

COVID-19 - Recruitment on-boarding guidance for providers

During these unprecedented times some rules around recruitment are being relaxed. The purpose of this guidance is to support providers navigate their way round the changes in the rules to streamline their on-boarding processes and get people into work as soon as possible.

Advertising

- You will still need to advertise your roles
- Make sure that you outline measures that you are putting in place to protect staff from COVID-19 to reassure them

Applications

- Same rules apply, you still need to obtain:
 - Full work history with any gaps accounted for
 - Two referees, one being the last employer

Interviews

- One person can interview during this time
- Video call interviews are good but consider:
 - What method will you use, e.g. Skype, What's app, Face time
 - Use your computer or business phone if possible so that you aren't using your personal mobile phone
- Telephone interviews are also good, but again try and use your business phone
- Same rules apply around using the same questions for each candidate, although consider using fewer questions & values-based interviewing to widen your market to those who just have experience.
- Make sure you still record the interview responses and your reasoning in case you get any future challenges

Right to work / ID Checking

Due to current measures that have been put in place as a result of the coronavirus outbreak, we're aware that organisations are having difficulty following the ID checking guidance.

Currently, when validating ID documents, it is best practice to carry the examination out face-to-face so the ID checker had to be in physical possession of the original documents, so they can be checked for indicators of fraud.

As the public is being advised to work from home where possible, this is causing difficulties in receiving the physical documents and is delaying applications, and in some cases, preventing applications from being submitted.

To ensure that the necessary checks can still be carried out, the ID checking guidance will be changed for a temporary period.

The change will enable:

- ID documents can be viewed over video link
- Scanned images can be used in advance of the check
- Right to work and all ID documents can be seen electronically whilst onboarding.

Please note, the change should only be implemented for urgent cases where it is not possible to follow the normal identity checking guidelines.

It remains a legal requirement to check your employees right to work in the UK status.

The applicant must present the original versions of these documents when they first attend their employment or volunteering role.

Read the [government guidelines on changes to DBS checks](#).

DBS and Adult First checks

- [Online applications](#) can be used
- Scanned documents or photographs of ID can be used providing that you have seen the originals on their first day of employment

In order to get people started as soon as possible, a relaxation around DBS indicates you are now able to start applicants with Adult First Checks, whilst waiting for full disclosures to come through.

A risk assessment must be completed if you wish to request that an individual start work prior to their full disclosure DBS being received and just an [Adult First check](#) being carried out. (We have attached a template, that you can use, to this guidance.)

If you recruit staff using Adult First check then you need to ensure that the following additional safeguards are in place:

- you should contact people using the service, or their representative, at weekly intervals to monitor their satisfaction with the care provided by the new worker and any complaints that may arise.
- The provider should inform people using the service, or their representative, about the outstanding information, and tell them when it is received.
- The provider should end the new worker's contact with people using the service where the registered person considers that the outstanding information (when received) is not satisfactory

There is no requirement for the staff member to be directly supervised provided they have completed their induction. Where a new member of staff is to care for or support children in a regulated activity, a satisfactory enhanced and barred list check must be received before they begin to do so.

The Government have recently updated their policy and are now providing [barred list/adult first checks and DBS free of charge](#) for people, such as yourselves that are providing services to support the council to carry out its functions under the Care Act.

Read the [CQC guidance on DBS checks](#).

Rapid Inductions

The impact of COVID-19 has created an extremely challenging time for the social care workforce. Skills for Care and CQC identified training that remains a priority during this period to ensure there is a skilled and competent workforce.

Please note: regulated professionals such as registered nurses and social workers will need to follow guidance from their relevant regulator.

This is not to say that other training opportunities *shouldn't* take place. Your workforce still needs to provide person-centred care and support and be able to meet the diverse needs of the individuals they support. Where workers are not behaving in this way, action must still be taken to guarantee the well-being of people accessing care and support.

During this period, we remind you to stop face to face training and to use digital solutions only.

The training covers the following areas:

- Care Certificate
- assisting and moving people
- basic life support and first aid
- fire safety
- food safety
- health and safety awareness
- infection prevention and control

- medication management
- safeguarding adults.

Endorsed providers are now available to deliver fully funded virtual training to adult social care employers depending on their training need:

- training for volunteers
- training for existing staff
- rapid induction for new staff (this includes an easier to use Care Certificate self-assessment)
- training for staff who are being redeployed.

During this time, we strongly recommend all training should be delivered online.
Read more about [COVID-19 Essential Training](#).