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## Abbeyfield Lytham St Annes Society Ltd Member Society Policies – Approach, Principles and Index

### 1. Who we are and how we are regulated

The Abbeyfield Lytham St Annes Society Ltd. is a member of The Abbeyfield Society Limited (TAS) and is subject to the standards and regulatory conditions of the following organisations:

- the Health and Safety Executive (HSE)
- the Information Commissioner's Office (ISO)
- the Charity Commissioners (CC) or the Charity Commission for Northern Ireland or the Office of Scottish Charity regulator (OSCR)
- Houses in Multiple Occupation Officer (HMO)
- Safeguarding Team, Fire Officers, Environmental Health

### 2. Context, aims and objectives of this Policy

Abbeyfield's purpose is to enhance the quality of life for older people.

We aspire to, and will seek to adopt, support, uphold and achieve the Abbeyfield ethos, values and standards.

We will also seek to prevent or limit any adverse events which may potentially cause reputational damage to our society and the wider Abbeyfield family.

In order to meet standards and regulations which apply to us and to achieve the Abbeyfield purpose, we undertake to work to this set of Member Policies, which are informed and governed by the following Abbeyfield values:

**Caring** meaning that the wellbeing of our residents is central to everything we do, and every individual will be treated with dignity and respect. It also embraces our volunteers and staff, and by learning and supporting each other. We will be an organisation where people can grow and find fulfilment.

**Openness** meaning that as an organisation we encourage and support new ideas from our residents, volunteers and staff, and by learning through discussion we appreciate each other's differences and will adopt suggestions which improve the service that we provide. We will be open to change, and will seize opportunities that allow us to continue working towards our mission.

**Honesty** meaning that we will each work in an ethical way. As individuals we will lead by example in order that residents, volunteers and staff will have confidence in the integrity of the Society.

**Respect** being something we have to earn. We understand that we earn it by valuing each other as individuals, valuing others views, beliefs and background, and also by working hard to develop relationships with our residents, volunteers, staff and the communities in which we operate. We act in a respectful way towards each other; honouring the commitments and promises we have made.

As a separate legal entity, we recognise that events within our Society could damage Abbeyfield's wider reputation. These might include actual or alleged incidents which could result in harm to a vulnerable person, legal action, regulatory sanction, adverse publicity or insolvency.

Should an **Adverse Event** occur, we will follow the steps set out in the Appendix to this policy.

In adopting the Member Policies, we understand that they meet the policy documentation

requirements of the Abbeyfield Quality Standard (AQS). We have adapted the template Member Policies to reflect our management and governance issues and where there is significant deviation from the model, we can justify this. Where TAS undertakes a review of the template Member Policies, we will review and update accordingly, as well as when there are any changes to our Society's structure or procedures.

We may also use our own or other TAS model policies, similarly adjusted, where these suit our business.

### **3. Changes to the Policy**

Originally introduced in June 2018, the following changes were made in March 2019

: inclusion of a list of Regulatory Authorities in Section 1 and recognition of Society responsibilities with regard to "Adverse Events."

: Update of the Appendix listing current TAS Policies

: New Appendix added – Reporting Adverse Events

The policy was centrally reviewed in March 2020 and content substantially reorganised.

New wording replaces the opening notes and guidance.

New Appendix added - Policy Terminology, Ownership, Scope and Implementation

The overall content remains largely unchanged.

#### **Appendices to this policy**

Policy Terminology, Ownership, Scope and Implementation

Index of Policies and other key documents

Index of TAS Retirement Living (RL) policies

Guidance on Reporting of Adverse Events

#### **Appendix - Policy Terminology, Ownership, Scope and Implementation**

##### **Terminology**

Our Society is a registered charity and limited company.

For brevity and commonality, we have adopted the following terminology within these policies, though in practice we may use different terms for some of our positions.

Board - Board of Trustees &/or Directors &/or Executive Committee

Chair - current chairman or woman (a trustee may act as a line manager)

Trustee - Board member and Director, a volunteer, may also act as a line manager

Secretary - Secretary to the Company. (The Secretary is also the Administration Manager, Librarian and Information Officer)

Treasurer - Chief Financial Officer

House Committee - The trustees and volunteers who look after a house and the residents

House Chair - Trustee who chairs a House Committee (also acts as line manager to the House Manager)

House Manager – the senior employee on duty at the house – actual title may vary.

Other "Officers" or "Managers" e.g. HS&E Officer, Property Manager, Information Officer, Librarian- used for roles where there is a specific function, managerial or advisory role for the person involved.

