



Family Nursing & Home Care

Supporting Attendance Policy

March 2024

Document Profile

Type	Policy	
Title	Supporting Attendance Policy	
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Category Clinical / Corporate / Education / Health & Safety / Human Resources / Information Governance	Human Resources	
Date approved by Organisational Governance Approval Group	07.03.24	
Date approved by Chief Executive Officer	20.03.24	
Review date	3 years from approval	
Document Status	This is a controlled document. Whilst this document may be printed, the electronic version posted on the intranet is the controlled copy. Any printed copies of this document are not controlled. As a controlled document, this document should not be saved onto local or network drives but should always be accessed from the intranet.	

Version Control/Changes Made

Date	Version	Summary of changes	Author
2024	1	New policy - replaces the Sickness and Absence Procedure and associated procedures contained within Staff Handbook.	Amanda de Freitas and Mo de Gruchy

Development of this policy has been informed by the Jersey States Employment Board Managing Attendance Policy 2017.

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1 INTRODUCTION

1.1 Rationale

Family Nursing & Home Care (FNHC) is committed to providing a working environment where individuals are treated with fairness, dignity and respect and to promoting the health, safety and wellbeing of all employees. It supports employees in achieving good attendance levels, whilst recognising that an employee experiencing ill-health may require periods of sickness absence from time to time.

This policy is designed to promote good practice aimed at preventing ill health, the effective management of sickness absence when it occurs and the rehabilitation of employees where reasonable, including taking all reasonable measures to support those with a disability or long-term condition.

The purpose and aims of this policy are to:

- provide clear guidance to managers and employees about supporting health and attendance and how the associated absence procedures will operate
- ensure equality and consistency relating to supporting an employee's health and attendance
- support a culture where regular attendance is the norm

1.2 Scope

This policy applies to all employees of FNHC employed on permanent and non-permanent contracts. It does not apply to: -

- Staff on zero hours contracts;
- Staff on an interim, seconded or agency agreement;
- Volunteers or those on honorary contracts

'Special Leave' is not within the scope of this policy – refer to Employee Handbook.

1.3 Role and Responsibilities

Chief Executive Officer (CEO)

The CEO has overall responsibility for ensuring that this policy meets the requirements of the organisation.

Director of Governance and Care

The Director of Governance and Care has responsibility to ensure that the organisation maintains an up to date Supporting Attendance Policy and associated procedures.

Line Managers

Line Managers are responsible for:

- ensuring that all their team are aware of the standards expected of them in relation to notification of all absence and acceptable levels of attendance
- accurately recording and reporting all sickness and other absence on the HR System, People First, ensuring the Human Resources (HR) department have up to date information for accurate reporting on a daily/monthly basis
- making necessary arrangements, where possible, to cover work and to inform colleagues and clients of any employee absence (whilst maintaining confidentiality)
- monitoring and supporting attendance and taking action to address unacceptable levels of absence
- supporting employees who have health related problems and where possible facilitating any reasonable adjustments in the workplace that may be required
- ensuring that employees are aware of the support that is available including online Occupational Health support
- maintaining regular contact with employees on sick leave, by mutual consent
- notifying the employee of any concerns about their sickness absence and/or attendance
- conducting and making a record of return to work meetings, after every occasion of absence
- consulting with HR before proceeding to the formal stage of the Supporting Attendance procedure

HR

HR are responsible for:

- briefing, advising and supporting managers/employees through the Supporting Attendance process
- arranging appointments to Occupational Health
- collating and reporting on data received by line managers
- managing attendance for payroll purposes

Employees

Employees are responsible for:

- notifying their line manager on the first day of their absence, in line with reporting requirements and keeping them informed as to the reason and likely duration of their absence
- not engaging in any activity which may delay their recovery
- taking proactive steps likely to aid their recovery

- co-operating and participating in Occupational Health Service appointments when requested to do so by their line manager
- attending return to work meetings and any meetings and/or hearings relating to monitoring of their attendance with their line manager

2 POLICY

2.1 Key Principals

FNHC aims to treat issues arising from attendance with care and sensitivity, to identify and address any underlying cause(s) where appropriate and to take external professional and/or medical advice. This could include, where appropriate, a request for a medical report from a doctor or consultant/specialist or referral on to another service or practitioner such as occupational health.

