**Agency Worker Handbook Declaration – Nurse/ Care/Support Worker**

I have read a copy of the Agency Worker Handbook which outlines the goals, policies, benefits

and expectations of HW Healthcare LTD and its clients, as well as my responsibilities as an Agency

Worker.

I have familiarized 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

Agency Worker Handbook provided to me by HW Healthcare LTD.

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 HW Healthcare LTD.

Updates to this manual will happen from time to time. Whenever this happens HW Healthcare LTD will notify me of this by email. I agree to familiarize myself with these changes before undertaking any

further shifts through HW Healthcare LTD

.

I understand that the Agency Worker Handbook is not a contract of employment and should not

be deemed as such.

**Print Name:…………………………………………………………………………………………………**

**Profession:……………………………………………………………………........................................**

**Registration #:……………………………………………………………………………………………..**

**Signature:…………………………………………………………………………………………………...**

**Date:……………./…………………./,……………………………………………………………………..**

I hereby give permission for HW 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 PASA 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.

**Signed:………………………………………………………………………………………………………**

**Date:……………………………../……………………..………………/…………………………………...**

Please forward this signed page to:

HW Healthcare LTD

17 Robertson Street, Hastings, East Sussex, TN34 1HL

Or [temps@hw.healthcare](mailto:temps@hw.healthcare)

**Welcome to HW Healthcare LTD**

**Staff Handbook.**

We are very glad you have chosen to work for HW Healthcare LTD. We are acutely aware

that you have a choice of where you can work. We aim to make your experience of

working for the HW Healthcare LTD as positive as we can.

We have designed this handbook to give you an idea of what to expect from your

time with us. 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 NHS. It is important that you

fully understand everything covered in it. If there are any points which you do not fully

understand or if you have any feedback on how we can improve the handbook for the

next edition, please direct these to us at the address below:

Parts of the Staff Handbook will be updated from time to time to reflect any changes.

Whenever this happens we will send you an email notification. It is your responsibility

to review the changes and seek advice if you do not understand any of the contents

of this handbook.

As a member of HW Healthcare LTD we sincerely hope you enjoy your time with us whether

for a short time or for the rest of your career!

Attention: Aloys Manzi

HW Healthcare LTD

17 Robertson Street

Hastings, East Sussex

TN34 1HL

Tel: 01424 237236

[temps@hw.healthcare](mailto:temps@hw.healthcare)

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**Introduction**

HW Healthcare LTD is an agency that provides temporary assignments to nurses, Care Staff,

health professionals and healthcare assistants. We are based in East Sussex. We have one central number that you call once you are cleared for work

with us, and your consultant will assist you to obtain temporary opportunities.

Our recruitment procedures are fairly long, but reflect the fact that we work within the UK

healthcare arena. It is due to current legislation that it can take so long to clear you for

work. We have to adhere to these guidelines at all times - we can assure you that your

registration is important to us.

HW Healthcare LTD 01424 237236 [www.hwhealthcare](http://www.hwhealthcare)

**Before you start Work**

**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;

aa) shall report any injury or accident sustained and/or witnessed whilst on the

Client’s premises;

bb) shall on being charged or cautioned with any criminal offence, notify HW Healthcare Ltd

immediately;

cc) shall not misuse or abuse the Client’s property;

dd) shall not smoke while on the Client’s premises except in those areas where

smoking is expressly permitted; and

ee) shall adhere to all other relevant obligations that the Client shall reasonably

require from time to time including, but not limited to, the obligations identified

within this paragraph and paragraph 3) below.

2) You must obtain from the Client, upon arrival at the Client’s premises, relevant

information regarding the Client’s fire procedures, on-site security, information

security, crash call procedures, “hot spot mechanisms” and “violent episode” policies

and before you are involved in the provision of the Services.

3) You have an obligation to adhere to the Client’s policies and procedures including,

but not limited, those relating to fire, on-site security, information security, manual

handling, cross infection and notifiable diseases and health and safety. Where the

Client fails to provide such policies or after HW Healthcare LTD has reasonably requested

such information, it is acknowledged that HW Healthcare LTD is unable to ensure that you are

aware of such policies and procedures. You still have an obligation to adhere to the

Client’s policies and procedures.

4) You must inform HW Healthcare LTD if you are under investigation by your professional body

(including, but not limited to, investigations by the NMC) or if you are suspended

from your professional register (including, but not limited to, the NMC’s professional

register). You are required to participate in the investigation of any clinical complaints

either during the provision of the Services or subsequently. If you fail to participate,

HW Healthcare LTD will not deploy you to any other Client until such time that the matter has

been fully and satisfactorily resolved.