Volunteer – this term is used when describing a volunteer in a role not involving or requiring them to be a trustee or act in a managerial or advisory function.

Administration Manager - employee who manages or undertakes Society administration functions.

Warden – employed maintenance, odd-job or handyman or similar, may perform HSE testing.

## **Ownership**

Trustees, volunteers or paid staff may have responsibilities as “Officers” or Managers to meet, manage or oversee the “offices” of our organisation. The responsibility may include “ownership” of particular policies e.g. as Chair, Secretary or Treasurer. This person will either have the

- skills, knowledge & competence to carry out related duties or provision of advice OR
- capability to consult and seek professional advice in order to do so.

Ownership of any particular document within our society will rest with the responsible Officer or Manager who as part of their duties will consult, obtain consensus and appropriate authorisation, and arrange suitable paper or file distribution of the final version to ensure that all affected staff and volunteers read and are aware of the new version or document. Similarly a designated individual will act as librarian, responsible for indexing and holding a library of all current documents; also for maintaining a set of paper copies readily available to all residents.

## **Scope - Who are these policies for?**

All policies are deemed to apply or be relevant to all trustees and staff (i.e. paid employees) and to other volunteers to the extent that they relate to their duties and involvement with residents. In any such capacity, you may hold a personal file or paper copy of any particular document, but should you need to rely upon the text in a particular situation it is your responsibility to check with the librarian if there is a more recent version.

Some policies will also apply to residents (or a person acting as their sponsor, supporter or advocate), and will be drawn to their attention. Residents may have a general interest in our policies and all will be made available in a suitable format and readily accessible place.

## **Implementation and Access**

Trustees will read proposed new policies and amended versions before formally approving them as a Board.

Newly appointed Trustees, new staff and volunteers will be required to read the full set of policies at the time of their recruitment.

Existing staff and volunteers will be required to read new and amended policies affecting them as they arise.

All volunteers and staff will be required to provide written confirmation that they have read, understood, accept and will adhere to the contents, breach of which may be taken as evidence of lack of capability or misconduct potentially giving rise to disciplinary action.

Policies which apply to Residents or their Supporters will be drawn to their attention as part of the Application or Trial process, and subsequently in the event of changes which may affect them.

The full set of member policies will be made available for staff and residents in the house.

When a situation arises for which we have no current policy, or if we have reason to suspect that our version may be out of date (more than 18 months old) we will access the current model Member Policy or TAS policy in order to inform and determine our response.

## **Index of Society Policies and other key documents**

Leadership, Marketing, Resident, Staff, Volunteer, Your Home

### **Member Policies**

### **AQS Section**

Member Policies - Approach, Principles & Index The policy was centrally reviewed for 2020 and content substantially reorganised. New wording replaces the opening notes and guidance. New Appendix added - Policy Terminology, Ownership, Scope and Implementation The overall content remains largely unchanged.	L
Complaints Policy	R
Data Confidentiality Privacy Protection & Retention Policy	L
Equality, Diversity and Inclusion Policy	L
Finances Policy	L
Health, Safety and Environment (HSE) Policy	Y
Marketing, PR, Advertising and Digital Media Policy	M
Professional, Ethical and Legal Boundaries Policy	S
Rents & Charges Policy	R
Resident Support, Involvement & Empowerment Policy	R
Safeguarding Adults and Children Policy	R
Staff Disciplinary and Grievance Policy	S
Staff Management – Performance Review & Supervision Policy	S
Staff Recruitment and Selection Policy	S
Tenancy Management Policy	R
Volunteer and Trustee Policy	V
Whistleblowing Policy	L

### **Other Policies specific to our Society**



This list of RL Policies (TAS Retirement Living from Team Pages as at Mar 2019) may be useful for reference purposes. Equivalent content for those policies [printed in blue ink](#) has been included within the generic policies for Member Societies listed above.

