Housing Support'

- Qualification – If you hold any qualifications, please let SSSC know.
- Endorsement – Jacqueline Preston

When you have submitted the application, this will be sent to Jacqueline Preston at Primecare to endorse and then be sent back to yourself for payment. Once you have made the payment you **MUST** go back onto your SSSC account and confirm you have paid this. Please make sure you receive an email from SSSC advising they have received your application. You are responsible for making sure they have received this. The cost to register is £25.

## **What happens next?**

The SSSC will email to let you know that they have your application. It can take up to three months to process your application. They will contact you by email if they need more information, so please check your emails. They'll email you to let you know when you are registered.

Please contact the office if you're needing any support in completing this.
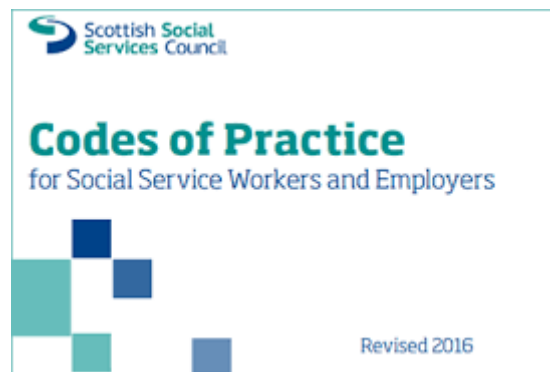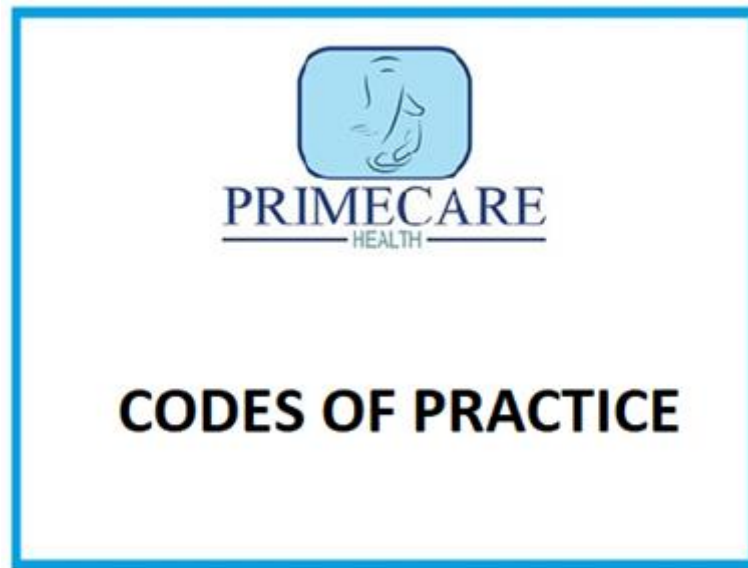
**CODES OF PRACTICE**



A copy of the Codes of Practice can be found here.

[SSSC Codes of Practice for Social Service Workers and Employers - 2024 version.pdf](#)

Health and Social
Care Standards

# Health and Social Care Standards: My support, my life (www.gov.scot)

# PRIMECARE
HEALTH

access

# A quick 'how to' guide

v7.1.3-508 | Device ID:635bb10407dfd9f1

access
Care Planning

| SERVER | Cloud7 | .mobizio.com |

USERNAME

PIN

**LOGIN**

Privacy Policy

Input the server, your username and pin number. Going forward, you would only need to use your pin to access the app.

Sat, 06 May **1**

07:00

Visit 8 hours  with
Service User's name

🕐 06/May 07:00 - 15:00

📍 Service User's address

This page will tell you which visits you have for the day and the visit times.

You can view upcoming visits by clicking on the arrows at the top of the page

Click on the visit to access tasks and additional information

You may need to Sync your phone if a visit has been added or updated. (bottom right of the screen. This shouldn't take too long.

