



**APRIL COMPLETE CARE SOLUTIONS LTD
(The “Company”)**

Working Time Regulations

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Working Time Regulations Policy

April Complete Care Solutions Ltd

(For Domiciliary & Residential Care Staff)

1. Policy Statement

April Complete Care Solutions Ltd is committed to meeting its legal obligations under the **Working Time Regulations 1998** and to promoting the health, safety, and wellbeing of all employees. We recognise the importance of managing working time effectively in the care sector where services often run 24/7.

2. Scope

This policy applies to all staff employed by April Complete Care Solutions Ltd, including:

- Care assistants
- Support workers
- Nurses
- Live-in carers
- Office and management staff

Whether full-time, part-time, bank, agency or zero-hours.

3. Legal Requirements

In accordance with the Working Time Regulations, staff are entitled to:

Entitlement	Minimum Standard
Maximum weekly working hours	48 hours (averaged over 17 weeks) unless opted out
Daily rest	11 consecutive hours in every 24-hour period
Weekly rest	24 hours uninterrupted rest in 7 days or 48 hours in 14 days
Rest break during shifts	20 minutes if shift exceeds 6 hours
Paid annual leave	5.6 weeks per year (pro-rata for part-time workers)
Night work limits	No more than 8 hours in any 24-hour period (on average)
Night worker health checks	Offered before starting night shifts and regularly thereafter

4. Opting Out of the 48-Hour Limit

Due to the nature of the care sector, staff may be asked to voluntarily **opt out** of the 48-hour weekly limit.

- This must be done in writing using a **Working Time Opt-Out Agreement**.
- Opt-out is **voluntary**; refusal will not result in dismissal or detriment.
- Staff can withdraw from the opt-out with **one week's written notice**.

5. Shift Patterns and Breaks

- Staff working shifts of **6 hours or more** are entitled to a **minimum 20-minute unpaid break**, which should be taken **away from the care environment** where possible.
- For **live-in carers**, break arrangements will be agreed in writing and must allow appropriate rest periods.
- We will schedule shifts to ensure **adequate rest** between duties (e.g. no back-to-back shifts or excessive night working unless agreed and risk-assessed).

6. Night Workers

Night work is defined as working at least **3 hours between 11pm and 6am**.

- Night workers must not exceed an average of **8 hours in any 24-hour period** over a 17-week reference period.
- Employees undertaking night work will be offered a **free health assessment** before starting night work and annually thereafter.
- If a night worker is declared medically unfit, we will consider adjustments or redeployment.

7. Annual Leave

All staff are entitled to **5.6 weeks of paid annual leave**, including bank holidays, based on their contracted hours.

- Leave is accrued during sickness, maternity, and other statutory leaves.
- Requests for annual leave should be made with **at least 4 weeks' notice**.
- Leave will be granted subject to **staffing levels and continuity of care** but will not be unreasonably withheld.

8. Record-Keeping

- We maintain accurate records of hours worked, rest breaks, and annual leave for all staff.
- Opt-out agreements and night work health assessments will be securely retained for inspection if required.

9. Exceptions in the Care Sector

In **exceptional circumstances** (e.g. emergencies, staff shortages, safeguarding concerns), it may not be possible to provide full rest periods. In such cases:

- The breach must be **temporary and necessary** for the safety of those receiving care.
- Any missed rest must be **recovered as soon as possible**.

This is in line with WTR exemptions applicable to the **health and social care sector**.

10. Monitoring and Review

- Line managers and rota coordinators are responsible for ensuring staff do not exceed working time limits.

- This policy will be reviewed **annually**, or in response to legal or operational changes.
- Any concerns about working hours or fatigue should be raised with a manager or HR.

11. Policy Breaches

Failure to follow this policy (e.g. excessive hours without opt-out, denying breaks) will be investigated and may result in disciplinary action. Likewise, knowingly providing false working time records may be a disciplinary offence.