5) You are required to inform HW Healthcare LTD if you have been (or are) subject to any kind of

investigation or prosecution by the police after the Enhanced CRB check was

undertaken by HW Healthcare LTD

.

**Fitness to Practice**

The Client may require you to declare before each occasion on which you are deployed

in the provision of the Services that you are fit to practice at that time. Should you not be

able to give this declaration truthfully, and then HW Healthcare LTD will be required to provide an

alternative Agency Worker.

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 HW Healthcare LTD, 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.

**Enhanced Criminal Record Disclosure (DBS)**

All Agency Workers are required to obtain an Enhanced CRB preferably with POVA

(Protection of Vulnerable Adults) and POCA (Protection of Children Act) checks. CRBs

from previous employers are no longer acceptable. Please be aware that our clients do

request to see a copy of your “Applicant’s copy of your CRB from time to time. To assist

us in this process we do request that you keep us updated with your CRB copy.

Our own response to criminal record information will depend upon its nature and

seriousness and is dealt with in accordance with our “CRB Policy”.

We also ask you to complete and sign a “Criminal Convictions” declaration as part of

your application form.

You have a responsibility to report any cases of suspected child or abuse of vulnerable

adults. We have a detailed policy outlining this procedure.

**Identification**

You are required to produce proof of identification in the form of your passport or UK

photo card driving licence, before starting any assignments. You are also required to

wear your HW Healthcare LTD ID badge. Failure to comply with any of these requirements could result in you being refused permission to work by the Client.

**Important General Information**

**Safeguarding Children**

Information is available at the following web sites:

General Medical Council:

http://www.gmc-uk.org/guidance/archive/GMC\_0-18

Royal College of Paediatrics

and Child Health:

http://www.rcpch.ac.uk/doc.aspx?id\_Resource=1929

**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 HW Healthcare Ltd and if supplied, will be available to you on reasonable request.

**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 the HW Healthcare LTD

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.

**Professional Indemnity (PI) 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. HW Healthcare LTD

would therefore advise you to take out your own personal PI cover.

Medical Professionals working outside the NHS should have their own PI cover.

Who is not covered?

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. Exceptions to the

normal cover arrangements are set out in the main document.

Circumstances covered

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.

The above is an extract from the following document on the NHS Litigation Authority web

site. For all the details please go to this link.

<http://www.nhsla.com/NR/rdonlyres/1CFE5864-05C3-4770-982C-7003294B8161/0/NHSIndemnity.rtf>

**The following is an extract from the GMC Guidance “After Registration”**

8. Insurance and Professional Indemnity In the performance of all your professional duties, you should abide by the principles set out in Good Medical Practice. Even so, you could become the subject of a complaint or an allegation of negligence during the course of your professional employment. The protection that comes from employment in the NHS is by no means sufficient to cover all situations in which you may find yourself. There are professional organisations which undertake to protect, support and safeguard the character and interests of registered medical and dental practitioners in the United Kingdom, and elsewhere. Members receive advice and assistance on legal, ethical and other problems arising from the practice of their profession, including problems that may arise with the GMC itself as the result of allegations of failure to abide by the principles set out in Good Medical Practice. Members may also receive indemnity for damages and costs arising from judicial decisions or settlements out of court and in medico-legal cases undertaken on their behalf, notably accusations of professional negligence.

Further information about the benefits of membership can be obtained direct from the organisations concerned.

Their addresses are:

Medical Defense Union Limited

230 Blackfriars Road

London SE1 8PJ

Tel: 020 7202 1500

Web: www.the-mdu.com

Medical Protection Society

33 Cavendish Square

London W1N 0PS

Tel: 020 7637 0541

Web: www.mps.org.uk

Medical and Dental Defence Union of

Scotland www.mddus.com

Mackintosh House

120 Blythswood Street

Glasgow G2 4EA

Tel: 0141 221 5858

**Fraud Awareness**

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:

1. Fraud by false representation

2. Fraud by failing to disclose information

3. Fraud by abuse of position

**Types of Fraud within the NHS**:

1. **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.

2. **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.

3. **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

For more information please see Policy – Anti-Fraud, Anti-Theft & Anti

Corruption Policy which is available on our web site.

**Complaints reporting, handling and management**

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 HW Healthcare LTD. 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.