Last Synced on 05 May 2023 11:43

TASKS    CASES    NOTIFICATIONS    SYNC

## Task

Visit 5 hours  with

**Service user name**  >

🕐 05/May 14:00 - 19:00

◎ **Service user home address**  >

⟳ Previous & Later Tasks  >

▤ Add Task Note  >

**START TASK**
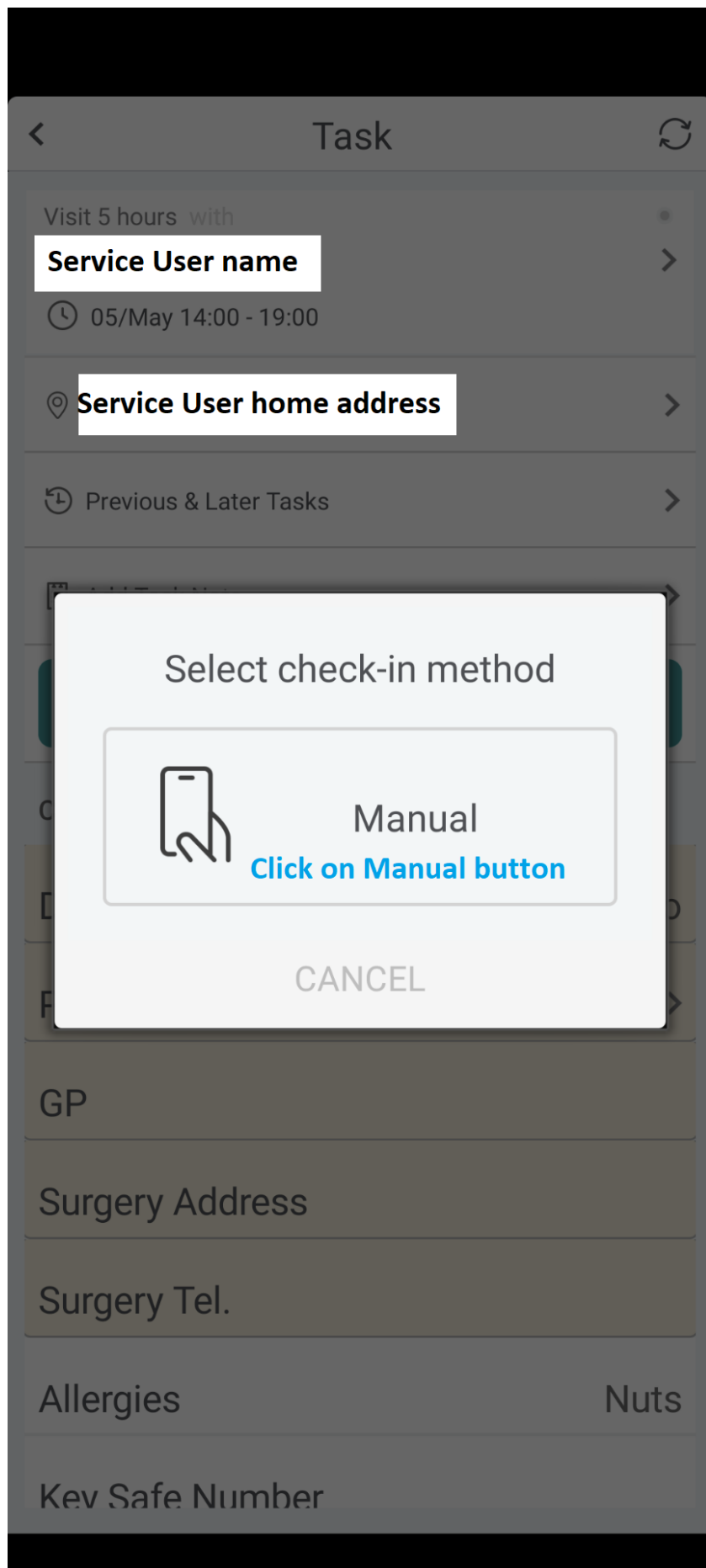
**To begin a visit, click on the start task above**

Surgery Address

Surgery Tel.

Allergies                                    Nuts

Key Safe Number

Visit 5 hours  with

**Service User name**  >

🕐  05/May 14:00 - 19:00

📍 **Service User home address**  >

🕘 Previous & Later Tasks  >

**Select check-in method**

📱 Manual
**Click on Manual button**

CANCEL

GP

Surgery Address

Surgery Tel.

