

LYDIAN CARE

FREQUENTLY ASKED QUESTIONS

Below we have compiled the most FAQ's from enquiry to interview stage we hope this will help with your decision to register.

Q1. Why should I chose Lydian Care?

A: Lydian cares mission statement is "the best carers make our agency the best" and our tag line is "the agency that cares" since Lydian's inception the company prides itself on providing the clients we care for the best of care in the community and the same to our staff. Lydian care has continued to expand since its inception in 2007 and would be one of the local areas biggest homecare providers so you can rest assured you will be able to get the hours you are looking for. Working in the community provides a certain level of autonomy which is not available in most jobs however Lydian managers are always available to provide support and guidance, and we regularly meet with staff to discuss their working arrangements and identify areas for growth and development.

Q2. Would I receive a mileage allowance for driving to and from calls?

A: Lydian Care does not offer a mileage allowance at this time, however everyone can claim back their mileage through a P87 form which is available for completion on HMRC's website. You can claim for up to £2,500 of business mileage should your mileage exceed this HMRC recommends a self-assessment. Lydian Care can help with this claim.

Q3. Would I have to pay for my Access NI Disclosure?

A: Lydian care is currently offering free Access NI's to suitable candidates however you have to pay for your disclosure at the beginning – once you have been successfully signed off and completed your first 40hrs of paid work you can complete your Access NI claim form and receive your access NI refund in your wage.

Q4. How long does it take to begin working?

A: Everyone's application is different however we aim to have you begin your shadowing as soon as your Access NI disclosure arrives, which normally takes between 3 & 4 weeks to be completed. Before you can begin your shadowing your Access NI disclosure, references and training must be complete – shadowing can normally be completed within one week.

Q5. Is training and shadowing paid?

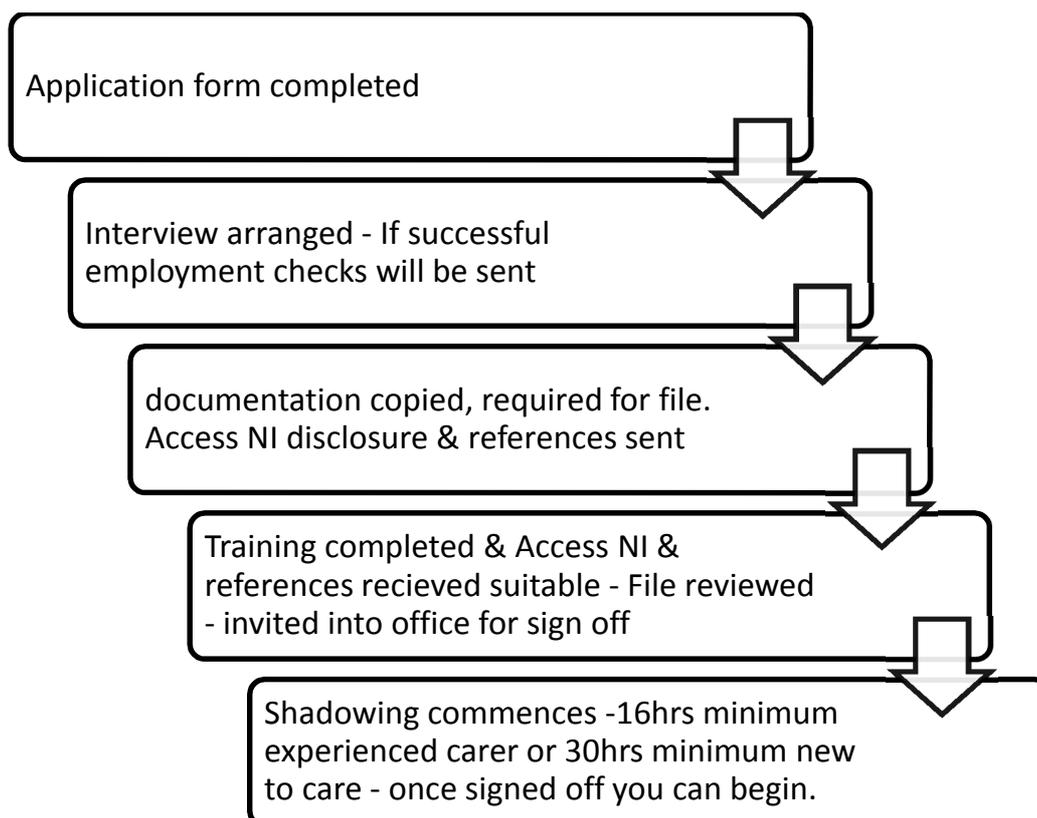
A: Lydian Care provides our training and shadowing free of charge, however you do not get paid while undertaking it – essentially shadowing is an internship and trial period to assess whether you are suited to care or to Lydian Care, however once completed you can begin paid employment.

Q6: How would I get paid?

A: Lydian care pays our staff weekly through BAC's – all timesheets must be submitted by 12pm on Monday to be paid each week – you can post your timesheets to the office or email them to our payroll department – payroll@lydiancare.com

Q7. I have never worked in care before, what steps must be taken before I can begin working?

A: Having never worked in care before there are steps to take before you can begin working – please see the chart below.



Q8. How does working in the community work? What shifts are there?

A: In the community there are 4 types of shift – morning, lunch, tea and bed calls starting from 7am and running through till approximately 10pm at night. Each area will be different with calls starting and finishing at different times. Each individual call will be different as well dependant on the clients care plan.

Q9. Would I have a contract of employment?

A: when you register with Lydian Care you will be asked to complete a temporary candidate agreement – in essence this is your contract of employment with Lydian – however because of the nature of work we provide we cannot offer this as a permanent contract. However we have never had any issue in supplying staff with work and we will agree the hours you wish to work at interview stage.

Q10. What would my period of notice be to leave Lydian Care?

A: Because of the nature of work we ask that you provide Lydian care with four weeks' notice and agreed upon within your candidate agreement – this is so we can replace you as a carer which as you will discover will involve us having to recruit and re-introduce a new carer to clients and become familiar with their care plan.

Q11. When should I give notice to my current employer?

A: As every employer is different we recommend you check how much reasonable notice is requested – Due to references, training and Access NI disclosures we aim approximately 4 weeks to begin working however there are extenuating circumstances which may delay your disclosure or reference from your current employer.

Q12. Do I receive certificates for training completed?

A: Lydian Care's policy is all in house training is provided to facilitate working for Lydian care and is non-transferable to any other organisation, we will confirm you have attended our training but all certificates are property of Lydian Care.

Q13. Does Lydian care have a pension scheme?

A: Yes – following on from auto-enrolment which you may have heard about in the news from April 2014 Lydian care offers a pension scheme to all employee's - employees whose earnings are above £10,000 per annum and are over the age of 22 will automatically be enrolled in our scheme, if you do not earn £10,000 per annum and or are below the qualifying age you can opt in if you chose.

Q14: What are the rates of pay?

A: Rates of pay will be discussed at interview stage, however Lydian's rates of pay are attractive and above national minimum wage.

Q15. How much do uniforms cost?

A: All new Lydian staff are provided with one free uniform, should you wish to order additional uniforms please contact our office with your size. Each additional uniform is charged at £16.00 per tunic.

IF YOU HAVE ANY OTHER QUESTIONS FEEL FREE TO POST ON OUR FACEBOOK PAGE AND WE WILL GET BACK TO YOU AS SOON AS POSSIBLE.

[HTTP://WWW.FACEBOOK.COM/LYDIANCARE](http://www.facebook.com/lydiancare)