

## CONFIDENTIAL INFORMATION

The Employer operates a strict policy with regard to confidential information. You must not use, divulge or communicate to any person, firm or organisation (except in the proper course of your duties during your employment by the Employer) any of the trade secrets or other confidential, technical or commercial information of the Employer relating to the business, organisation, accounts, analysis or other affairs of the Employer which you may have received or obtained or which has come to your knowledge while working for the Employer. Confidential information includes:

1. Any information relating to the trading position, business, products, services, affairs and finances of the Employer including (but not limited to) marketing information and plans, market opportunities, product lists, the Employer's financial information, results and forecasts, manpower or expansion plans, the remuneration and benefits paid to the Employer's employees and officers, lists of suppliers, agents, consultants, distributors, clients or service users and their relatives and their needs and requirements, the terms of business with them and the fees and commissions charged to or by them, information relating to prospects and tenders contemplated, offered or undertaken by the Employer and any other matters connected with the products or services manufactured, marketed, provided or obtained by the Employer.
2. Technical data and know-how relating to the business of the Employer or any of its suppliers, agents, consultants, distributors, clients or customers including (but not limited to) product designs and specifications, product lists, ideas, inventions, drawings and plans, research and development, manufacturing processes, techniques, formulae, trade secrets, computer systems and software, costs, margins, prices, production and business methods, business plans and forecasts and any other technical matters connected with the products or services manufactured, marketed, provided or obtained by the Employer.
3. Any incident or investigation relating to the Employer's operations or business, or confidential reports or research commissioned by or provided to the Employer.
4. Any document or item marked as confidential or which you are told is confidential and any information which is given to the Employer in confidence by suppliers, agents, consultants, distributors, clients, service users or their relatives or other persons.
5. Manufactured, marketed, provided or obtained by the Employer.
6. Technical data and know-how relating to the business of the Employer or any of its suppliers, agents, consultants, distributors, clients or customers including (but not limited to) product designs and specifications, product lists, ideas, inventions, drawings and plans, research and development, manufacturing processes, techniques, formulae, trade secrets, computer systems and software, costs, margins, prices, production and business methods, business plans and forecasts and any other technical matters connected with the products or services manufactured, marketed, provided or obtained by the Employer.
7. Any incident or investigation relating to the Employer's operations or business, or confidential reports or research commissioned by or provided to the Employer.

8. Any document or item marked as confidential or which you are told is confidential and any information which is given to the Employer in confidence by suppliers, agents, consultants, distributors, clients, service users or their relatives or other persons.

In particular, you must not without the prior written consent of the Employer, permit any confidential information:

1. To be disclosed, divulged or communicated, whether directly or indirectly, to any third party (including to any other employee or officer of the Employer), except to those authorised by the Employer to know or as required by law; or
2. To be copied or reproduced in any form or to be commercially exploited in any way; or
3. To be used for your own purposes or for any purposes other than those of the Employer or to be used or published by any other person; or
4. To be transferred to your own personal e-mail account, regardless of your proposed reasons for doing so; or
5. To pass outside your control.

You must inform the Employer immediately upon becoming aware, or suspecting, that a third party knows or has used any of the Employer's confidential information.

This restriction will continue to apply after the termination of your employment but will cease to apply to any information which may come into the public domain through disclosure by the Employer or otherwise than as a result of direct or indirect disclosure by you in breach of the terms of this provision.

All confidential information is the property of the Employer and you must hand all documents containing confidential information (and any copies) over to the Employer on the termination of your employment or, at the request of the Employer, at any time during your employment (see also the section on **Use and Return of Employer Equipment**). For this purpose, the term 'documents' includes computer discs, memory sticks, portable hard drives and all other materials capable of storing data and information. If required by the Employer under the terms of this provision, you will also give a written undertaking that all confidential information has been duly returned to the Employer or permanently deleted or destroyed.

The wrongful disclosure of confidential information or other breach of confidentiality is a disciplinary offence and will be dealt with under the Employer's disciplinary procedure. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in your summary dismissal.

Nothing in this section shall prevent you from disclosing information which you are entitled to disclose under the Public Interest Disclosure Act 1998, provided always that the disclosure is made in accordance with the provisions of that Act (see the section on **Disclosures in the Public Interest**).

## **DATA PROTECTION**

In the course of your work you may come into contact with or use confidential information about employees, suppliers, contractors, clients or their relatives, for example their names and home addresses. The Data Protection Act 1998 contains principles affecting employees', clients' and other personal records. Information protected by the Act includes not only personal data held on computer but also certain manual records containing personal data, for example employee personnel files that form part of a structured filing system. The purpose of these rules is to ensure you do not breach the Act. If you are in any doubt about what you can or cannot disclose and to whom, do not disclose the personal information until you have sought further advice from the HR Department. You should be aware that you can be criminally liable if you knowingly or recklessly disclose personal data in breach of the Act. A serious breach of data protection is also a disciplinary offence and will be dealt with under the Employer's disciplinary procedure. If you access another employee's personnel records or a client's confidential records without authority, this constitutes a gross misconduct offence and could lead to your summary dismissal.

### **The data protection principles**

There are eight data protection principles that are central to the Act. The Employer and all its employees must comply with these principles at all times in their information-handling practices. In brief, the principles say that personal data must be:

1. Processed fairly and lawfully and must not be processed unless certain conditions are met in relation to personal data and additional conditions are met in relation to sensitive personal data. The conditions are either that the employee has given consent to the processing, or the processing is necessary for the various purposes set out in the Act. Sensitive personal data may only be processed with the explicit consent of the employee and consists of information relating to:
  - Race or ethnic origin.
  - Political opinions and trade union membership.
  - Religious or other beliefs.
  - Physical or mental health or condition.
  - Sexual life.
  - Criminal offences, both committed and alleged.
2. Obtained only for one or more specified and lawful purposes, and not processed in a manner incompatible with those purposes.
3. Adequate, relevant and not excessive. The Employer will review personnel files on a regular basis to ensure they do not contain a backlog of out-of-date information and to check there is a sound business reason requiring information to continue to be held.
4. Accurate and kept up-to-date. If your personal information changes, for example you change address, phone number or you get married and change your surname, you must inform your line manager and the HR Department as soon as practicable so that the Employer's records can be updated. The Employer cannot be held responsible for any errors unless you have notified the Employer of the relevant change.
5. Not kept for longer than is necessary. The Employer will keep personnel files for no longer than six years after termination of employment. Different categories of data will be retained for different time periods, depending on legal, operational and financial requirements. Any data that the Employer decides it does not need to hold for a period of time will be destroyed after approximately one year. Data relating to unsuccessful job applicants will only be retained for a period of one year.

6. Processed in accordance with the rights of employees under the Act.
7. Technical and organisational measures will be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, data. Personnel files are confidential and are stored in locked filing cabinets. Only authorised employees are permitted to have access to these files. Files must not be removed from their normal place of storage without good reason. Personal data stored on memory sticks, discs or other removable storage media must be kept in locked filing cabinets. Personal data held on computer must be stored confidentially by means of password protection, encryption or coding and again only authorised employees are permitted to have access to that data. The Employer has network back-up procedures in place to ensure that data on computer (including e-mails) cannot be accidentally lost or destroyed.
8. Not transferred to a country or territory outside the European Economic Area unless that country ensures an adequate level of protection for the processing of personal data

### **Your consent to personal information being held**

The Employer holds personal data about you and your consent to the Employer processing your personal data is a condition of your employment. Therefore, by signing your contract of employment, you have consented to your personal data being held and processed by the Employer for employment-related purposes including, but not limited to, payroll, human resources and business continuity planning purposes. This also includes giving your consent to the Employer using your name, photograph and a brief work experience history in its marketing or promotional material, whether in hard copy print format or online on the Employer's website. It also includes supplying the Employer with any personal data that it may request from you from time to time as necessary for the performance of your contract of employment or the conduct of the Employer's business, for example, supplying up-to-date contact telephone numbers to be held as part of its business continuity plan.

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The Employer also holds limited sensitive personal data about its employees and, by signing your contract of employment, you also give your explicit consent to the Employer's holding and processing that data, for example sickness absence records, particular health needs and equal opportunities monitoring data.

### **Your right to access personal information**

Under the provisions of the Act, you have the right on request to receive a copy of the personal data that the Employer holds about you, including your personnel file to the extent that it forms part of a relevant filing system, and to demand that any inaccurate data be corrected or removed. You have the right on request:

- To be told by the Employer whether and for what purpose personal data about you is being processed.
- To be given a description of the personal data and the recipients to whom it is or may be disclosed.
- To have communicated in an intelligible form the personal data concerned, and any information available as to the source of the personal data.
- To be informed in certain circumstances of the logic involved in computerised decision-making.

Upon request, the Employer will provide you with a written statement regarding the personal data held about you. This will state all the types of personal data the Employer holds and processes about you and the reasons for which the data is processed. If you wish to access a copy of any personal data being held about you, you must make a written request for this and the Employer reserves the right to charge you a fee of up to £10 per request. If you wish to make a request, please contact the HR Department for a personal data request form. The Employer will respond to your request within 40 calendar days of receiving your correctly completed form and payment.

If you wish to make a complaint that these rules are not being followed in respect of personal data the Employer holds about you, you should raise the matter with the HR Department. If the matter is not resolved to your satisfaction, it may then be raised as a formal grievance under the Employer's grievance procedure (see the **Grievance Procedure** section)

## Your obligations in relation to personal information

If, as part of your job duties and responsibilities, you collect personal information about employees or other people such as clients or service users and their relatives, you must comply with this policy. This includes ensuring the information is processed in accordance with the Act, is only processed for the purposes for which it is held, is kept secure and is not kept for longer than necessary. You must also ensure you comply with the following guidelines at all times:

- Do not give out confidential personal information except to the data subject or, where the data subject is a service user client, to their appointed relative. In particular, it should not be given to any unauthorised third party unless the data subject (or their appointed relative) has given their explicit consent to this.
- Be aware that those seeking information sometimes use deception in order to gain access to it. Always verify the identity of the data subject and the legitimacy of the request, particularly before releasing personal information by telephone.
- Where the Employer provides you with code words or passwords to be used before releasing personal information, for example by telephone, you must strictly follow the Employer's requirements in this regard.
- Only transmit personal information between locations by fax or e-mail if a secure network is in place, for example, a confidential fax machine or encryption is used for e-mail.
- If you receive a request for personal information about another employee, you should forward this to the HR Department, who will be responsible for dealing with such requests.
- Ensure that any personal data which you hold is kept securely, either in a locked filing cabinet or, if it is computerised, it is password protected so that it is protected from unintended destruction or change and is not seen by unauthorised persons (see also the section on **Clear Desks**).
- Do not access another employee's records without authority as this will be treated as gross misconduct and it is a criminal offence.
- Do not write down (in electronic or hard copy form) opinions or facts concerning a data subject which it would be inappropriate to share with that data subject.
- Do not remove personal information from the workplace with the intention of processing it elsewhere unless this is necessary to enable you to carry out your job duties and has been authorised by your line manager.
- Ensure that, when working on personal information as part of your job duties when away from your workplace and with the authorisation of your line manager, you continue to observe the terms of this policy and the Act, in particular in matters of data security.
- Ensure that hard copy personal information is disposed of securely, for example cross-shredded.
- Compliance with the Act is your responsibility. If you have any questions or concerns about the interpretation of these rules, you should contact the HR Department.

## HEALTH AND SAFETY

### **Policy statement**

The Employer is committed to ensuring the health, safety and welfare of our employees, clients and visitors, and we will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with our statutory duties and obligations on health and safety. It is also your responsibility to familiarise yourself, and comply with, the Employer's procedures and systems on health and safety.

