



Employee Handbook

Nurses and HCAs



Declaration

I have read a copy of the Agency Worker Handbook which outlines the goals, policies, terms, conditions and expectations of The Care Staff Consulting Limited 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 The Care Staff Consulting Limited. 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 The Care Staff Consulting Limited.

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

Name

Signature

Date

1. Useful Contact Details

Shifts and General	admin@thecarestaff.com	079 6111 3451 / 01223 798247 (This number is for head office. You need to contact your local shift manager for general and shift related queries).
Application and documents	career@thecarestaff.com	075 2500 8795
Payroll and finance	payroll@thecarestaff.com	077 7133 2223 / 01223 798317

2. Timesheets

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

If you have a payroll enquiry, please contact our payroll number and ensure you have your pink copy to hand as we will need your timesheet reference number to assist you.

3. Rates of Pay

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

4. Travel

The general rule is that travel allowances are not paid for local assignments up to 25 miles of total travel (to and fro). You may find, however, that travel allowances will be payable for assignments, where the set distance is exceeded and if so this will have been discussed at the time that the booking was made. The mileage rates and criteria for claiming travel allowances are set out clearly on the rate of pay sheets and, given that they are subject to audit, you should carefully check and record the distance for which you make a claim.

5. Method of Payment

Payment will be made by Bankers' Automated Clearing Services (BACS) directly into your bank/building society account on a weekly basis. A payslip detailing how your pay has been calculated and showing any deductions made will be posted to your home address or emailed to you however you have agreed with the payroll team. Email is preferred for a faster process. Please remember to let us know if you should change your personal circumstances, e.g. change of address or bank details. Please note that

We will not accept telephone changes to your banking/building society details. All changes must be in writing or via email.

6. Tax and NI

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

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

7. Statutory Sick Pay / Sickness Benefit

Because yours is a "Contract" for the period of each day, The Care Staff Consulting Limited does not usually pay sick pay. If you have an assignment booked and you are unable to complete the assignment, please contact us as soon as possible to report this so that a replacement Agency worker can be supplied.

8. Insurance Guidelines

All The Care Staff Consulting Limited Agency Workers are self-employed and are responsible for their own actions, errors or omissions at work. You are therefore strongly encouraged to take out Personal Accident, Malpractice and Public Liability insurance policy appropriate to your needs, which will provide adequate cover. If you are a member of a professional body you should check the cover that may be included with your membership. Please contact us and we will try to connect you with professional insurance advisors.

9. Personal accidents and illness

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. The Care Staff Consulting Limited advises all Agency Workers to seek the services of an independent Financial Advisor in the first instance to ensure that they are covered in such an event.

10. Your Vehicle Insurance

The use of a private motor vehicle travelling to, from or during an assignment is "own business use" and you are advised to check with your motor vehicle insurance company to confirm that you are covered for such risks and to arrange such cover where this is necessary. If you transport a Client in your own vehicle, you must have "own business" cover for passengers as well as for yourself.

11. Shifts (Booking/Cancellation)

Booking Shifts: Please book your shifts by telephoning your personal consultant at The Care Staff Consulting Limited. Regular and effective contact is vital so we can find you the work you want. Let us know your availability and key requirements as often as necessary. As an agency that provides a quality last minute shift requirement service, we need to ensure that we always present professionally and efficiently. Clients rely on our company to source quality staff to fill shortfalls in their staffing needs due to sickness, annual leave and rota shortages. When we fill a shift we need to ensure this is upheld and doesn't leave our Client short staffed and patients at risk.

We appreciate that sometimes unavoidable things do occur however you must **always try and give us as much notice as possible if you have to cancel a shift.**

1. If you feel slightly unwell, but are unsure if you will need to cancel the shift still advise us of the situation so we can be prepared if a replacement is needed.
2. To cancel a shift you have already accepted, please phone The Care Staff Consulting Limited immediately. **Shift cancellations will not be accepted by e mail or text.**
3. Please be accessible by phone when you have said you will be available as we may need to cancel you from a shift starts.

Please ensure you always arrive for work at least fifteen minutes before the shift is due to start due to allow you to find your ward, store your belongings, change into your tunic and introduce yourself to the Nurse in Charge or Manager.

If running late for work, please contact us immediately. Always call before the shift is due to start and please give a realistic estimated time of arrival. If your journey is further delayed, please update us again.

It is always better for us to call ahead and inform a Client of lateness, It is always better for us to call ahead and inform a Client of lateness, than the Client calling us looking for a worker running late. This will look unprofessional and may affect future work allocation from that Client.

1. Allow plenty of time to travel to work, particularly if travelling by bus or tube, which are frequently subjected to disruptions and can run behind time
2. When travelling to a new establishment, please plan out your route carefully and ensure you have all the travel information you need before you leave home- if you need assistance planning your journey, The Care Staff Consulting Limited will be happy to do this for you

It is not acceptable if you fail to inform us of your delayed arrival due to: no mobile phone credit, no number for The Care Staff Consulting Limited. Please make sure your mobile phone credit is topped up and you have all our main contact number saved:

We provide a 24-hour service 365 days a year. You may use this service if you have an urgent concern, difficulty or emergency that needs immediate attention. Please call during office hours if the situation is non-urgent.

