

Policies & procedures

Clear standards. Care shaped by you.

Our policies and procedures guide how we support people at home, respect their choices and manage our service.

Key policy areas

Safeguarding

Protecting people from abuse and neglect.

Register reference: **WCR03**

Dignity, respect & choice

Respecting your privacy, identity and decisions.

Register reference: **WCR21, WCR06**

Person-centred care

Planning support around your needs and routines.

Register reference: **WCP20**

Medication support

Guiding safe, individual medication support.

Register reference: **WCM34, WCM03**

Confidentiality

Protecting personal information and care records.

Register reference: **WCR33**

Complaints & feedback

Helping you share concerns, suggestions and compliments.

Register reference: **WQQ03**

Moving & handling

Supporting safe movement and appropriate equipment use.

Register reference: **WCC79, WME08**

Advocacy

Helping your voice and wishes be heard.

Register reference: **WCR02**

About this guide

This is a plain-language overview of selected policy areas, followed by all 349 entries in the supplied register. The register also includes audits, forms and care-planning records. It is not a set of full policy documents.

Please contact our team to discuss a policy or ask about access to the relevant document.

Complete policy register

Policies, procedures & supporting documents

Titles, reference codes and categories are reproduced from the supplied register, in its original order. Repeated titles and separate reference codes are retained. Inclusion in the register does not mean every document applies to every care arrangement.

Reference	Document title	Category
WPP01	Absenteeism Policy and Procedure	Human Resources
WAC01	Access to Information Policy and Procedure	Data Protection
WCR61	Access to NHS Services Policy and Procedure	Care Management
WHS01	Accident and Incident Reporting Policy and Procedure	Health and Safety
QQ23	Accident and Incidents Audit	Quality Assurance
CR500	Activity Risk Management	Care Planning
WHS17	Acute Respiratory Infections (ARI) (COVID-19) Policy and Procedure	Care Management
WQA01	Administration Management Policy and Procedure	Quality Assurance
WCM34	Administration of Medicines Policy and Procedure	Medications Management
WCA18	Admission and Discharge Policy and Procedure	Care Planning
PA01	Adoption Policy and Procedure	Human Resources
WCC66	Adults with Autism Policy and Procedure	Care Management
WCR69	Advance Care Planning Policy and Procedure	Care Planning
WCP31	Advance Decisions to Refuse Treatment and Advance Statements Policy and Procedure	Care Planning
WAB27	Adverse Weather Policy and Procedure	Administration
WCR02	Advocacy Policy and Procedure	Care Management
WPC18	Agency Staff Policy and Procedure	Human Resources
PP02	Alcohol and Drugs Policy and Procedure	Human Resources
WCR64	All-Wales Accessible Communication and Information Standards Policy and Procedure	Care Management
WCC140	Anaphylaxis Policy and Procedure	Care Management
PM23	Andropause (Male Menopause) Policy and Procedure	Human Resources

Reference	Document title	Category
WPA02	Annual Holiday Policy and Procedure	Human Resources
WAB18	Anti-Bribery Policy and Procedure	Human Resources
WPE05	Anti-Bullying Policy and Procedure	Human Resources
WPC06	Appearance Policy and Procedure	Human Resources
GDPR02	Appointing a Data Protection Officer Policy and Procedure	Data Protection
WPR20	Apprenticeship Agreement Policy and Procedure	Human Resources
WAB21	Archiving, Disposal and Storing of Records Policy and Procedure	Data Protection
WME09	Asbestos Policy and Procedure	Health and Safety
WCM39	Auditing and Monitoring of Medication Policy and Procedure	Medications Management
WQQ02	Auditing Policy and Procedure	Quality Assurance
WQQ19	Auditing Policy and Procedure	Quality Assurance
CR501	Behaviours that May Challenge Risk Management	Care Planning
PA19	Bereaved Partner's Paternity Leave Policy and Procedure	Human Resources
WCC62	Bereavement, Grief and Loss Policy and Procedure	Care Management
WCC115	Blood Pressure Monitoring Policy and Procedure	Care Management
WCC06	Body Temperature Policy and Procedure	Care Management
GDPR06	Breach Notification Policy and Procedure	Data Protection
WAB02	Business Continuity Policy and Procedure	Administration
WAB03	Business Expenses Policy and Procedure	Administration
WAB05	Business Plan Policy and Procedure	Administration
WPP07	Capability Policy and Procedure	Human Resources
CD100	Care and Support Plan Content Guide	Care Planning
WQC16	Care Communication and Information Policy and Procedure	Quality Assurance
CD507	Care Review and Evaluation Record	Care Planning
PA16	Carer's Leave Policy and Procedure	Human Resources
WPC02	Casual Bank Workers Policy and Procedure	Human Resources
WCC108	Catheter Care Policy and Procedure	Care Management