While the Employer will take all reasonable steps to ensure the health and safety of our employees, health and safety at work is also your responsibility. It is your duty to take reasonable care of your own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to your well-being or that of any client or any other person. If you are unsure how to perform a certain task or feel it would be dangerous to perform a specific job or use specific equipment, then it is your duty to report this as soon as possible to your line manager, the Employer's safety officer or your health and safety representative. Alternatively, you may if you prefer invoke the Employer's formal grievance procedure (see the **Grievance Procedure** section) or you may, if relevant, make a complaint under the Employer's provisions on public interest disclosure (see the section on **Disclosures in the Public Interest**).

Disciplinary action under the Employer's disciplinary procedure may be taken against you if you violate health and safety rules and procedures or if you fail to perform your duties under health and safety legislation. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in your summary dismissal.

The Employer will provide and maintain a healthy and safe working environment with the objective of minimising the number of instances of occupational accidents and illnesses. The Employer will pay particular attention to:

- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work.
- Providing a safe means of access to and egress from the workplace.
- The provision and maintenance of equipment and systems of work that are safe.
- Arrangements for ensuring safety to health in connection with the use, handling, storage and transport of articles and substances.
- The provision of such information, instructions, training and supervision as is necessary to ensure the health and safety at work of our employees, clients and other persons.

The Employer also recognises our duty to protect the health and safety of all visitors to the Employer, including relatives, suppliers, contractors and temporary workers, as well as any members of the public who might be affected by the Employer's work operations.

### **Organisation**

The partners or directors of the Employer have overall responsibility for health and safety in the Employer. The Employer has appointed a safety officer who has day-to-day responsibility for overseeing, implementing and monitoring health and safety procedures in the Employer and for reporting back on health and safety matters. The safety officer also conducts regular inspections of the workplace, maintains safety records and investigates and reports on accidents at work. For further details, please contact the HR Department.

In addition, a number of employees have been delegated as health and safety representatives. Further details can be obtained from the HR Department.



## ***Training***

Safety training is an integral part of an effective health and safety programme. It is essential that you are trained to perform your job safely. If necessary, you will be trained in safe working practices and procedures. Training will include instruction on the safe use of any materials or equipment provided.

## ***Employees at special risk***

The Employer recognises that some workers may from time to time be at increased risk of injury or ill-health resulting from work activities. The Employer therefore requires that you advise your line manager if you become aware of any change in your personal circumstances that could result in your being at increased risk. This could include medical conditions, permanent or temporary disability, taking medication and pregnancy.

## ***First aid and reporting accidents at work***

First aid boxes are located at strategic points around the workplace. You will be shown the location of the nearest first aid box and will be given the names of the designated first aid personnel. This information is also displayed on notice boards.

All injuries, however small, which you sustain at work must be reported to your line manager or the safety officer and recorded in the accident book. Accident records are crucial to the effective monitoring of health and safety procedures and must therefore be accurate and comprehensive. The safety officer will inspect the accident book on a regular basis and all accidents will be investigated and a report prepared, with any necessary action being taken to prevent a recurrence of the problem.

You must also immediately report to your line manager all accidents suffered by clients, their relatives or other visitors to the workplace.

## ***Fire***

Fire is always a significant risk within the workplace. You have a duty to conduct your operations in such a way as to minimise the risk of fire and you are under a duty to immediately report any fire, smoke or potential fire hazards, such as faulty electric cable or loose connections. You should never attempt to repair or interfere with electrical equipment or wiring yourself. The safety officer is responsible for the maintenance and testing of fire alarms and firefighting, prevention and detection equipment.

Smoke detectors and manually operated fire alarms are located at strategic points throughout the workplace. If a smoke detector sounds or fire is discovered where you are present, it is your responsibility to activate the alarm and evacuate the building in accordance with the evacuation procedure. Fire extinguishers are also located at strategic points throughout the workplace. You are expected to tackle a fire yourself only if it would pose no threat to your personal safety to do so. If the situation is dangerous or potentially dangerous, you should activate the fire alarm and evacuate the building immediately.

Fire doors designed to slow the spread of fire and smoke throughout the workplace have been installed at strategic points. Fire doors are designed to close automatically after opening and must never be blocked or wedged open. Fire exits are also located at strategic points throughout the workplace. Fire exit doors and corridors must never be locked, blocked or used as storage space. You must ensure you are familiar with your evacuation route and designated assembly point in case of fire. Practice fire drills will be conducted on a regular basis to ensure your familiarity with emergency evacuation procedures.

Emergency lighting has been installed in exit corridors and above emergency exit doors in case of power failure. Any lifts also have emergency lighting installed, although they should not be used in the case of an emergency evacuation.

## Employer safety rules

### *General*

- You should be aware of and adhere to the Employer's rules and procedures on health and safety.
- You must immediately report any unsafe working practices or conditions to your line manager, the safety officer or your health and safety representative.
- Horseplay, practical joking, running in the workplace, misuse of equipment or any other acts which might jeopardise the health and safety of any employee, client or any other person are forbidden.
- If your levels of alertness are reduced due to illness or fatigue, you will not be allowed to work if this might jeopardise the health and safety of any employee, client or any other person.
- You must not adjust, move or otherwise tamper with any electrical equipment or machinery in a manner not within the scope of your job duties.
- All waste materials must be disposed of carefully in the receptacles provided and in such a way that they do not constitute a hazard to other workers.
- You should not undertake a job which appears to be unsafe.
- You should not undertake a job until you have received adequate safety instruction and you are authorised to carry out the task.
- All accidents and/or injuries must be reported to your line manager or to the safety officer.
- All materials must be properly and safely used and when not in use properly and safely secured.
- Your work should be well-planned to avoid injuries in the handling of heavy materials and while using equipment.
- You must take care to ensure that all protective guards and other safety devices on equipment are properly fitted and in good working order and you must immediately report any defects to your line manager or to the safety officer.
- Suitable clothing and footwear must be worn at all times. Personal protective equipment must be worn where appropriate.
- Work stations and the work premises generally must be kept clean and tidy and any spillage must be cleaned up immediately.
- You must use handrails when going up and down stairs, never read while walking, close filing cabinet drawers when not in use and keep all floor areas free of obstruction.

### *Access and egress*

- Walkways and passageways must be kept clear and free from obstructions at all times.
- If a walkway or passageway becomes wet it should be clearly marked with warning signs and any liquid spilt on the floor should be wiped up immediately.
- Trailing cables should not be left in any passageway.
- Where objects are stored in or around a passageway, care must be taken to ensure that no long or sharp edges jut out into the passageway.
- Where a passageway is being used by vehicles or other moving machinery, an alternative route should be used by pedestrians where possible. If no alternative route is available, the area must be clearly marked with warning signs.



## ***Tools and equipment***

- Employer tools and equipment are only to be used by qualified and authorised personnel and are only to be used in accordance with instructions.
- It is your responsibility to ensure that any tools or equipment you use are in a good and safe condition. Any tools or equipment which are defective must be reported to your line manager or to the safety officer.
- All tools must be properly and safely stored when not in use.
- Approved personal protective equipment or protective clothing must be properly used and worn where appropriate.
- If you are using machine tools, you must not wear clothing, jewellery or long hair in such a way as might pose a risk to your own or anyone else's safety.
- You are prohibited from using any tool or piece of equipment for any purpose other than its intended purpose.

## ***Manual handling***

- Lifting and moving of objects should always be done by mechanical devices rather than manual handling, wherever reasonably practicable. The equipment used should be appropriate for the task at hand.
- The load to be lifted or moved must be inspected for sharp edges and wet patches.
- When lifting or moving a load with sharp or splintered edges, gloves must be worn.
- The route over which the load is to be lifted should be inspected to ensure it is free of obstructions.
- You should not attempt to lift or move a load which is too heavy to manage comfortably. When lifting an object off the ground, you should assume a squatting position, keeping the back straight. The load should be lifted by straightening the knees, not the back.
- You should not attempt to obtain items from shelves which are beyond your reach. A ladder or stepping stool should be used. You should not use chairs or any makeshift device for climbing and you should never climb up the shelves themselves.
- Lifting and moving of clients should always be done in accordance with approved handling procedures and the training you have been given.

## ***Food handling***

If you are a food handler or you work in food handling areas, the Food Safety Regulations require you to:

- Practice and maintain good personal and general hygiene standards.
- Report to your line manager if you are suffering from, or may be a carrier of, a food borne disease such as salmonella, or if you have a skin, eye, ear or mouth infection, diarrhoea or vomiting which may lead to contamination of food, or if you have a contagious disease.

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## Introduction

Welcome to Care Plus Healthcare and thank you for choosing to work with our company. Our aim is to provide an effective agency healthcare recruitment service to both our Clients and our Agency Workers. As a nursing agency we operate nationwide which means regardless of where you are based we will be able to help you find your ideal nursing job. We have built a solid reputation since the company was established and continue to provide a quality service. We are dedicated to offering our Agency Workers an exemplary service through which you can develop your career, by offering choice and convenience along with professional support.

This handbook contains policies, procedures and statements that are informative and which will be of assistance to you during each assignment you undertake. It is not practical for such a handbook to cover every situation which may arise during the course of your assignments, nor does its content replace any policies and procedures which may be in place at the hospital, trust or home to which you are assigned.

You should read it thoroughly and familiarise yourself with the information provided. It includes a number of guidelines and standards required under the Framework Agreements we have with the NHS. It is important that you fully understand everything covered in it. Whilst this handbook outlines Care Plus Healthcare's own policies and standards, these do not supersede the national guidelines of the NMC and any other professional membership bodies.

Parts of the Handbook will be updated from time to time to reflect any changes. Whenever this happens we will give you notification. It is your responsibility to review the changes and seek advice if you do not understand any of the contents of this handbook. It is important that you thoroughly read through the handbook and understand what is required of you. If you have any questions please raise them with your Consultant at the earliest opportunity.

On behalf of all the team, we would like to take this opportunity to welcome you to Care Plus Healthcare.

**Dorothy Jabangwe**  
**Director**  
**Care Plus Healthcare LTD**

## ***Useful Contact Information:***

**Main Office Line:** 01633 445055

**Out of Office Hours:** +44 7446078788

**Payroll E-mail:** payroll@careplushealthcare.co.uk

**Other enquiries:** info@careplushealthcare.co.uk

## **UPDATES**

Our contracts with our customers require us to update this and handbook annually, and one updated we are also required to get a new written (or e-signed) confirmation from you that you have read and familiarised yourself with the updated contents.

## **Working for Care Plus Healthcare**

### **1. Compliance**

The process of reaching and maintaining compliance with government legislation and Client requirements are managed for you by the Care Plus Healthcare's compliance team. Our Compliance Team works with local Branch Managers, Consultants and Nurse Recruiters, initially to ensure that all new applications are processed efficiently and accurately and to maintain each Agency Workers' records at full compliance, ensuring that you never find that you are unable to work in a particular area because an item in your file is missing or has lapsed.

Once your recruitment file, including qualifications, references, health & training has been established, you will be offered work. We will alert you whenever any of your documentation requires updating, and you should immediately take steps to ensure that these items are updated. In most instances many of our contracts do not offer any grace period so once a document has expired, you will be required to immediately stop working. In the case of annual training, a refresher course should be booked in good time to ensure no gaps in your work offerings. Please contact your Consultant if you require any assistance.

Your timesheet is a crucial document that generates the invoice to the Client and our payroll department. You must ensure that the information on these timesheets is accurate and a true reflection of hours worked. Timesheets are subject to scrutiny and audit by our own company and the Client. Any discrepancies will be noted and investigated accordingly. The following guidelines will help ensure you are paid correctly and on time. Please read carefully.