12. General Guidelines

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:

- Are under the direction and control of the Client at all times.
- 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);
- shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement;
- shall not make unnecessary use of authority in connection with the discharge of the provision of the Services and engagement instructions;
- shall abide by the Working Time Regulations 1998 and where applicable, New Deal requirements;
- shall not act in a manner reasonably likely to bring discredit upon the Client;
- shall not unlawfully discriminate for any reason;
- shall not falsify records, timesheets, expenses or attempt to de-fraud the Client in any way;

- 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;
- shall observe the highest standards of hygiene, customer care, courtesy and consideration when working in an health service environment;
- 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;
- shall be competent in understanding and using both written and oral English;
- shall be able to communicate effectively with the Client's staff, other HCAs and patients
- have good telephone skills;
- shall have legible handwriting;
- shall be confident and able to deal with Client's staff at all levels;
- shall be able to work with minimum supervision, where appropriate;
- shall be prompt and punctual;
- shall maintain proper standards of appearance and deportment whilst at work;
- shall be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties;
- shall display your photo ID badge on your clothing at all times during an engagement when they are on the Client's premises.
- 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;
- shall not engage in any form of physical or verbal abuse, threatening behavior, harassment/bullying or be otherwise uncivil to persons encountered in the course of work;
- shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs;

13. Fitness to Practice

As an Agency Worker with The Care Staff Consulting Limited you are required to notify us about any changes to your professional registration immediately. Equally, you are required to let us know before each occasion on which you are deployed in the provision of Services via The Care Staff Consulting Limited that you are fit to practice at that time. If you think you are not fit to work due to health, legal or any other reason then The Care Staff Consulting Limited will be required to provide an alternative Agency Worker.

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

You should not declare yourself to be fit to practice if you are suffering from any of the following conditions: vomiting, diarrhoea or a rash. You should inform the Client, and the agency, 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.

14. Enhanced DBS Checks

The nature of the work undertaken by The Care Staff Consulting Limited Agency Workers is likely to have regular and ongoing contact with young people and/or vulnerable adults. For this reason, it is necessary for us to carry out Enhanced Disclosures (criminal records checks), including checks of the children's and Adult's Barred Lists, as part of the recruitment process. As an organisation using the CRB Disclosure service to help assess the suitability of applicants for positions of trust, The Care Staff Consulting Limited complies with the CRB Code of Practice, Data Protection Act and any other relevant regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information.

The Care Staff Consulting Limited processes all Criminal Record Checks for England electronically. This ensures that your initial CRB and any subsequent renewals are processed promptly, usually within a few weeks or so (assuming no issues with your application). We usually charge our agency workers the cost of CRB checks. Please ask us about the charges as the cost may vary from time to time. Please be aware that our Clients may request to see a copy of your "Applicant's copy of your CRB from time to time.

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

Detailed guidance on the regulations is available online (www.bis.gov.uk) and The Care Staff Consulting Limited can help but in brief your entitlements, please ask.

15. Documentation, ID, Uniform

You may be required to produce proof of identification in the form of your passport or UK photo card driving license, before starting any assignments. In addition you may be requested to produce a copy of the following and as such should carry them with you for each assignment:

- The Care Staff Consulting Limited ID Badge
- Timesheets: carry at least 2 or 3 in case you work on more than one area.

Please wear The Care Staff Consulting Limited ID Badge (temporary or permanent ID Badge whichever is provided). Please return badges on termination of your employment with The Care Staff Consulting Limited.

All Agency Workers are required to wear the full The Care Staff Consulting Limited uniform or alternative dress code as specifically advised at the time of booking. This will apply to all hours spent on duty. Please ensure when you accept an assignment that you are aware of the appropriate dress code / uniform required and that you are able to accommodate this requirement.

Your clothing should at all times appear professional and acceptable to represent the The Care Staff Consulting Limited and suit the Client. Your uniform should only be put on once you are on the facility premises due to infection control purposes. This is a requirement of most Clients. Health and safety must be considered at all times. Shoes should not have a heel higher than one inch unless medically required in the circumstances of a disability.

It is your responsibility to ensure your clothing is kept clean, laundered, ironed and neat at all times. Please take care with your personal hygiene at all times.

16. Assignments

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

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

17. First shift with a client

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

1. Fire policies relating to the establishment.
2. Security issues relating to the establishment.
3. Moving & Handling policies relating to the establishment.
4. The Crash Call procedure.
5. Any Health and Safety issues relating to your placement in the establishment.
6. Additional relevant policies, e.g. relating to Information Security/Confidentiality.

It is your responsibility to ensure you are aware of any emergency telephone numbers before starting the shift.