Reference	Document title	Category
WMR07	CCTV and Use of Hidden Cameras Policy and Procedure	Support Services
WCR05	Choice of Carer Gender Policy and Procedure	Care Management
WAR60	CIW Ratings Display Policy and Procedure	Administration
QQ94	Clear Desk Audit	Quality Assurance
GDPR16	Clear Desk Policy and Procedure	Data Protection
WCC110	Clinical Procedures Policy and Procedure	Care Management
WAR44	Closure of Service Policy and Procedure	Administration
WAC04	Communication Policy and Procedure	Administration
WCCN03	Community Treatment Orders Policy and Procedure	Care Management
PA13	Compassionate Leave Policy and Procedure	Human Resources
WQQ03	Complaints, Suggestions and Compliments Policy and Procedure	Quality Assurance
WAB07	Computer, Email and Internet Usage Policy and Procedure	Administration
GDPR10	Consent Authorisation Policy and Procedure	Data Protection
WCR08	Consent to Care, Support and Treatment Policy and Procedure	Care Management
WAR43	Consumption of Alcohol Policy and Procedure	Administration
WCP21	Continuity of Care and Support Policy and Procedure	Care Planning
WCC138	Contractures Policy and Procedure	Care Management
WCM32	Controlled Drugs Policy and Procedure	Medications Management
WCP28	Cooperating with Other Providers Policy and Procedure	Care Management
WCC130	Co-Production Policy and Procedure	Care Management
WQA11	Corporate Social Responsibility and Environmental Sustainability Policy and Procedure	Quality Assurance
WHS36	COSHH Policy and Procedure	Health and Safety
CR502	COSHH Risk Management	Care Planning
WCR503	COSHH Risk Management	Care Planning
PA17	Counter Fraud Policy and Procedure	Human Resources
WCM40	Covert Medication Policy and Procedure	Medications Management

Reference	Document title	Category
CD501	Daily Progress and Evaluation Record	Care Planning
WCR33	Data Protection and Confidentiality Policy and Procedure	Care Management
GDPR07	Data Protection Impact Assessment (DPIA) Policy and Procedure	Data Protection
GDPR03	Data Security and Data Retention Policy and Procedure	Data Protection
WPR04	DBS/Disclosure Policy and Procedure	Human Resources
WPM24	Death in Service Policy and Procedure	Human Resources
WPPN06	Delegated Healthcare Activities Policy and Procedure	Human Resources
WCC41	Dementia Policy and Procedure	Care Management
WCC46	Depression Policy and Procedure	Care Management
WCR26	Deprivation of Liberty in Community Settings Policy and Procedure	Care Management
WPR01	Development Appraisal Policy and Procedure	Human Resources
WCC11	Diabetes Policy and Procedure	Care Management
MM22	Difficult Conversations What To Do When an Employee is Underperforming	Human Resources
WAB62	Digital Record Keeping Policy and Procedure	Administration
QQ25	Dignity Audit	Quality Assurance
QQ26	Dignity Audit - Staff Observation	Quality Assurance
WCR21	Dignity, Respect and Choice Policy and Procedure	Care Management
WCR06	Dignity, Respect and Choice Policy and Procedure	Care Management
WPR22	Director or Trustee's Development Appraisal Policy and Procedure	Human Resources
WPP03	Discipline Policy and Procedure	Human Resources
HS09	Display Screen Equipment Policy and Procedure	Health and Safety
WAB32	Distribution of Safety Alerts Policy and Procedure	Administration
WCP12	DNACPR (Do Not Attempt Cardiopulmonary Resuscitation) Policy and Procedure	Care Management
WHS12	Driving for Work Policy and Procedure	Health and Safety
WAR38	Duty of Candour Policy and Procedure	Administration
WCC100	Dysphagia (Swallowing Difficulty) and Risk of Choking Policy and Procedure	Care Management