## SECTION 1: Before You Start Work

### 1.1 General Obligations

- 1) As an Agency Worker to be deployed in the provision of the Services you need to be aware that at all times whilst on the Client's premises you:
- a) Are under the direction and control of the Client at all times.
  - b) must work as directed by the Client and follow all reasonable requests, instructions, policies, procedures and rules of the Client (including any racial discrimination and equal opportunities policies);
  - c) shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement;
  - d) shall not make unnecessary use of authority in connection with the discharge of the provision of the Services and engagement instructions;
  - e) shall abide by the Working Time Regulations 1998 and where applicable, New Deal requirements;
  - f) shall not act in a manner reasonably likely to bring discredit upon the Client;
  - g) shall not unlawfully discriminate for any reason;
  - h) shall not falsify records, timesheets, expenses or attempt to de-fraud the Client in any way;
  - i) shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of the Services on an engagement;
  - j) shall observe the highest standards of hygiene, customer care, courtesy and consideration when working in a health service environment;
  - k) shall keep confidential information howsoever acquired whether relating to the Client, its business or relating to patients, including but not limited to patient identity, clinical conditions and treatment;
  - l) shall be competent in understanding and using both written and oral English;
  - m) shall be able to communicate effectively with the Client's staff, other healthcare workers, patients, carers and the general public;
  - n) be helpful, pleasant and courteous;
  - o) have good telephone skills;
  - p) shall have legible handwriting;
  - q) shall be confident and able to deal with Client's staff at all levels;
  - r) shall be able to work with minimum supervision, where appropriate;
  - s) shall be prompt and punctual;
  - t) shall maintain proper standards of appearance and deportment whilst at work;

- u) shall be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties;
- v) Shall display your photo ID badge on your clothing at all times during an engagement when they are on the Client's premises.
- w) shall not wear the uniform, protective clothing, photo ID badge or use the equipment on the client's premises unless fulfilling the terms of the agreed engagement;
- x) shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered in the course of work;
- y) shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs;
- z) shall not at any time be, or appear to be, in possession of firearms or other offensive weapons;

### ***1.2 Fitness for Practice***

As an Agency Worker with Care Plus Healthcare you are required to sign a statement at recruitment registration confirming that you are aware that you must notify Care Plus Healthcare about any changes to your professional registration immediately. Equally, you are required to declare before each occasion on which you are deployed in the provision of Services via Care Plus Healthcare that you are fit to practice at that time. Should you not be able to give this declaration truthfully, and then Care Plus Healthcare will be required to provide an alternative Agency Worker.

Please note: Any Agency Worker failing to maintain appropriate up to date, current professional registration will be withdrawn from active assignments until professional re registration is effective. Registered Nurses failing to maintain current professional registration will not be allowed to work as a healthcare assistant during this period of non-registration.

You should not declare yourself to be fit to practice if you are suffering from any of the following conditions: vomiting, diarrhoea or a rash. You should inform the Client, and Care Plus Healthcare, if you become injured or diagnosed with any medical condition. You **MUST** also let us know if you are pregnant. If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us.

The Client may request that you undergo a medical examination before any occasion on which you are involved in the provision of the Services. The Client shall instruct you of the circumstances and reasons for the medical examination. The Client shall be entitled to refuse to allow you to be involved in the provision of the Services unless the medical examination demonstrates that it is safe for you to work. The Client shall also be entitled to refuse to allow you to be involved in the provision of the Services if you decline to be examined.



### **1.3 Electronic DBS Process for England – Enhanced Disclosure and Barring Service**

The nature of the work undertaken by Care Plus Healthcare Agency Workers is likely to have regular and ongoing contact with young people and/or vulnerable adults. For this reason, it is necessary for us to carry out Enhanced Disclosures (criminal record checks), including check of the Children's and Adult's Barred Lists, as part of the recruitment process. If you are a new candidate you are initially required to contribute to payment for your DBS check via the Registration Deposit of £50. As an organisation using the DBS Disclosure service to help assess the suitability of applicants for positions of trust, Care Plus Healthcare complies with the DBS Code of Practice, Data Protection Act and any other relevant regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. If you have already registered with DBS and have received a certificate number, we can check your DBS online. The only requirement is a valid passport and the original DBS. For more details about DBS services and how to register with them please check [www.dbs.gov.uk](http://www.dbs.gov.uk).

Care Plus Healthcare processes all criminal record checks for England electronically. This ensures that your initial DBS and any other subsequent renewals are processed promptly, usually within a few weeks or so (assuming no issues with your application). As such we have very limited scope for issue of any refunds once you have paid us your Registration fee so any refunds are strictly in accordance with our refund policy. This policy is set out within our Registration application paperwork but for the avoidance of doubt reads as follows:

*I understand that the £50 deposit is to help cover the cost of DBS, Immunisation and Training costs etc. I accept that the £50 deposit taken at Registration by Care Plus Healthcare will only be repayable once a minimum of 3 shifts have been worked and authorised by signed timesheets. It is the responsibility of the candidate to claim back their deposit from Care Plus Healthcare and must do so in writing once the above condition has been met. I accept that if Care Plus Healthcare arrange appointments and they incur DNA (Did Not Attend) charges, they are fully deductible from my card by Care Plus Healthcare up to the value of £50. I accept the terms and conditions as outlined above and that the deposit will be non-refundable if the conditions above are not met.*

### **1.4 Renewal of Enhanced Disclosure**

Agency Workers are required to renew their Disclosures annually. You will receive a reminder when yours is due for renewal. Please attend to this as soon as you can to avoid work being cancelled.

### **1.5 Rehabilitation of Offenders Act (1974)**

By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the provisions of Sections 4.2 and 4.3 of the Act do not apply to "nurses and midwives and any employment which is concerned with the provision of health services and which is of such a kind as to enable the holder to have access to persons in receipt of such services in the course of his or her normal duties ". This means no conviction or caution can be considered spent and should be declared to Care Plus Healthcare. This requirement includes convictions, cautions etc., which occur during the Agency Workers registration with Care Plus Healthcare, including between annual disclosure checks.

## **1.6 Criminal Convictions / Cautions**

Care Plus Healthcare is an Equal Opportunities organisation and as such, undertakes to treat all Agency Workers fairly and not to discriminate on the basis of conviction or other information revealed. Having a criminal record will not necessarily debar any individual from working with the company. Denial or nondisclosure of any conviction or caution, which is subsequently shown to exist, will lead to the immediate removal of the Agency Worker from the Care Plus Healthcare Register. Any Agency Worker with convictions/cautions we be asked to prepare a "Confidential" Statement of Events surrounding each conviction/caution. Positive Disclosures are reviewed by the Company's Director. Due consideration is given to the nature of the role, together with the circumstances and background of any offence and overriding consideration is to the care, safety, and protection of Clients. Care Plus Healthcare is bound by the Disclosure body's Code of Practice and we guarantee that the information will be treated confidentially.

You have a responsibility to report any cases of suspected child or abuse of vulnerable adults. We have a detailed policy outlining this procedure.

## **1.7 Agency Worker Regulations (AWR)**

These regulations, which came into force on 1 October 2011, are designed to ensure that agency workers receive, usually after a qualifying period, treatment no less favourable than their full time employed equivalents.

Detailed guidance on the regulations is available online ([www.bis.gov.uk](http://www.bis.gov.uk)) and your consultant can help but in brief your entitlements include:

- a) immediate access to facilities, etc. provided by the Client to equivalent employed workers at the client, and,
- b) after a qualifying period of twelve weeks, equal basic working conditions. The working conditions referred to are principally pay and holiday pay.

For the purpose of entitlement to equal working conditions the definition of the twelve week "Qualifying Period" is important so when calculating whether any weeks completed with the Client count as continuous towards the Qualifying Period, where:

*a) the Agency Worker has started working during an assignment and there is a break, either between assignments or during an assignment, when the Agency Worker is not working;*

*b) the break is:*

*(i) for any reason and not more than six Calendar Weeks;*

*(ii) wholly due to the fact that the Agency Worker is incapable of working in consequence of sickness or injury and the break is 28 Calendar Weeks or less; paragraph (iii) does not apply; and, if required to do so by the Employment Business, the Agency Worker has provided such written medical evidence as may reasonably be required;*

*(iii) related to pregnancy, childbirth or maternity and is at a time in a protected period, being a period beginning at the start of the pregnancy and ending at the end of the 26 weeks beginning with childbirth (being the birth of a living child or the birth of a child whether living or dead after 24 weeks of pregnancy) or, if earlier, when the Agency Worker returns to work;*

*(iv) wholly for the purpose of taking time off or leave, whether statutory or contractual, to which the Agency Worker is otherwise entitled which is: 1) ordinary, compulsory or additional maternity leave; 2) ordinary or additional adoption leave; 3) ordinary or additional paternity leave; 4) time off or other leave not listed in paragraphs*

*(iv) i, ii, or iii above; or; 5) for more than one of the reasons listed in paragraphs (iv) i, ii, iii to iv above;*

*(v) Wholly due to the fact that the Agency Worker is required to attend at any place in pursuance to being summoned for service as a juror and the break is 28 Calendar Weeks or less;*

*(vi) wholly due to a temporary cessation in the Client's requirement for any worker to be present at the establishment and work in a particular role for a pre-determined period of time according to the established custom and practices of the Client;*

*(vii) Wholly due to a strike, lock-out or other industrial action at the Client's establishment; or*

*(viii) Wholly due to more than one of the reasons listed in paragraphs (ii), (iii), (iv), (v), (vi) or (vii);*

*(c) The Agency Worker returns to work in the same role with the Client. Any weeks during which the Agency Worker worked for the Client before the break shall be carried forward and treated as counting towards the Qualifying Period with any weeks during which the Agency Worker works for the Client after the break. In addition, when calculating the number of weeks during which the Agency Worker has worked, where the Agency Worker has started working in a role during an Assignment and is unable to continue working for a reason described in paragraph (b)(iii) or (b)(iv) 1), 2), or 3), for the period that is covered by one or more such reasons, the Agency Worker shall be deemed to be working in that role with the Client for the original intended duration or likely duration of the relevant Assignment, whichever is the longer.*

***For the avoidance of doubt,*** time spent by the Agency Worker working during an assignment before 1 October 2011 does not count for the purposes of the definition of "Qualifying Period". In the event that your pay is to be increased so as to comply with the regulation the new rate will be shown on your payslip.

### **AWR and Statutory Leave**

As noted in the terms of engagement agency workers under PAYE are entitled to up to 5.6 weeks leave

(or a proportion thereof pro-rata according to your levels of agency work). The terms of engagement also state the basis on which this leave is to be claimed by you and paid to you. In the event of you meeting a qualified period there is a possibility that you might, depending on the Client concerned, be entitled to annual leave at a higher rate than the equivalent of 5.6 weeks per year. If this is the case then any leave entitlement over and above the 5.6 weeks due to you will not be added to your leave entitlement but will be paid to you as it is earned and will be included in your standard hourly rate of pay.

In the event that additional holiday pay does become payable to you under the Agency Worker's Directive there may or may not be accompanying pay increase or pay decrease separate to the additional holiday pay. This will be explained to you on an assignment by assignment basis.

### **What If I Am Not Treated As A PAYE Worker For Tax Purposes?**

As you are aware our preferred option is that all agency workers operate via our own PAYE system. If however you operate through a limited company or through an umbrella company we will pay your gross pay (without deduction of tax) to the nominated limited company or Umbrella Company. In so far as we are able this gross pay will be paid at the same gross rate as any PAYE equivalent agency worker (which will of course be set so as to comply with the Regulations). How this is then paid to you will be determined by the umbrella company/the limited company and as such represents something over which we have no control.

***Please Note:*** If you are self-employed then the Agency Worker Regulations do not apply to you.

## SECTION 2: Training and Development

### 2.1 Induction Training

Care Plus Healthcare requires Agency Workers to pay a Registration Deposit of £50 to help cover the cost of DBS, Immunisation and Training costs. The £50 deposit taken will be repayable once a **minimum** of 3 shifts have been worked and authorised by signed timesheets. It is the responsibility of each Agency Worker to claim back their deposit from Care Plus Healthcare and you **must** do so in writing only once the above condition has been met.