Sickness in employment is defined as personal illness or injury that prevents an employee from pursuing normal working activities or attendance. Absences can be long term or frequent short absences over a period of time or intermittent short term potentially as a result of an underlying condition or other factors e.g. infection etc.

When such absence does occur, FNHC will aim to limit the impact of this on its activities and on other employees, by supporting employees with the aim of securing their early and sustained return to work where possible.

Employees and managers will be encouraged to consider the extent to which there may be a work-related element affecting or contributing towards absence, so that arrangements for an effective return to work are implemented, and appropriate reporting and safe systems of work are in place.

The organisation will ensure that all reasonable measures are taken to support employees with disabilities/long-term conditions in employment, as part of FNHC's commitment to equal opportunities. They will fully consider and explore possibilities of making reasonable adjustments or redeployment if an employee is unable to continue in their current role.

FNHC will monitor levels of attendance/absence and seek to reduce such absence through early intervention and/or support, using a fair and reasonable approach.

Matters relating to unauthorised absences or where there is no identified medical underlying cause or there is reasonable belief that the absence is not genuinely due to ill health, shall be investigated and may be dealt with under the Disciplinary Policy. Matters relating to work performance shall be dealt with via the Capability Policy.

2.2 Notification of Absence

Failure to follow the notification procedures below may lead to an employee's absence being considered as unauthorised and may result in the period of absence being unpaid.

2.2.1 Lateness

If an employee is likely to be late for work, they must inform their line manager/deputy as soon as possible as per their locally agreed procedure. Staff should always endeavour to make contact personally rather than through a third party. They must inform their line manager when they arrive at work and of the reasons for the delay, if not already aware.

2.2.2 Health Related Appointments

FNHC recognises that it may be difficult to organise visits for medical services or dentists outside of office hours. When it is necessary for an employee to visit a doctor, dentist or other healthcare practitioner or to be absent for good reason during working hours, they must obtain prior permission from their line manager and where applicable discuss arrangements to make up their time. Employees should minimise time off required by arranging an appointment at the start or end of their working day where possible.

2.2.3 Sickness and other Absence

If an employee is going to be absent from work through sickness, accident or for any other reason, this must be reported to their line manager/deputy as soon as reasonably practicable before their normal start time on the first morning of the absence and each following day until a medical certificate has been supplied to FNHC.

Staff should always endeavour to make contact personally rather than through a third party. Some services may need to be notified an hour before the staff member's expected starting time (on the first day of absence) to enable essential work to be reassigned. Where there is difficulty contacting the line manager, the "On Call" Manager (if out of hours) or HR Department can be notified. Employees must state the cause and probable duration of their absence and provide notification of any outstanding or urgent work which requires attention.

Each department will have their own specific procedure for how to notify absence that meets their area's specific operational requirements. It is the responsibility of each Operational Lead/head of service/line manager to ensure that their own specific reporting procedure is infallible and clearly communicated to their team. It is the staff member's responsibility to ensure that absence notifications have been received/acknowledged where they have not spoken directly to the relevant person.

2.2.4 Going home once at work

If an employee is taken ill or injured while at work, they should report to their line manager or a member of the HR Department, to be given permission to leave work if appropriate. Where appropriate, line managers should contact the HR Department to make arrangements for an employee who is unwell to be accompanied home or to receive medical treatment where necessary.

2.3 Medical Certificates

Self-certification

Three days of self-certificated absence is permitted.

On their fourth day of sickness absence employees will need a medical certificate signed by their GP or hospital. Further certificates will be required if an employee is unable to return to work on the dates originally stated on the first certificate.

