**Agency Worker Handbook Declaration**

I have read a copy of the Agency Worker Handbook which outlines the goals, policies, benefits and expectations of Focusmed24 and its clients, as well as my responsibilities as an Agency Worker. I have familiarised myself with the contents of this handbook.

I acknowledge, understand, accept and agree to comply with the information contained in the Agency Worker Handbook provided to me by Focusmed24. 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 Focusmed24.

Updates to this handbook will happen from time to time. Whenever this happens, Focusmed24 will notify me of this by email. I agree to familiarise myself with these changes before undertaking any further shifts through Focusmed24.

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

I hereby give Focusmed24 permission to allow access to my files as part of an official audit or client compliance purpose carried out by NHS Framework owner or any person authorised by the NHS Authority in accordance with the requirements of the Data Protection Act 2018 and in accordance with GDPR.

I have received, read and understood this Handbook.

Print Name:

Profession:

Registration No (if applicable):

Signature:

Date:

Please scan and email this page, once signed to: registrations@focusmed24.co.uk

**INTRODUCTION**

Focusmed24 Ltd is an agency which provides temporary assignments to nurses, allied health professionals, and healthcare assistants. We operate across England and Wales, and we have been established since 2008.

Our recruitment procedures are thorough to reflect the fact that we work within the UK healthcare arena. It is due to current legislation that it can take a little time to clear you for work. We always adhere to these guidelines - we can assure you that your registration is important to us and we will work as quickly as possible to get you compliant and working.

Once you have completed our processes you will have the opportunity to pick and choose the most suitable assignments across England and Wales. You will simply need to keep your professional portfolio of training, immunisation, references, etc. updated.

**WHAT FOCUSMED24 CAN DO FOR YOU? PROVIDE THE WORK YOU WANT, WHEN AND WHERE YOU WANT IT**

Most agency workers, who join an agency, say that they do so because they want flexibility in their work. They want to work but they also want to choose where and when they do so, for a variety of reasons:

• To broaden their experience.

• To continue their careers around family life.

• To plan their work around other commitments.

• To earn additional money.

**We aim to:**

* Get to know our Agency Workers and understand how they like to work. We can offer very flexible patterns as well as block booked and regular work.
* Support our Agency Workers in their work - we call you after your first shift with the client, for feedback and for any assistance if required.
* We do our utmost to provide a personal and rewarding service for our Agency Workers. With support nationwide, you can gain access to a wide variety of temporary work in the UK. Our Agency Workers can contact us 24/7.

**REACHING AND MAINTAINING YOUR COMPLIANCE**

The process of reaching and maintaining compliance with government legislation and client/framework requirements are managed for you by Focusmed24.

Focusmed24 works with you, initially to ensure that all new applications are processed efficiently and accurately to get each Agency Workers’ records at full compliance, then to ensure that you never find that yourself unable to work because an item in your file is missing or has lapsed.

Once your worker 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. 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 placements.

Please contact us if you require any assistance.

**OPERATE EFFECTIVE PROCESSES FOR BOOKING YOUR WORK**

The most important thing is for you to communicate with the bookings team. It is inevitable that the work will go to those Agency Workers that have updated their availability, are compliant and are regularly working. We can be contacted any time on 01270 44 99 40, by texting 07494 418046 or emailing bookings@focusmed24.co.uk.

We also ask you that you keep your contact details including your mobile number and e-mail address up to date so that we can always contact you at short notice and send you details of available assignments.

Self-booking is usually permissible and is very much welcomed by some clients, but please check with us first. If you do self-book, you must inform our bookings team before working the shift, giving appropriate reference/booking numbers, where applicable, in order that your timesheet can be processed correctly. This is important as we are required to maintain our records and knowing when and where you are working assists us to ensure we give you the best possible service.

Failure to provide information of any self-bookings and applicable reference numbers, may delay payment to you.

**ASSIGNMENT BRIEFINGS**

We will give as much notice as possible when offering and confirming your assignments. We will also provide you with a full briefing, which will include:

• The dates and times of the shift(s), booking reference number, if applicable.

• The duration of the assignment and confirmation of umbrella charge rates.

• Details of location, client address and contact details.

• Details of the tasks you will be expected to undertake.

• Any other role/site specific information, e.g. details of Care Plan; Health & Safety information.

**BEFORE YOU START WORK - GENERAL OBLIGATIONS**

1. As an Agency Worker to be deployed in the provision of the Services you always need to be aware that whilst on the Client’s premises you:

a. are always under the direction and control of the Client.

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.

f. shall not act in a manner reasonably likely to bring discredit upon the Client or Focusmed24.

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, patient care, courtesy and consideration when working in a health service environment.

k. shall keep confidential information howsoever acquired whether relating to the Client, it’s 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 or Welsh as required.