The HW Healthcare LTD’s complaint procedures are in accordance with the HSC 2003/012-

Maintaining high professional standards in the modern NHS. This will enable the Client

to make complaints quickly and the HW Healthcare LTD 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 the HW Healthcare LTD with the necessary information

in order for the HW Healthcare LTD to thoroughly investigate the complaint.

The complaints procedure is as follows:

1. Within **three (3)** working days of receipt of a complaint, from the Client, the

HW Healthcare LTD will acknowledge receipt of the complaint;  
2. All reasonable endeavours will be made by the HW Healthcare LTD to ensure that all

complaints are resolved within **fifteen(15)** days of the complaint being

notified to the HW Healthcare LTD; However, where the nature of the complaint

requires additional investigation or action by a professional or government

organization, all reasonable endeavours should be made to ensure that the

complaint is resolved as soon as possible thereafter;  
3. The HW Healthcare LTD shall ensure that each Agency Worker is fully informed of

complaints relating to him;  
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;  
5. If appropriate, the HW Healthcare LTD 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 the HW Healthcare LTD to provide the Client with

an update as to the progress of the resolution of the complaint;  
7. Details on how the complaint has been resolved should be notified to the

Client in writing, as soon as possible after finalisation;  
8. Upon receipt of poor reports of an Agency Worker’s performance (whether in

a Confidential manner or not) in writing by, or on behalf of, the Client, that

Agency worker shall NOT again be supplied to the Client until the Client is

satisfied that **a)** the issues identified have been resolved, **b)** will not recur and

**c)** has confirmed this in writing, to the HW Healthcare LTD.  
9. Where there is evidence of malpractice, the Agency Worker shall be reported

to their professional body, by the HW Healthcare LTD’s Operation Manager and/or

Complaints Manager;  
10. The HW Healthcare LTD will be responsible for monitoring and following up such

complaints with the professional body until an outcome is reached; the HW Healthcare LTD will discuss with the Client whether an **Alert Notice** needs to be

issued and the HW Healthcare LTD will co-operate with any action required;

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;

12. A system to analyse and identify any patters of complaints (Quality

Assurance System) is already in place.

**Occupation Heath Requirements**

HW Healthcare LTD is required to ensure that all our Agency Workers undergo comprehensive occupational health screening and have a current health clearance / immunisations and test results in accordance with the latest Department of Health guidelines, before we can send you out on any assignment. We are required to update these health assessments on an annual basis, unless you have spent a period of 3 months or more outside of the United Kingdom, in which case we will need to update the health assessment before deploying you.

This process is very straight forward and is described below:-

A four-page Occupational Health Questionnaire is completed, and this form,

together with your immunisations and test results is forwarded to HW Healthcare LTD, and

we then forward this information to our Occupational Health Service provider.

This Occupational Health Service provider will evaluate your file, and if satisfied

with the contents, will issue to HW Healthcare LTD a “Certificate of Fitness to Work” valid

for 1 year.

If they are not satisfied with the contents, they will ask us to request from you

additional proof of immunisations, and once they are happy with this they will

issue a certificate.

One month before your “Certificate of Fitness to Work” is due to expire; we will

email to you a one page “Health Medical Questionnaire – Yearly Review”. Please

complete, sign and forward to us together with any *new* immunisation and test

results.

This will be forwarded to our Occupational Health Service Provider for evaluation,

and they will either issue a new “Certificate of Fitness to Work” or request

additional proof if required. This annual stage is expected to be routine.

The immunisation and test results required for Occupational Health Clearance are:-

**Varicella**

Tests showing a positive result (immunity). Negative or Equivocal results require revaccination and re-testing. Written confirmation of having had chicken pox or shingles is

also acceptable. Self certification is acceptable.

**Tuberculosis**

Occupational Health or GP certificate of a positive scar or a positive skin test result.

**Rubella**

Certificate of vaccination, or a blood test result showing a positive result (immunity) or

*TWO* doses of MMR.

= or > 15 UI/ml : Immune

10 – 14 UI/ml : Low Level Immunity

< 10 Ul/ml : Non- Immune

**Measles & Mumps**

Evidence of TWO doses of MMR, or a positive result (immunity) for measles, mumps &

rubella. Negative or Equivocal requires re-vaccination and re-testing.

Note: This is a new requirement and is effective from the 1 July, 2008.

**Hepatitis B**

A recent pathology report showing titre levels of > 100lu/l. If the result is <100lu/l then a

Hepatitis B Booster is required.