Medical certificates are required for one or more day's illness before or after a bank or public holiday or annual leave, failure to do so **will result** in a day's unpaid leave.

For example, if an employee is sick immediately before taking annual leave they must provide a medical certificate – even if it is just for one day. This applies even if their absence is only one day. Similarly, a medical certificate may be required if an employee is sick immediately after returning from leave. Otherwise it will be considered as unpaid leave.

Original copy of medical certificates should be sent to FNHC for the attention of the HR Department within 48 hours of receiving medical certificate. *If this is not possible a scanned or photograph image of both sides of the certificate should be sent to an employee's line manager and/or direct to H or uploaded onto the HR System People First.*

At FNHC's discretion an employee may be required to provide a final certificate at the end of a period of absence, attend Occupational Health during or after absence, or produce a medical certificate for any period of absence where the total level of absence due to ill health is in FNHC's view, at an unacceptable level.

If the healthcare professional responsible for the employee provides a certificate stating that the employee is or may be fit to work, then the employee should inform their line manager at the earliest possible opportunity. Upon receipt of any such certificate, the line manager must discuss any additional measures that may be needed to facilitate a return to work, taking account any healthcare professional's advice. This may take place at a return-to-work interview. If appropriate measures cannot be taken or reasonable adjustments cannot be made, the employee will remain on sick leave and FNHC will set a date to review the situation.

2.4 Keeping in Touch

Employees must keep in regular verbal contact with their line manager throughout the duration of their sickness or other absence and inform their line manager of their progress for their return to work.

Employees must inform their line manager of any temporary or permanent change of address and contact details during their sickness or other absence.

Employees should be aware that they may be visited at home during sickness or other absence.

2.5 “Back to Work” Discussion

A “Back to Work” discussion will be carried out by their line manager with employees who have been absent from work to ensure that FNHC is aware of any personal circumstances that have led to absence, or if an employee has been absent through sickness that they are

fully fit and ready to resume their normal day-to-day duties or whether there are any reasonable adjustments that may be required.

2.6 Sickness Payments

Whilst there is no legal entitlement to sick pay, FNHC offers, at its discretion, sickness payments as outlined in an employee's Statement of Employment Terms.

Should FNHC exercise its discretion, in the first and last year of an employee's period of employment, any sick pay will be adjusted proportionally according to the number of complete months worked.

FNHC will not provide sick pay to employees whose role at FNHC is not their main employment.

In the case of an elective cosmetic surgery or procedure, for which the employee will be absent from work, any entitlement to sick pay will be subject to receipt of satisfactory medical evidence. This medical evidence will need to be in the form of a report from a doctor or specialist confirming that the employee is undertaking the procedure on medical advice. For the avoidance of doubt, an employee may be required to take annual leave for any absence relating to a purely elective or cosmetic procedure.

FNHC reserves the right to suspend payment for sickness absence at any time, if it is found that the proper procedure has not been followed, if sickness absence is found to be excessive or unreasonable or where FNHC receives information that the employee is undertaking activities prejudicial to their recovery. Following an investigation, either sick pay will be reinstated or the Disciplinary Policy and Procedure will be utilised.

FNHC's right to terminate an employee's employment, in accordance with the notice provisions applicable to the employee or otherwise, still applies when the employee is absent from work through sickness or injury. This applies even if a consequence of exercising this right is that the employee will not be able to benefit from FNHC's payment for sickness absence provisions or any other benefit provided by FNHC.

The time period and proportion of salary payments made during sickness absence will vary depending on individual contracts. These are identified prior to employment and clearly stipulated in contracts.

2.6.1 Bank holidays & Holidays

Payments for bank holidays while absent due to sickness will vary depending on individual contracts. The roles that have bank holidays inclusive in their holiday allowance will not be able to reclaim them back if they are already paid while off sick. The roles that do not have bank holidays inclusive cannot claim them back if they are already paid while off sick.

Bank holidays can only be reclaimed and paid if the employee has reached the unpaid sickness period but is still employed by FNHC. This criteria applies on the same principle to employees of paid and unpaid Parental Leave.