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. have legible handwriting.

q. be confident and able to deal with Client’s staff at all levels.

r. be able to work with minimum supervision, where appropriate.

s. be prompt and punctual.

t. maintain proper standards of appearance and deportment whilst at work.

u. be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties.

v. always display own photo ID badge 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. should not at any time be, or appear to be, on duty under the influence of alcohol or drugs.

z. should not at any time be, or appear to be, in possession of firearms or other offensive weapons.

aa. will report any injury or accident sustained and/or witnessed whilst on the Client’s premises.

bb. will on being charged or cautioned with any criminal offence, notify Focusmed24 immediately.

cc. shall not misuse or abuse the Client’s property.

dd. shall not use photographic equipment including camera/video facilities on mobile phones in the vicinity of patients, clients or service users. If you are asked to take a photograph or a video recording for a patient/client or service user this should be on their own equipment and with their written consent. In the case of children or vulnerable adults’ written consent should be obtained from the parent or guardian as appropriate. Under no circumstances should you use your own photographic equipment to photograph patients, clients or service users.

ee. shall not smoke while on the Client’s premises except in those areas where smoking is expressly permitted

ff. you must be flexible and accept any alternative work within the Contracting authority as requested, provided it is within the scope of your clinical competence. This may mean you being moved to another ward or department other than which you had been booked. Failure to be flexible in this way will result in you not being paid for the shift. Furthermore, if the client incurs additional costs due to you not working and these are passed to us, we will pass this on to the contractor in the form of a deduction from your pay. Remedial action will be taken against the you if you don’t accept any alternative work.

gg. 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, document and all other policies and procedures.

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 Focusmed24 has reasonably requested such information, it is acknowledged that Focusmed24 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 Focusmed24 if you are under investigation by your professional body (including, but not limited to, investigations by the NMC, GMC, GDC, HPC, etc.) or if you are suspended from your 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, Focusmed24 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 Focusmed24 if you have been (or are) subject to any kind of investigation or prosecution by the police after DBS record check was undertaken by Focusmed24.

**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 site and in that role. Should you not be able to give this declaration truthfully, Focusmed24 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 Focusmed24, 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.

You are advised to read both your Terms of Engagement for Focusmed24 Agency Workers and this Handbook in full, to ensure you fully understand what we ask of you. Agency Workers cannot work if their health or physical ability impedes them from carrying out their duties effectively. Whilst Agency Workers will not be required to relinquish registration on the normal retirement age of 65, as the default retirement age of 65 has been phased out, however they must, like any other Agency worker, be in good physical and mental health. They may be requested to undertake a medical examination/assessment, at their own expense, to confirm their fitness for work.

**ENHANCED DISCLOSURE & BARRING SERVICES DISCLOSURE (DBS)**

The nature of the work undertaken by Focusmed24 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 (DBS criminal records checks), which include checks of the Children’s and Adult’s Barred Lists, as part of the recruitment process. Focusmed24 processes all new DBS criminal record checks for England electronically. This ensures that your initial DBS check is processed extremely promptly, usually within a week or so for complete turnaround (assuming no issues with your application).

• **Renewal of Enhanced Disclosures**

Agency Workers are reminded they must register for the DBS Update Service as we require criminal record checks to be updated annually. By registering for this service Agency Workers can pay a reduced annual fee to the DBS and this will allow us (as well as other employers) to perform update checks on the DBS system as and when they are required. This is the quickest mechanism for updating DBS criminal record checks.

Please note that by signing this handbook Agency Workers are opting-in and agreeing to us using the DBS Update Service and checking the DBS system for any new information.

• **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 “doctors, nurses, allied health 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 Focusmed24. This requirement includes convictions, cautions etc. which occur during the Agency Workers registration with Focusmed24, including between annual disclosure checks.

• **Criminal Convictions/Cautions**

Focusmed24 is an Equal Opportunities organisation and as such, undertakes to treat all Agency Workers fairly and not to discriminate based on conviction or other information revealed. Having a criminal record will not necessarily debar any individual from working with Focusmed24. Denial or nondisclosure of any unspent conviction or caution, which is subsequently shown to exist, will lead to the immediate removal of the Agency Worker from the Focusmed24 Register. Any Agency Worker with unspent convictions/cautions will be asked to prepare a Statement of Events surrounding each conviction/caution and once prepared, this statement should be returned to us marked as “Confidential”. This will be forwarded to any clients or potential clients along with the DBS Certificate.

Please be aware that our clients do request to see a copy of your criminal record check from time to time. To assist us in this process please ensure that you keep your original disclosure in a safe place. You have a responsibility to report any cases of suspected child or abuse of vulnerable adults.

**COMMENCEMENT OF ASSIGNMENT- INDUCTION**

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 and/or induction 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.

**IDENTIFICATION OF STAFF**

All temporary workers must be clearly identified

• A Focusmed24 ID Badge will be issued to you once you have cleared our compliance process and annually thereafter.

• It is essential that this card has the following attributes:

• A clear identity photo

• The name of the temporary worker

• Tamper proof lamination

• Expiry date

• Professional registration if applicable

• The ID card always needs to be worn appropriately.

• Identification may be requested by the service user from any temporary worker prior to the commencement of a shift.

• Clients and service users are within their rights to not allow access unless they deem the identification satisfactory.