After you have completed the application, and registration process you will undertake an initial Induction Training Programme, and thereafter update training on an annual basis.

For the avoidance of doubt, annual is defined as during the 12 month calendar period directly preceding date of recruitment and further training on an annual basis thereafter, calculated from the date that the previous training was undertaken.

#### **Induction training comprises:**

- Basic Life Support – Adult and Paediatric that is compliant with the Resuscitation Council of the UK guidelines.
- Manual Handling
- Lone Worker Training
- Handling Violence & Aggression
- The Caldicott Protocols
- Health & Safety, including COSHH & RIDDOR
- Infection Prevention & Control, including MRSA & Clostridium Difficile.
- Complaints Handling
- Fire Safety
- Safeguarding Vulnerable Adults / Safeguarding Children & Young People Level 2

Additional Training Appropriate to your qualifications:

Please check with your Consultant if you are not sure what is needed.

- Control & Restraint – Working in a mental health facility
- Resuscitation of the New-born – Midwives
- Interpretation of Cardiotocograph Traces – Midwives
- Food Safety – Required if you handle food.
- Epilepsy
- Protection of Vulnerable Adults (POVA) Protection of Vulnerable Children and Young Adults (POCA), Safeguarding Children and Young Adults Level 3

**In addition to the above and on arrival to a new ward/ unit/ placement**, it is imperative that as a Care Plus Healthcare Agency Worker you receive an orientation and induction to the ward. This should include location and information of safety protocols, fire exits, emergency equipment and phone numbers, manual handling equipment and procedures, hot spot and violent episode handling.

## **2.2 Annual Training and Development Requirements**

The following annual training is required by all Agency Workers continuing to undertake agency healthcare work through Care Plus Healthcare. Training must be updated before expiry of previous training certification:

- Basic Life Support – Adult and Paediatric that is compliant with the Resuscitation Council of the UK guidelines.
- Manual Handling
- Lone Worker Training
- Handling Violence & Aggression
- The Caldicott Protocols
- Health & Safety, including COSHH & RIDDOR
- Infection Prevention & Control, including MRSA & Clostridium Difficile.
- Complaints Handling
- Fire Safety
- Safeguarding Children and Young People

Additional Training Appropriate to your qualifications:

- Control & Restraint – Working in a mental health facility
- Resuscitation of the New-born – Midwives
- Interpretation of Cardiotocograph Traces – Midwives
- Food Safety – Required if you handle food.
- Epilepsy
- Protection of Vulnerable Adults (POVA)

Written confirmation of certain training received at another employer or Care Plus Healthcare validated organisation is also acceptable. Please contact your Consultant if you are unsure as to whether this is applicable to you.

You must keep your knowledge and skills up to date throughout your working life. In particular you should take part regularly in learning activities that develop your competence and performance. Care Plus Healthcare conducts regular training sessions in our main branch office. Please contact your Consultant to book your training update before your previous certificate expires.

## **2.3 Performance Monitoring and Appraisal**

We actively seek feedback from Clients upon introducing a candidate to them for the first time, and periodically thereafter. We will enquire about performance, levels of competence, practice and standards, teamwork, time keeping and training needs that may have been identified. We will provide Agency Workers with feedback on their progress.

Performance appraisals are an integral part of ensuring quality standards are met. Care Plus Healthcare ensures that job performances are routinely formally assessed against expected clinical standards and identifies opportunities to enable workers to improve their professional skills. For ongoing work in the NHS Agency Workers are required to be annually appraised. Each Agency Worker will undergo a formal review of job performance within the first 6 months of registration and commencing assignments with Care Plus Healthcare, and thereafter every 12 months.

Your appraisal will be carried out by a senior practitioner of the same discipline. (“Appraiser”), who will be appropriately trained in the conduct of appraisals, and regularly re-trained as appropriate. We are required to take into account when assessing your clinical practice, the results of any quality assessment questionnaires completed by our Clients and the results of any reviews by Care Plus Healthcare of your clinical practices.

In addition to the above Care Plus Healthcare will request feedback from our Clients. This feedback will cover the following areas:

- General levels of service including punctuality, attitude and ability to carry out practical tasks
- Clinical performance
- Training needs
- Any other issues, including progress since the last appraisal

Copies of the completed feedback requests will be given to you to raise any concerns or issues may have. All Care Plus Healthcare Agency Workers are requested to maintain a written portfolio of professional experience and attendance at professional development courses, which should also include a written and agreed Personal Development Plans as agreed at the appraisal. Please note: The results of the appraisal will be recorded on your electronic data file, updated on an annual basis, and will form the basis of assessment for future job placements, training requirements and complaints handling.

## ***2.4 Complaints Reporting, Handling and Management***

There may be also cases when the Client requests that a particular worker no longer be placed within an assignment. In such cases the Client has the right to exercise this request under the terms of their contract. An Agency Worker may also take this course of action, in that they may wish to terminate an assignment.

You are advised to read both your Terms of Engagement for Care Plus Healthcare Agency Workers and this Handbook in full, to ensure you fully understand what we ask of you.

From time to time it may be the case that you receive a complaint from a Client, patient or other person. If you are on assignment, please report **ANY** complaints to a senior person in the department where you are working and document all the details of the complaint. You must also report the complaint to Care Plus Healthcare. If you personally are the subject of a complaint you will be asked to record details as part of an investigation and in some circumstances it may be necessary to suspend you from assignments whilst the investigation is in process. Any complaints of misconduct against you will be reported to the NMC or other relevant Registration Body. Care Plus Healthcare complaints procedures are in accordance with appropriate current regulatory, NHS and NHSLA Risk Standards, and requirements. This will enable the Client to make complaints quickly and Care Plus Healthcare shall be required to investigate and resolve a complaint within the prescribe timeframes. The Client will, with due regard to the Data Protection Act 1998, provide to Care Plus Healthcare with the necessary information in order for Care Plus Healthcare to thoroughly investigate the complaint.

The complaints procedure is as follows:



1. Within five (5) working days of receipt of a complaint from the Client or Agency Worker, Care Plus Healthcare will acknowledge receipt of the complaint. The complaint should be made in writing on Care Plus Healthcare's complaints form, but will be accepted in other written form.
2. All reasonable endeavours will be made by Care Plus Healthcare to ensure that all complaints are resolved within fifteen (15) days of the complaint being notified to Care Plus Healthcare.
3. Care Plus Healthcare shall ensure that in the event of the complaint being against an Agency Worker that the Agency Worker is fully informed of complaints relating to him/her. The Agency Worker shall be entitled to receive a copy of the complaint referred to in paragraph 1.
4. The Agency Worker will be afforded the opportunity to state his/her version of events and will be given seven (7) days to respond to Care Plus Healthcare in writing.
5. All responses will be shared with the complainant and if appropriate, Care Plus Healthcare will take demonstrable action to ensure there is no recurrence of the act or omission complained of.
6. The Client may at any time request Care Plus Healthcare to provide the Client with an update as to the progress of the resolution of the complaint.
7. The Client will receive a written response from Care Plus Healthcare, detailing how the complaint has been resolved.
8. Where there is evidence of malpractice or the complaint is an event that requires notification, Care Plus Healthcare will immediately notify the Care Commission, The Police, Protection of Vulnerable Adults or Children and where applicable alert the temporary Workers professional body.
9. Care Plus Healthcare where necessary will immediately exclude the Agency Worker from its register whilst an investigation is in progress.
10. Care Plus Healthcare undertakes to work with all parties applicable to an investigation and where necessary share findings of such investigations.
11. A full written record of the nature of each complaint and details of the action taken as a result of the complaint, is kept on a database for easy access;
12. Care Plus Healthcare has a quality assurance system in place to analyse and identify any patterns in complaints and trend analysis is conducted continuously.
13. The complainant at any time has the right to refer this matter for review to the Care Quality Commission, The Scottish Care Commission or The Regulation and Quality Improvement Authority – Northern Ireland.

## ***2.5 Disciplinary Procedures and Removal from Care Plus Healthcare Register***

The matter of a disciplinary procedure for Agency Workers is more complex than when the Worker is a direct employee. Contractually the agreement between the Agency Worker and the agency is a “contract for services” agreement. This effectively suggests that the Agency Worker is working on a freelance basis.

In the event of “disciplinary” matters arising, each situation will need to be judged on its own merits. There may be cases whereby a Client will be required to apply their disciplinary procedure in order to comply with legislation. Likewise there may be occasions when it is necessary for Care Plus Healthcare to use our procedure. This cannot be an arbitrary decision, but needs to be made in full consideration of the changing legislation and in context with the circumstances of the problem / complaint. Care Plus Healthcare operates comprehensive Disciplinary Policy and Procedures, please contact your Consultant for full details.

### **2.51**

#### ***Removal from Care Plus Healthcare’s Register***

Agency Workers may be removed from the Register in the following circumstances:

- Where an Agency Worker's conduct or standard of work has seriously fallen below the level required by Care Plus Healthcare Code or Code of Professional Conduct.
- If it is believed that an Agency Worker has acted in an unprofessional manner, Care Plus Healthcare reserves the right to remove you from your assignment and not re-assign until the matter has been investigated and resolved.
- If an Agency Worker has a reason to be put onto the " Care Plus Healthcare Alert List".
- If Care Plus Healthcare has been alerted by the NMC, GMC or other regulatory bodies with regard to practicing Agency Workers.

Examples of such conduct are as follows. This list is not exhaustive:

- Failure to attend a Client having accepted an assignment or repeated lateness.
- Failure to provide care in a fashion consistent with the Agency worker's professional Code of Conduct or in a caring and appropriate manner, e.g. sleeping on duty, non-adherence to clinical instruction.
- Failure to carry out reasonable instructions of the Client or Care Plus Healthcare.
- Breach of trust involving Care Plus Healthcare or the Client.

## SECTION 3: Documents

### *3.1 Personal Appearance, Dress code and Uniform*

The Employer wishes to portray a professional business image to its clients, service users and their relatives, visitors, contractors and suppliers. As a result, the Employer operates minimum standards of dress and appearance, which requires employees to dress in a manner that is suitable and appropriate to the Employer's business both within the workplace and when representing the Employer.

These provisions are not exhaustive in defining acceptable and unacceptable standards of dress and appearance and employees must therefore use common sense in adhering to the principles underlying these provisions.

All employees are required to dress smartly and be neat, clean, well-groomed and presentable whilst at work, whether working on the Employer's premises or elsewhere on Employer business. Clothing which is ripped or which bears offensive or inappropriate language or logos is not permitted.

If a uniform is provided, it must be worn correctly at all times whilst you are at work and must not be worn elsewhere outside the workplace, unless you are on escort duty. You are responsible for keeping your uniform clean and in a good state of repair. Disposable plastic aprons are available to protect your uniform and minimise the risk of cross-infection.

If you are required to wear a name badge or ID card, this should be worn at all times whilst you are at work and must not be worn elsewhere.

You must also adhere to the following minimum appearance standards:

- Suitable shoes must be worn at all times to prevent slips, trips and falls. This means low heeled or flat soled footwear (and not backless shoes or sandals).
- Hair should be kept neat and well-groomed and hairstyles and hair colours should be conventional. If hair is longer than collar length, it should be tied back neatly (and covered when working in a kitchen).
- Jewellery should be kept to an absolute minimum (i.e. wedding ring and discreet jewellery recognised as part of an employee's religion or belief only) and you should not wear more than one set of earrings. Any earrings worn must be small, plain studs in order to ensure the health and safety of you and others.
- Nose rings, eyebrow rings and other facial piercings are prohibited.
- Nail varnish is prohibited.
- Tattoos should be kept covered and should not be visible.

If you are provided with a uniform, it must be returned in good condition to your line manager on the termination of your employment with the Employer. In the event that you fail to return your uniform in good condition, or you lose or damage your uniform during employment, the replacement cost of the uniform may be deducted from your final salary payment, or from your next salary payment.