The following three are ONLY required if you need an Exposure Prone Procedure (EPP)

Certificate:-

**Hepatitis B Surface Antigen**

Evidence of a negative result

**Hepatitis C**

Proof of non-infectivity (negative) with a recent UK pathology report

**HIV**

Evidence showing antibody negative.

Agency Workers should be aware of and abide by the requirements of HSC 1998/ 226

“Guidance on the Management of AIDS/ HIV Infected Health Care Workers and Patient

Notification”

If you believe you may have been exposed to HIV infection in any way you

should seek medical advice from your GP or Occupational Health Department

and, where appropriate, undergo diagnostic HIV antibody testing.

If you are found to be infected, you must again seek guidance from your GP or

Occupational Health Department

If you are found to be HIV positive and perform or assist with invasive surgical

procedures you must stop this immediately and seek advice from your GP or

Occupational Health Department regarding what action, if any, should be taken

Please be aware that it is the obligation of all health workers to notify their

employer and, where appropriate, the relevant professional regulatory body, if

they are aware of HIV positive individuals who have not heeded advice to modify

their working practice.

Please note the above guidance does not supersede current Department of Health

Guidelines (in particular HSC 1998/226) or local practices and procedures.

**Pay and Benefits**

**Timesheets**

Timesheets run from Monday to Sunday. Please submit your timesheet to us by Monday

in order to be paid the following Friday.

Deadlines may change around Bank Holidays branches will have details and will inform all Members in advance. Payments are made directly into your bank/ building society/ Limited Company accounts by BACS (Please make sure we have the correct details). It is your responsibility to ensure your timesheet is legible, completed correctly and has been authorised and signed by your manager payment may be delayed if this is not the case.

In particular, please ensure:

• You complete the correct week ending date timesheet (if applicable)

• The date and times you worked, excluding any breaks taken are correct

• The total hours and basic pay columns are correct

• There is the dated signature of the line manager at your assignment.

• You have signed the timesheet

If you have any problems with timesheets or payment, please contact us.

Timesheets must be posted / scanned / faxed to:-

HW Healthcare LTD

17 Robertson street, Hastings

East Sussex TN34 1HL

scanned and emailed to: [temps@hw.healthc](mailto:temps@hw.healthc)are

If you need further timesheets, please email: [temps@hw.healthcare](mailto:temps@hw.healthcare) giving your

name, address and telephone number.

Our payroll department will endeavour to deal promptly with any queries that you may

have regarding your pay. However due to processing deadlines we are only able to

handle calls on Monday, Thursday and Friday after 1.00pm. Email payroll enquiries can

be made to: [robin@hw.healthcare](mailto:robin@hw.healthcare) Our payroll telephone number is 01424 237236

**Holiday Pay**

As an Agency Worker you start accruing holiday pay as soon as you begin work through us.

When you complete your contract, we give you the option of either having your holiday pay added to and paid with your hourly rate of pay, or alternatively, we can hold your holiday pay on an escrow account and pay it to you when you go on holiday. We recommend that you opt for the later, as we all need a period of rest to function at our best, but recognise that in the Healthcare sector it is the norm for holiday pay to be included in your hourly rate.

Holiday pay is calculated at 12.07% of your base hourly pay rate.

Examples of Holiday Pay:

**Holiday Pay paid as part of your wages: -**

Base hourly pay rate £7.50 + holiday pay calculated @12.07% (£0.90p). Total pay £8.40 an hour x total hours worked = your pay

**We hold holiday pay on your behalf: -**

Base hourly pay rate £7.50 x total hours worked = your pay, plus we hold on your behalf 12.07% (£0.90p) x total hours worked. The holiday pay is then paid when you take your holiday.

The holiday year ends 31 March – so if you have opted for us to hold your holiday pay, please be sure to arrange holiday in advance of this date.

We require 2 weeks’ notice in writing of your intention to take a holiday. You may not work whilst on holiday. It is simple – holiday is a necessary rest period for all of us.

Please note: Holiday pay is not applicable to any Agency Worker registered as a Limited Company contractor.

**Assignments**

**Timekeeping**

Please make every effort to ensure you arrive at and leave all bookings at the agreed

time, confirmed in your booking confirmation. If, for any reason, you are unable to attend a

booking you should contact us, and if possible your line manager, as soon as possible.

**Requirements for Assignments**

Please attend all bookings with your current HW Healthcare LTD ID Badge. You may be

requested, in addition to your Passport or UK Card Drivers licence, to produce a copy of

your NMC Annual Registration and Enhanced CRB disclosure form. Mobile phones,

unless working in the Community, should be switched off for the duration of your

assignment.