• The client or service user may also at any time verify the identification of a temporary worker directly with Focusmed24. Temporary Workers must assist the service user to do this, for instance providing the appropriate telephone numbers.

• This badge will be valid for 1 year. You will automatically be issued a new ID badge as your current one expires.

• If your current badge becomes damaged or lost, you can request a new badge by emailing registrations@ focusmed24co.uk and providing us with your full name and address.

• Badges must be returned to us on termination of your registration with the employment business.

Furthermore, you may be required to produce additional proof of identification in the form of your passport or UK photo card driving licence, before starting any assignments.

In addition, you may be requested to produce a copy of your NMC Annual Registration and Enhanced criminal record check disclosure form.

**PERSONAL APPEARANCE**

To best meet the needs of our clients, please ensure that you follow the guidelines below:

• Uniform

You are required to report for work neatly and appropriately dressed. Where applicable, always start work in a clean and neat uniform.

If you are not in uniform, you must always abide by the dress code advised by the booking consultant or advised to you by the Client. You must never dress in a way that may reflect negatively on the agency or Client. You should not wear jewellery or 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. Focusmed24 will endeavour to assist you to obtain the appropriate uniforms as required.

• Hairstyles

Please make sure that your hair is clean and tidy. Long hair must be secured neatly so as not to pose an infection or safety hazard.

**TIMEKEEPING**

Please make every effort to ensure you arrive at all bookings in time to commence work at the agreed time. Always leave plenty of time for traffic, parking and finding your way to your allocated area, especially if it your first day. 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 to enable us to fill the shift and not let the Client down.

A minimum of 4 hours’ notice must be given to the employment agency when you are cancelling a shift and workers that do not give 4 hours’ notice or DNA repeatedly will be removed from the list of active workers from Focusmed24 Ltd.

**SAFEGUARDING CHILDREN AND YOUNG PEOPLE**

The welfare of the child and young person is paramount. There is a moral obligation on anyone who comes into contact with children to provide them with the highest possible standard of care. Focusmed24 is committed to practices which protects children from harm. All Focusmed24 staff must recognise and accept their responsibilities to develop awareness of the issues which cause children harm and how to deal with instances or allegations of abuse/ harm as and when these may arise. Our policy on Safeguarding Children and Young People refers All Agency Workers are required to have a valid annual training certificate for Safeguarding Children and Young People.

**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 Focusmed24 and these are available to you on request.

The Client shall have the right to carry out any physical searches on 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.

**CODE OF CONDUCT**

Purpose of the code of conduct:

• To inform all Agency Workers of our client’s 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 Agency Workers may have to deal with.

What you must do:

• **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 Focusmed24 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. For example, 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 temporary worker discuss the confidential affairs of Focusmed24, 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 always remain professional whilst on assignment. Agency Workers must take specific care to keep the professional nature of the relationships intact in the working environment.

 Agency Workers must always work in accordance with their professional regulations, legislation and good practice.

• **Keep updated**: Agency Workers must always 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 Focusmed24.

• **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:** Focusmed24 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.

**CONFIDENTIALITY**

All Agency Workers, whilst undertaking assignments, will at some point encounter information, which is of a confidential nature. Client/patient/service user details are a matter of a very high level of confidentiality and must not be disclosed to any third party. As an example, even chatting to a Client/patient/service user during your visit about whom you are going to see next is a serious breach of confidentiality.

Each Client/patient/service user has 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 Focusmed24. Any concerns you may have regarding confidentiality should be discussed with a Focusmed24 manager.

The use of social media and other electronic communication is increasing exponentially with growing numbers of social media outlets, platforms and applications. The Internet provides an alternative media for agency workers to share workplace experiences, particularly events that have been challenging or emotionally charged. Without a sense of caution an agency worker may indulge in disclosing too much information and therefore violating a service user, patient or client’s privacy and confidentiality. Instances of inappropriate use of electronic media is considered a serious breach of the companies’ policies. Any patient information learned during treatment must be safeguarded by that agency worker. Such information may only be disclosed to other members of the health care team for health care purposes. Confidential information should be shared only with the patient’s informed consent, when legally required or where failure to disclose the information could result in significant harm.

**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 always 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 download 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 may be from the Client’s representative

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 Focusmed24 and if supplied, will be available to you on reasonable request.

**DATA PROTECTION/ACCESS TO RECORDS**

Focusmed24 is a “data controller” for the purposes of the Data Protection Act 2018. This is because Focusmed24 holds and uses both “personal data” and “sensitive personal data” about its employees, clients, Agency Workers and other individuals. Focusmed24 processes data, including your records and the information contained in your Agency Worker records is taken from your application form, as well as criminal record check disclosure, references and Terms and Conditions for Agency Workers. There may be occasions when your records are disclosed to Regulators and Inspectors and Clients including NHS Framework Owners. Focusmed24 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 checks. We may need to share your information for these purposes with associated companies and 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.

**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. Once we have all the information we need to deal with a request, including the fee, we will respond within 7 days confirming:

• a description of the personal data and why the data is held

• who else the data might have been given a copy of the data

• an explanation of any technical terms or abbreviations any information about the original source of the data.