### **Communication & Marketing Policies**

[Abbeyfield Branding Policy \(M001P\)](#)  
[Communications Policy \(M002P\)](#)  
[Social Media Policy \(M004P\)](#)

### **Finance and Audit Policies**

[Financial Regulations and Delegated Authorities](#)  
[Delegation of Authority Policy \(LG014P\)](#)  
[Delegated Authority Charts Appendix 1](#)  
[Direct Debits Collection Policy](#)  

- [Direct Debit Form - Housing](#)

[Capitalisation Policy \(LG003P\)](#)  
[Care Fee Policy \(LG042P\)](#)  
[Compensation & Goodwill Payments Policy \(R004P\)](#)  
[Expenses Policy - Staff \(S010P\)](#)  
[Financial Assessment - Pre-admission Form](#)  
[Financial Assessment - Pre-admission Guide](#)  
[Financial Assessment - Pre-admission Review Letter](#)  
[Home Loss and Disturbance Policy \(R009P\)](#)  
[Loans and Grants Policy for Member Societies \(LG024P\)](#)  
[Post death repayments policy \(R014P\)](#)  
[Rent and Service Charges Policy and Procedure \(LG028P\)](#)  
[Rent, Charges and Fees - Income and Debt Management Policy](#)  
[Restricted Reserves and their Utilisation \(LG036P\)](#)  
[Use of Company Credit cards \(G033P\)](#)  
[Use of Company Procurement Card \(G035P\)](#)  
[Use of Company Procurement Card Appendix \(G035P\)](#)  
[Use of Petty Cash Policy \(LG034P\)](#)  
[Season Ticket Loan \(S030P\)](#)  
[Treasury Management \(LG032P\)](#)  
[Volunteer Expenses Policy](#)

### **Health & Safety Policies**

[Abbeyfield Health and Safety Policy](#)  
[Abbeyfield Health and Safety Policy Statement](#)  
[Accidents and Adverse Events Policy \(C014P\)](#)  
[Appendix 1 - Accidents and adverse events flowchart](#)  
[Appendix 2 - H&S related accident and investigation form](#)  
[Appendix 3 - Significant adverse event investigation form](#)  
[Asbestos Policy \(YH002P\)](#)  
[Bed Rail Policy \(C005P\)](#)  
[Good Practice Guidance Safe Use of Bedrails](#)  
[CDM Policy \(YH016P\)](#)  
[COSHH Policy \(YH004P\)](#)  
[Display Screen Equipment Policy \(HSD002\)](#)  
[Driver Policy \(HSD001\)](#)  
[Appendix 1 - Minibus Checklist](#)  
[Appendix 2 - MPV Checklist](#)  
[Infection Prevention and Control \(YH010P\)](#)  

- o [Infection Prevention & Control Proc Manual](#)
- o [Infection Prevention and Control Audit Timetable](#)
- o [Abbeyfield Service Level IPC Audit Tools](#)

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### **Health & Safety Policies contd**

[Fire Safety Policy \(YH006P\)](#)  
[First Aid Policy \(YH007P\)](#)  
[Food Safety and Hygiene Policy \(HSF003\)](#)  
[Risk Assessment Policy \(HSR001\)](#)  
[Legionella Management Policy \(YH014P\)](#)  
[Legionella Management Policy - Appendix 1 - Written Scheme of Control](#)  
[Legionella Management Policy - Appendix 2 - Legionella Log Book](#)  
[Legionella Management Policy - Appendix 3 - Legionella Management Escalation Procedures](#)  
[Legionella - Water Temperature Checks](#)  
[Legionella - Checklist of Precautions](#)  
[Legionella - Monthly TMV Checks](#)  
[Legionella - Weekly Flushing Checks](#)  
[Legionella - Monthly, Quarterly & Annual Legionnaires Precaution Checks – \(Temps & Equipment\)](#)  
[Lone Working Policy \(S016P\)](#)  
[Objects Moving and Handling Policy \(HSM002\)](#)  
[People Moving and Handling Policy CP060P\)](#)  
[Appendix 1: Risk Assessment Guide](#)  

- o [Appendix 1 Form 1: Moving and Handling Risk Assessment - Risk factors](#)
- o [Appendix 1 Form 2: Moving and Handling Risk Assessment - Task Assessment](#)
- o [Appendix 1 Form 3: Risk Assessment Reviewed](#)
- o [Appendix 2: Banned / Controversial Lifts](#)
- o [Appendix 3: Unplanned life preserving moving and handling](#)
- o [Appendix 4: Hoist/ sling: safe systems of work](#)
- o [Appendix 5: Safe use of transfer boards](#)
- o [Appendix 6: Safe use of slide sheets and transfer sheets](#)
- o [Appendix 7: Manual wheelchairs](#)
- o [Appendix 8: Sling selection form](#)
- o [Appendix 9: Lap straps](#)
- o [Appendix 10: Bariatric residents](#)
- o [Appendix 11: Maintenance and thorough inspection](#)
- o [Appendix 12: Infection prevention and control in moving and handling](#)
- o [Appendix 13: HSE safe lifting guide \(ideal conditions\)](#)
- o [Appendix 14: Lifting a person from the floor](#)