**Patient 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 up-dated, 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 attendance, non-attendance, and refusal of treatment and advice must be

noted. It is advisable to note when telephone contacts are made. It is imperative that the

agency worker dealing with a particular patient on a specific day can be identified; this

means the patient's attendance is dated and signed either in the agency worker’s records

or on a register, or both.

All patient records should be kept confidential in line with the Date Protection Act 1998.

**Uniforms**

You are required to report for work neatly and appropriately dressed. Where applicable,

always start work in a clean and neat HW Healthcare uniform.

If you are not in uniform, you must always abide by the dress code advised by the

booking consultant or in any HW Healthcare dress code regulation advised to you from time to time.

You must never dress in a way that may reflect negatively on HW Healthcare. You should not wear flashy or excessive jewellery in such a way that it is visible while at work. Jewellery

and accessories should be kept plane and to the minimum. You should not wear any

items of clothing (such as loose jackets or high heeled shoes) that may be a potential

safety hazard or that may prevent you from doing your job properly at all times.

**HW Healthcare LTD ID Badge**

An HW Healthcare LTD ID Badge will be issued to you once you have cleared our compliance process. This badge will be valid for a period of 1 year. You will automatically be issued a new ID badge as your current one expires. Should you not receive an updated ID badge or lose your current badge, you can request a new badge, or you can email [temps@hw.healthcare](mailto:temps@hw.healthcare) with your full name and address. Alternatively, you can call our compliance team on 01424 237236.

Badges must be returned to us on termination of your employment with HW Healthcare LTD

**Your Training & Development**

**Appraisals**

For ongoing work in the NHS you are required to be annually appraised. The following

are the requirements: -

The appraisal must be carried out by a medical practitioner entered on the

Specialist Register on the list of Registered Medical Practitioners (‘Appraiser’).

The Appraiser is required to supply documentary evidence to demonstrate that

he has been appropriately trained in the conduct of appraisals, and has been

regularly re-trained as appropriate.

We require evidence that you have undergone an annual appraisal within an

‘approved NHS appraisal system’, which includes 360-degree feedback as well

as feedback from patients.

In addition to the above HW Healthcare LTD 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 forwarded to you, giving you an

opportunity to raise any concerns of issues you may have.

You should ensure that you maintain a written portfolio of your professional experience

and attendance at professional development courses, which should also include a

written and agreed ‘Personal Development Plan’ as agreed at the appraisal

**Mandatory Training for Work in the NHS**

For all Agency Workers that work within the NHS the following training is mandatory.

You must have completed the mandatory training during the past 12 months before we

can clear you to work, and thereafter you are required to re-new all training on an annual

basis (with the exception of Advanced Life Support). Written confirmation of training

received at another employer, organisation or Framework Agency is also acceptable.

We regularly facilitate and provide subsidised courses, please contact us for details.

The require training is:-

**Basic (Immediate) or Advanced Life Support**

Adult or Paediatric, as appropriate, and dependent upon the type of assignments

being offered to you. All training must be compliant with the Resuscitation Council

UK guidelines and must be delivered by means of a practical course. The Basic Life

Support training is valid for 1 year, and the Advanced Life Support is valid for 4

years. For details on courses available throughout the UK, please go to the

Resuscitation Council UK web site at this link. [www.resus.org.uk](http://www.resus.org.uk)

**Manual Handling**

Adult or Paediatric, as appropriate, and dependent upon the type of assignments

being offered to you. All training must be compliant with the Resuscitation Council

UK guidelines and must be delivered by means of a practical course. The Basic Life

Support training is valid for 1 year, and the Advanced Life Support is valid for 4

years. For details on courses available throughout the UK, please go to the

Resuscitation Council UK web site at this link. [www.resus.org.uk](http://www.resus.org.uk)

**Control and Restraint**

Adult or Paediatric, as appropriate, and dependent upon the type of assignments

being offered to you. All training must be compliant with the Resuscitation Council

UK guidelines and must be delivered by means of a practical course. The Basic Life

Support training is valid for 1 year, and the Advanced Life Support is valid for 4

years. For details on courses available throughout the UK, please go to the

Resuscitation Council UK web site at this link. [www.resus.org.uk](http://www.resus.org.uk)

**Resuscitation**

Adult or Paediatric, as appropriate, and dependent upon the type of assignments

being offered to you. All training must be compliant with the Resuscitation Council

UK guidelines and must be delivered by means of a practical course. The Basic Life

Support training is valid for 1 year, and the Advanced Life Support is valid for 4

years. For details on courses available throughout the UK, please go to the

Resuscitation Council UK web site at this link. [www.resus.org.uk](http://www.resus.org.uk)

**Lone Worker Training**

Lone workers are those workers who work by themselves without close or direct

supervision.

