Compliance Guide 📋

February 2025

Contents Page

The 'Before You Start' Checklist

Please use the below checklist to make sure you have all the relevant documents/information for your worker, before you begin uploading them to the Care Hires platform:

- ☐ Worker Photo;
- ☐ Worker's Basic Information (Name, Contact Details, Date of Birth);
- ☐ CV/Staff Profile;
- ☐ National Insurance Number & Proof;
- ☐ Passport (*or* Birth Certificate & Photo ID (UK Citizens only));
- ☐ Share Code (if applicable);
- ☐ Address & Proof;
- ☐ Nurse PIN (nurses only)
- ☐ DBS Certificate or Update Service check evidence;
- ☐ Professional Reference;
- ☐ An additional Professional, Character, or Academic Reference; and
- ☐ All Mandatory Certificates (see which certificates you need by clicking here)
- ☐ PVG Certificate (Scotland ONLY)
- ☐ Social Care Wales Registration (Wales ONLY) click here for more information

Having all of this information to hand is invaluable for a smooth upload process. You will not be able to proceed to certain sections without the above information. Profiles that are missing the above documents/information will be denied.

Need any support with the above, reach out to support@carehires.com or contact 0116 4822 999 (Option 1) to speak to a member of the team.

Compliance Requirements: Right to Work/Supporting Documents (General)

Care Hires is required to check that:

- Uploaded documents are genuine, original and unchanged and belong to the person who has given them to you;
- Photos are the same across all documents and look like the applicant;
- Dates of birth are the same across all documents; and
- If 2 documents give different names, the applicant has supporting documents showing why they're different, such as a marriage certificate or divorce decree.

And, if the applicant is not a British or Irish citizen, you'll also need to check that:

- The dates for the applicant's right to work in the UK have not expired;
- The applicant has permission to do the type of work you're offering (including any limit on the number of hours they can work); and
- For students you receive evidence of their study and vacation times.

The below information is relevant to the documents uploaded in the 'Documents' section of your worker's profile.

CV/Staff Profile

Each CV/Staff Profile will need to include the following information as a **minimum**:

- ☑ Worker's Full Name;
- ☑ Training Achieved; and
- ☑ Work Experience
    - ☑ At least 6 months experience in care listed (within the United Kingdom)

CV/Staff Profiles will be made available to clients when the worker is put forward for a shift, please ensure that sensitive information such as contact details and address are removed before upload.

DBS Certificate (Proof)

Proof of an up to date DBS check can be shown by:

- A DBS certificate, with your agency named as the employer, dated in the last 3 years; or
- A screenshot of an Update Service check, which can be performed by [clicking here](#).

We can only accept an **Enhanced DBS** on the Care Hires platform, as this provides the most comprehensive information about a worker's criminal record. The uploaded proof should satisfy the following requirements:

- **DBS Number,** and **Employer** (for certificates only), should be clearly visible; and
- Should be dated within the last 3 years, this ensures accuracy of reporting.

UCheck reports are also acceptable forms of proof, above requirements still apply.

Passport

Guidelines vary depending on the nationality of the passport holder, please see the below guidance on how to upload passport proof per region:

British Passport Holders

- A clear Image of Passport Information Page.. This page typically contains the passport holder's photo, Full Name, Date of Birth, Passport Number, Nationality.
  - If the passport has **expired**, we can still accept this as proof of ability to work.

EU Passport Holders

- A clear Image of Passport Information Page.. This page typically contains the passport holder's photo, Full Name, Date of Birth, Passport Number, Nationality.
- If they have pre-settled or settled status from the EU Settlement Scheme they must provide a share code to be checked online by [clicking here.](#)

Non-EU National Passport Holders

- In addition to the passport information page, the user is required to upload a screenshot of the share code check. This document should clearly indicate that the worker is permitted to work in the relevant country.
- Share code proof is acceptable with an expired passport.
- Share code check must show any applicable restrictions.

National Insurance Proof

National Insurance Proof documents should include the following information:

- ☑ The National Insurance holder's full name (as it appears on their National Insurance document); and
- ☑ Their National Insurance number.

Acceptable documents include:

- The National Insurance letter;
- Government-issued letters;
- Job-seeker's letters;
- P45/P60s;
- Tax office letters; and
- National Insurance cards.

Proof of Address

The Proof of Address (POA) document must display the following information:

- The worker's name. The name on the POA document should match the worker's profile name; and
- The worker's address. The address on the POA document should match the residence address entered in the worker's information page.

Most common POA documents uploaded include utility bills, payslips, and bank statements.

Student Timetable

If one of your workers is on a Student VISA, you will need to upload their Student Timetable as issued to them by the university. This should contain:

- The worker's name;
- Their place of study; and
- Term start and end dates.

This will allow the worker to fulfil more than 20 hours per week on the Care Hires platform, outside of term time.