[Smoking Policy \(S026P\)](#)  
[Prevention of Burns and Scalds Policy](#)

### **Housing Policies**

[Aids and Adaptations Policy](#)  
[Antisocial Behaviour Policy \(R002P\)](#)  
[Major Works & Decant Policy \(R006\)](#)  
[Medication Policy - Supported Housing \(R010P\)](#)  
[My Life Policy \(R011P\)](#)  
[Pets Policy \(R013P\)](#)  
[Residents Personal Finances and Valuables Policy - Housing \(R016P\)](#)  
[Tenancy Management \(R017P\)](#)

## **HR Policies**

[Alcohol and Drugs Policy \(S002P\)](#)  
[Authorised Leave Policy - Operational Field Employees](#)  
[Authorised Leave Policy - Update Sheet](#)  
[Capability Policy \(S004P\)](#)  
[Collective Grievance Policy \(S005P\)](#)  
[DBS Code of Practice](#)  
[DBS Policy \(S006P\)](#)  
[Dignity at Work Policy \(S007P\)](#)  
[Disciplinary Policy \(S008P\)](#)  
[Equality and Diversity Policy \(LG016P\)](#)  
[Ex-offenders and Offenders Policy \(S30P\)](#)  
[Family Friendly Policy \(S012P\)](#)  
[Fit Note Guidance](#)  
[Grievance Policy \(S014P\)](#)  
[Leavers Policy and Procedure \(S015P\)](#)  
[Long Service Award \(S009P\)](#)  
[Managing Disciplinary Investigations - Guide for managers](#)  
[Professional Boundaries Policy \(LG027P\)](#)  
[Probation Policy](#)  
[Probation Review Form](#)  
[Recruitment and Selection Policy \(S021P\)](#)  
[Recruitment and Selection Procedure](#)  
[Redundancy Policy \(S022P\)](#)  
[Retirement Policy \(S023P\)](#)  
[Season Ticket Loans Policy \(S030P\)](#)  
[Sickness Absence Management Policy \(S024P\)](#)  
[Sickness Absence - Self Certification Form](#)  
[Sickness Absence - Return to Work Form](#)  
[Smoking Policy \(S026P\)](#)  
[Social Media and Networking Policy \(S031P\)](#)  
[Study and Training - Leave and Funding Policy \(S026P\)](#)  
[Volunteering Policy \(V002P\)](#)  
[Unauthorised Leave Policy \(S30P\)](#)  
[Whistleblowing Policy \(LG038P\)](#)  
[Whistleblowing A5 Flyer \(PDF\)](#)  
[Whistleblowing A5 Leaflet \(PDF\)](#)

## **IT Policies**

- [Computer and Internet Usage Policy \(LG009P\)](#)  
[Data Protection Policy Template for Member Societies](#)  
[Information Security Policy \(LG023P\)](#)  
[ICT Access Control Policy \(LG022P\)](#)  
[Mobile Devices Security Policy \(LG041P\)](#)  
[Mobile Phone Policy \(S017P\)](#)  
[Appendix 1 Mobile device requisition](#)  
[Appendix 2 Mobile user registration](#)  
[Appendix 3 Mobile phones lost stolen or damaged](#)  
[Appendix 4 Mobile phones safety advice](#)  
[Appendix 5 Mobile phone return checklist](#)

**Legal & Governance Policies**  
[Access to Personal Records Policy \(LG039P\)](#)  
[Anti Bribery Policy \(LG001P\)](#)  
[ARCO- Complaints and Compliments Policy for ILC](#)  
[CCTV Approval Form](#)  
[Conflict of Interest Policy \(LG010P\)](#)  
[Corporate Policies Policy \(LG011P\)](#)  
[Complaints, Compliments and Comments Policy \(LG006P\)](#)  
[Complaints and Compliments Form \(Independent Living with Care where we are members of the ARCO Consumer Code\)](#)  
[Data Protection Policy \(LG013\)](#)  
[Environmental Sustainability Policy \(YH005P\)](#)  
[Gifts, Wills and Legal Matters Policy \(LG021P\)](#)  
[Mobile Device Security Policy \(LG041P\)](#)  
[Records Management Policy \(LG015P\)](#)  
[Appendix 1 - Records Management Schedules](#)  
[Risk Management Policy \(LG030P\)](#)  
[Safeguarding Policy \(LG031P\)](#)  
[Safeguarding Poster A4 \(PDF\)](#)  
[Safeguarding Poster A4 - Membership \(PDF\)](#)  
[Safeguarding Children Policy \(LG042P\)](#)  
[Third Party Security and Access Policy \(LG040P\)](#)  
[Value for Money Strategy](#)