The Goals and Outcomes of the annual training should be:

To create an increased/renewed awareness of the personal safety issues

concerning lone worker status.

To create an awareness of the strategies you can choose to adopt in relation

to personal safety and the lone worker.

To create an awareness of the strategies that can be introduced by the

organisation in relation to increasing the personal safety of alone workers.

To be able to state that due to increased/renewed awareness of personal

safety issues arising from being a lone worker you are and feel safer

performing your work.

**Handling of Violence & Aggression**

It has been recognised for some time that workers in a hospital setting work within an

environment where there is potential for threat, aggression or violence.

The Goals and Outcomes of the annual training should be:

To create an increased/renewed awareness concerning how to handle

violence and aggression.

To create an awareness of the strategies you can choose to adopt in relation

to handling violence and aggression.

To be able to state that due to increased/renewed awareness of handling

violence and aggression you are and feel safer performing your work.

**The Caldicott Protocols**

The Caldicott review was commissioned due to the development of information

technology and its capacity to disseminate information about patient’s/service users

both rapidly and extensively.

The Goals and Outcomes of the annual training should be:

To create an increased/renewed awareness of the Caldicott protocols and

handling patient identifiable information.

To create an awareness of your role and the role of others in relation to the

Caldicott protocols and handling of patient identifiable information

To create an awareness of the importance of working within the limits of any

local policies and procedures.

**Health & Safety, including COSHH & RIDDOR**

The aim of this training would be to examine Health and Safety issues that are

relevant to healthcare workers.

The Goals and Outcomes of the annual training should be:

To create an increased/renewed awareness of the relevant Health and Safety

legislation, COSHH and RIDDOR

To create an awareness of your role and the role of others in relation to

Health and Safety, COSHH and RIDDOR

To create an increased/renewed awareness of the health and safety risks

that you may face through the examination of statistics and surveys.

To be able to state that you have an increased/renewed awareness of the

risks of buying in new danger and an increased/renewed awareness of the

risk assessment process.

To be able to state that due to increased/renewed awareness of Health and

Safety knowledge that you are a safer health worker.

To be able to state that due to increased/renewed awareness of COSHH you

can fulfil your role in the control of hazardous substances.

To be able to state that due to increased/renewed awareness of RIDDOR you

can play a role in the reporting of accidents.

**Infection Prevention & Control, including MRSA & Clostridium**

**Difficile**

Effective prevention and control of Healthcare Associated Infections has to be

embedded into everyday practice and applied consistently by everyone.

The Goals and Outcomes of the annual training should be:

To create an increased/renewed awareness of Infection Control Principles

and Practice.

To create an awareness of your role and the role of others in relation to

Infection Control Principles and Practice.

To be able to state that due to your increased / renewed knowledge of

Infection Control Principles and Practice you are a safer healthcare worker.

**Complaints Handling**

During the course of your work with HW Healthcare LTD you will come across complaints from

patients/clients.

The Goals and Outcomes of the annual training should be:

To create an increased/renewed awareness of complaint handling.

To create an awareness of your role and the role of others in relation to

complaint handling within the Client you are working.

To be able to state that you are aware of the importance of treating

complaints positively.

To be able to state that you are aware that the care provided by you and the

Client, can improve where complaints are treated positively.

**Fire Safety**

During the course of your work with HW Healthcare LTD you will come across complaints from

patients/clients.

The Goals and Outcomes of the annual training should be:

To create an increased/renewed awareness of complaint handling.

To create an awareness of your role and the role of others in relation to

complaint handling within the Client you are working.

To be able to state that you are aware of the importance of treating

complaints positively.

To be able to state that you are aware that the care provided by you and the

Client, can improve where complaints are treated positively.

**On-Line Training**

HW Healthcare LTD is pleased to confirm that through a joint venture with social-care.tv

we are now able to offer you with cost effective and time effective on-line training for

the following course: -

Lone Worker Training

Handling of Violence & Aggression

The Caldicott Protocols

Health & Safety, including COSHH & RIDDOR

Infection prevention & control, including MRSA & Clostridium Difficile

Complaints Handling

Fire Safety

**Professional Standards**

Whilst this handbook outlines HW Healthcare LTD’s own policies and standards, these do not supersede the national guidelines of the NMC and any other professional membership

bodies such as the HPC, CSP, COT, UKRC, RCSLT, RPSGB and BDA.