Reference	Document title	Category
WMR06	Electrical Safety Policy and Procedure	Health and Safety
WCC44	Electronic Call Monitoring - Late and Missed Visits Policy and Procedure	Care Management
WAC07	Emergency Communication Policy and Procedure	Administration
WPR18	Employment of Young Persons Policy and Procedure	Human Resources
WCR23	End of Life Personal Planning Policy and Procedure	Care Management
CA518	Enquiry Form	Care Planning
WCD503	Enquiry Form	Care Planning
WCC82	Enteral Feeds and PEG Support Policy and Procedure	Care Management
WHS02	Environmental Policy and Procedure	Health and Safety
CR31	Environmental Risk Assessment	Care Planning
WCC128	Epilepsy Policy and Procedure	Care Management
WPE03	Equality and Diversity Policy and Procedure	Human Resources
WCR29	Equality, Diversity and Human Rights Policy and Procedure	Care Management
WCD504	Equipment Register	Care Planning
WCC76	Expected Death Policy and Procedure	Care Management
GDPR09	External and Employee Privacy Policy and Procedure	Data Protection
WCC99	Falls Management Policy and Procedure	Care Management
CD502	Family and Advocate Communication Record	Care Planning
WAB08	Financial Administration Policy and Procedure	Administration
CR504	Financial Risk Management	Care Planning
WCR504	Financial Risk Management	Care Planning
QQ85	Financial Transaction Audit	Quality Assurance
QQ100	Fire Equipment Audit	Quality Assurance
QQ27	Fire Safety Audit - Office Environment	Quality Assurance
QQ28	Fire Safety Audit - Staff	Quality Assurance
WMR08	Fire Safety in Individuals' Homes Policy and Procedure	Health and Safety
WMR04	Fire Safety Policy and Procedure	Health and Safety

Reference	Document title	Category
QQ29	First Aid Audit - Office Environment	Quality Assurance
QQ30	First Aid Audit - Staff	Quality Assurance
WQQ102	First Aid Box Audit	Quality Assurance
WPM20	First Aid Policy and Procedure	Health and Safety
PC14	Fixed-Term Workers Policy and Procedure	Human Resources
PE02	Flexible Working Policy and Procedure	Human Resources
WHS03	Flooding Policy and Procedure	Health and Safety
WKC11	Food Allergens Policy and Procedure	Support Services
WKH08	Food Hygiene Policy and Procedure	Support Services
PE08	Gender Pay Reporting Policy and Procedure	Human Resources
WAB04	Gifts, Donations, Wills and Bequests from Individuals Policy and Procedure	Administration
WQC24	Good Governance Policy and Procedure	Quality Assurance
WCC17	GP and Visiting Professionals Policy and Procedure	Care Management
WPP04	Grievances Policy and Procedure	Human Resources
WPE01	Harassment Policy and Procedure	Human Resources
WAR30	Hate Crime Policy and Procedure	Care Management
WHS04	Hazard Reporting Policy and Procedure	Health and Safety
WHR02	Health and Safety Policy and Procedure	Health and Safety
WHS05	Health and Safety Training Policy and Procedure	Health and Safety
QQ104	Healthcare Waste Audit	Quality Assurance
WCC07	Healthcare Waste Policy and Procedure	Health and Safety
WCC90	Heatwave Policy and Procedure	Care Management
QQ31	Hoists and Lifts Audit	Quality Assurance
WPC19	Home Working Policy and Procedure	Human Resources
WCM36	Homely Remedies and Self-Care Policy and Procedure	Medications Management
WCC104	Illegal Drug Misuse in the Individual's Home Policy and Procedure	Care Management