Allergies                                    Nuts

Key Safe Number

Success!
visit has now started

**now staff can document their visit**

Allergies

Nuts
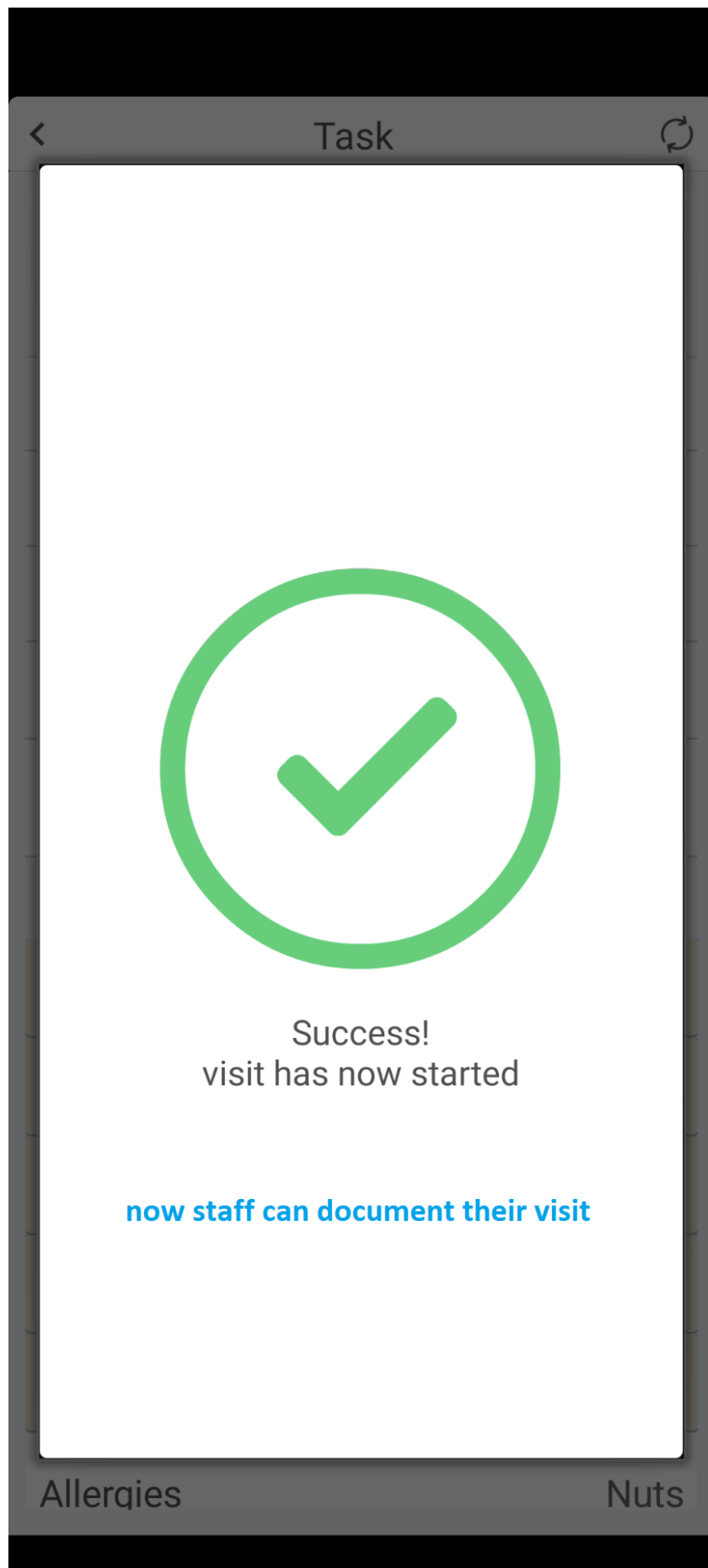
**Task**

Visit 8 hours  with

## service user name  ❯

🕐 06/May 07:00 - 15:00

🕐 06/May 08:49 - 08:50

◎ **service user home address**  ❯

🕐 Previous & Later Tasks  ❯

📋 Test  ❯

**END TASK**

**CASE FIELDS**

| DNR | No |
|---|---|
| P.O.A. | Please Ente... ❯ |
| GP | |
| Surgery Address | |
| Surgery Tel. | |

Allergies

‹

**Previous Tasks**          Later Tasks

Visit completed by
# Michael Williams
🗓 04/May 07:00 - 15:00
🕐 04/May 10:49 - 17:14

☑ 9/9 Activities complete

SW seemed to be in a good mood, he mainly played his PS5 and had curry for lunch

Visit completed by
# Michael Williams
🗓 03/May 22:00 - 04/May 07:00
🕐 04/May 06:12 - 04/May 06:15

☑ 11/11 Activities complete

SW was sleep all night apart just at 2am he went to toilet .

Here you can read task notes 'handover' from previous visits with each support staff.

You can also see who is scheduled for future visits as well (located at top of the screen

DNR                       NO

P.O.A.              Please Ente... ›

GP

Surgery Address

Surgery Tel.

Allergies

Key Safe Number

Access Details

**Additional information about the service user can be found here, and which can be updated accordingly.**

PLANNED ACTIVITIES

☑ **TEST**                   ›

**Planned activities**

Here you will find the planned activities for the service user. This can include information on where to meet the service user, medication prompts, and wellbeing checks. This can be updated accordingly.