VISA/Work Permit Proof

Post governmental changes to BRPs and VISAs, we now require a screenshot of the Share Code check to be added to the VISA/Work Permit Proof section. The following information should be clearly visible:

- Worker's name;
- Worker's ID picture;
- Date worker is able to work in the UK from and to; and
- Any restrictions on their VISA.

COVID-19 Vaccination Proof (If Applicable)

This can be a picture/screenshot of their NHS record or COVID vaccination certificate.

Mandatory Training Requirements:

Support Workers, Healthcare Assistants (HCAs), and Care Assistants

- ☑ Care Certificate (Standards 1-15) or equivalent;
    - ○ For a full list of the Care Certificate Standards, click here!
    - ○ Plus any listed below that are not included in the Care Certificate
- ☑ Moving & Handling Theory;
- ☑ Moving & Handling Practical incl People;
- ☑ First Aid;
- ☑ Equality and Diversity;
- ☑ Fire Safety;
- ☑ Infection Control (COSHH/PPE);
- ☑ Food Hygiene
- ☑ Safeguarding Vulnerable Adults
- ☑ Health & Safety;
- ☑ Mental Health Awareness;
- ☑ Mental Capacity Act (MCA) & Deprivation of Liberty Safeguards (DoLS);
- ☑ Learning Disability Awareness;
- ☑ Autism Awareness; and
- ☑ English Assessment
    - ○ Can be evidenced via a valid IELTS test, UK-based certificate of education (Degree, GCSE, A-Level), or by taking this Free Online English Test and uploading a screenshot of the results.

Nurses (General & Mental Health)

- ☑ Nurse Diploma
- ☑ Mental Health/Learning Disabilities Awareness;
- ☑ Adult Safeguarding;
- ☑ Control of Substances Hazardous to Health (COSHH);
- ☑ FIrst Aid;
- ☑ Food Safety;
- ☑ Data Protection (a.k.a Handling Information or Information Governance);
- ☑ Equality and Diversity;
- ☑ Infection Control;
- ☑ Foods and Fluids (a.k.a Foods and Nutrition)
- ☑ Mental Capacity Act (MCA) & Deprivation of Liberty Safeguards (DoLS); and

☑ Recording and Reporting.

In addition to training requirements outlined for standard Support Workers, Senior Support workers will need to be uploaded with the following training:

☑ NVQ Level 2 (Level 3 desirable); and
☑ Medication Administration training.
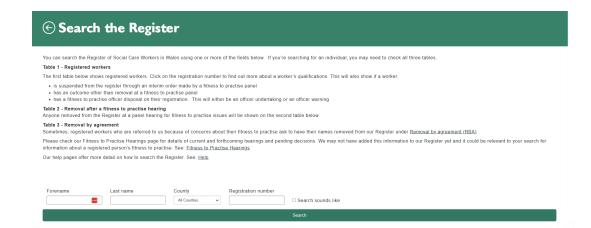
Social Care Wales Registration

To verify their supporting documentation for Social Care Wales registration, you can visit the following website:

Website: https://www.scwonline.wales/en/search-the-register/

On the Social Care Wales website, you can access the "Search the Register" feature. This allows you to search for and verify the registration status of individuals providing social care services in Wales. It is applicable to all services in Wales, regardless of where the employee lives.
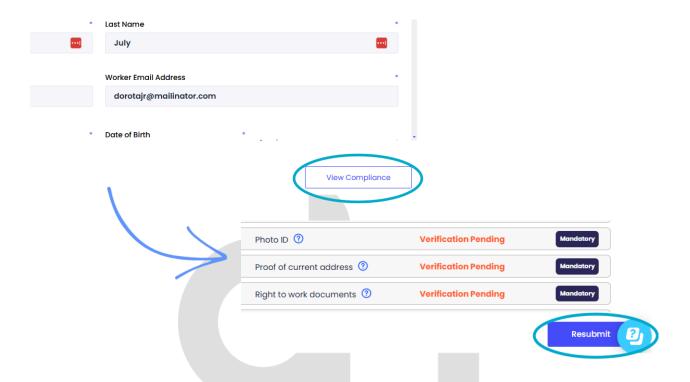
By entering the necessary information, such as the name or registration number of the individual, you can verify their registration status with Social Care Wales. This helps ensure that the workers meet the required standards and qualifications for providing social care services in Wales.

Please note that the website provided is subject to change and it's advisable to visit the official Social Care Wales website for the most up-to-date information and access to the "Search the Register" feature.

Resubmitting Denied Workers

If one of your workers has been denied for missing one or more of the above documents/information. You will be able to resubmit them by clicking 'Review Compliance' in the bottom-right of their profile, and selecting 'Resubmit':

Please note that if a worker is denied a total of **3** times, they will be suspended and will require reactivation by a member of the Care Hires team. Please make sure to address all denied reasons *before* resubmitting.

Need Additional Support?

Our support team is available between 6AM and 11PM, Monday to Sunday. You can get in touch with our team via:

Phone: 0116 4822 999 (Option 1) or
Email: support@carehires.com