

Communication Policy

Statement and Purpose of Policy

Serenta Homecare is committed to open and effective communications in all its activities including the establishment and maintenance of clear and effective channels of communication with employees.

The Company believes that effective communication promotes quality in service delivery and plays a vital role in motivating and supporting employees.

The aim of this policy is:

- To enable us to fulfil our statutory responsibilities to provide information
- To encourage communication as a two-way process and communicate effectively with employees about ongoing issues, policies, and procedures
- To provide opportunities to consult with employees and for them to express their views and offer ideas and suggestions

1. Methods of Communication

Serenta Homecare will communicate with employees on a day-to-day basis through a range of methods including:

- Face to face and team meetings
- Email
- Company website
- Staff handbook
- Notice boards
- Monthly newsletter
- People Planner SMS
- Group SMS
- Web links to documents are a preferred method to communicate documents

2. Formal Consultation

There are times when formal consultation will be required e.g., in relation to organisational change, redundancy, or where a transfer of undertakings occurs under TUPE. Serenta Homecare will comply with its obligations under the Information and Consultation of Employees (ICE) Regulations 2004.

Under these regulations, employees have the right to:

- Information about the business economic situation
- Information and consultation about employment prospects
- Information and consultation about decisions likely to lead to substantial changes in work organisation or contractual relations.

Employees' views will be considered during any formal consultation process but there may be practical or financial reasons why the Company is unable to act on suggestions put forward. If this is the case the Company will endeavour to explain the reasons to employees.

3. Responsibilities

The Registered Manager will ensure that Serenta Homecare has structures and processes in place for effective communication both internally and externally.

Supervisors and Line Managers will be responsible for communication standards within their area of responsibility

Each employee is responsible for the quality of their personal communication.

4. Monitoring

This policy will be reviewed and updated on a regular basis to ensure that the Company has effective channels of communication in place and appropriate arrangements for formal consultation when required.

Document Control

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Author: Fran Beardsmore