## **Membership Policies**

[Members Society Complaints Policy \(RSL\)](#)  
[Members Society Complaints Policy \(Non RSL\)](#)  
[Pension Information for Member Societies](#)



## Reporting ‘Adverse Events’

TAS aims to encourage a positive reporting culture to help monitor trends, provide relevant support and advice when needed and, most importantly, safeguard Abbeyfield’s reputation. They will log reported incidents and undertake to observe appropriate confidentiality, and sharing only on a need to know basis.

For this purpose, an ‘adverse event’ is any actual or alleged incident which may result in harm to a vulnerable person, legal action, regulatory sanction, adverse publicity, or insolvency and therefore has the potential to cause damage to our Society and Abbeyfield’s wider reputation.

Depending upon the circumstances involved, intervention from any of our Regulatory Authorities may warrant reporting to TAS. The following guidance examples are not definitive.

If in doubt contact our Membership Consultant for help and assistance.

Example of Incident	Report to Regulator Required	Report to TAS
Logged accident book reports	No	No
Logged RIDDOR reports (if adverse publicity possible)	HSE (all reports)	Yes
Fire regulatory notice requiring remedial action	No	No
Fire regulatory notice to cease trading	Housing/ Care Regulator CC	Yes
<b>Environmental Health</b>		
Reduction in Hygiene Rating	No	No
The kitchen has been closed down following an inspection/outbreak of e-coli.	Local Authority Public Health Dept. CC?	Yes
<b>Data Breach</b>		
A Society laptop or mobile phone (not containing confidential data) has gone missing – it’s been reported to the police.	No	No
Data breach leading to prosecution by Data Commissioner.	Housing/ Care Regulator ICO CC	Yes
Society funds lost from online or telephone ‘phishing scam’, and gave out bank account details.	Housing/ Care Regulator ICO CC	Yes
<b>Theft</b>		
One-off theft e.g. jewellery item or a small sum of money.	No	No
Series of losses £200+ at single home over several months.	Police CC Safeguarding Team	Yes
<b>Significant Financial Loss</b>		
Loss of funds where the value lost represents less than 20% or £25,000 of Society assets	No	Yes
Loss of funds where the value lost represents more than 20% or £25,000 of Society assets .	Housing/Care Regulator CC	Yes
<b>Negative Press Coverage</b>		
Minor issues reported in local press	No	Yes
A major negative story in regional or national media likely to impact on Abbeyfield profile and reputation	Housing/Care Regulator CC	Yes
<b>Safeguarding – A Resident at Risk</b>		
Unusual/ aggressive behaviour by a resident towards a member of staff.	No	No
A resident within the Society’s care has/alleges to have suffered serious harm. A significant contributory factor is a policy or procedural failure by the society, and/or the way it has worked	Safeguarding Team Police? CC	Yes



with other agencies.		
<b>Governance Issues</b>		
Two or three Trustees standing down at an AGM at the end of their term.	No	No
Mass resignations by Trustees, meaning that the society can no longer function.	Housing Regulator Care Regulator CC	Yes
<b>Society Subject to Investigation by a Regulatory Body</b>		
Routine regulatory engagement.	No	No
Negative inspection from regulator e.g. CQC, RSH, SHR (rated requiring improvement or inadequate or equivalent).	No	Yes

NB 1 Only registered charities need report to the relevant national Charity Commissioners (CC).

NB 2 As TAS are a separate legal organisation, care needs to be taken to comply with GDPR with regard to any transmission or release of personal information relating to residents, staff or volunteers who may be involved in adverse events. In particular this may apply in relation to Safeguarding issues. Any information supplied must be appropriately anonymised.

To Report an issue to TAS, contact the Quality Team ([quality@abbeyfield.com](mailto:quality@abbeyfield.com)) & cc our Membership Consultant.

Provide: Society Name and address (plus the address of the property if appropriate)

Contact name and role + contact phone and email addresses

Date of incident & details of the event

Details of any press or media interest

Any support required

Attach all relevant inspection reports, legal notices, reports provided to regulators etc.