



MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

Connect Care Ltd is committed to ensuring that there is no modern slavery or human trafficking in any part of our business or supply chains. This statement outlines our commitment to combating modern slavery in accordance with the Modern Slavery Act 2015.

Our Organisation's Structure

Our organisation has a structured and efficient staffing model that allows us to deliver high-quality services in a coordinated manner. The structure is tailored to ensure that each employee contributes to the seamless delivery of care, enabling us to fulfill contract requirements reliably and professionally.

Each role type has specific responsibilities that contribute to the overall service quality.

Staff and Resources for Contract Delivery:

1. Registered Manager: Jimi Areoye

Responsibilities:

- Directly manages the service provided to service users on a day-to-day basis.
- Monitoring contract delivery and compliance with council requirements.
- Coordinating staff and activities
- Ensuring legislative compliance
- Key point of contact for client and multi-disciplinary team.

2. Deputy Manager: Precious Eseose

Responsibilities:

- Oversee the daily operations of the care facility and care service.
- Ensure staff rotas are effectively planned to meet client needs.
- Supervise and support care staff, including conducting regular performance reviews.
- Support the implementation of policies and procedures that meet legal and professional standards.
- Support the Registered Manager in implementing quality improvement initiatives.
- Assist in recruiting, interviewing, and selecting care staff.



3. Human Resource Manager

Responsibilities:

- Advertise, recruit, and hire qualified caregivers.
- Conduct interviews, background checks, and reference verification.
- Address staff concerns, resolve conflicts, and maintain morale.
- Promote a positive workplace culture.
- Organise mandatory training (e.g., safeguarding, manual handling).
- Ensure staff meet professional qualifications and standards.
- Marketing & Communications Manager

4. Marketing & Communications Manager

Responsibilities:

- Identify target audiences and create campaigns to attract clients.
- Maintain a strong and positive brand image.
- Ensure consistent messaging across all platforms.
- Collaborate with referral networks and partner organisations.
- Act as the spokesperson for public relations and media inquiries.
- Build relationships with local communities and stakeholders.
- Analyse industry trends, client needs, and competitor strategies.
- Adjust marketing efforts based on insights.

5. Bookkeeper

Responsibilities:

- Prepare budgets and manage the organisation's finances.
- Track income and expenses to ensure financial stability.
- Process staff salaries, pensions, and tax deductions accurately.
- Address payment inquiries and ensure timely disbursements.
- Generate and manage client invoices.
- Ensure timely collection of payments and process supplier payments.
- Create financial reports, including profit and loss statements.



- Prepare and file tax returns and other statutory requirements.
- Maintain accurate financial records and bookkeeping systems.
- Support resource allocation to enhance care delivery.

6. Senior Carer

Responsibilities:

- The duties of a Senior Carer in caregiving
- Supervising Care Staff
- Oversee and support carers in delivering high-quality care.
- Provide guidance, mentorship, and on-the-job training.
- Assist in creating, reviewing, and updating personalised care plans.
- Ensure care is delivered according to clients' needs and preferences.
- Provide hands-on care, including personal care and medication assistance.
- Act as a point of contact for clients and their families.
- Observe clients' health and wellbeing, reporting any changes.
- Maintain accurate care records and documentation.
- Ensure adherence to health, safety, and care standards.
- Conduct risk assessments and promote safe practices.

7. Carers/Support Workers

Responsibilities:

- Assist clients with daily activities such as bathing, dressing, and grooming.
- Administer or remind clients to take their medications as prescribed.
- Prepare and serve meals, considering dietary needs and preferences.
- Help clients move safely, including transferring, walking, and using mobility aids.
- Observe and report changes in clients' physical or mental health.
- Maintain accurate records of care provided and report incidents if necessary.

Our Business and Supply Chains

Connect Care Ltd is a privately owned company that provides care and support services to individuals within care homes and the community, promoting independence,



healthy living, and well-being. We do not make use of subcontractors in the delivery of our services, allowing us greater control over our operations and ethical standards.

Our Policies in Relation to Slavery and Human Trafficking

Connect Care Ltd upholds the highest ethical standards through the following policies:

- **Anti-Slavery and Human Trafficking Policy:** Prevents, detects, and responds to any forms of slavery or human trafficking.
- **Code of Conduct:** Emphasises respect for human rights, fairness, and transparency.
- **Whistleblowing Policy:** Encourages confidential reporting of unethical behaviour or suspicions of modern slavery.

Our Due Diligence Processes

We have implemented robust due diligence processes to address risks of modern slavery:

- **Staff Assessments:** We evaluate and monitor staff to ensure adherence to ethical labour practices.
- **Regular Audits:** We conduct periodic reviews of our supply chain to confirm compliance with anti-slavery commitments.
- **Employee Training:** Training programmes help staff recognise signs of exploitation and act accordingly.

Risk Assessment in Business and Supply Chains

We recognise That the health and social care sector, including our business, may be susceptible to risks associated with modern slavery, particularly in supply chains linked to labour provision, recruitment, and procurement of services. To mitigate these risks, we ensure all our staff comply with ethical practices. We assess and identify parts of our business and supply chains most at risk of modern slavery. These efforts focus on labour-intensive areas such as recruitment and procurement, where the likelihood of unethical practices may be higher.

Steps Taken to Assess and Manage Risks

To mitigate risks:

- We perform thorough background checks on all staff.



- Our recruitment processes ensure compliance with legal and ethical labour standards.
- Staff are trained to spot and report potential exploitation.

Our Effectiveness in Combating Modern Slavery

We measure our progress through performance indicators, including:

- The number of staff audits completed.
- Feedback from training sessions on slavery awareness.
- Reports received through whistleblowing mechanisms and subsequent investigations.

Training and Capacity Building

We provide targeted training to all staff, particularly those in recruitment, procurement, and care delivery. These sessions focus on raising awareness about modern slavery, recognising signs of exploitation, and reporting concerns.

Commitment to Continuous Improvement

Connect Care Ltd is dedicated to improving its efforts to combat modern slavery by:

- Reviewing policies and practices regularly.
- Staying aligned with industry standards and legislative requirements.
- Enhancing staff training programmes.

Reporting Concerns

Any staff member or external partner can report concerns regarding modern slavery or human trafficking through our designated channels. All reports are treated confidentially and investigated promptly.

Organisational Approval

This Modern Slavery and Human Trafficking Statement has been approved by the management of Connect Care Ltd. It will be reviewed annually to ensure its continued relevance and effectiveness.

SIGNED



A handwritten signature in black ink, appearing to read 'Jimi Areoye'.

Jimi Areoye
Registered Manager

Date: 7th of January 2025.