



Supporting the Carer Workforce

NATIONAL ASSOCIATION OF CARE & SUPPORT WORKERS

International House, 24 Holborn Viaduct, CITY OF LONDON, London EC1A 2BN

Tel: 0800 689 3462, email: info@nacas.org.uk web: www.nacas.org.uk

Outline Guides to Care Workers' Rights

As an Association we receive many enquiries from members and non members who are unsure of their rights whilst at work. We have produced the following outline guides on pay, working hours, rest breaks, zero hours contracts and holidays with the aim of providing more information about these frequently raised topics. To make these often-complex areas easier to understand and more accessible, we have reduced the use of jargon as much as possible. We hope to provide a little more clarity and support for workers in undoubtedly already complex and stress filled situations. Within this ever-growing employment sector certain employment matters are still ongoing and unresolved; we aim to update our guides regularly, to take account of changes in legislation and developing case law

The outline guides are summaries and condensed versions of workers' rights in the UK; we have focussed on aspects of the legislation and case law that particularly affect the care worker sector. The guides relate particularly to the working scenarios in which care workers most usually find themselves, providing day or night-time care, "sleeping in," "on call," or "living in." Due to the nature of the care working profession, all care giving scenarios are possible either in a client's own home or within a residential care home setting. Matters such as "on call" periods can further complicate matters, it can also often be difficult to distinguish between paid and unpaid hours and to identify exact entitlement to rest breaks.

However, workplace scenarios sometimes involve potentially very complex legal issues, these guides, as the name suggests, are for guidance only and should not be taken as a substitute for formal legal advice.

Further information can be obtained from the following organisations

ACAS – www.acas.org.uk

HMRC – www.gov.uk/government/organisations/hm-revenue-customs

Direct. Gov – www.gov.uk

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Guides

Guide to PAY

Guide to Breaks

Guide to Holidays

Guide to Zero Hour Contracts

Guide to Working Hours