FORMS

Incident Form              ›

**Incident forms:**

Clicking on this enables you to complete and send off an incident form.

ASSOCIATED CASE

🗂 Primecare Clients        ›

**Primecare Clients:**

Enables staff to read previous notes, access risk assessments, key contacts etc.

## Incident Form

**Date of Incident** *  — Select ∨

**Time of Incident**
(Approximate time if unknown) — Select ∨

**Location of the Incident** *  — Input Text...

**Type of Incident** — Select ∨

**Description of the Incident**

Click here to input text...

**Please attach photos if appropriate**
* max of size 256 kb will be uploaded.

**Please provide full details of the persons involved. Please include name, address and contact number.**

Click here to input text...

**Please provide details of witnesses**
Please include name, address and telephone number

Go through each of the boxes when completing an incident form. Ensure you're as detailed as possible, and include specific times. (time of medication administration, time of fall as examples)

please, no shorthand or abbreviations when completing an incident form.

click SUBMIT when completed

**Details of Outcome**

Click here to input text...

**Are there any further actions required?** — Select ∨

**Signature**

**SUBMIT**

<        ○○○

## ✓ TEST     ⚑

### INSTRUCTIONS

A brief description of the task needing to be completed.

| Not Completed | Completed |
|---|---|

**Tasks to be completed**

These tasks can include:

medication prompt
wellbeing check
where to meet the service user

(Tasks can be added or taken away and can also be day/time specific where needed)

**There is also an option at the bottom of the screen to add a comment if required**

Add Comment...      Post

P.O.A.                    Please Ente... >

GP

Surgery Address

make sure that all 'planned activities' have been clicked on and either completed or a note has been left.

PLANNED ACTIVITIES

☑ **TEST**                                    >

1 Outstanding activity

FORMS

Incident Form                                 >

ASSOCIATED CASE

☑ Primecare Clients                           >

# Task

Visit 8 hours with

## service user name

🕐 06/May 07:00 - 15:00

⏱ 06/May 08:49

◎ service user home address

⏱ Previous & Later Tasks

🗒 Add Task Note

Complete task note

**END TASK**

CASE FIELDS

you need to add a 'task note' (handover)
before ending the task (visit)

Task

Visit 8 hours  with

service user name

06/May 07:00 - 15:00

06/May 08:49

service user home address

**Select check-out method**

Manual

CANCEL

P.O.A.                    Please Ente... >

Once task (handover) has been written
up, click on END TASK then MANUAL

Surgery Tel.