## **Personal hygiene**

In addition to the minimum standards of dress and appearance set out above, all employees are required to take all reasonable steps to maintain acceptable levels of personal hygiene. This includes ensuring that you do not have body odor, dirty or stale-smelling clothing, dirty hair or bad breath whilst at work, whether working on the Employer's premises or elsewhere on Employer business. Poor personal hygiene can result in an unacceptable working environment for other employees, given the close proximity in which you have to work, and it can create a negative image of the Employer when dealing with clients, service users and their relatives, contractors or suppliers.

You must also refrain from wearing excessively strong smelling aftershaves or perfumes as these can be equally unacceptable to third parties.

The Employer accepts that, occasionally, a problem of body odor or bad breath may be as a result of a health or medical issue and may not always be due to a lack of personal hygiene. In this case, you should seek medical advice from your doctor and follow that advice.

## **Policy compliance**

If you fail to comply with the above rules, this is a disciplinary matter and will be dealt with in accordance with the Employer's disciplinary procedure. In addition, depending on the circumstances of the case, you may be required to go home and change your clothing or bathe. If this happens, you will not be paid for the period of your absence from work.

### ***3.2 Acceptance of Assignments***

You are required to work competently; you must possess the knowledge, skills and abilities required for lawful, safe and effective work without direct supervision. You must acknowledge the limits of your professional competence and only undertake roles and accept responsibilities for those activities which you are capable to undertake. In view of this, please ensure that prior to agreeing to accept an assignment, you are satisfied that you have the skill level and competence to perform the role safely.

Please note that even if you feel you are competent to undertake a particular task you must check that the Client's Policy & Procedure enables you as an Agency Worker to complete the required task. The Client may ask Care Plus Healthcare to provide a copy of your CV before accepting you as an Agency Worker. The Client also reserves the right to accept or decline a Care Plus Healthcare Agency Worker for an assignment.

### ***3.3 First Assignment with New Clients***

Please ensure that you arrive in good time, and meet with the specified contact person as agreed. At the start of each assignment in an establishment, ward or department with which you are unfamiliar you must request and receive a comprehensive orientation including the following:

- Fire policies relating to the establishment.
- Security issues relating to the establishment.
- Moving & Handling policies relating to the establishment.
- Any "Hot Spots" and "Violent Episodes" to be aware of and the establishment's policies for this.
- The Crash Call procedure.
- Any Health and Safety issues relating to your placement in the establishment.
- Additional relevant policies, e.g. relating to Information Security/Confidentiality.

It is your responsibility to ensure you are aware of any emergency telephone numbers e.g. cardiac arrest number, for the area in which you have accepted your shift.

When you attend a booking with a Client for the first time, we will, on completion of the first shift, contact both yourself and the Client to monitor the success of the placement. This forms part of our quality assurance and monitoring process, ensuring that a professional service is provided at all times.

Upon being offered an assignment you will be advised of the grade and type of work you will be expected to perform. We will clarify the extent of responsibility you will be expected to fulfil. Copies grade and specialty specific job descriptions as outlined in the National Framework and Local Agreements are available from your Consultant. If possible we will provide you with a job description from the Client. Failing this we will obtain as much information concerning the placement as possible, in order for you to be able to judge whether the assignment being offered is suitable.

### ***3.4 Engagement/Employment by a Client***

Our terms of business with our Clients include a requirement that the Clients pay us an appropriate recruitment fee in certain circumstances, if they employ directly any Care Plus Healthcare Agency Worker, who has worked for them previously through Care Plus Healthcare. This applies equally to agency or permanent posts, full or part-time. You are required by your Terms of Engagement for Agency Workers to notify your Consultant take up any post with a Client of Care Plus Healthcare for whom you have worked previously, even if you have terminated your registration with Care Plus Healthcare.

### ***3.5 Completing an Assignment***

At the end of every assignment Care Plus Healthcare provides Evaluations of Service to Clients. Clients are asked to supply feedback on the service they have received from Care Plus Healthcare and also to provide a reference on the Agency Worker. Agency Workers are also asked for feedback on the assignment. Both positive and negative feedback is actively encouraged so Care Plus Healthcare can act upon it to improve its quality of service.

### **3.6 Client Policies and Procedures**

You are required to adhere to the policies and procedures issued by the Client. Please ensure that you are advised at induction of where these are kept. You should also be made aware of any significant changes in policy at the commencement of any duties. Care Plus Healthcare also has a range of key policies and procedures, in addition to those outlined in this Handbook. If you have any questions about policies and procedures please discuss with these with your Consultant or Care Plus Healthcare Clinical Nurse Manager as appropriate and soon as possible.

Should any conflicts or confusions arise during your working assignment with regard to the interpretation of policies and procedures we strongly urge you to seek advice from a senior member of staff, or contact us at the time the conflict is occurring. Equally, should an occasion arise whereby you believe that you are being compelled to compromise your integrity and are instructed to breach your Code of Professional Conduct, we would instruct you to seek guidance immediately. Always remember that you are personally and professionally accountable for your practice. This means that you are answerable for your actions and omissions, regardless of advice or direction from another professional.

In the event that a more general conflict arises, you have a professional duty to make all reasonable attempts to resolve any difficulties. As a professional you are expected to cooperate with others in the team. In the event of difficulties, please contact us and we will do all we can to help to negotiate a satisfactory resolution.

### **3.7 Record Keeping**

Record keeping is a professional requirement of all Agency Workers. Failure to maintain a record would cause considerable difficulties in respect of any legal proceedings, e.g. allegations of negligence. Information is essential to the delivery of high quality evidence-based health care on a day-to-day basis.

Records are a valuable resource because of the information they contain. This information can facilitate clinical decision making, improved patient care through clear communication of the treatment rationale and progress, and facilitate a consistent approach to team working. However, a record is only of use if it is correctly recorded in the first place, regularly updated, and easily accessible when it is needed. Everyone working in healthcare that records, handles, stores, or otherwise comes across information, has a personal common law duty of confidence to comply with this. All patient treatment and refusal of treatment and advice must be noted. It is advisable to note when telephone contacts are made. All patient records should be kept confidential in line with the Data Protection Act 1998. Ensure your clinical documentation complies with NMC and HPC guidelines and industry requirements. If you require further information on this, please refer to the NMC or HPC websites or contact our Nursing Department.

### **3.8 Timekeeping**

You are expected to report for work punctually and to observe the normal hours of work or shift pattern laid down in your contract of employment, including the provision for breaks. Failure to report for work on time is detrimental to the efficient running of the business and imposes an unnecessary and unfair burden on your work colleagues. It may also place the Employer in breach of statutory requirements related to staffing levels. Excellent timekeeping is therefore essential



You are responsible for ensuring you arrive at work early enough to enable you to begin work at your appointed start time. Your start time is the time you are expected to actually start work, not the time you are expected to arrive at your place of work. Likewise, you are required to remain at work and actually be working at least until your appointed finishing time, unless granted authorisation by your line manager to leave early. The same principles apply to breaks.

If you are going to be late for work, you must make every effort to contact your line manager by telephone as soon as possible to notify them of this fact and of the time you expect to arrive. If you are then late for work, you must report to your line manager and explain the reason for your lateness before starting work. It is expected that, occasionally, circumstances outside your control can cause lateness, for example cancelled trains or road traffic accidents. However, where the reason for delay is a normal or regular occurrence, or one which can reasonably be anticipated, this will not be regarded as a valid reason for your lateness, for example ongoing road works on your route to work.

If it becomes necessary for you to leave work before your normal finishing time or to take time off work during normal working hours (even in circumstances of a family emergency), prior authorisation must be obtained from your line manager. You must then report to your line manager on re-starting work. In respect of family emergencies, please see the section on ***Time Off for Dependants*** for further information.

This policy also governs your timekeeping whilst at work, for example in respect of your attendance at meetings or staff training. You should aim to arrive at meetings, etc at least five minutes before they are scheduled to start.

Except in the normal course of your job duties and during your designated breaks, you must not leave your place of work without prior authorisation from your line manager.

Your line manager will monitor your timekeeping on an ongoing basis. Such monitoring will include visual observation and/or electronic swipe-card data (where appropriate). Your line manager is responsible for keeping records of the dates and number of occasions of lateness and the length of lateness on each occasion. If you are required to clock in and out, you must observe the clocking in and out procedures at all times.

You have no contractual or statutory right to be paid for time not worked due to lateness or absence. Any payments made by the Employer in such circumstances are done so in our absolute discretion.

Failure to comply with the above rules and procedures without reasonable excuse and/or persistent poor or unsatisfactory timekeeping are disciplinary offences and will be dealt with in accordance with the Employer's disciplinary procedure

## SECTION 4: Timesheets

### 4.1 Timesheets

- Please complete your timesheet in full.
- Print clearly your name, employee number, name of facility, name of ward or unit, week ending, and your booking or reference number for each shift.
- Complete the date and ensure it is written in the right box
- Ensure the timesheet is signed at the side of each shift, and **again at the bottom. If the timesheet is not signed at the bottom it cannot be processed.**
- **Leave the yellow copy of the timesheet with the Client** once it is signed, keep the blue copy for yourself and post the white and pink copy to the address on the timesheet.
- **Keep your copy safe**, if your timesheet gets lost in the post we can pay you from the blue copy. You can also use the reference number at the top of the copy to check against your payslip. We cannot accept faxed or photocopied timesheets; you must send us the original.
- You must not use the same timesheet more than once, as each timesheet has its own unique reference number that can only be used once. If you photocopy timesheet and use it again it will flash up on the system as duplicate and cannot be paid.
- Pay is weekly always on a Monday (with the exception of Bank Holidays, when you will receive your pay on a Tuesday).
- Your timesheets need to be in by lunchtime Monday to ensure you are paid the following Monday
- We advise that you send your timesheets by Friday of each week to make sure they arrive on time.
- If you choose to put more than 2 timesheets in a normal sized envelope we advise you to use two 1st class stamps or take it to the post office to be weighed. **If you do not put enough postage on your timesheets they can be delayed for up to 4-6 weeks.**
- Always carry two or three timesheets with you. You may get moved to another ward part way through your shift, in which case you will need to start a new timesheet for a new ward.
- Keep an eye on your timesheet level and call the office if you need more and we will post them out to you.

**If you have a payroll enquiry, please contact your Consultant and ensure you have your blue copy to hand as we will need your timesheet reference number to assist you. We will endeavour to resolve your query as soon as possible.**

#### ***4.2 Rates of Pay***

Different pay rates apply to different assignments and details of pay rates are given to you when you join Care Plus Healthcare and they are updated annually, as pay rates change. It is a good idea to confirm which rate of pay applies, when booking shifts and which clinical grade you have been booked at. This ensures that you can complete your timesheet accurately before asking the nurse in charge to sign it.

#### ***4.3 Travel***

The general rule is that travel allowances are not paid for NHS assignments. You may find, however, that travel allowances will be payable for non-NHS assignments, where a set distance is exceeded and if so this will have been discussed at the time that the booking was made. The mileage rates and criteria for claiming travel allowances are set out clearly on the rate of pay sheets and, given that they are subject to audit, you should carefully check and record the distance for which you make a claim. As work cannot be guaranteed, most work goes to those temporary workers who contact the office on a regular basis, giving as much availability as possible. We prefer temporary workers to give us their availability for one week ahead.

#### ***4.4 Method of Payment***

Payment will be made by Bankers' Automated Clearing Services (BACS) directly into your bank/building society account on a weekly basis. A payslip detailing how your pay has been calculated and showing any deductions made will be posted to your home address. Please remember to let us know if you should change your personal circumstances, e.g. change of address or bank details. Please note that we will not accept telephone changes to your banking/building society details. All changes must be in writing via your Consultant.