Any employee while in employment with FNHC will be entitled to accrue their contractual entitlement of holiday pay regardless of being absent on paid or unpaid sickness.

2.7 Occupational Health Assessment

FNHC has the absolute right to refer an employee to its occupational health adviser for an assessment of their fitness for duty, where it deems it a requirement.

Patient welfare is of utmost concern, therefore any employee suspected of being able to transmit infections and/or be likely to compromise patient care, will be required to take appropriate levels of sick leave.

This will be paid in accordance with the sickness entitlement outlined in the employee's statement of employment terms, until a full risk assessment has been undertaken.

2.8 Medical Examinations

In addition to those medical examinations which FNHC may request pursuant to its informal and formal procedures, FNHC reserves the right to refer an employee to an FNHC approved doctor or other medical practitioner for an independent medical examination, or to request a medical report from an employee's doctor or other medical practitioner, in cases where, in FNHC's opinion, there is a concern for the well-being of the employee and/or other employees. Where FNHC makes such a referral or requests such a report the cost shall be borne by FNHC.

2.9 Unauthorised Absence

Any absence from FNHC which has not been duly authorised in accordance with FNHC's procedures is deemed as unauthorised, and may result in disciplinary action being taken, which may lead to an employee's dismissal.

It may also lead to an amount being deducted from the employee's salary due to their unauthorised absence.

3 PROCEDURE

3.1 Absence Monitoring and Review

Sickness absence will often have an impact on performance, both at an individual and at an FNHC level. All sickness absence will therefore be monitored. Where an employee's sickness absence affects an employee's ability to perform their role or the efficiency of the business, FNHC may reassess the employee's role within the business and may take informal or formal action.

The following stages form the basis of FNHC's absence monitoring and review procedures and may be recorded on the employee's employment record. In cases other than those that result in dismissal, FNHC will consider what support, advice, rehabilitation or other positive action can be taken to ensure to assist the individual back into the workplace. Employees

should note that there may however, be occasions when, depending upon the nature of the issues or concerns, it may be appropriate to commence the procedure at any stage.

Where it is not possible to hold a face-to-face meeting under this procedure, FNHC will conduct the process remotely. FNHC will ensure that employees and their representatives have access to the necessary technology for participating. An employee's rights will not be affected, and FNHC will ensure that the procedure remains fair and reasonable.

Procedures for all absences will be consistent in line with FNHC's Equality and Diversity Policy & Equality Impact Statement.

Please note that sickness absence will be recorded separately from sickness arising out of disability and/or sickness arising due to pregnancy.

3.2 Sickness Absence Management Procedure

3.2.1 Stage 1 - Informal Process

3.2.1.1 Short-Term Persistent Absence

During periods of sickness absence, employees will be responsible for keeping in regular contact with their line manager. Each period of sickness absence should be discussed with the employee, by their line manager, upon their return to work via a return to work discussion or interview.

Where a potential cause for concern is identified, the manager should review the sickness absence records of the employee and explore any concerns with them, agreeing any appropriate action, reasonable adjustments or support needed, and setting review dates.

The manager should seek to resolve minor issues informally and expediently, whenever possible. The manager may be required to seek medical advice via occupational health professionals, if appropriate, prior to determining the most appropriate course of action in order to support a sustained improvement in attendance.

The manager should document any issue raised and discussed, including any agreed outcomes, support and timescales and retain these securely and confidentially in accordance with the data protection principles.

Review meeting(s), at agreed time(s), should be scheduled to monitor/review the situation, and assess whether or not attendance has improved to a satisfactory level. Where expectations/targets have been met no further action will be required, though depending upon the circumstances of the case, it may be appropriate to continue to monitor the situation.

If there has been insufficient sustained improvement in attendance levels or if the employee has not reached the targets set, the manager should decide (together with any medical advice) whether an employee's continued failure to attend work justifies further action.

If attendance has not reached sufficient sustained improvement, the Manager should refer the matter to a formal resolution hearing.