Focusmed24 is not obliged to provide information to you in all circumstances. A number of exemptions apply and Focusmed24 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 Focusmed24 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 senior/appropriate team members for action and they will normally respond within two weeks. Upon receipt of such data, you should check its accuracy and inform Focusmed24 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.

**Marketing**

As we will be contacting you on a regular basis, i.e. for compliance reasons and to offer you work, we would prefer not to take up your time with ‘ junk” mail and texts, so unless we have something very special to offer you we will keep all communications with you on a strictly business basis only.

**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 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 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 patient on a specific day can be identified; this means the patient’s attendance is dated and signed either in the Agency Workers records or on a register, or both.

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

**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. Focusmed24 would therefore advise you to take out your own personal indemnity cover. It is your responsibility as a medical professional to have the appropriate cover for your role and scope of practice. It is a lawful and mandatory requirement as of July 2014 to maintain professional indemnity as stipulated by the NMC Code of Conduct. Medical Professionals working outside the NHS should have their own professional indemnity cover. If you are a member of a professional body, you should check the cover that may be included with your membership.

**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.

**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 benefitting patients now or in the future.

**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:**

* 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 submitting 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.

**GIFTS AND GRATUITIES**

Agency worker services are provided in return for agreed fees. Under no circumstances should you seek any other money, gifts, favours, or rewards for services rendered, either for yourself or for any third party. It is not uncommon for a Client, patient, their friend or relative, to offer a voluntary gift as a mark of appreciation for care they have received.

Focusmed24 believes that giving and receiving such gifts is not generally appropriate to the provision of professional care. Wherever possible, any offer of a gift should be politely refused; with an explanation that acceptance would be against Focusmed24 policy. If refusal is likely to cause serious offence to your Client, the gift may be accepted under the following rules:

• All offers of gifts should be disclosed to Focusmed24 who will discuss the matter with your Client/carer/manager as appropriate, to explain Focusmed24 policy.

• Gifts of consumables (e.g. flowers, chocolates) should be left in the client’s possession, to be shared and enjoyed by all members of the nursing and care team.

• Other gifts should be refused with the suggestion of an equivalent donation to charity. A gift of money may only be accepted with the stated intention that it will be passed in full to a charitable organisation nominated by Focusmed24.

• Focusmed24 will acknowledge all gifts in writing.

• Registered Nurses should also refer to the NMC guidelines on gifts.

• Failure to comply with this policy may result in removal from the Focusmed24 register.

**EQUAL OPPORTUNITIES**

Focusmed24 Ltd is committed to encouraging equality and diversity among our workforce and eliminating unlawful discrimination. We aim for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

The organisation, in providing services, is also committed against unlawful discrimination of clients, colleagues, service users or the public.

**We aim to:**

• provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time

• not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation

• oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

**The organisation commits to:**

• encourage equality and diversity in the workplace as they are good practice and make business sense

• create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued. This commitment includes training managers and all other employees about their rights and responsibilities under the equality policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers, service users and the public

• take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation’s work activities

• make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation

• decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act)

• review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law

• monitor the make-up of the workforce regarding information such as age, gender, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality and diversity, and in meeting the aims and commitments set out in the equality policy. Monitoring will also include assessing how the equality policy is working in practice, reviewing annually, and considering and taking action to address any issues.

Such acts will be dealt with as misconduct under the Focusmed24’s grievance and/or disciplinary procedures, and any appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

**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;
* 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.

**Detecting Abuse**

There are several 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.

**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:

• 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.

DO NOT:

• 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.

**Reporting suspicions or allegations of abuse**

You should immediately report any suspicion or allegation of abuse to Focusmed24. 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.

Focusmed24 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

**Follow up Procedures**

Focusmed24 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.

**Data Protection**

Under the Data Protection Act 2018, 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 2018.

**Modern Slavery and Human Trafficking Policy**

Focusmed24 Ltd is committed to a zero-tolerance policy on slavery and we are committed to acting ethically and with integrity in all our business dealings. This applies to all employees, Directors, and contractors.

We ensure that slavery is not taking place anywhere within our business, our contractors or by intermediaries/umbrella Companies.

Authority and accountability for modern slavery and human trafficking policy rests with the Director.

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms such as slavery, servitude, forced and/or compulsory labour and human trafficking. All of which have the common theme of depravation of a person’s liberty by another to exploit them for personal or commercial gain.

We will not tolerate any of the above and all employees, Directors and Managers must adhere to this policy.

The prevention, detection and reporting of modern slavery in any part of our business or supply chains is the responsibility of everyone. You are required to be aware of, avoid and report any activity that might be in breach of this policy.

You must notify the Director immediately if you suspect any breach of this policy.

You are encouraged to raise any concerns or suspicions within our business or supply chains.

**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 Focusmed24. 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/HCPC or other any relevant Registration Body.

The Focusmed24 complaint procedures are will enable the Client to make complaints quickly and Focusmed24 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 Focusmed24 with the necessary information for Focusmed24 to thoroughly investigate the complaint.