#### ***4.5 Tax and National Insurance***

Although Agency Workers are self-employed, unless registered as a Limited Company, Care Plus Healthcare is required by law to treat you as though you were employed, for the purposes of PAYE and Class 1 National Insurance Contributions only. You are required to pay income tax on your earnings (if they exceed the threshold for the current financial year). The rules affecting people working through agencies are contained in Section 134 TA 1988 (formerly Section 38, Finance (No. 2) Act 1975). If you have any queries regarding your tax code or feel that you may be entitled to additional allowances, please contact the tax office direct. They can adjust your tax code if appropriate. If Care Plus Healthcare is not your main source of work for tax purposes and there are issues with overpayment of tax and other income issues, it is also advisable to discuss these with the Inland Revenue direct or via their web site.

Deductions in respect of Class 1 National Insurance will, unless registered as a Ltd Company, normally also be made by Care Plus Healthcare on your behalf, if earnings exceed the National Insurance threshold. If you are entitled to pay reduced National Insurance or are exempt from paying contributions, you must produce the appropriate certificate, before undertaking any assignments.

#### **4.6 National Insurance Benefits**

If you have made sufficient NI contributions you may be eligible for certain Social Security Benefits: Statutory Maternity Pay In certain circumstances, pregnant Agency Workers may be eligible for Statutory Maternity Pay through Care Plus Healthcare or Maternity Allowance from their local Social Security Office. If you are pregnant you must:

Inform Care Plus Healthcare that you are pregnant and he/she will arrange for a Risk Assessment of your working environment to be undertaken in order to identify the type of assignments you can (or cannot) undertake.

Obtain your MATB1 from your Doctor or Midwife and pass this to your local office.

Obtain from your local Social Security Office, leaflets FB8 'Babies and Benefits' and NI17A 'A Guide to Maternity Benefits'.

Please sent the MATB1 form to your personal consultant, who will liaise with our payroll department be able to determine whether SMP is payable through Care Plus Healthcare. Agency Workers who are considered to be ineligible will be given a completed SMP1 form, which together with their MATB1 form should be forwarded to their local Social Security Office, with a request to consider the payment of Maternity Allowance.

#### **4.7 Statutory Sick Pay (SSP) / Sickness Benefit**

Because yours is a "Contract" for the period of each day, Care Plus Healthcare does not usually pay sick pay. You should make enquiries at your local DSS office with regard to sickness benefit. If you have an assignment booked and you are unable to complete the assignment, please contact your Consultant as soon as possible to report this so that a replacement Agency Worker can be supplied.

Other Benefits: You may be eligible for other benefits, details of which may be obtained from your local Social Security Office.

#### ***4.8 Working Time Regulations and Statutory Allowance***

Under the Working Time Regulations (WTR), Agency Workers' working time (including Placements and services provided personally to anyone else) should not exceed 48 hours per week (averaged over a period of 17 weeks). Night duty hours must not exceed 8 hours in 24 hours (averaged over 17 weeks). However, Agency Workers wish to waive this right, are required to declare this on joining the agency. Agency Workers can withdraw the option to work in excess of 48 hours per week at any time by providing 3 months written notice. Working time shall include only the period of attendance at each individual Placement. It shall not include travelling time.

The holiday year runs from 1st October to 30th September. As an Agency Worker you start accruing holiday pay as soon as you begin work through us and can request this from us at any time. Holiday entitlement is up to 5.6 weeks in any holiday year, pro-rata, for workers who work less than full time hours. Any holiday pay that you accrue must be taken before the end of September, as the holiday year runs from 1st October to 30th September. (any outstanding balance of holiday pay not claimed by this date will be lost).

Holiday pay rate is calculated as an average of the pay rates you have received over the previous 12 weeks. It is each Agency worker's responsibility to claim his or her holiday pay, and Care Plus Healthcare will not send reminders, nor will Care Plus Healthcare be responsible for loss of holiday payments. You may not work whilst on holiday. It is simple – holiday is a necessary period of rest. You may not claim holiday for weekends, unless these are usual working days for you. To claim Holiday Pay please contact your Consultant. Holiday pay is not applicable to any Agency Worker registered as a Limited Company as it is already included in the rate of pay.

#### ***4.9 Insurance Guidelines***

All Care Plus Healthcare Agency Workers are self-employed and are responsible for their own actions, errors or omissions at work. You are therefore strongly encouraged to take out Personal Accident, Professional Indemnity/Malpractice and Public Liability insurance policy appropriate to your needs, which will provide adequate cover. If you are a member of a professional body you should check the cover that may be included with your membership.

#### ***4.10 Recording an Accident / Incident and Insurance***

If any accident/incident occurs, which could give rise to a claim, the incident must be recorded accurately in the Client's Accident Book. You are also strongly advised to complete an incident report and forward it to your Consultant. You are advised to take out additional insurance.

## SECTION 5: Policies and Procedures

### 5.1 Safeguarding children and young people

All Agency Workers are required to have a valid annual training certificate for Safeguarding Children and

Young People and which is part of Care Plus Healthcare's training program.

### 5.2 Codes of Conduct

All registered Nurses, Midwives, and OPDs working with Care Plus Healthcare will be required to adhere to the respective Codes of Professional Conduct, which contain full details of the codes of practice, in respect of all agency work undertaken. You will have been provided with these publications directly by your professional body. Additional copies can be downloaded from the NMC and HPC websites. Please ensure that you behave in a manner that upholds the reputation of your Profession. Behaviour that compromises this reputation may call your Registration into question even if it is not directly connected to your professional practice.

Care Plus Healthcare's code of conduct informs all Agency Workers of our Clients' expectations about their general conduct and approach to tasks, emphasises the importance of a professional approach to all Clients and service users, and highlights situations that Agency Workers may have to deal with.

#### **You are required to adhere to the following:**

**Discrimination:** Agency Workers should not discriminate between people on the grounds of Creed, colour, race, political preference, sexual preference, ethnic background, Disability of whatever nature, age, marital status or gender.

**Reputation:** Agency Workers are ambassadors of the Care Plus Healthcare and must not say or do anything that may harm our reputation.

**Own duties:** Agency Workers must never attempt to perform any duties of care or otherwise that may fall outside their expertise/and or qualifications. Specifically, care staff must not attempt to perform the duties of nursing staff.

**Confidentiality:** Agency Workers will at times become privy to information concerning a Client or service user, this information must be treated with respect and remain confidential at all times. At no time may any Agency Worker discuss the confidential affairs of Care Plus Healthcare, a Client or a service user without specific written permission to do so. The only exceptions to this requirement are cases where the law dictates otherwise or if silence may negatively affect a service user's wellbeing.



**Dignity:** Agency Workers must not do or say anything that may put the dignity or health of their service users at risk.

**Professionalism:** Agency Workers must at all times remain professional whilst on assignment, even if regular contact with service users or other workers may engender Personal relationships. Agency Workers must take specific care to keep the professional nature of the relationships intact in the working environment.

**Keep updated:** Agency Workers must at all times keep up to date with policies and procedures and changes to legislation that may affect them.

**Respect:** Agency Workers must always respect the working practices and demands of service users unless unreasonable or if a working practice may breach health & safety.

**Keep to plan:** Agency Workers must always, whenever applicable, keep to the requirements of a care service plan and/or any other agreed role requirement.

**Best interests:** Agency Workers must always act with the best interests of the service user in mind.

**Notifications:** Agency Workers should always in the first instance notify the manager of the Institution where they are working, of any concerns, followed by a telephone call to Care Plus Healthcare.

**Own decisions:** Agency Workers must always allow the service user to make the decisions about what is best for them. This includes decisions about treatment and personal affairs.

**Complaints:** Care Plus Healthcare has a detailed policy on how to report complaints, in the event of a complaint that may affect your duties and obligations please refer to our policy and notify us immediately.

### **5.3 Substance Abuse**

You must not arrive on duty intoxicated by either alcohol or drugs prior to a shift. Clients may request that you undertake an alcohol breath test if they suspect that your performance may be affected. Each trust will have a policy regarding dealing with suspected intoxication. Any Agency Worker arriving for or suspected of arriving for duty intoxicated who is sent home will not be refunded travelling or time expenses.

## **5.4 Confidentiality**

All Agency Workers, whilst undertaking assignments, will at some point encounter information, which is of a confidential nature. Client details are a matter of a very high level of confidentiality and must not be disclosed to any third party. Clients have an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with the Data Protection Act 1998 and Human Rights Act 1999 and your agreement with Care Plus Healthcare. Any concerns you may have regarding confidentiality should be discussed with a Care Plus Healthcare Manager.

## **5.5 Data Protection / Access To Records**

Care Plus Healthcare is a "data controller" for the purposes of the Data Protection Act 1998. This is because Care Plus Healthcare holds and uses both "personal data" and "sensitive personal data" about its employees, Clients, Agency Workers and other individuals. Care Plus Healthcare processes data, including your records and Client/patient records. The information contained in your Agency Worker records is taken from your application form, as well as Disclosure and Barring Service, references and

Terms and Conditions for Agency Workers. There may be occasions when your records are disclosed to Regulators and Inspectors and Clients (e.g. CQC, NHS Buying Solutions).

Care Plus Healthcare will use your personal details and information we obtain from other sources for assessing your suitability for employment with us and if your application is successful we will use your information for personal administration and management purposes including carrying out appropriate security (or financial) checks. We may need to share your information for these purposes with our associated companies, and our Clients. You consent to our processing sensitive personal data about you, for example your health information or racial or ethnic origin information, for the purposes of your placement with us and to the transfer of your information abroad where necessary. Data Protection Compliance Officer: In order to ensure that Care Plus Healthcare complies with its obligations under the Act, it has appointed a Data Protection Compliance Officer. This individual is the Care Plus Healthcare Company Secretary. You should refer to the Data Protection Compliance Officer if you are in any doubt about any of Care Plus Healthcare's obligations under the Act.

Rights of Access (Subject Information): The Act gives you the right, on application in writing (and payment of a fee as appropriate), to ask for a copy of the information we hold on you and to correct any inaccuracies. For quality control, training and security purposes, we may monitor or record your communications. Care Plus Healthcare is not obliged to provide information to you in all circumstances. A number of exemptions apply and Care Plus Healthcare may in certain circumstances be unable to disclose information, where that information also relates to another individual who could be identifiable from the information disclosed. However, in these circumstances Care Plus Healthcare will provide you with reasons why we believe such a decision to be necessary. All requests for disclosure received from you or those who claim to be data subjects will be submitted to the Directors for action and they will normally respond within two weeks. Upon receipt of such data, you should check its accuracy and inform the Director of any amendments required. It is in the interests of everyone that all information is accurate and up-to-date. Your co-operation and assistance are greatly appreciated. It is assumed that you will only need to verify personal

data on one occasion. There will be no charge made for the first application in any calendar year; however additional requests will normally attract a charge of £15 per application.

### **5.6 Computer Use**

The Client may at its discretion authorise you to gain access to certain computer systems and certain programs and data within those systems. You shall not attempt to gain access to data or programs to which authorisation has not been given. Agency Workers deployed in the provision of the Services, must at all times when using such computer systems:

- 1) observe the Client's computer security instructions in respect of the proper use and protection of any password used in connection with such computer systems or any computer any floppy disk, CD ROM disk, removable hard drive or any other device for the storage and transfer of data or programs; 2) not load any program into any computer via disk, typing, electronic data transfer or any other means; 3) not access any other computer or bulletin board or information service (including, without limitation, the Internet) except with specific prior consent of the Client or as the case be from the Client's representative; and
- 4) Not download any files or connect any piece of computer equipment to any network or other item of computer equipment except with the prior consent of the Client or the Client's representative.

The Client shall provide copies of its written computer security policy to Care Plus Healthcare and if supplied, will be available to you on reasonable request.

### **5.7 Security**

Whilst on the Client's premises, you must comply with all security measures of the Client. The Client shall provide copies of its written security procedures to Care Plus Healthcare and these are available to you on reasonable request. The Client shall have the right to carry out any physical searches, or your possessions or of vehicles used by you at the Client's premises. The Client or any person, firm or organisation who is responsible to the Client for security matters shall, when carrying out such searches, comply with the Human Rights Act 1998.