Reference	Document title	Category
WAB17	Individual Administration File Policy and Procedure	Administration
WCR98	Individual Bullying Policy and Procedure	Care Management
CP100	Individual Care and Support Plan	Care Planning
CS100	Individual Care and Support Plan - Example	Care Planning
WAR10	Individual Contract	Administration
WCR66	Individual Domestic Violence and Abuse Policy and Procedure	Care Management
WCP04	Individual Fire Evacuation Policy and Procedure	Health and Safety
WAR16	Individual Guide	Administration
WCC97	Individual Vaccination and Immunisation Policy and Procedure	Care Management
WAF07	Individual's Finances Policy and Procedure	Administration
WPR24	Induction and Onboarding Policy and Procedure	Human Resources
QQ105	Infection Control - Staff Practices Audit	Quality Assurance
QQ32	Infection Control Audit	Quality Assurance
WCC34	Infection Control Policy and Procedure	Care Management
WCC19	Intermediate Care Policy and Procedure	Care Management
PJ46	Job Description Guidance	Human Resources
SLSP99	Legacy Care and Support Plan	Personal Planning
GDPR15	Legitimate Interests Assessment Policy and Procedure	Data Protection
WCC119	Level of Consciousness Policy and Procedure	Care Management
WCC83	Live-in Care Policy and Procedure	Care Management
WPM22	Lone Working Policy and Procedure	Health and Safety
WQQ17	Management and Prevention of Violence at Work Policy and Procedure	Health and Safety
WQQ08	Management Meetings Policy and Procedure	Quality Assurance
WCC107	Management of Medical Devices Policy and Procedure	Care Management
WPR17	Manager's Development Appraisal Policy and Procedure	Human Resources
PA04	Maternity Leave Policy and Procedure	Human Resources
WAC24	Media Handling Policy and Procedure	Administration

Reference	Document title	Category
WCC37	Medical Emergency Policy and Procedure	Care Management
WCM42	Medication Away from Home Policy and Procedure	Medications Management
WCM38	Medication Errors and Near Misses Policy and Procedure	Medications Management
PM19	Menopause Policy and Procedure	Human Resources
WCR46	Mental Capacity Act (MCA) 2005 Policy and Procedure	Care Management
WCR12	Mental Health Act 1983 and Regulations 2008 Policy and Procedure	Care Management
PC09	Minimum Wage Policy and Procedure	Human Resources
WAR35	Missing Individual Policy and Procedure	Administration
QQ97	Mobile Device Security Audit	Quality Assurance
WAC19	Mobile Phone and Portable Device Use Policy and Procedure	Administration
WCC38	Mobility Policy and Procedure	Care Management
WPE07	Modern Slavery and Human Trafficking Policy and Procedure	Human Resources
WAC10	Monitoring of Business Communications Policy and Procedure	Administration
WAC14	Monitoring of Business Performance Policy and Procedure	Administration
PP05	Moonlighting Policy and Procedure	Human Resources
QQ96	Moving and Handling Equipment Audit	Quality Assurance
WCC79	Moving and Handling Policy and Procedure	Care Management
SLSP10	My Health Action Plan	Personal Planning
PA18	Neonatal Care Leave and Pay Policy and Procedure	Human Resources
WHS33	New and Expectant Mothers Policy and Procedure	Health and Safety
WAR73	New Provider Registration Guidance	Administration
WAR42	No Reply Policy and Procedure	Care Management
WPC10	Notice Periods Policy and Procedure	Human Resources
WCC33	Nutrition and Hydration Policy and Procedure	Care Management
WPP06	Obtaining Medical Reports Policy and Procedure	Human Resources
WPM17	On-Call Policy and Procedure	Human Resources

Reference	Document title	Category
WCC93	Oral Care Policy and Procedure	Care Management
WCM43	Ordering and Collecting Prescriptions Policy and Procedure	Medications Management
WCM03	Overarching Medicines Management Policy and Procedure	Medications Management
GDPR01	Overarching UK GDPR Policy and Procedure	Data Protection
WCC114	Oxygen Saturation Monitoring Policy and Procedure	Care Management
WCC39	Oxygen Use Policy and Procedure	Care Management
WCC196	Pain Management Policy and Procedure	Care Management
WHS13	Pandemic Policy and Procedure	Care Management
WPC23	Parental Bereavement Leave Policy and Procedure	Human Resources
PA12	Parental Leave Policy and Procedure	Human Resources
WCR30	Participation Policy and Procedure	Care Management
WPC11	Part-Time Employees Policy and Procedure	Human Resources
PA05	Paternity Leave Policy and Procedure	Human Resources
WCD507	Personal Plan Confirmation Form	Care Planning
WCD508	Personal Plan Consent Form	Care Planning
WCD510	Personal Plan Cover Sheet	Care Planning
WQQ72	Personal Planning Audit	Quality Assurance
WCG501	Personal Planning Quick Document Finder	Care Planning
WHS16	Personal Protective Equipment (PPE) Policy and Procedure	Care Management
WCC45	Personal Shopping Policy and Procedure	Care Management
WCP20	Person-Centred Care and Support Planning Policy and Procedure	Care Planning
WHS40	Pest Control Policy and Procedure	Health and Safety
WAR72	Pets Policy and Procedure	Administration
WAR05	Photographs Policy and Procedure	Administration
WAB41	Policy Management Policy and Procedure	Administration
WCC106	Positive Behaviour Support including Challenging Behaviour Policy and Procedure	Care Management

