# Agency Staff

My Support and Care Services Ltd will only employ supply staff in instances where our own employees are unable to fill the hours of support that is required.

My Support and Care Services Ltd will only use accredited agencies to provide supply staff (accredited with Devon Council). A list of accredited agencies and the accreditation standards can be found on the website for Devon Council **www.devon.gov.uk**

Employment of supply staff will only be sanctioned by the Service Manager / Managing Director.

***Employment of Agency staff***

On occasions where short-term supply staff are employed, the following must be adhered to:

Supply staff will:

* Be given a brief induction to the company including fire procedures, location of first aid
* Not have access to, or be responsible for customers finances and accounts
* Not have access to confidential records about the customers (supply staff should be aware of any support plans and risk assessments in place for individual)
* Only be responsible for supporting customers to administer medication if they have evidence to prove they have undertaken appropriate training and they have received formal instruction and guidance from employees of My Support and Care Services Ltd.

On occasions where supply staff are employed for longer periods of time they will be:

* Subject to the above
* Asked to read all company policies, procedures, guidelines and risk assessments
* Asked to read all customers support plans and risk assessments

Whenever possible we believe that our customers should be supported by those that know them & with whom they are comfortable.