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

18. Accepting employment by a client

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

As an agency worker, you may have enrolled with other agencies. But you are required not to accept shifts with our clients through other agencies at least for a period of three months after completing shifts through The Care Staff Consulting Limited with the same client.

19. Policies and procedures at client's premises

You are required to adhere to the policies and procedures issued by the Client. Please ensure that you are advised at induction of where these are kept. You should also be made aware of any significant changes in policy at the commencement of any duties.

Should any conflicts or confusions arise during your working assignment with regard to the interpretation of policies and procedures we strongly urge you to seek advice from a senior member of staff, or contact us at the time the conflict is occurring? Equally, should an occasion arise whereby you believe that you are being compelled to compromise your integrity and are instructed to breach your Code of Professional

Conduct, we would instruct you to seek guidance immediately. Always remember that you are personally and professionally accountable for your practice. This means that you are answerable for your actions and omissions, regardless of advice or direction from another professional.

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

20. Professional Indemnity Cover

The Care Staff Consulting Limited would advise all agency workers to take out your own personal PI cover.

21. Complaints reporting and handling

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

You are advised to read this Handbook in full, to ensure you fully understand what we ask of you. We have a complaint procedure and policy in place. The document which details the procedure is available upon request.

22. Disciplinary procedure

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

In the event of "disciplinary" matters arising, each situation will need to be judged on its own merits. There may be cases whereby a Client will be required to apply their disciplinary procedure in order to comply with legislation. Likewise there may be occasions when it is necessary for The Care Staff Consulting Limited to use our procedure. The Care Staff Consulting Limited operates comprehensive Disciplinary Policy and Procedures, please contact The Care Staff Consulting Limited for full details.

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 The Care Staff Consulting Limited Code or Code of Professional Conduct.
- If it is believed that an Agency worker has acted in an unprofessional manner, The Care Staff Consulting Limited reserves the right to remove you from your assignment and not re-assign until the matter has been investigated and resolved.
- If an Agency worker has a reason to be put onto the "The Care Staff Consulting Limited Alert List".

- If The Care Staff Consulting Limited has been alerted by the NMC, GMC or other regulatory bodies with regard to practicing Agency Workers.

23. Health and safety

It is the policy of The Care Staff Consulting Limited to ensure, as far as is reasonably practicable, the health, safety and welfare of all our Employees, Agency Workers, Service Users and Members of the Public, accepting our statutory responsibilities in this area. This involves working in partnership with our Clients who for the purpose of Agency Workers provide the physical setting for the work undertaken by the The Care Staff Consulting Limited Workers.

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

1. The duty to comply with all safety instructions and directions laid down in your workplace and request for an induction on your first day.
2. The duty to report any potential hazards or dangerous occurrences that may cause harm to others.
3. Always familiarize 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. It is your responsibility to ask for these whenever you are visiting a new nursing home which is unfamiliar to you.
4. Never attempt a task without first ensuring that you understand the instructions and can carry them out safely.
5. Always maintain a clean and safe work area.
6. If you see, or believe you see, an unsafe act or condition, report it to your workplace manager or in-charge as soon as possible, taking immediate steps to correct it or ask your nursing home to rectify it. You may be assumed to have agreed to an unsafe condition if you do not comment on it and if you continue working.
7. Certain jobs require you to wear protective clothing or to use equipment. If you are unsure, ask for advice before you start working.
8. You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labeled 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.
9. Only use, adjust alter or repair equipment if you are authorized to do so.
10. If you, or the equipment you operate, are involved in an accident - regardless of how minor - report it immediately to the nursing home you working and to the agency. If necessary, get First Aid attention immediately. You should also report near misses to your nursing home.
11. Ensure that all equipment (e.g. hoists) has been maintained properly and that documentary evidence is supplied.
12. Obey all health & safety rules, signs and instructions. If you are unsure as to what they mean - ask.

24. Data Protection Policy and GDPR 2018

The Company will collect your personal data (which may include sensitive personal data) and will process your personal data for the purposes of providing you with work-finding services. The legal bases we rely upon to offer these services to you are:

- Legitimate interest
- Consent
- Legal obligation
- Contractual obligation

We collect and use your personal data for legitimate human resources, work-finding, business management, payroll processing and accounting reasons including:

- identifying and evaluating candidates for potential employment, as well as for future roles that may become available;
- recordkeeping in relation to recruiting and hiring;
- ensuring compliance with statutory and legal requirements, including the provision of tax and payroll information to HMRC as well as diversity and inclusion requirements and practices;
- conducting criminal history checks as permitted by applicable law;
- protecting our legal rights to the extent authorized or permitted by law; or
- emergency situations where the health or safety of one or more individuals may be endangered.

We process your personal data for the purposes described above: when we have your consent to do so; when necessary to enter into an employment contract with you; when necessary for us to comply with a legal obligation; or when necessary for the purposes of our legitimate interests as an employer and supplier of employment services.

Please read a copy of our Data Protection policy document. To get a copy of any of our policy and procedure documents please email career@thecarestaff.com.