Allergies

Success!
Task has now ended

That's it. Everything has now been recorded

Allergies

22
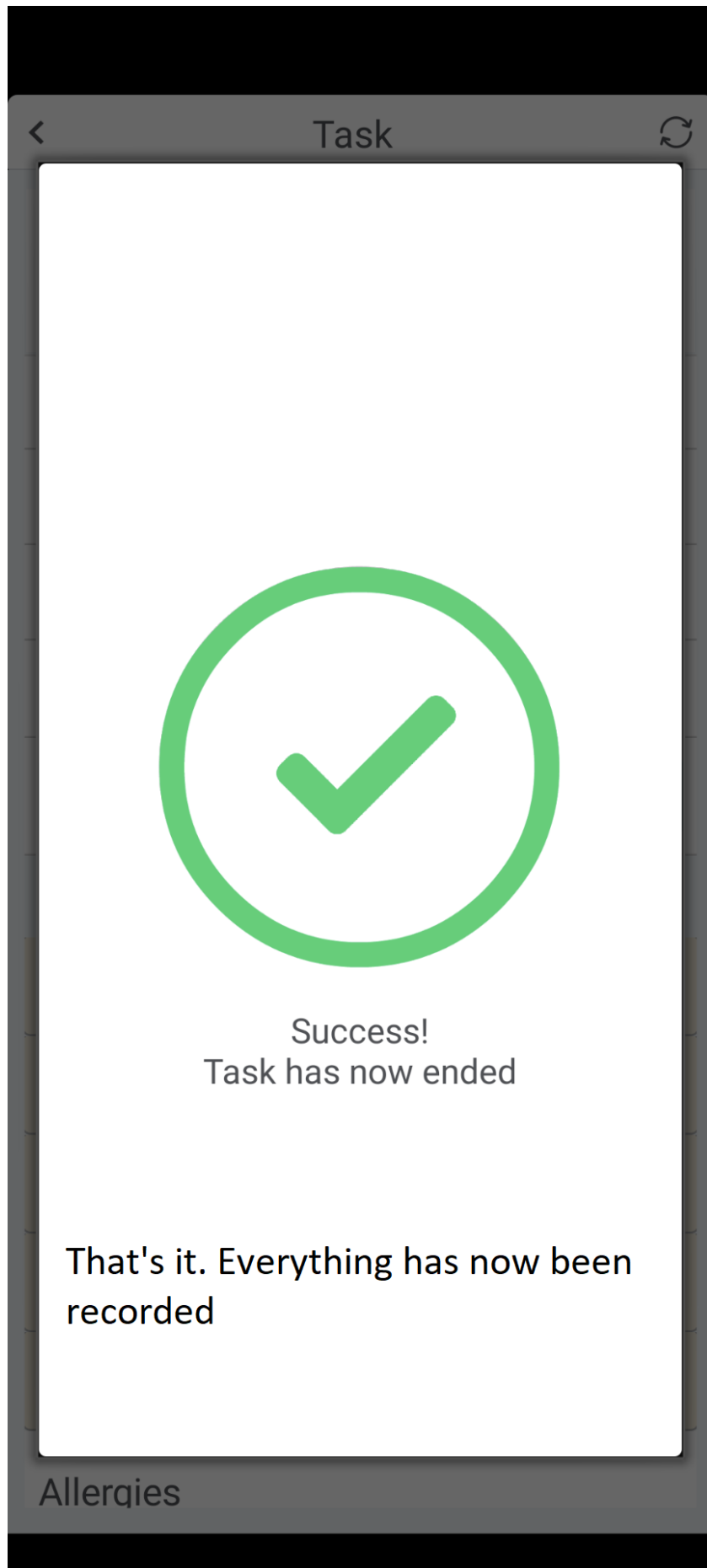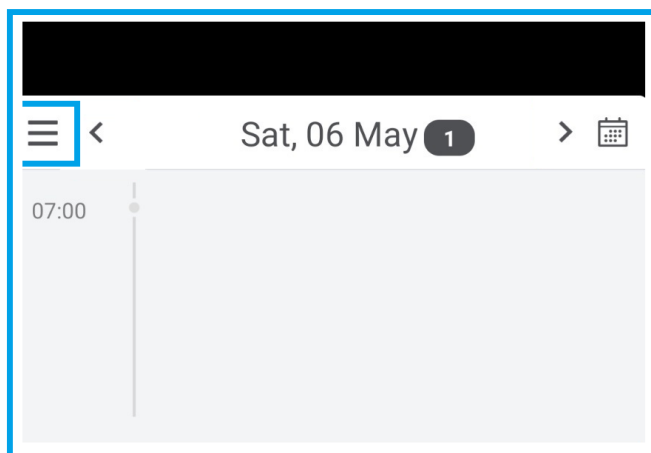
occasionally visits may not appear on your app.
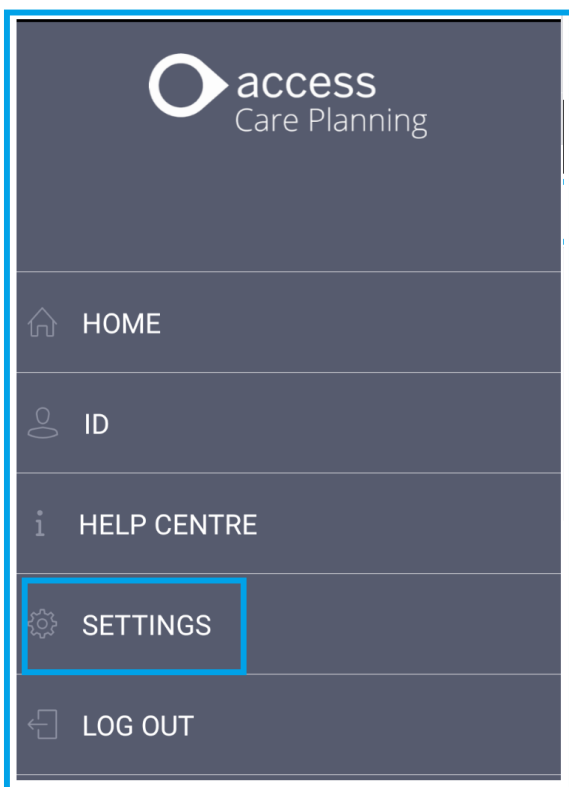


You may need to do a

CLEAN SYNC

This means that the app will do a full reset, and update itself with any new documents and adjustments to visits

It should only take a few minutes

Firstly, click on the three lines (top left) then click on Settings tab.

