Medicare People

LIVE-IN CARE

Recruitment Policy and Procedure

Policy Title	Recruitment Policy and Procedure
Organisation	Medicare People Limited
Service Type	Live-In Care Services
Policy Owner	Registered Manager
Version	1.0
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Review Date	Annually

1. PURPOSE

Medicare People is committed to recruiting, selecting, and retaining individuals who have the skills, experience, values, behaviours, and integrity required to deliver safe, effective, person-centred live-in care.

The purpose of this policy is to ensure that all recruitment activities are conducted fairly, consistently, safely, and in compliance with legal, regulatory, and safeguarding requirements.

This policy supports Medicare People's commitment to protecting people receiving care by ensuring robust recruitment procedures are followed before any employee is permitted to work within the service.

2. Scope

This policy applies to:

- All employees.
- Prospective employees.
- Agency workers where applicable.
- Contractors and volunteers where relevant.
- Managers involved in recruitment and selection activities.

The policy applies to all stages of recruitment, selection, appointment, induction, and onboarding.

3. Definitions

Recruitment	The process of attracting suitable candidates to apply for roles within the organisation.
Selection	The process of assessing candidates against the requirements of a role and identifying the most suitable applicant.
Safer Recruitment	A recruitment process designed to protect vulnerable adults by identifying and preventing unsuitable individuals from gaining employment within care services.
DBS Check	A Disclosure and Barring Service (DBS) check provides information regarding an individual's criminal record and suitability to work with vulnerable adults.
Right to Work Check	A check undertaken to confirm an individual's legal entitlement to work in the United Kingdom.

4. Policy Statement

Medicare People is committed to:

- Recruiting individuals who share our values and commitment to person-centred care.
- Promoting equality, diversity, and inclusion throughout recruitment processes.
- Applying safer recruitment principles at all times.
- Conducting all required pre-employment checks before employment commences.
- Ensuring recruitment decisions are based on merit, competence, qualifications, experience, and suitability for the role.
- Protecting vulnerable adults from harm through robust recruitment practices.
- Complying with legislation, CQC requirements, and employment regulations.
- Maintaining accurate recruitment records.

No individual will commence unsupervised work until all required pre-employment checks have been satisfactorily completed.

5. Roles and Responsibilities

Registered Manager

The Registered Manager is responsible for:

- Overseeing recruitment and selection processes.
- Ensuring safer recruitment principles are followed.
- Verifying that pre-employment checks are completed.
- Approving appointments.
- Maintaining recruitment records.
- Monitoring recruitment compliance.

Hiring Managers

Managers involved in recruitment are responsible for:

- Preparing job descriptions and person specifications.
- Shortlisting applicants fairly.
- Conducting interviews.
- Obtaining references.
- Escalating concerns identified during recruitment.

Human Resources or Recruitment Personnel

Where applicable, those supporting recruitment are responsible for:

- Processing applications.
- Coordinating pre-employment checks.
- Maintaining recruitment documentation.
- Supporting compliance monitoring.
- Interview Panel Members

Interviewers are responsible for:

- Applying fair and objective assessment methods.
- Following agreed interview processes.
- Recording recruitment decisions appropriately.
- Raising concerns regarding suitability.

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6. Procedure

6.1 Workforce Planning

Recruitment activity will be based upon service requirements, staffing levels, growth plans, and the needs of people receiving care.

Prior to recruitment, the following should be reviewed:

- Staffing requirements.
- Skill mix requirements.
- Service demands.
- Regulatory requirements.
- Budget considerations.

6.2 Job Description and Person Specification

Before advertising a vacancy, an up-to-date:

- Job Description
- Person Specification

will be prepared or reviewed.

These documents will clearly define:

- Duties and responsibilities.
- Qualifications required.
- Experience required.
- Skills and competencies.
- Values and behaviours expected.
- Safeguarding responsibilities.

6.3 Advertising Vacancies

Vacancies may be advertised through:

- Company websites.
- Recruitment websites.
- Social media platforms.
- Job centres.
- Professional networks.
- Recruitment agencies.

Advertisements will:

- Accurately describe the role.
- Include safeguarding commitments.
- Promote equality of opportunity.
- Encourage applications from suitably qualified candidates.

6.4 Application Process

Applicants will be required to provide:

- Full employment history.
- Relevant qualifications.
- Professional experience.
- Contact details for referees.
- Explanations for employment gaps where appropriate.

Applications will be reviewed against the person specification.

6.5 Shortlisting

Candidates will be shortlisted based on:

- Skills.
- Qualifications.
- Experience.
- Knowledge.
- Values and behaviours.

Shortlisting decisions will be objective, consistent, and documented.

6.6 Interview Process

Suitable candidates will be invited to interview.

Interviews should assess:

- Knowledge and experience.
- Communication skills.
- Understanding of safeguarding.
- Understanding of person-centred care.
- Values and behaviours.
- Suitability for working with vulnerable adults.