3.2.1.2 Long Term Absence

The manager should seek medical advice in cases of long-term sickness absence of 4 weeks or more, or sooner if there is an indication that the health issue may be related to work or is expected to last for six months or life.

The manager, or other nominated employee, should also maintain regular contact, where possible, with the employee in order to reduce feelings of isolation, to keep them up to date with departmental or FNHC issues (e.g. office moves, changes within a team etc.) where appropriate, and to remain informed about the likely duration of the sickness absence and possible support that may be appropriate.

The manager should document any discussions, including any agreed support and retain these securely and confidentially in accordance with the data protection principles.

Employees should continue to provide medical certificates as appropriate and provide information to their line manager on their progress and/or future medical consultations so that FNHC is kept up to date on their condition.

The manager may make a referral to occupational health or the employee's doctor, consultant/specialist (with the employees' consent) to gain advice on the employee's fitness for work, a likely date of return and where relevant any rehabilitation programme.

Where there is a prospect of recovery within a reasonable timeframe, with or without reasonable adjustments, the employee should be supported in that recovery and in a return to work meeting. In such cases a return to work plan should be developed and reviewed in discussion with the employee, and where appropriate a risk assessment undertaken. The manager will be responsible for ensuring that the return to work plan is implemented. The employee will also be responsible for cooperating with the implementation of the plan.

Where the medical opinion suggests that a return to the employee's existing role, within a reasonable timeframe, is not deemed possible due to the nature of the condition/circumstances (resulting in an actual or anticipated prolonged or indefinite absence) it may be necessary for the manager to refer the matter to a formal resolution hearing.

3.2.2 Stage 2 - Formal Resolution Hearing

Formal proceedings shall not begin until an investigator has established the facts.

Before convening a hearing, a preliminary investigation of the facts will be undertaken, and the investigating officer (an appropriate individual either within or from outside FNHC) should establish the nature of the illness or injury and the prognosis from the available information together with the duration and frequency of absences to decide if there is a case of unsatisfactory attendance to answer. In order to establish the facts, the investigator will collate all the relevant information, conducting further necessary enquiries as appropriate. An employee will be notified in writing as to the outcome of this investigation.

During the investigation, it may become apparent that another procedure is more suitable to resolve the concern. For example, the Capability Policy or the Disciplinary Policy may be more appropriate.

Where there is found to be a need to proceed to a formal hearing, the employee will be invited, in writing, to attend the hearing. Notice will usually be given within 7 calendar days in advance of the hearing.

The employee will be advised in the letter of the reasons for the hearing, the nature of the proposed discussion and possible outcomes. In advance of the hearing the employee will be provided with all the evidence that will be referred to during the hearing. This may include written documents depending upon the details of the case. The exact material to be provided to employees shall vary according to the details of the case.

If the employee decides to provide any documentation in support of their case, the employee should provide these in advance of the hearing. The employee will be advised in writing of the timescales and the process for providing such information.

In cases where an employee chooses to withhold consent to disclose medical reports or to access medical information, decisions regarding continued employment shall be made on the basis of the information available.

At the hearing the chair should discuss with the employee:

- the nature of the various illness or injury;
- the likelihood of their reoccurrence;
- the reasons for any uncertified absences;
- the length and frequency of absence compared to the intervals of good health;
- FNHC's need for the role;
- the impact of the absence on the rest of the workforce; and
- the extent the employee has been made aware how their absence can affect continued employment

The employee will be given the opportunity to state their case.

The chair should seek to collaborate with the employee and explore their opinion of their illness or injury to consider what options may be available to try and get the employee back to work (if possible). This may include looking at alternative employment (if appropriate) and any other reasonable adjustments. The chair will consider the case as appropriate and decide what the appropriate sanction should be.