**Message from the Managing Director**

Finally, we are here for you and we can only improve and raise our game with your

assistance. If we are not doing things right, please email us at

[temps@hw.healthcare](mailto:temps@hw.healthcare) or write directly to:-

The Managing Director:-

Aloys Manzi

17 Robertson street

Hastings

East Sussex

TN34 1HL

**Policy # 1 – Code of Conduct**

**WHO MUST ABIDE BY THIS POLICY?**

**All temporary workers.**

**THE PURPOSE OF THIS POLICY:**

**To inform all temporary workers of our clients expectations about their**

**general conduct and approach to tasks**

**To emphasise the importance of a professional approach to all clients and**

**service users**

**To highlight situations that temporary workers may have to deal with.**

**POLICY CONTENT:**

**What you must not do:**

***Discrimination***: Temporary 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: Temporary workers are ambassadors of HW Healthcare LTD and must not say or do anything that may harm our reputation.

***Own duties***: Temporary 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***: Temporary 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 temporary worker discuss the confidential affairs of Ambition, 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:*** Temporary Workers must not do or say anything that may put the

dignity or health of their service users at risk.

**Policy – Code of Conduct –**

**What you must do**:

All temporary workers should abide by the content of this policy.

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

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

Respect: Temporary 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: Temporary workers must always, whenever applicable, keep to the

Requirements of a care service plan and/or any other agreed role requirement.

Best Interests: Temporary workers must always act with the best interests of the service user in mind.

Notifications: Temporary workers should always in the first instance notify the manager of the Institution that you are working of any concerns followed by a telephone call to HW Healthcare LTD.

Own Decisions: Temporary 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: HW Healthcare LTD 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 HW Healthcare LTD immediately.

**Policy – Health & Safety of Staff & Service Users**

**WHO MUST ABIDE BY THIS POLICY?**

**All temporary workers.**

**THE PURPOSE OF THIS POLICY:**

**To give our staff and service users a clear understanding of HW Healthcare LTDs**

**requirements regarding Health and Safety in the workplace.**

**POLICY CONTENT:**

**HW HEALTHCARE LTD WILL STRIVE TO ACHIEVE THE ABOVE PURPOSE BY DOING AND REQUIRING THE FOLLOWING:**

- HW Healthcare LTD will strive to ensure that the working environment that our

temporary workers are placed in does not pose significant risk to their health and

safety.

- HW Healthcare LTD has a risk assessment document to assist our clients and

service users to determine the risks on their premises. Although, HW Healthcare LTD is not in a position to demand this information, HW Healthcare LTD urges all clients and service users to return a risk assessment form.

- We will provide any information available to us on risks at a client’s/service users

premises to all temporary workers.

- We strive to ensure that specific care is taken when dealing with pregnant

mothers and people with disabilities.

- HW Healthcare LTD ensures that all our premises display safety notices and

instructions and that all reasonable safety equipment is available on our

premises, with trained personnel that are able to administer basic first aid and

other first-line assistance.

- HW Healthcare LTD offers health & safety training to temporary workers.

- HW Healthcare LTD requires that all registered nurses and care staff update their

manual handling skills annually. CPR courses are required annually for

registered nurses and every 3 years for care staff

**Policy – Dealing with Allegations of Abuse**

Guidelines on dealing with suspicions or allegations of abuse in relation to safeguarding

children, young people and vulnerable adults

**1. Definitions of Abuse**

Abuse under the policy on safeguarding children, young people and vulnerable adults

includes.

**physical abuse**, including hitting, slapping, pushing, kicking, or inappropriate

sanctions;

**sexual abuse**, including encouraging relevant individuals to look at pornography,

harassing them by making sexual suggestions or comments, or sexual acts

where the individual has not consented, or could not consent or was pressured

into consenting;

**psychological abuse**, including emotional abuse, threats of harm or

abandonment, deprivation of contact, humiliation, blaming, controlling,

intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from

services or supportive networks;

**neglect and acts of omission**, including ignoring medical or physical care

needs, failure to provide access to appropriate health, social care or educational

services, the withholding of the necessities of life, such as medication, adequate

nutrition and heating; and

**financial or material abuse**, including theft, fraud, exploitation, pressure in

connection with wills, property or inheritance or financial transactions, or the

misuse or misappropriation of property, possessions or benefits;

**discriminatory abuse**, including racist, sexist, that based on a person’s

disability, and other forms of harassment, slurs or similar treatment.