Interview records will be retained.

Where appropriate, additional assessment methods may be used, including:

- Scenario-based questions.
- Competency assessments.
- Practical exercises.

6.7 Pre-Employment Checks

An offer of employment will normally be conditional upon satisfactory completion of all required checks.

These may include:

- **Identity Verification** - Confirmation of identity using acceptable official documentation.
- **Right to Work Verification** - Confirmation that the individual is legally entitled to work within the United Kingdom.
- **DBS Check**- An enhanced DBS check with adult workforce eligibility where required for the role.
- **Employment References** - A minimum of two satisfactory references, including the most recent employer where possible.
- **Employment History Verification** - Review of employment history and investigation of unexplained gaps.
- **Qualification Checks** - Verification of qualifications required for the role.
- **Professional Registration Checks** - Verification of registration status where applicable.
- **Health Declaration** - Assessment of fitness to undertake the role safely, with reasonable adjustments considered where appropriate.

No employee will commence unsupervised care duties until all required checks have been completed and assessed as satisfactory.

6.8 Conditional and Formal Offers

Once satisfactory checks are received, a formal offer of employment may be issued.

The offer will include:

- Job title.
- Hours of work.
- Pay arrangements.
- Terms and conditions.
- Probationary requirements.
- Employment documentation.

6.9 Induction

All new employees must complete an induction programme.

Induction will include:

- Introduction to Medicare People.
- Policies and procedures.
- Safeguarding.
- Health and safety.
- Infection prevention and control.
- Medicines management.
- Equality and diversity.
- Care standards and expectations.

No employee should undertake duties beyond their competence.

6.10 Probationary Period

All newly recruited employees will be subject to a probationary review period, normally lasting up to six months from their start date.

During this period, Medicare People will monitor:

- Competence and performance.
- Attendance and reliability.
- Compliance with policies and procedures.
- Communication skills.
- Record keeping standards.
- Safeguarding awareness.
- Feedback from clients, families, and professionals.
- Suitability for working within live-in care services.

Where additional support, supervision, or training is required, the probationary period may be extended.

Successful completion of the probationary review period does not guarantee the provision of work or minimum working hours but confirms that the employee has demonstrated the standards expected by Medicare People.

6.11 Recruitment of Overseas Workers

Where overseas recruitment takes place, Medicare People will ensure compliance with:

- Immigration requirements.
- Sponsorship obligations where applicable.
- Right to work legislation.
- Ethical recruitment principles.

Prospective employees must not be charged prohibited recruitment fees.

6.12 Ongoing Workforce Monitoring

Following appointment, Medicare People will maintain ongoing oversight through:

- Supervision.
- Appraisal.
- Competency assessments.
- Training compliance.
- Professional registration checks where applicable.
- DBS renewal processes where adopted by the organisation.

7. Records and Documentation

The following records will be maintained:

- Job descriptions.
- Person specifications.
- Application forms.
- Interview notes.
- Recruitment assessments.
- DBS documentation.
- Right to work checks.
- Reference records.
- Qualification checks.
- Employment contracts.
- Induction records.
- Probation records.

Records will be stored securely and managed in accordance with Data Protection and Confidentiality requirements.

8. Training and Competency

Employees involved in recruitment will receive training and guidance relating to:

- Safer recruitment.

- Equality and diversity.
- Recruitment legislation.
- Interview techniques.
- Safeguarding responsibilities.
- CQC recruitment requirements.

Recruitment competency may be reviewed through audits, supervision, and management oversight.

9. Monitoring and Governance

The Registered Manager will monitor compliance through:

- Recruitment file audits.
- DBS compliance reviews.
- Right to work audits.
- Recruitment process reviews.
- Staff turnover monitoring.
- Exit interview analysis.
- Probation reviews.
- CQC compliance assessments.

Key performance indicators may include:

- Vacancy rates.
- Time to recruit.
- Staff turnover.
- Recruitment compliance rates.
- Probation completion rates.
- Training completion rates.

Improvement actions will be implemented where required.

10. Related Policies

- Safeguarding Adults Policy
- Equality, Diversity and Human Rights Policy and Procedure
- Whistleblowing Policy
- Staff Code of Conduct
- Induction Policy
- Training and Development Policy
- Supervision and Appraisal Policy
- Data Protection and Confidentiality Policy

- Disciplinary Policy
- Quality Assurance Policy

11. Review and Version Control

This policy will be reviewed annually or sooner following:

- Changes in legislation.
- Changes in CQC requirements.
- Recruitment-related incidents.
- Audit findings.
- Service developments.
- Lessons learned from inspections or investigations.

Approved By: Stuart Wells

Position: Managing Director

Date: 07/07/2026

Medicare People currently provides introductory live-in care services. We have submitted our application to the Care Quality Commission (CQC) and intend to introduce a fully managed live-in care service following registration.