Reference	Document title	Category
WCR19	Positive Risk Taking Policy and Procedure	Care Management
QQ42	PPE Audit	Quality Assurance
QQ70	PPE Audit - Staff Observation	Quality Assurance
WCA14	Pre-Service and Service Commencement Policy and Procedure	Care Planning
CA00	Pre-Service Visit Assessment Form	Care Planning
QQ78	Pressure Prevention Audit	Quality Assurance
WCC96	Pressure Ulcer Management Policy and Procedure	Care Management
WCR24	Privacy Policy and Procedure	Care Management
WCR58	Professional Boundaries Policy and Procedure	Care Management
WCC77	Promoting Independence with Continence Policy and Procedure	Care Management
WCR57	Protecting Adults at Risk from Radicalisation Policy and Procedure	Care Management
WCC117	Pulse Rate Monitoring Policy and Procedure	Care Management
WAF06	Purchasing Policy and Procedure	Administration
CG502	QCS Care Planning and Assessment Guidelines	Care Planning
WQQ10	Quality and Quality Assurance Policy and Procedure	Quality Assurance
QQ00	Quality Audit Guidance	Quality Assurance
AC36	Quality Compliance Systems (QCS) – One Pager Overview	Administration
WQQ11	Quality Meetings Policy and Procedure	Quality Assurance
WQQ16	Quality Review Policy and Procedure	Quality Assurance
WPM11	Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure	Human Resources
WAF08	Receipt of Delivered Goods Policy and Procedure	Administration
WAB19	Record Keeping Policy and Procedure	Administration
WPR26	Recruitment Policy and Procedure	Human Resources
PM04	Redundancy Policy and Procedure	Human Resources
WPR23	References Policy and Procedure	Human Resources
WAR06	Refusal to Hold Records Policy and Procedure	Administration
WAB16	Register of Other Interests Policy and Procedure	Administration

Reference	Document title	Category
WAC16	Registration Authority Notification Policy and Procedure	Administration
WPM18	Relationships at Work Policy and Procedure	Human Resources
WCC111	Respiration Observation Policy and Procedure	Care Management
WCR17	Restrictive Practices Including Restraint and Physical Interventions Policy and Procedure	Care Management
WCP27	Resuscitation Policy and Procedure	Care Management
PM05	Retirement Policy and Procedure	Human Resources
QQ71	RIDDOR Audit	Quality Assurance
PR16	Right to Work Checks Policy and Procedure	Human Resources
WHR04	Risk Assessment Policy and Procedure	Health and Safety
WHS38	Risk Management Policy and Procedure	Health and Safety
WAB22	Root Cause Analysis Policy and Procedure	Administration
WCM31	Safe Disposal of Medication Policy and Procedure	Medications Management
WCC101	Safe Management of Blood and Body Fluid Spillages Policy and Procedure	Health and Safety
WME08	Safe Use of Hoists Policy and Procedure	Health and Safety
QQ24	Safeguarding Audit	Quality Assurance
WAR01	Safeguarding Children and Child Protection Policy and Procedure	Administration
WCR03	Safeguarding Policy and Procedure	Care Management
QQ103	Safety Alerts Audit	Quality Assurance
WMB09	Security Policy and Procedure	Health and Safety
WPC16	Self Employment and Zero Hours Contracts Policy and Procedure	Human Resources
WCC187	Sepsis Awareness Policy and Procedure	Care Management
WHS06	Serious Incident Notification Policy and Procedure	Health and Safety
WCR34	Sex, Sexuality and Relationships Policy and Procedure	Care Management
WPE12	Sexual Harassment Policy and Procedure	Human Resources
PA10	Shared Parental Leave Policy and Procedure	Human Resources
WCC49	Sharps and Needlestick Policy and Procedure	Health and Safety