Formal remedies/action can be any of the following, which could include more than one sanction:

- no sanction
- referral to another more relevant procedure

- decision deferred pending further medical information
- first or final written warning
- consideration in relation to reasonable adjustments or alteration of duties which may include changing an employee's working arrangements, duties, or hours, or providing additional specialist equipment, (and training as to the use of any such equipment), training to assist the employee to perform their tasks, or by further monitoring/review periods
- consideration in relation to redeployment/alternative role or retirement options
- dismissal (including summary dismissal)

Employees will be informed of the outcome in writing, usually within seven working days following the hearing. Where this timeframe is not practicable, the employee will be advised accordingly. Where a sanction other than dismissal is identified, the letter will advise of any agreed action/support, and caution that, should the chosen option not result in necessary improvements or prove unsuccessful within a defined timescale, the employee may be dismissed. Employees will also be advised of the right of appeal.

A copy of the outcome letter and any sanction given will be placed on the employee's personnel file. After a period of 12 months (or such other period specified in a warning), it will not be used or taken into account if further action is required in the future.

In reaching a decision on dismissal, careful consideration of other options will be given. If, on balance, the other options are deemed inappropriate due to the circumstances of the case, and the employee is dismissed, they will be provided in writing with reasons for dismissal, the date on which the employment will terminate, and the right of appeal and arrangements.

3.2.3 Stage 3 - Appeal Process

If an employee is not satisfied with any decision made under this policy, they may appeal, in writing, within seven calendar days of being given an outcome, to the individual as outlined in the outcome letter.

This right also applies to 'actions short of dismissal' such as warnings, transfer, demotion and alteration of duties.

Wherever possible, appeals will be held within seven working days of the appeal being made. The purpose of the appeal is not to repeat the procedure but to focus on specific factors, which may have received insufficient consideration e.g. extenuating circumstances.

Where the result of the policy is dismissal, the commencement of the notice of termination will be the date on which an employee is informed of the decision to dismiss them and not the subsequent date of appeal.

The decision at this stage is final.

3.2.4 Other Provisions

3.2.4.1 Suspension

It may be appropriate at any stage of this procedure to suspend the employee on medical grounds, (e.g. where the health and /or safety of the employee or other FNHC employees or clients are placed at a risk which cannot be reasonably mitigated or removed). The reasons for such a decision will be provided to the employee in writing and reviewed regularly.

3.2.4.2 Meetings

FNHC acknowledges the sensitivities surrounding ill health/disability and deems it preferable that the employee attends any meeting in person. Appropriate arrangements, including travel arrangements, should be made to ensure that this is possible. However, in exceptional circumstances where the employee is unable to travel to FNHC, all reasonable efforts should be made to enable the meeting to take place at a mutually agreed alternative location, or remotely.

3.2.4.3 Attendance

If an employee is absent due to sickness prior to the hearing, they may be required to provide medical evidence specifically to assess their fitness to attend a hearing, and to give advice on any special requirements or reasonable adjustments for the hearing. Every effort should be made by all participants to attend hearings as arranged. Hearings should be made at date/time that is mutually acceptable, wherever possible. However, where an employee fails to attend on more than two occasions without reasonable excuse for their non-attendance, FNHC may decide that a decision should be made in their absence on the evidence available at the third scheduled hearing.

3.2.4.4 Appeal/Grievance

Where an employee seeks to activate a formal procedure (e.g. submits a grievance or an appeal within another procedure during a sickness absence management process) which is related to the case, it may be appropriate to deal with the issues as part of, or concurrently with, this procedure. Alternatively, the chair may deem it appropriate to temporarily suspend the sickness absence proceedings pending the outcome of the other procedural process in order to safeguard the fairness of the process.

3.2.4.5 Confidentiality

Records of action taken under the sickness absence management procedure should be kept confidential and retained in accordance with the relevant data protection law. When discussing issues relating to ill health and sickness absence with an employee, the employee should be advised that the conversation will remain confidential, but that it may be necessary to disclose certain details to relevant parties to ensure all relevant support is considered, the procedure can be implemented, and FNHC's duty of care is met.