## Settings

| | |
|---|---|
| DATA RETENTION POLICY | 7 DAYS ⌄ |
| OPTIMISE DATA STORAGE | |
| LAST SYNC | 06 MAY 2023 06:30 |
| SERVER | CLOUD7.MOBIZIO.COM |
| CLEAN SYNC | ⟳ |
| SELECT QR SCAN LIBRARY | ZXING ⌄ |

Next, click on CLEAN SYNC

Press OK

This will reset the device

DATA RETENTION POLICY          7 DAYS ⌄

Warning: A Clean Sync will attempt to sync all task, activity, case and form data held on this device with Access Care Planning. Following a successful sync attempt, all data will be cleared from this device, before obtaining the latest updates from Access Care Planning.

As such, only attempt a Clean Sync when absolutely necessary, and when you have a stable network connection.

CANCEL          OK

'tasks' (visits) should now appear on your homescreen. Any issues, contact the office.

If, however after performing a clean sync the visits aren't appearing you may need to uninstall the app, then reinstall it again. If doing this, make sure you have taken a note of the server, username and pin to input back into the app again.

**Other points to consider!**

# CASE FILES!

To view a specific individual's case file, you would need to do the following:
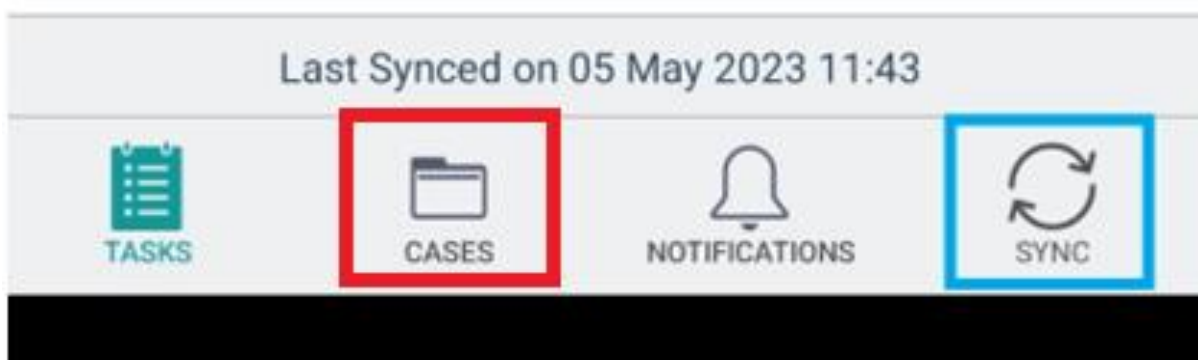


- Click on Cases at the bottom of the page.



- Click on the three dots (situated top right)

- Next, click on **FOLLOW CASES** then type in the name of the service user. Then search for the service user.

- When you have identified the service user, click on their name.

- Then click on **DONE.**

- The service user will now pop up on your case file.

- Click on the name of the service user, and it'll open up their profile.

- Click on **CASE FORMS** will bring up 'background information' on the service user – Key contacts, risk assessments, incident forms as examples.

- Click on Tasks will bring up previous and next visits and associated handover notes as demonstrated above.

- To **DELETE** a case file, click on the three dots in the right-hand corner and click on **UNFOLLOW CASES**.

- Click on the red button against the associated service user will delete the file from your phone.

PRIMECARE HEALTH

access

**FAQS**

- ***Do I need to register my phone?***

- Every member of staff needs to register their phone in order to use Access. I have been in touch with everyone to do this. If you are still needing to register, please complete the *'how to download app'* guide attached here. Once I receive your phone details, I will then email over your unique username and pin number.

- *Do I need to register if I get a new phone?*

- If you have a new phone, it will still need to be registered. Download Access Care Planning then open the app. Click on the line of numbers and letters as highlighted in blue below. Once clicked, it will allow you to email this information over:

- **Please email over to hr@primecarehealthltd.co.uk**

v7.1.3-508 | Device ID:635bb10407dfd9f1

access
Care Planning

| SERVER | Cloud7 | .mobizio.com |

USERNAME

PIN

LOGIN

Privacy Policy

- ## *How do I see my rota?*

- There is a calendar button situated top right of the app. Clicking through this will display your specific visits for the rota period. In addition to this there is a line at the top that says *'previous & later tasks'.* Previous tasks will display handovers from past visits and later tasks will show you future scheduled visits and who is assigned to them.

- ## *Do I need to log in for every shift?*

- Yes, you do. Failure to log in will mean your shift won't register on the system. Please log in / log out for every visit on your schedule. Do this within the service user's home.