**The complaints procedure is as follows:**

1. Within five working days of receipt of a complaint from the client or Agency Worker, Focusmed24 will acknowledge receipt of the complaint. The complaint should be made in writing to Focusmed24.
2. All reasonable endeavours will be made by Focusmed24 to ensure that all complaints are resolved within fifteen days of the complaint being notified to Focusmed24.
3. Focusmed24 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. The Agency Worker shall be entitled to receive a copy of the complaint referred to in paragraph 1.
4. The Temporary Worker will be afforded the opportunity to state his/her version of events and will be given seven days to respond to Focusmed24 in writing.
5. All responses will be shared with the complainant and if appropriate, Focusmed24 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 Focusmed24 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 Focusmed24, detailing how the complaint has been resolved.
8. Where there is evidence of malpractice or the complaint is an event that requires notification, Focusmed24 will immediately notify the CQC, The Police, Protection of Vulnerable Adults or Children and where applicable alert the temporary Workers professional body.
9. Focusmed24 where necessary will immediately exclude the Agency Worker from its register whilst an investigation is in progress.
10. Focusmed24 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. Focusmed24 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 or other regulatory bodies as appropriate.

**REMOVAL FROM THE FOCUSMED24 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 Focusmed24 or Code of Professional Conduct.
* If it is believed that an Agency worker has acted in an unprofessional manner, Focusmed24 reserves the right to remove you from your assignment and not re-assign un the matter has been investigated and resolved.
* If Focusmed24 has been alerted by the NMC, HCPC 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 engagement, 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 Focusmed24.

• Breach of trust involving Focusmed24 or the client.

• Disclosure of confidential information to a third party relating to either a client or Focusmed24.

• Misconduct and/or gross misconduct - any behaviour which potentially puts any client, individual or vulnerable person at risk or puts Focusmed24 at risk including the following (non-exclusive and non-exhaustive) list:

• Being under the influence of alcohol or any substance that will adversely affect your performance

• Possession, custody or control of illegal drugs while on duty, or the supply of illegal drugs to Clients, patients, service user, their families or representatives

• Theft or stealing from Clients, colleagues or members of the public

• Other offences of dishonesty

• Abusive or violent behaviour including physical, sexual, psychological, emotional, financial abuse of a Client, patient, service user, a member of their family, or their representative or deliberate act of omission which leads to harm or potential for harm to someone from this group

• Fighting with or physical assault on other workers, Clients, patients or members of the public

• Harassment, bullying and/or discrimination

• Sexual misconduct at work

• Gross insubordination, aggressive/insulting behaviour or abusive/excessive bad language

• Falsification of a qualification which is a stated requirement of the worker’s employment/ registration or which results in financial gain to the worker

• Falsification of records, reports, accounts, expense claims, timesheets or self-certification forms whether or not for personal gain

• Failure to observe Focusmed24 procedures or serious breach of the Focusmed24 rules

• Unsatisfactory work

• Damage, deliberate or otherwise, to or misuse of a Client’s or Focusmed24 property

• Gross negligence which covers acts of neglect, misuse or misconduct and/or not following requirements of the care plan or care instruction (deliberate or otherwise) which exposes Clients, Client/patients, their representatives, colleagues or branch staff to unacceptable levels of risk and/or danger

• Conviction of a criminal offence, caution by a police constable or being bound over by a court where this is relevant to the worker’s employment/registration or failing to disclose an unspent criminal offence, caution or bind over which occurred before engagement with Focusmed24

• Inappropriate relationship with Client, patient, service user or their families.

• This list is not exhaustive and other acts of misconduct may come within the general definition of gross misconduct.

**HEALTH & SAFETY**

Health & Safety law applies equally to employers, employees, contractors and the self-employed and Focusmed24

Agency Workers have a general duty to ensure that their work activities do not endanger themselves or others. Equally, the client/hospital/establishment or owner of a private house has a general duty to ensure that the work environment is itself free from any dangers to health and/or safety.

Focusmed24 seeks to ensure the following in relating to Health & Safety:

• That you have the necessary qualifications, experience, skills and capability to carry out the assignments that you will be undertaking.

• That any risks to health, in connection to the use, storage and handling of substances hazardous to health, are identified through an assessment of their potential effects, as required by the latest edition of The Control of Substances Hazardous to Health (COSHH) Regulations, and that necessary control measures are implemented.

• That you are given sufficient information, instruction and training to ensure your own Health & Safety in the form of site-specific inductions and training.

• That consideration is given to Health & Safety factors when equipment is procured or new services obtained, or when changing procedures or work patterns and that all necessary safety precautions are taken and that necessary safety instructions have been understood.

• You are responsible for your own personal Health & Safety and you have a duty of care to your fellow workers.

Your responsibilities include:

• The duty to comply with all safety instructions and directions laid down.

• The duty to use the means and facilities provided for health and safety in a proper manner.

• The duty to refrain from the wilful misuse of, or interference with, anything provided in the interests of health, safety and welfare and that may be construed as dangerous.

• The duty to report any potential hazards or dangerous occurrences that may cause harm to others.