3.2.4.6 Recovery

All employees have a general duty not to do anything that may be prejudicial to their recovery. Employees should note that FNHC already reserves the right to monitor and use data from any open social media accounts when undertaking these procedures.

3.2.4.7 Pregnancy/Maternity

Where any absences relate to pregnancy or maternity related matters, further HR advice should be sought before any formal procedures are undertaken. If the employee is absent and the absence is related to pregnancy, the return to work interview should become a support meeting to ensure that adjustments can be discussed and implemented, if practicable. In addition, the Manager can hold support meetings with the employee throughout the pregnancy to consider what reasonable adjustments can be put in place to support the employee in work. For the purposes of monitoring levels of attendance, those absences related to the pregnancy will be recorded separated from sickness absences or other absences, assuming that the line manager has been duly informed by the employee about their pregnancy. All other sickness absences will continue to be monitored in accordance with this policy. If an employee is absent after maternity leave, HR advice should be sought. Further information can be found in the Maternal/Parental Leave Policy.

3.2.4.8 Disability

Sickness absence may result from a disability. At each stage of the [sickness absence management procedure](#) (set out above), particular consideration will be given to whether there are reasonable adjustments that could be made to the requirements of a job or other aspects of working arrangements that will provide support at work and/or assist a return to work.

For the avoidance of doubt, for the purposes of monitoring levels of attendance, those absences relating to disability will be recorded separately to other types of absence (such as pregnancy and disability absence) assuming the line manager has been duly informed of any such disability.

Where an employee believes that an aspect of a disability or long-term medical condition (e.g. hearing difficulties, chronic fatigue or language impairment etc.) may impact on their ability to participate in the procedure or undertake their work, it is the employee's responsibility to raise this with their line manager or the chair as soon as possible. In such cases, FNHC will provide appropriate reasonable support/adjustments during formal proceedings. Any information provided will be handled in a confidential manner and with consideration to Data Protection requirements.

FNHC should consider whether any reasonable adjustments can be made in the employment of a disabled person and this can include:

- adjustments to working arrangements and physical changes to the premises or equipment on a permanent or temporary basis;

- allocating some of the disabled persons duties to another employee (where appropriate)

In considering whether reasonable adjustments can be made, the following points may be taken into account:

- will the adjustment be effective in preventing the disadvantage
- is the adjustment practical
- the extent of any disruption
- the extent of financial resources
- the financial or other assistance which may be available to FNHC to help make the adjustment

Identifying a reasonable adjustment can be a creative process as there is no “one situation fits all” method to use. FNHC must determine what reasonable adjustments based on the requirements of the role and service provided, the information provided by the employee, and if required, advice from the employee’s doctor.

3.2.4.9 Alcoholism and Drug Dependency

It is FNHC’s intention to deal with an employee’s alcohol or drug related problem constructively and sympathetically where the employee seeks support to help themselves. This type of support could include counselling and/or specialist advice. The primary objective of any discussions will be to assist the employee with the problem in a compassionate and constructive way as possible. Any discussions of the nature of an employee’s alcohol or drug problem and the record of any treatment will be strictly confidential unless the employee agrees otherwise.

Whilst the aim is to assist employees with alcohol or drug problems, action will nevertheless be taken under FNHC’s disciplinary and/or capability procedure if misconduct takes place at work as a result of drinking or taking drugs, or if an employee is found to be under the influence of alcohol or drugs whilst at work. For the avoidance of doubt, this includes when driving FNHC vehicles on FNHC private land or public roads.

3.2.4.10 Mental Illness

It is important that contact between employee and the line manager is maintained during any period particularly for those absences relating to a mental illness. In this policy, mental illness covers a range of conditions such as anxiety, depression, bipolar disorder, schizophrenia, personality disorder, and/or obsessive disorders. These conditions can give rise to a number of difficulties at work such as poor performance, long or frequent absence, erratic or irrational behaviour and as such, HR advice should be taken in the first instance. Whilst medical advice will still be required, FNHC should handle all cases with understanding and support.