- ## *What If I'm working with someone else. Do we both need to log in?*

- Yes, both members of support staff need to log in. If there are two members of support staff working the same shift, one would take the **'lead'** and complete the handovers notes, and the other would take the **'non lead'.** They would simply write in the **'add task note'** box (top of the visit) **'non lead'** for reference.

- ## **Handover:**

- Please complete your handover via the **'add task note'** at the top of the visit and **NOT** within the individual tasks at the bottom of the visit.

- It makes it very difficult for others to read the previous handover. Simply, **'complete'** the tasks at the bottom of the page and highlight in the overall handover if required. Please, no shorthand or abbreviations. Detail exact times such as when medication was taken or when incidents took place.

## OTHER CONSIDERATIONS

- Please be specific when completing your handovers.

- Handovers to be completed via 'the task note' at the top of the app and **NOT** within the individual tasks at the bottom.

- No slang or abbreviations.

- Please ensure you include specific times – administration of medication or when an incident/event took place for example.

All holiday requests **MUST** go through the website and not through other means of communication.

## **<u>Holidays:</u>**

Minimum 4 weeks' notice.

Reviewed case-by case and allocated first come first serve basis.

# How to put through a holiday request

- Head to Primecare's website -

  **www.primecarehealthltd.co.uk**

- Click on EMPLOYEE PORTAL (highlighted in red below)

- Please enter the password below to access the guest area.



- Once logged in you will see this screen. Now, click on HOLIDAY REQUEST FORM (highlighted in red below)

- Below is the holiday request form. Please ensure that you complete all the boxes. You can leave a supporting statement at the bottom as well.



Holiday Request Form

I would like to take the following holiday from my annual holiday entitlement.

Unavailable From Date:

Unavailable To Date:

Usual Working Days During Period:

Actual Number Of Working Days Off:

Date Returning To Work:

Requested By (Name & Date):

Supporting Information:

- Once all information is supplied, please click on the **SUBMIT** button at the bottom of the page. There will also be a confirmation note to say that your holiday has successfully been submitted.
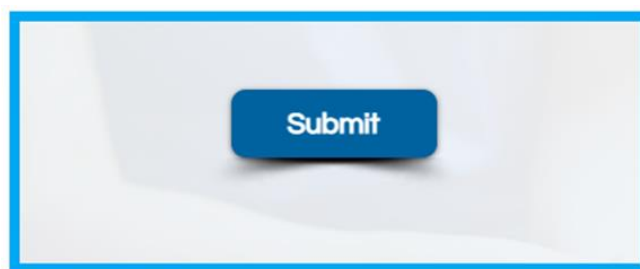


Submit

Thanks for submitting!

## What happens next?

- You will receive an email confirming any approved holidays.

- Your line manager may also get in touch with you to discuss your holiday application as well.

# Holiday Calculation

Average hrs/day – calculated over the last 52weeks.
Accrued holiday hours = 12.07% of the total hours worked in the holiday period (10th March 2025 – 8th March 2026) including sick days, maternity, paternity.

*Available holidays = accrued holiday hours*

$$\div$$

*Average hrs/day*

Holidays are capped at 28days.

**Holiday period: MARCH 10TH 2025 – MARCH 8TH 2026**

**Please note:**

Unused holidays are not carried over into the next year (exceptions are made for maternity/paternity and long-term sickness only)

All holidays are accrued. Any holidays 'carried' over from previous employment may still be taken (depending on

availability) but may be unpaid unless these holidays have been accrued with Primecare first.

To find out how many days you have accrued please contact the office in the first instance.

01506 890 970

# Payslips:



## my@PayWindow

Accessed online and individual links will be emailed out after your first full month. Please contact the office if you need this resent.



You will also receive a welcome email from Nest – the workplace pension scheme.

Salaries are paid every four weeks, based on a 28-day working period.

2025 dates listed below.