**Safety Instructions**

Always familiarise yourself with the Health & Safety policies and procedures for the environment in which you are working and pay particular attention to fire and emergency procedures.

Never attempt a task without first ensuring that you understand the instructions and can carry them out safely.

Always maintain a clean and safe work area. If you see, or believe you see, an unsafe act or condition, report it to your line manager in the first instance, taking immediate steps to correct

it or speak to Focusmed24 immediately if you are still concerned. You may be assumed to have agreed to an unsafe condition if you do not comment on it and if you continue working.

Certain jobs require you to wear protective clothing or to use equipment. If you are unsure, ask for advice before you start working.

You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labelled and are used in compliance with the manufacturer’s instructions in order to reduce the risk of injury or danger to health. All waste or by-products must be properly disposed of.

Only use, adjust alter or repair equipment if you are authorised to do so.

If you, or the equipment you operate, are involved in an accident - regardless of how minor - report it immediately to your line manager and Focusmed24. If necessary, get First Aid attention immediately. You should also report near misses to your line manager and Focusmed24.

Ensure that all equipment (e.g. hoists) has been maintained properly and that documentary evidence is supplied.

Obey all health & safety rules, signs and instructions. If you are unsure as to what they mean - ask.

**Identifying and Reporting Hazards**

Although within establishments, a Risk Assessment will have been carried out by a designated competent person, all Agency Workers need to look out for hazards at the establishment where they have accepted an assignment and report back to Focusmed24, anything they feel may present a risk to an individuals’ Health & Safety.

A suitably trained Assessor will carry out a Risk Assessment for each client. Any Agency Worker, delivering care to people in their own homes, should also look out for hazards and should report them immediately. Hazards can occur at any time and can include broken doors and windows, carpets or rugs that present a tripping hazard, dangerous chemicals, and faulty electrical equipment such as exposed wires.

**How to Report Back**

Call Focusmed24 and describe the hazard that you have identified. You may be asked to complete a Risk Assessment Form, which will be provided for the purpose.

**Accident Reporting**

Agency Workers are responsible for ensuring that all incidents or accidents that relate to the provision, control and maintenance of Health & Safety in the workplace are reported to the client and Focusmed24 (and/or to the Local Authority in the case of serious accidents and/or dangerous occurrences). It is also important that the internal reporting procedure of the establishment is carried out e.g. recording the accident in the accident report book.

If you are working in a client’s home, a written record (in the care plan and service records) must be kept of any accident or occurrence that happens in the workplace, however minor. In addition to internal reporting through the accident report/service records, the establishment/client must ensure that the following are reported to the appropriate enforcing authority, e.g. the local Environmental Health Officer:

• Fatal accidents.

• Major injury accidents/conditions.

• Dangerous occurrences.

• Accidents causing more than three days incapacity for work.

• Certain work-related diseases.

• Certain gas incidents.

• If you suffer a needle stick injury you must attend for treatment immediately and report the incident. If possible, take note of the patient’s details in order to help identify potential risks.

As soon as a needles (sharp) injury occurs you should do the following:

• Encourage bleeding by squeezing site of puncture wound, do not suck.

• Wash the wound with soap and water, do not scrub.

• Cover wound with waterproof dressing.

• Report incident to the Branch Manager.

• Report to OH Department during normal working hours.

• If the injury happens out of office hours report to A&E and inform the branch the next day.

• Document the circumstances that led to exposure

Counselling is available following these blood tests. Always report a needle stick injury even if it occurs with a ‘clean’ needle, via an incident report or accident book according to protocol.

**RIDDOR**

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Dangerous occurrences and serious, lost time injuries (over 3 days) must be reported to the Health and Safety Executive/Environmental Health Officer immediately and followed up by a Form 2508 within 10 days in line with RIDDOR. Failure to do so can result in a £5000 fine. Records must be kept. As a self-employed person you have legal duties under RIDDOR that require you to report and record some work-related accidents. These include for example, deaths, major injuries, fractures, amputations, dislocations, loss of sight and lost me injuries over 3 days. They must be reported to the Health and Safety Executive Incident Contact Centre.

**COSHH**

The Control of Substances Hazardous to Health (COSHH) Regulations 2002 is the main piece of legislation covering control of the risks to people from exposure to harmful substances generated out of or in connection with any work activity. As with all other regulations affecting Health & Safety at work, legal duties under COSHH are laid primarily on the establishment in which you are working, and it is their duty to see that proper systems of work and management are in place. Duties on Agency Workers include:

• Making proper use of any control measures.

• Following safe systems of work.

• Abiding by local rules and policies.

• Reporting defects in safety equipment as appropriate.

Health surveillance must be carried out, where assessment has shown that a substance is known to cause occupational asthma or severe dermatitis and COSHH requires that employers provide suitable information, instruction and training about:

The nature of the substance’s workers work with or are exposed to and the risks created by exposure to those substances and:

• The precautions workers should take.

• Employers should give sufficient information and instruction on:

• Control measures and how to use them.

• The use of any personal protective equipment and clothing.

• Results of any exposure monitoring or health surveillance

• Emergency procedures.