3.2.4.11 Poor Performance

If, during the process, it is established that there is no sickness, disability or impairment, but instead relates to an employee's ability, intransigent, inflexibility or gross negligence or unsuitability in the role, then the Capability or Disciplinary Policy should be used.

4 MONITORING COMPLIANCE

Compliance will be monitored through audit of staff absence data.

5 CONSULTATION PROCESS

Name	Title	Date
Elspeth Snowie	Head of Quality and Safety	14/02/2024
Justine Bell	Head of Education and Development	14/02/2024
Teri O'Connor	Home Care Manager	14/02/2024
Tia Hall	Operational Lead - Adult Nursing	14/02/2024
Michelle Cumming	Operational Lead - Child and Family Services	14/02/2024
Clare Stewart	Operational / Clinical Lead Out of Hospital Services	14/02/2024
Clare Whelan	Head of Information Governance and Systems	14/02/2024
Sue Ashford	HR Officer	14/02/2024
Appleby (Jersey) LLP	Law engagement	14/02/2024

6 EQUALITY IMPACT STATEMENT

Family Nursing & Home Care is committed to ensuring that, as far as is reasonably practicable, the way services are provided to the public and the way staff are treated reflects their individual needs and does not discriminate against individuals or groups on any grounds.

This policy document forms part of a commitment to create a positive culture of respect for all individuals including staff, patients, their families and carers as well as community partners. The intention is to identify, remove or minimise discriminatory practice in the areas of race, disability, gender, sexual orientation, age and 'religion, belief, faith and spirituality' as well as to promote positive practice and value the diversity of all individuals and communities.

The Family Nursing & Home Care values underpin everything done in the name of the organisation. They are manifest in the behaviours employees display. The organisation is committed to promoting a culture founded on these values.

Always:

- Putting patients first
- Keeping people safe
- Have courage and commitment to do the right thing
- Be accountable, take responsibility and own your actions
- Listen actively
- Check for understanding when you communicate
- Be respectful and treat people with dignity
- Work as a team

This policy should be read and implemented with the Organisational Values in mind at all times. See overleaf/below for the Equality Impact Assessment for this policy.

6.1 Equality Impact Screening Tool

Stage 1 - Screening

Title of Procedural Document: Supporting Attendance Policy

Date of Assessment	March 2024	Responsible Department	Human Resources
Name of person completing assessment	Amanda De Freitas	Job Title	Head of Human Resources

Does the policy/function affect one group less or more favourably than another on the basis of:

	Yes/No	Comments
• Age	No	
• Disability Learning disability; physical disability; sensory impairment and/or mental health problems e.g. dementia	No	
• Ethnic Origin (including hard to reach groups)	No	
• Gender reassignment	No	
• Pregnancy or Maternity	No	
• Race	No	
• Sex	No	
• Religion and Belief	No	
• Sexual Orientation	No	

If the answer to all of the above questions is NO, the EIA is complete. If YES, a full impact assessment is required: go on to stage 2, page 2

Stage 2 – Full Impact Assessment

What is the impact	Level of Impact	Mitigating Actions (what needs to be done to minimise / remove the impact)	Responsible Officer
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Monitoring of Actions

The monitoring of actions to mitigate any impact will be undertaken at the appropriate level

7 IMPLEMENTATION PLAN

Action	Responsible Person	Planned timeline
Policy to be uploaded to the Procedural Document Library	Education and Development Administrator	Within 2 weeks following ratification
Email to all staff	Education and Development Administrator	Within 2 weeks following ratification
Upload policy (+/- assessment tool) to Virtual College and allocate to relevant staff	Education and Development Department	Within 2 weeks following ratification
Relevant staff to sign (via Virtual College) that they have read and understood policy.	All staff notified via Virtual College.	Within 2 months of notification

8 GLOSSARY OF TERMS

Summary Dismissal – Immediate termination of employees' contract without notice or payment in lieu of notice.

9 REFERENCES

None

10 APPENDICES

None