Reference	Document title	Category
QQ45	Sharps and Needlesticks Audit	Quality Assurance
WPA07	Sickness Absence Policy and Procedure	Human Resources
WQQ42	Slips, Trips and Falls Audit - Individuals	Quality Assurance
WQQ43	Slips, Trips and Falls Audit - Individual's Home	Quality Assurance
QQ47	Slips, Trips and Falls Audit - Office	Quality Assurance
WPM15	Smoking at Work Policy and Procedure	Human Resources
WCP35	Smoking Policy and Procedure	Care Management
WAB26	Social Networking Policy and Procedure	Administration
WQC21	Spot Checks Policy and Procedure	Quality Assurance
WPC13	Staff Contracts Policy and Procedure	Human Resources
WPE11	Staff Domestic Abuse Policy and Procedure	Human Resources
WPC08	Staff Handbook	Human Resources
WCR28	Staff Identification Policy and Procedure	Care Management
WPC12	Staff Loans and Advances Policy and Procedure	Human Resources
WPM02	Staff Mental Health and Monitoring Stress in the Workplace Policy and Procedure	Human Resources
QP04	Staff Retention Policy and Procedure	Human Resources
WPM14	Staff Rota Policy and Procedure	Human Resources
WCC177	Staff Vaccination and Immunisation Policy and Procedure	Care Management
WPM34	Staff Wellbeing Policy and Procedure	Human Resources
WPR03	Standards of Conduct, Performance and Ethics	Human Resources
WPR27	Standards of Conduct, Performance and Ethics Policy and Procedure	Human Resources
WAR21	Statement of Purpose Policy and Procedure	Administration
WPA08	Statutory Time Off Policy and Procedure	Human Resources
WCC48	Stoma Care Policy and Procedure	Care Management
WCM30	Storage of Medication Policy and Procedure	Medications Management
QQ101	Subject Access Requests Audit	Quality Assurance

Reference	Document title	Category
GDPR05	Subject Access Requests Policy and Procedure	Data Protection
WCR97	Substance Abuse Policy and Procedure	Care Management
WCC63	Suicide Prevention Policy and Procedure	Care Management
WCP24	Suitability of Service Policy and Procedure	Care Management
WPP09	Supervision Policy and Procedure	Human Resources
WCC31	Supporting Communication and Sensory Needs Policy and Procedure	Care Management
WCC109	Supporting Independence with Holidays Policy and Procedure	Care Management
WAB36	Supporting Individuals During Adverse Weather Policy and Procedure	Administration
WCC183	Supporting Individuals to Vote Policy and Procedure	Care Management
WCC151	Supporting Mental Health Conditions Policy and Procedure	Care Management
WCC88	Supporting Personal Care Policy and Procedure	Care Management
WCC185	Supporting Plus Size, Obese and Bariatric Individual's Care Policy and Procedure	Care Management
WCR25	Supporting Recreational Activities Policy and Procedure	Care Management
WCCN07	Supporting Wellbeing Policy and Procedure	Care Management
WAB15	Tender Information Policy and Procedure	Administration
WAR34	Termination of Individual's Service Contract Policy and Procedure	Administration
WCC32	The Management of Keys and Key Safe Security Policy and Procedure	Care Management
CG501	Timeline for Assessment, Care Planning and Review	Care Planning
WCM37	Training and Competency on Medications Policy and Procedure	Medications Management
WPR14	Training Policy and Procedure	Human Resources
PE09	Transgender Policy and Procedure	Human Resources
PM21	Transport Policy and Procedure	Health and Safety
WCP47	Trauma Informed Care and Support Policy and Procedure	Care Planning
PA09	Unable To Attend Workplace Policy and Procedure	Human Resources
WCC84	Unexpected Death Policy and Procedure	Care Management
GDPR20	Use of AI and Third Party Software Policy and Procedure	Data Protection

Reference	Document title	Category
WCR60	Use of Bed Rails Policy and Procedure	Care Management
WAB25	Vehicle Insurance Policy and Procedure	Administration
CD508	Visit Summaries	Care Planning
CD503	Visiting Professional Record	Care Planning
WAR26	Volunteers Policy and Procedure	Administration
GDPR08	Website Privacy and Cookies Policy and Procedure	Data Protection
WAC21	Welsh Language Policy and Procedure	Administration
WAR27	Witnessing of Documents Policy and Procedure	Administration
HS37	Working at Height Policy and Procedure	Health and Safety
WPM13	Working Time Regulations Policy and Procedure	Human Resources
WAR74	Working With Families Policy And Procedure	Administration
WHS07	Workplace Environment Policy and Procedure	Health and Safety

Source: Helden Care All Policies Register supplied on 5 October 2026. This guide does not reproduce inspection mapping, internal evidence links or full policy text.