**2. Detecting abuse**

There are a number of ways in which suspicions of abuse may be raised or actual abuse

brought to your attention:

A child/young person/vulnerable adult may confide you that they are being

abused

A colleague may report to you that a child/ young person/vulnerable adult has

confided in them that they are being abused or that they have a suspicion that a

child/young person/vulnerable adult is being abused

A child/young person/vulnerable adult may display signs of physical abuse

The behaviour of, or a change in the behaviour of a child/young

person/vulnerable adult, may suggest that they are being abused

A colleague may confide in you that they have abused a child/young

person/vulnerable adult

The behaviour of, or a change in the behaviour of a colleague, may suggest that

they are abusing a child/young person/vulnerable adult

**Policy – Dealing with Allegations of Abuse – Continued**

**3. Dealing with a suspicion or awareness of abuse**

If you have a suspicion or are aware that a child/young person/vulnerable adult is being

abused you must act quickly but appropriately and professionally.

To assist in the reporting procedure please ensure that you:

**DO NOT**

Be accessible and receptive.

Listen carefully.

Take it seriously.

Reassure the child/ young

person/vulnerable adult that they are

right to tell.

Negotiate getting help.

Find help quickly.

Make careful records of what was said

using the child's/young

person’s/vulnerable adult’s own words as

soon as is practicable following the

disclosure. Date, time and sign the

record. This record would be used in any

subsequent legal proceedings.

Jump to conclusions.

Directly question the child or

vulnerable adult or suggest

words for him/her to use.

Try to get the child/young

person/vulnerable adult to

disclose all the details.

Speculate or accuse anybody.

Make promises you cannot

keep.

Give your opinion; just state the facts as reported to you.

If you suspect abuse has taken place or abuse has been brought to your attention you

are obliged to take action but you must also ensure at all times that the welfare of the

child/young person/vulnerable adult is paramount and the interests of the person against

whom the allegation has been made are protected.

Where practicable you should obtain the following information:

Contact details for the child/young person/vulnerable adult

Details of the allegation or suspicion including where known the name of the

alleged abuser and the circumstances, which brought the alleged abuse to your

attention

This information should be recorded on the attached form

**4. Reporting suspicions or allegations of abuse**

You should immediately report any suspicion or allegation of abuse to HW Healthcare LTD.

Do not attempt to assess yourself whether or not the allegations are true and do not

attempt to deal with any suspicion or report of abuse yourself.

**Dealing with Allegations of Abuse - Continued**

HW Healthcare LTD may:

Provide appropriate support for the child/young person/vulnerable adult

Report the suspicion or allegation to the relevant agencies who may include the

Police and/or Social Services.

Make a written record of the contact at any of these agencies to which the case

is reported

Provide appropriate support for the person against whom the allegation has been

made

Confirm to the person who originally reported the allegation that action has been

Taken

**5. Follow up Procedures**

HW Healthcare LTD will confirm to you the action that has been taken. If you feel that insufficient

action has been taken and you still have concerns for the safety and welfare of the

child/young person/vulnerable adult you should report your suspicions or allegations

again explaining why you feel the action taken to date is insufficient.

**6. Data Protection**

Under the Data Protection Act 1998, individuals have a right of access to personal data

that relates to them. This right of access may include a right to request access to

records (in whole or in part) relating to suspicions or allegations of abuse involving the

person making the request. All such requests will be handled according to the Data

Protection Act 1998.

**Dealing with Allegations of Abuse**

**RECORD OF ALLEGATION OR SUSPICION OF ABUSE**

Date & Time of Initial Report ………………………at …………………….

To: Responsible Person (Name):………………………………………………

Name of Complainant Name and contact details of

Child/ Young

Person/Vulnerable Adult

Place of alleged abuse

Name(s) of people present…………………………………………………………

Details of Allegation or Suspicion

**Please give as much information about the allegation or suspicion, including if**

**you suspect abuse what alerted your attention to the situation. Please include all**

**names of the people involved.**

Name person reporting incident (capitals): ……………………………………

Signed:……………………………………… Date:………………………………..

Dept:………………………………………… Ext No: ………………………………

Email address:………………………………………………………………………

Please return this form to Aloys Manzi

or email to - [aloys@hw.healthcare](mailto:aloys@hw.healthcare)