### **5.8 Professional Indemnity Cover**

Whilst working within the NHS you are covered under the Clinical Negligence Scheme for Trusts (CNST). It is important to realise that the cover offered by the CNST is by no means sufficient to cover all the situations in which you may find yourself. Care Plus Healthcare would therefore advise you to take out your own personal PI cover. Medical Professionals working outside the NHS should have their own PI cover.

**NHS Indemnity does not apply** to family health service practitioners working under contracts for services, e.g. GPs (including fund holders), general dental practitioners, family dentists, pharmacists or optometrists; other self-employed health care professionals e.g. independent midwives; employees of FHS practices; employees of private hospitals; local education authorities; voluntary agencies.

**NHS Indemnity covers** negligent harm caused to patients or healthy volunteers in the following circumstances: whenever they are receiving an established treatment, whether or not in accordance with an agreed guideline or protocol; whenever they are receiving a novel or unusual treatment which, in the judgment of the health care professional, is appropriate for that particular patient; whenever they are subjects as patients or healthy volunteers of clinical research aimed at benefiting patients now or in the future.

### **5.9 Medicines Management**

You have been provided with a copy of the NMC Standards for Medicines Management 2008 (2010 cover version). Care Plus Healthcare's Medicines Management policy reflects the guidance contained with that publication and you are expected to fully apprise yourself of the contents of both these documents and practise in accordance with the guidance contained therein.

The Medicines Management policy sets down minimum acceptable standards and behaviours expected of an Agency Worker placed through Care Plus Healthcare in acute and community settings, where they are involved with Medicines Management for the adult client or patient and aims to safeguard the best interests of Clients and patients, clarify the scope and limitations of the responsibility of the Agency worker, support Clients/patients with their medications, clarify the role of the unqualified Agency Worker, encourage safe systems for handling, storing, assisting and administering medicines, minimise risk, identify communication structures for concerns, errors and risks, define "assistance with medicines" and "administration of medicines", ensure that recording and control of medicines is correctly performed to prevent loss, inappropriate access to and misuse of medicines by patients / carers, residents, staff or any member of the general public, and support the Agency Nurse to work to the highest standard when involved in the prescribing and administration of medicines.

Practitioners involved with the delivery of care carry responsibility for their actions. Signatures and initials must be capable of identification. Whilst the policy focuses on clarity for Agency Workers regarding their role and scope of practice for medicines management in the Acute & Independent Hospitals and hospices the **principles** in this medicines management policy are to be understood to cover **all** settings i.e. the community setting.

Please note: A further comprehensive Medicines Management Policy is available focusing primarily on clarity for Agency Workers within the Community Setting. Please ask your Consultant or the Nursing Department for a copy.

Medicines management should ensure a patient/client receives maximum clinical benefit from the prescribed medication in a safe way, which minimises any potential harm.

Suitably qualified Agency Workers will provide patient/clients with supervision and support to ensure that they receive their medications in an appropriate manner: as they are prescribed

and in accordance with dispensing instructions; and in a timely manner to ensure an effective clinical outcome.

Suitably qualified Agency Workers may administer prescribed medication, including controlled drugs, provided the patient/client has consented and this is recorded as part of their care (Signatures and initials must be capable of identification). Any medicines given must be given as directed by the prescriber.

### Intravenous Medications/ Blood bloods/transfusions

In the situation that a qualified Agency Worker has received previous training in the area of the administration of Intravenous Medications, it is possible to administer such medications under the scope of professional practice, NMC. However, organisations vary and some do not permit Agency Workers to undertake such tasks until such time that they have assessed the Agency Worker's skills and deem that they have achieved competency in accordance with Organisational Policies and Guidelines. Please ensure you are fully apprised of the organisation's policies and procedures in relation to the above.

### **Definition of a Medicinal Product**

#### **A Medicinal product is:**

“Any substance or combination of substances presented for treating or preventing disease in human beings or animals. Any substance or combination of substances which may be to human beings or animals with a view to making a medical diagnosis or to restoring, correcting or modifying physiological functions in human beings or animals is likewise considered a medicinal product.” Council Directive 65/65/EEC.

### **Blood and Blood Products**

Blood is not classified as a medicinal product although some blood components are. Products derived from the plasma component of blood such as blood clotting factors, antibodies and albumin are licensed and classified as considered to be medicinal products. For the purpose of the administration of medicinal products registrants would be expected to apply the standards for medicines management to all medicinal products but should consider additional guidance by the **National Patient Safety Agency:**

***Right Patient, Right Blood, November 2006*** (available at [www.npsa.nhs.uk](http://www.npsa.nhs.uk)). **A key requirement of this guidance is that all staff involved in blood transfusion undergo formal competency assessment on a three yearly basis.**

### **Procedure: Assistance & Administration of Medicines**

Adults, who are supported in the community setting in their own homes by a Care Plus Healthcare

Agency worker, will normally be responsible for their own medicines both prescribed and non-prescribed.

## **Definition of Assisting**

The definition of assisting is (Care Workers in the Community setting should also refer to training level 1 in the Medicines Management for Agency Nurses within the Community Setting Policy) when a care worker or nurse assists someone with their medicine, the Client or patient must indicate to the care worker or nurse what actions they are to take on each occasion.

## **Definition of Administration**

If the Client or patient is **unable** to do this or if the care worker or nurse gives any medicines without being requested (by the Client or patient) to do so, this activity is interpreted as **administering** medicine (Care Workers in the Community setting should also refer to training level 2 in the Medicines Management for Agency Nurses within the Community Setting Policy).

To administer medicines means "to give a medicine either by the introduction into the body, whether by direct contact e.g. orally or by injection, or by external application e.g. a transdermal patch for analgesia or an impregnated wound dressing".

## **Procedure: Qualified Nurse & ODP Agency Worker professional responsibilities**

The Nurse's and ODPs role in medicines management is the safe handling and administration of medicines and the provision of support to the Client/patient receiving them. Part of this responsibility is to ensure that the patient/Client understands the reasons for the medication, the likely outcome and any potential side-effect.

Agency Nurses and ODPs placed in organisations must work with local policies, procedures and directives, and within the limits of their competency and experience. Care Plus Healthcare expects all agency workers, at the commencement of each assignment, to familiarise themselves with the local policies and procedures that they are working in. If these policies are not made available to you, it is your responsibility to inform the Departmental Manager and the Clinical Nurse Manager of Care Plus Healthcare.

## **Nurses are strongly advised to be fully appraised of the Nursing and Midwifery Council (NMC)**

### **"Standards for medicines management", 2008. (Cover version 2010)**

This framework provides the minimum standards by which their practice should be carried out and it is against these standards that their conduct will be measured. Care Plus Healthcare expects all qualified nurses working through the agency to follow these standards strictly and to use this to apply their professional expertise and judgement when supporting Clients/patients with their medicines in all care settings.

Key points of these are that the nurse must:

- know the therapeutic uses of the medicine to be administered, its normal dosage, side effects, precautions and contra-indications
- be certain of the identity of the patient to whom the medicine is to be administered
- be based, whenever possible, on the patient's informed consent and awareness of the purpose of the treatment
- be aware of the patient's care plan
- check that the prescription, or label on medicines dispensed by a pharmacist, is clearly written and unambiguous
- have considered the dosage, method of administration, route and timing of the administration in the context of the condition of the patient and co-existing therapies
- check the expiry date of the medicine to be administered
- check that the patient is not allergic to the medicine before administering it
- contact the prescriber without delay where contra-indications to the prescribed medicine are discovered, where the patient develops a reaction to the medicine,
- or where assessment of the patient indicates that the medicine is no longer suitable
- make a clear, accurate and immediate record of all medicine administered, intentionally withheld or refused by the patient, ensuring that any written entries and the signature are clear and legible
- ensure that a record is made when delegating the task of administering medicine
- where supervising a student nurse in the administration of medicines, clearly countersign the signature of the student

**ODPs are strongly advised to be fully appraised of the HPCs Standards of Proficiency**

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**Operating Department Practitioners, 2008, and the Standards of Conduct, Performance and Ethics, 2008.**

This framework provides the minimum standards by which their practice should be carried out and it is against these standards that their conduct will be measured. Care Plus Healthcare expects all OPDs working through the agency to follow these standards strictly and to use this to apply their professional expertise and judgement when supporting Clients/patients with their medicines in all care settings.

In addition to local policy and specifically with regard to Medicines Management ODPs must be familiar with the several agencies and different Government Legislation which governs their practice: The Medicines and Healthcare Products Regulatory Agency (MHRA) provides information about medicines regulation, The National prescribing centre provides information about prescribing and patient group directions, The Department of Health produces a helpful publication 'Medicines Matters'.



The relevant legislation is available from the Office of Public Sector Information's website.

### **Procedure - Medicines - Unqualified Agency worker' Role in Medicines Management Care Plus Healthcare Unqualified Agency worker's responsibilities:**

When working in organisations such as Hospitals, Nursing homes and Hospices it is unlikely that an unqualified Agency Worker will be involved in medicines management. In a Care-Home or in the

Community in client's home an Agency Worker may be required to **assist** a client with their medications Unqualified Agency Workers must clarify with their Consultant or Care Plus Healthcare Clinical Nurse Manager the extent of their responsibilities for medicines when placed in the community or care setting.

In a Care-Home an unqualified Agency Worker may be asked to be a second witness to medication administration when no second qualified nurse is available. If an Agency Worker considers that they are not competent to do this they must inform the person in charge of the shift. Any unqualified Agency Worker required to be a second witness must have received appropriate training in the management and Safe Handling of Medicines. **All care workers involved with medicine management must be able to evidence accredited training.**

Please note: A further comprehensive Medicines Management Policy is available focusing primarily on clarity for Agency Worker within the Community Setting. Please ask your Consultant or the Nursing Department for a copy

### **Procedure - Medicines - Acute & Independent Hospitals and Hospices**

All medicines administered in a hospice or acute hospital must be considered prescription only. In this setting, whether administered by a nurse/pharmacist or self-administered by the patient himself, medicines administration can only occur when a written prescription exists or a Patient Group Direction (PGD) is available.

Agency Workers must establish when they have responsibility for administering medicines. They can do this as a single-administration or if a second check by another qualified practitioner is required.

### **Self-administration in Acute & Independent Hospitals & Hospices:**

In some circumstances, patients retain responsibility for the whole or part of the process for their medicines management. Agency Workers should establish local policies, procedures and means of recording this when they are responsible for these patients.

Self-administration of medicines by a patient does not discharge a nurse's responsibility for supervision, assessment and documentation of medicines taken.

### **Procedure - Medicines - Advice Giving**

The Agency Worker must not offer advice on specialist treatments e.g. a subcutaneous syringe driver, used for palliative care or a cancer drug, unless they have the specialist knowledge to do so.

In the community setting Care Plus Healthcare Agency Worker will not influence:

- How the Client chooses to obtain his medicines
- How and where the Client chooses to keep medicines in the home (unless this affects the efficacy of the drug)
- How medicines, which are no longer needed, are disposed of

### **Procedure - Medicines – Consent**

A Client's consent for medicines to be administered must be checked, documented and dated in the

Care Plan. This documented consent should be revised should the Client's physical or cognitive abilities alter.

Checking a Client's consent should confirm his/her understanding:

- of the intended effect of the medicine
- of potential side-effects
- that he/she has the right to refuse the medicine

Consent is dynamic and therefore must be established at every medication administration event. Agency

Worker must obtain Clients" consent before administering or assisting with their medicines.

### **Procedure - Medicines - Refusal of Medication**

When a Client refuses to take their medication, or to receive it from the Agency worker, the refusal and the reason for this must be recorded. The patient's right to decide whether to receive medications must be respected. Appropriate encouragement to take or receive the medication is acceptable, however forcing a Client to take the medicine through physical or verbal coercion is not acceptable and is abusive.