### 2025 Cut Of & Payment Dates

| Start Date | Cut Off | Pay Date |
|---|---|---|
| 16/12/2024 | 12/01/2025 | 24/01/2025 |
| 13/01/2025 | 09/02/2025 | 21/02/2025 |
| 10/02/2025 | 09/03/2025 | 21/03/2025 |
| 10/03/2025 | 06/04/2025 | 18/04/2025 |
| 07/04/2025 | 04/05/2025 | 16/05/2025 |
| 05/05/2025 | 01/06/2025 | 13/06/2025 |
| 02/06/2025 | 29/06/2025 | 11/07/2025 |
| 30/06/2025 | 27/07/2025 | 08/08/2025 |
| 28/07/2025 | 24/08/2025 | 05/09/2025 |
| 25/08/2025 | 21/09/2025 | 03/10/2025 |
| 22/09/2025 | 19/10/2025 | 31/10/2025 |
| 20/10/2025 | 16/11/2025 | 28/11/2025 |
| 17/11/2025 | 14/12/2025 | 26/12/2025 |

**PROCEDURES**
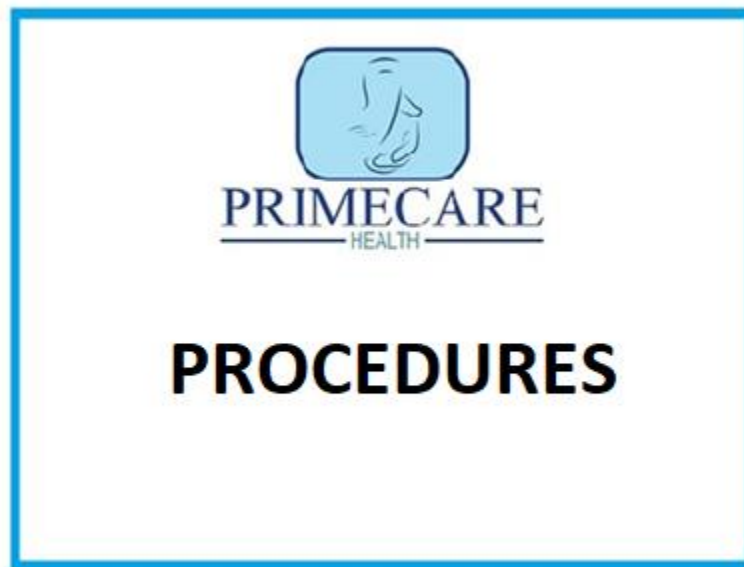
**Absences:**

**Report to the office/on call.**

**01506 890970 - 24/7**

**DO NOT**

**Contact Coordinators/Team Leaders directly.**

Report as soon as possible, appropriate reasons include emergencies, sickness, medical issues, emergency appointments, lateness.

Sickness and Diarrhoea – you will have to be off for **48 hours** to avoid the spreading of infection to individuals and your co-workers.
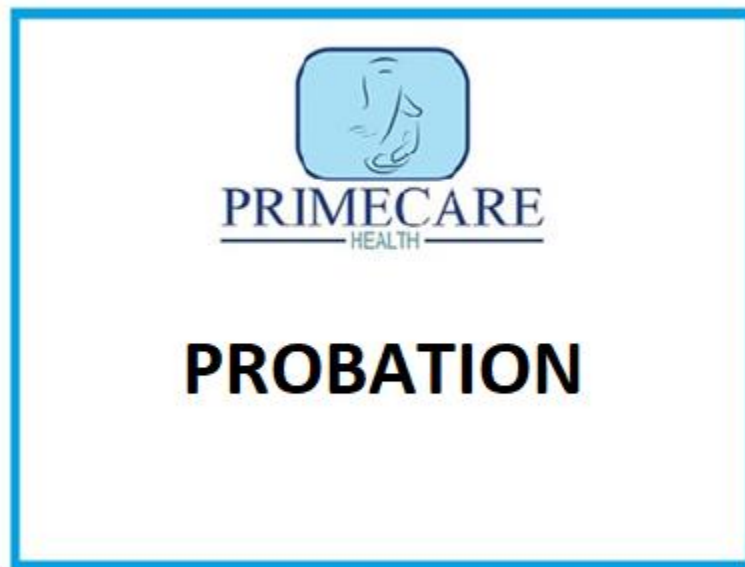
Sick lines **MUST** be sent to HR directly.

**hr@primecarehealthltd.co.uk**

(A photograph may suffice)


**As per policy and procedure, 4 absences within a 52-week period may result in formal absence management.**

**Please refer to the Employee Handbook for additional information.**

## **Probation:**

- 'Check in' catch up with your line manager before / after you've started work.

- Shadow logs and Competency tests completed and signed off by your line manager.

- 3-month probation with your line manager.

- 6-month probation with your line manager. SSSC registered and working with confidence!

**TRAINING AND DEVELOPMENT**

- SSSC badges – ongoing personal development, specific in-house training.

- Monthly hot topics.

- Frequent 'wellbeing check ins'

- Ongoing supervisions / team meetings

- Support in completing SVQ's (if not achieved already).

**PRIMECARE** HEALTH

# BUPA

# EMPLOYEE

# ASSISTANCE