

Emergency accommodation for care workers

We have recently received queries about accommodating care workers in care services to provide emergency accommodation as a temporary measure.

We provide the following advice.

Whilst there is no express provision in the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 ('the Regulations') to prevent staff staying or living at a care home service, CIW should be satisfied that the proposed arrangements will not negatively impact on people who live there or use the service and comply with the Regulations.

We would view this to be a short-term measure to secure staffing.

We would need reassurance on:

- how long the provider foresees the temporary/emergency measure lasting;
- practical implications, and any adverse implications for people who live there or use the service, if staff cannot be isolated within the main care home (e.g. if staff are spread throughout the building); and
- if accommodation in the care home will range from a few days to a few weeks, is it intended staff will move around the provider's different services?

Premises must have suitable facilities for staff, which must include suitable storage facilities, and where appropriate, suitable sleeping accommodation and changing facilities (Reg 44(11)). Outline the existing staff sleeping arrangements, if any, and make a comparison with what is proposed, to gain assurance that the new arrangements will comply with this provision.

Has the provider consulted people who live there or use the service and any representatives about the proposed arrangements?

Has the provider undertaken effective due diligence and risk assessments to ensure the proposed arrangements will not exploit staff staying/living at the home?

Potential questions include:

- How will the provider ensure the separation of staff personal and work time?
- Will staff be expected to be on-call if they live in?
- Will all staff living in "Home A" work at "Home A", or is it proposed that staff living at "Home A" may also work at other homes?
- Will staff visitors be allowed into or stay at the care home?
- How many workers will stay or live in one room?
- Where can they shower/bathe?
- Where will they eat their meals when not working?
- The provider has indicated that accommodation will be rent free – will the provider provide food and if so, will this be free or deducted from their wages?

- Does this arrangement need to be registered with the local authority housing department and has here been consultation with commissioners of the service?