Agency Workers must be aware that sometimes, even the act of standing over a Client may be seen as intimidating.

**Procedure - Medicines - Unqualified Agency Worker- Assisting, Prompting, Administering** Healthcare assistants/care assistants/auxiliaries and support workers may not administer medicines and healthcare products unless they have had appropriate and recognised training to enable them to administer medicines.

An unqualified Agency Worker's competence to administer medicines must be supported with verified documentary evidence, which is clear about the scope of their training and its outcome, e.g. qualifies the individual to administer specific medicines to named patients.

Competence to administer medicines in a specified setting does not give an unqualified Agency Worker the authority to do so in others.

An unqualified Agency Worker must not administer any medication through interventional techniques, unless specially trained by a qualified healthcare professional. The professional may delegate the task to the unqualified Agency Worker but remains responsible for his/her competence to undertake this.

### **Procedure - Management of Medication Errors**

At any point of the medication process a mistake can occur.

**Reporting an Error:** The Agency Worker must inform the supervisor or unit manager if on placement in an establishment and follow the local policy and guidelines for reporting and documenting a medication error. Depending on the situation and its severity, the prescriber must be informed immediately or the "out of hour's doctors" contacted if in the community. If an error occurs in the Client's home they must be informed or if they unable to understand, their main carer/guardian must be contacted. The Client's GP must also be informed. The Client must be monitored for any adverse reactions and the situation documented clearly and at the time of the event.

Qualified and unqualified Agency Workers must report any medicine errors to their local branch office.

If the Agency Worker made the error, he/she must provide all details to the Local Branch Office and document clearly on an incident report. If the Agency Worker has been personally involved in a medication error, an investigation will be carried out by the Local Branch Office. The Agency Worker will be kept informed of the progress of the investigation and support will be given to achieve a satisfactory conclusion for both the Client and the Agency Worker. Depending on the circumstances and severity of the error, further action may be taken.

The Agency Worker is expected to cooperate with any investigation and may request an independent assessment of the investigation if they do not accept the outcome.

### **Procedure - Disposal of Medicines**

Agency Workers must follow establishments' written policies for the safe disposal of unwanted medicines. Records must be made and kept.

Clients in their own homes are responsible for the disposal of their own medicines. However, in some situations, the Agency Worker will be required to do this on their behalf. Best practice is to return unwanted medicines to the dispensing pharmacist. Controlled drugs must be treated in this way and returned to the Pharmacist or GP. A record and a signed receipt that this has happened are essential to protect the Agency Worker from any misunderstanding.

### **Procedure - Medicines - Patient Group Directions (PGD)**

A PGD refers to written instructions for the supply or administration of medicines to a group of patients who may not be individually identified prior to presenting for treatment. A PGD will cover approved practitioners in supply and administration of medicines under this directive and authorised by the individual hospital Trust. The PGD does not allow practitioners to prescribe.

An Agency Worker may not be covered to administer medications under a PGD, as each person who administers the medications must be named on the PGD. Written evidence of formal assessment of competence in the management of these medications usually accompanies the PGD.

If an Agency Worker is required to administer medicines under a PGD, advice and/or consent must be sought from the unit Manager/shift supervisor at the organisation. The Agency Worker must understand the scope or limitation of their responsibility when administering medicines under a PGD. The Agency Worker must use their personal and professional judgement as to whether they will accept the responsibility this extended role will place upon them. An Agency Worker should not accept this role on delegation from a practitioner authorised to use PGD's.

### **Procedure - Medicines - Nurse Prescribing**

Nurse prescribing is a recordable qualification following specialist training.

If a qualified Agency Worker is on placement where he/she is required to use this extended role as part of the placement they must contact the Hospital Trust, PCT or organisation's Nurse Prescribing Lead to make necessary arrangements. The Agency Worker is strongly advised to familiarise themselves with the local policy and procedures for nurse prescribers. An Agency Worker must not undertake any "nurse prescribing" activities unless their placement has specifically requested this.

### **Procedure - Medicines Management - Trouble Shooting**

The Agency Worker should not make decisions on medicine management unless competent to do so.

Agency Workers should access up-to date information about the use of medicines when they do not know or are unsure of the use and benefit of specific medications. The British National Formulary (BNF) should be available in hospitals, hospices and Nursing homes. Any concerns regarding medication should be referred to the patient/client's key clinician or visiting specialist team e.g. Hospice or the community pharmacist who dispensed the medicine for the Client can be contacted for advice.

If a qualified Agency Worker has concerns about their or others' competence in medication administration, it is essential to contact the local branch office. Qualified nurses are advised to act promptly if they identify poor practice or errors in medication administration.

### **Procedure - Witnessing in Medication Management**

It is important to understand that witnessing the administration of a drug carries the same responsibility as doing it and careful checking is required.

Witnessing is not to be treated as a rubber-stamping exercise. Where two people sign that they have witnessed the administration of a drug, both are equally responsible only if both are registered nurses - unqualified Agency Workers cannot be held responsible for the administration of a drug.

### **Procedure - Medicines - Registered Nurse in Sole Charge of an Establishment**

Where Agency Registered Nurse is in sole charge of an establishment, e.g. a Nursing Home, and is required to administer controlled drugs, he/she should refer to the policy of the Nursing Home.

It is best practice that, where this occurs, the controlled drugs and Medication Log are checked at handover so there can be no dispute later as to what has been done. When the time comes to administer the controlled drug, a second Agency Worker should be present to act as a witness.

## **5.10 NHS Counter Fraud Service: NHS Executive Directorate for the Prevention of Fraud**

In 2006 the Fraud Act came into effect, which recognises Fraud as a criminal offence. A person is guilty of fraud if they are in breach of the following:

- Fraud by false representation
- Fraud by failing to disclose information
- Fraud by abuse of position

### **Types of Fraud within the NHS:**

**Payroll Fraud** - payments made to fictitious employees or fraudulent manipulation of payment; false or inflated travel, expense claims, overtime or unsocial hours claims, timesheet fraud claiming for hours that have not been worked or putting in duplicate timesheets.

**Requisition and Ordering Fraud** - accepting inducements from suppliers; ordering goods and services for personal use and collusion with suppliers to falsify deliveries or order supplies not needed.

**Overseas Patients Fraud** - People not resident in the UK who come to the NHS for treatment must pay for their treatment before they leave the UK.

### **What to DO:**

If you suspect fraud, the following are some simple guidelines to help you in what you should do.

**DO** make an immediate note of your concerns

**DO** report your suspicions confidentially to someone with the appropriate authority and experience

**DO** deal with the matter promptly if you feel your concerns are warranted

**DON'T** do nothing

**DON'T** be afraid to raise your concerns

**DON'T** approach or accuse individuals directly

**DON'T** try to investigate the matter yourself

**DON'T** convey your suspicions to anyone other than those with the proper authority

## **Terms and Conditions for Care Plus Healthcare Staff:**

### **EQUAL OPPORTUNITIES AND DIGNITY AT WORK**

CPHL will take all reasonable steps to provide a work environment in which all employees are treated with respect and dignity and that is free of harassment and bullying. All employees are responsible for conducting themselves accordingly and CPHL will not condone or tolerate any form of harassment, whether engaged in by our employees or by third parties who do business with the CPHL, such as clients, relatives, contractors and suppliers.

We have a duty to respect the preferences and beliefs of individual service user clients (whether religious, cultural, ethnic, social, etc). It may therefore be necessary upon request of a client to ask an employee to refrain from certain aspects of care of that particular client. This will provide protection to the employee from inappropriate actions from a client. Any request will be made with every consideration of the employee and in a dignified and confidential manner. We aim to ensure that our duty of care covers the needs of both clients/service users and employees.

### **PERSOSAL RELATIONSHIPS AT WORK**

Care Plus Healthcare Ltd (CPHL) recognises that employees who work together may form personal friendships and, in some cases, close personal relationships. CPHL does not, as a general rule, wish to interfere with your personal friendships and relationships. However, it must also ensure you continue to behave in an appropriate, professional and responsible manner at work and that you continue to fulfil your job duties both diligently and effectively. These rules are therefore aimed at striking a balance between your right to a private life and the Client's right to protect its business interests.

You must not allow your relationship to influence your conduct at work. Intimate behaviour during normal working hours or on work premises is strictly prohibited.

### **RECEIPT OF GIFTS**

It is absolutely forbidden for you to accept gifts or other payment from service user clients or their relatives, whether by Will or otherwise.

If a Service user or their relative purports to give you a gift of any kind, you should politely decline and explain that acceptance of gifts is prohibited by the CPHL's rules but if the service user or relative is insistent, or the gift is sent to you in circumstances where it is not possible for you to decline it, you must immediately report the fact of the gift, its nature and the identity of the sender to the manager on duty. At the same time, you should hand over the gift to the manager. The gift will then be returned to the sender with a polite letter thanking them and explaining that it is CPHL's policy that employees should not receive gifts.

You must also not request or accept a loan from a client or relative.

Breach of these provisions will be viewed as misconduct leading potentially to disciplinary action under the Employer's disciplinary



## **OTHER CONDUCT ISSUES**

### **Conduct at work**

When you are dealing with service user clients, their relatives or other visitors, you are representing the Employer. Our reputation depends on your courtesy and kindness and it is essential that our service user clients feel your workplace is their home. Please therefore ensure your conduct is of a high standard at all times.

### **Cameras**

You must not use any form of camera, video or photographic device (including camera phones) whilst on duty or on work premises, unless you have the express authorisation of your line manager. Unauthorised use of such equipment is a disciplinary offence and may, depending on the circumstances, be viewed as gross misconduct.

### **Statements to relatives and the media**

Only approved employees are authorised to make statements or give opinions to relatives relating to our service user clients' physical or mental well-being. If in doubt, please speak to your line manager.

Only approved employees are authorised to make statements on behalf of the Employer, for example if contacted by the media. You should assume you are not authorised to speak on behalf of the Employer unless you are advised to the contrary. If in doubt, please speak to your line manager.

### **Language**

We recognise that many differing languages are spoken by our employees and service user clients. However, employees should be mindful and respectful when giving care to service user clients by not speaking between themselves in a language not understood by the service user client.

### **Mail**

You should not arrange for personal mail to be sent care of your workplace. All mail received by the Employer and addressed to an employee may be opened.

You must not post personal mail at the Employer's expense.

## Agency Worker Handbook Declaration

I have read a copy of the Agency Worker Handbook which outlines the goals, policies, benefits and expectations of Care Plus Healthcare and its Clients, as well as my responsibilities as an Agency Worker. I have familiarised myself with the contents of this Handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the NMC's "Standards for Medicines Management", 2008 (Cover 2010) and the Agency Worker Handbook provided to me by Care Plus Healthcare. I further confirm that I am aware that I must notify Care Plus Healthcare about any changes regarding my Fitness to Practice and/or to Professional Registration immediately.

I understand this handbook is not intended to cover every situation which may arise whilst on assignment, but is simply a general guide to the goals, policies, practices, benefits and expectations of Care Plus Healthcare.

Updates to this Handbook will happen from time to time. Whenever this happens Care Plus Healthcare will notify me. I agree to familiarise myself with these changes before undertaking any further shifts through Care Plus Healthcare Plc.

I understand that the Agency Worker Handbook is not a contract of employment and should not be deemed as such.

Print Name .....

Profession .....

Registration No  
.....

Signature  
.....

Date .....

I hereby give permission for the Care Plus Healthcare LTD to allow access, as a minimum, to my personnel files as part of any official audit, or Client compliance purposes, carried out by, but not limited to, NHS Buying Solutions and/or any person authorised by the NHS Authority. These personnel files will be viewed in accordance with the requirements of the Data Protection Act 1998.

Signature: .....

Date: .....