Focusmed24 encourages all Agency Workers to inform their immediate superior of any areas of the local health and safety policy that they feel are inadequate to ensure that the policy is maintained as a true working document.

**OCCUPATIONAL HEALTH REQUIREMENTS**

Focusmed24 is committed to strive to maintain the highest possible standard of occupational health and wellbeing for all agency workers.

* Focusmed24 has a responsibility for ensuring the health, safety, wellbeing, of all agency workers.
* Focusmed24 has an additional responsibility to ensure agency workers are physically and medically fit to practice in their chosen professions, to ensure the health, safety and welfare of those they care for.
* Focusmed24 is also responsible for ensuring appropriate immunisation have been carried out on agency workers before they begin any assignments.
* Focusmed24 ensures all information/documentation will be dealt with in the strictest confidence and in accordance with current data protection legislation.

**Agency worker’s responsibilities**

* All prospective agency workers must complete the health questionnaire in the Focusmed24 application pack.
* All agency staff have a responsibility to notify Focusmed24 if their health changes in any way that could affect their ability to carry out an assignment.
* If for any reason there has been a change in the agency workers health between the annual updates, Focusmed24 must be informed of the change.
* If the agency worker leaves the UK for a period of three months or more, Focusmed24 must be informed and on return a new health screening form must be filled out.
* If the agency worker suffers from vomiting, diarrhoea, or a rash they must contact Focusmed24 immediately.
* Agency workers must be aware of HSC 1998/226 ‘Guidance on the Management of Aids/ HIV Infected Health Care Workers and Patient Notification.
* Agency workers must be aware of MRSA contact and the need for screening.

The candidates information enables the Occupational Health and Safety section to assess the suitability of fitness to carry out the specific work the agency worker have been appointed to carry out; and to map out any health surveillance which may be required under specific health and safety legislation. The successful candidate’s completed medical questionnaire is sent to Healthier Business for a fit to practice medical clearance certificate. This must be issued before a placement can be allocated. Once a fit to practice is issues the Health screening is updated on an annual basis to confirm fitness to work.

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.

**YOUR TRAINING & DEVELOPMENT**

**Nurse Revalidation**

Revalidation is the process that allows you to maintain your registration with the NMC. It is an opening process to demonstrate that you continue to practice safely. Every three years all nurses and midwives will be asked to apply for revalidation using the NMC Online system as a means of keeping their registration active. Completing the revalidation process is your responsibility as the registered professional, however Focusmed24 will assist where applicable.

**What is required:**

• 450 practice hours for a nurse and midwife or 900 hours if practicing as both

• 5 pieces of practice related feedback

• 5 written reflective accounts

• Reflective discussion with another nurse or midwife

• Health and Character Declaration

• Professional Indemnity Arrangement

• 35 hours of CPD (continuing practical development) with 20 hours being participatory learning (face to face/ classroom based)

We as a recruitment agency must carry out regular professional registration checks to make sure you have not become de-registered or have any pending issues against you. Post registration verification checks will be regularly undertaken.

For all candidates for roles where there is a legal requirement for them to be registered with a specific body and/or be in possession of a licence in order to practice, a check must be made of their registration. The candidate must provide a copy of their professional registration letter, which includes their PIN number. This is checked by our compliance officer on the HCPC or NMC website. These checks are carried out monthly, to allow continuous monitoring. The candidate’s express consent in writing together with their registration number must be obtained prior to making the check. The check must confirm the following:

• The applicant is the person registered with the relevant regulatory body.

• Where relevant, the applicant is in possession of the necessary licence.

• Their registration has no restrictions which may affect their ability to carry out the role being offered.

• There are no pending investigations of their fitness to practice in their profession.

**Appraisals**

For on-going work in the NHS, you are required to be annually appraised. The following are the requirements:

* In the case of RGN/RMN/RNLDs the appraisal must be carried out by a senior practitioner of the same discipline (Appraiser).
* In the case of ODPs the annual appraisal must be carried out by a senior practitioner of the same discipline who is entered on the HCPC list of Registered Health Professionals
* The Appraiser is required to supply documentary evidence to demonstrate that they have been appropriately trained in the conduct of the appraisals and have been 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 Focusmed24 of your clinical practices.

In addition to the above, Focusmed24 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 can 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 and Optional Training**

Focusmed24 will endeavour to assist you to obtain training where required. Training is offered by various independent third-party suppliers at venues throughout the UK and via further online modules. Prices are determined by each individual supplier and Focusmed24 receives no financial benefit from recommending you to any of these third-party suppliers. You are also under no obligation to update your training through any of the providers that Focusmed24 is affiliated with and you may provide evidence of training undertaken at your place of work or any other training establishment. Focusmed24 accepts training certificates from any third-party service provider provided that the certificate meets the relevant compliance requirements, CSTF Aligned.

Each agency worker must provide a certificate that shows evidence of Mandatory & Statutory training from a recognised body that is CSTF Aligned. Further to the initial training an annual update must be completed.

The Mandatory & Statutory training must cover the following:

* Infection prevention & control
* Information governance
* Fire Safety – (Further to the practical training all agency workers within a location are required to acquaint themselves with instructions and what to do in the event of a fire and must check the fire policy & procedure with each client).
* Conflict resolution
* Safeguarding adults
* Moving & Handling
* Resuscitation (the level depends on your expertise)

**E-learning training**

Beside the Mandatory & Statutory training, each agency worker must complete the following E-learning modules and renew them either annually or every 3 years depending on the expiry date for each module:

1. CSTF Health, Safety & Welfare
2. CSTF Equality, Diversity & Human Rights
3. CSTF Safeguarding Children Level 1 & 2
4. CSTF Safeguarding Children Level 3
5. CSTF Preventing Radicalisation
6. CSTF Blood Component Transfusion
7. HSG Food Hygiene
8. HSG Medication Awareness
9. HSG Physical Restraint Awareness
10. HSG Clinical Skills

**TIMESHEETS**

Timesheets run from Monday to Sunday and are paid a week in arrears.

Please submit your timesheet to us by 10am each Monday to be paid to your umbrella company the following Friday. Always keep a copy for your own records, Fcousmed24 are not responsible for providing copies to you.

Deadlines may change around Bank Holidays, Focusmed24 will have details of these and will inform all workers in advance, otherwise assume they are the same.

It is your responsibility to ensure your timesheet is legible, completed correctly and has been authorised and signed by your line manager (as payment may be delayed if this is not the case).

Please make sure that you complete your timesheet clearly with a black ballpoint pen, and that you write your name, date week commencing, the name of the service user that you worked for and department.

Timesheets should be emailed directly to: timesheets@focusmed24.co.uk. Please scan and attach each timesheet as a PDF individually.

It is your responsibility to check your pay advice each week, and all queries must be raised with the payroll team within seven working days from your pay advice date.

Please ensure:

• That you use a timesheet only once, each timesheet has a unique reference so should not be copied

• You complete the correct week commencing date

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

• The total hours columns are correct

• Any booking numbers are written clearly on your timesheet

• There is a dated signature by the line manager at your assignment

• Your timesheet is signed

If you require further timesheets, please email timesheets@ focusmed24.co.uk giving your name and full address.

Agency Workers will only be paid for work that has been undertaken so, if for any reason you are unable to undertake work, you may well suffer financially as a result. The normal risks, which prevent Agency Workers from working, are accidents (either at work or at home) or illness. You are advised to seek and obtain insurance cover against such risks and at a level that protects your income during periods when you cannot work.

**RATES OF PAY**

Different pay rates apply to different assignments, days and times and hospitals. It is a good idea to confirm which rate of pay applies when booking shifts and which clinical grade you have been booked at.

**UMBRELLA COMPANIES**

Focusmed24 do not provide PAYE service. Instead, we work with audited and compliant Umbrella Services who will employ you and pay you each week. We enhance the rate paid to cover additional costs incurred and you ought to be equal or slightly better off than if you were in-house PAYE. This also gives you the added flexibility of having one employer (the Umbrella) through which you can work via several Agencies. This makes it much easier to apply for mortgages, sick pay, maternity etc.

We have a responsibility to provide you with a Key Information Document (KID) to explain all the deductions and how the three-way relationship works. In order that this is always the most up to date version, these are available on our website at focusmed24.co.uk. Please regularly review these.

**TRAVEL**

Travel allowances are not paid.

**STATUTORY LEAVE**

This will be informed to you and managed by your umbrella Company.

Please inform Focusmed24 if you will not be available for work due to annual leave, especially if you are on a long term, regular or block booking.

**WORKING TIME REGULATIONS**

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).

However, if Agency Workers wish to ‘opt out’ this right, they are required to declare this on joining the agency by signing the appropriate box on their (signed) Terms & Conditions for Temporary Workers.

**THE AGENCY WORKER’S REGULATIONS 2010 (AWR)**

These regulations, which came into force on the 1 October 2011, are designed to ensure that agency workers receive, with day one access, treatment no less favourable than their full-time employed equivalents.

Detailed guidance on the regulations is available online (gov.uk) in brief your entitlements include:

a. immediate access to facilities, etc. provided by the Client to equivalent employed workers at the Client

b. after a qualifying period of twelve weeks, equal basic working conditions. The working conditions referred to are principally pay and holiday pay.

**What are my obligations under the Agency Worker Regulations?**

In order to help us and any Client to provide you with comparable treatment then we will need to immediately know:

a. if you work or have worked through any other agency at any Client where we place you. We will ask you at the time of making any booking but if we are to help you then you must please inform us of any bookings at any of our clients

b. if you believe that you have not received the equal treatment to which you are entitled

c. if you become pregnant or are otherwise entitled to maternity or paternity leave

d. If you are returning to work after maternity leave, paternity leave, jury service or sick leave

**What should I do if I do not believe I am receiving my rights under the Agency Worker Regulations?**

You must please immediately raise your concerns to us by contacting:

a. enquiries@focusmed24.co.uk

b. Or the hiring client in the event of denied access to shared facilities.