Employee Handbook - Agency Workers

Welcome to Zaidah Healthcare Solutions Limited

Contents			Page
1.	**Welcome and Introduction**		1
2.	**What Can Zaidah Healthcare Solutions Limited Do For You?**		3
	2.1	Provide the work you want, when and where you want it	3
	2.2	Help you to maintain your compliance	3
	2.3	Operate effective processes for booking your work	4
	2.4	Assignment briefings	4
	2.5	Payment process — accurate and on time	4
3.	**Before You Start Work**		5
	3.1	General obligations	5
	3.2	Fitness to practice	7
	3.3	Enhanced disclosure and barring services (DBS) checks	7
	3.4	Identification	8
	3.5	Personal appearance	8
	3.6	Timekeeping	9
	3.7	Engagement/employment by a client	9
	3.8	Commencement of assignment	9
4.	**Important General Information**		10
	4.1	Safeguarding children and young people	10
	4.2	Code of conduct	10
	4.3	Confidentiality	11
	4.4	Data protection and access to records	11
	4.5	Patient record keeping	12
	4.6	Computer use	13
	4.7	Use of social media	13
	4.8	Security	14
	4.9	Professional indemnity cover	14
	4.10	Fraud awareness	14
	4.11	Equal opportunities	15
	4.12	Dealing with allegations of abuse	16
	4.13	Gifts and gratuities	18
	4.14	Complaints reporting, handling and management	18
	4.15	The agency worker's regulations	19
	4.16	Administration of medicines	21
	4.17	Removal from the Zaidah Healthcare Solutions Limited register	21

5	**Health & Safety**		23
	5.1	Health & safety and you	23
	5.2	Health & safety Guidance notes	23
	5.3	Safety instructions	23
	5.4	Identifying and reporting hazards	24
	5.5	Accident reporting	24
	5.6	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations	25
	5.7	Coshh	25
6	**Occupational Health Requirements**		27
	6.1	Requirements	27
	6.2	HIV	27
	6.3	Fitness to practice	27
7	**Your Training and Development**		28
	7.1	Appraisals	28
	7.2	Mandatory and optional training	28
	7.3	Online training	29
	7.4	Domiciliary care training	29
8	**Payroll and Financial**		30
	8.1	Contacting the payroll department	30
	8.2	Timesheet information	30
	8.3	E-platform clients	31
	8.4	Dos & don’ts of timesheets to ensure prompt payment	31
	8.5	What to include in a timesheet	31
	8.6	Candidate choice	32
	8.7	Rates of pay	33
	8.8	Promoting loyalty	33
	8.9	Expenses	33
	8.10	Holiday pay	33
	8.11	Payslips and notification of your pay	34
	8.12	Payment method and bank account changes	34
	8.13	Your contact details	34
	8.14	Tax code changes	35
	8.15	National insurance	35
	8.16	Statutory sick pay (SSP)	35
	8.17	Statutory maternity pay (SMP)	35
	8.18	VAT	35
	8.19	Auto-enrolment pensions	36
	8.20	Insurance guidelines	36

1. Welcome and Introduction

Welcome to Zaidah Healthcare Solutions Limited! We are very pleased that you have chosen to work with us.

Zaidah Healthcare Solutions Limited is one of the UK's leading healthcare agencies, providing temporary assignments to Healthcare Professionals, including Registered Nurses, Doctors, Allied Health Professionals and Healthcare Assistants. We care about the service that we provide to both our Clients and Candidates. At each stage of your journey, our dedicated consultants will be on hand to help you.

This handbook contains important information that will ensure that you are aware of our expectations from you, as well as what you can expect from us. It clearly defines the standards, which you are expected to comply with, and gives you clear policies and procedures to follow. Please ensure that you take the time to read it thoroughly, familiarise yourself with the information provided and contact us to ask any questions that you may have. It is important that you fully understand everything that is covered.

If there are any points which you do not fully understand or if you have any feedback on how we can improve the handbook for the next edition, please direct these to or speak directly to your supervisor.

It is important to note that this handbook outlines Zaidah Healthcare Solutions Limited's own policies and standards. These policies and standards do not supersede the national guidelines of the NMC, GMC or HPC, nor do they supplant any other professional membership bodies or Social Care Councils.

From time to time we may update sections of this handbook to reflect changes to current legislation, requirements and internal processes. Whenever this happens, we will notify you by email. It is your responsibility to review the changes and seek advice if you do not understand anything.

We promise to do everything we can to ensure that your career as a valued member of Zaidah Healthcare Solutions Limited is both rewarding and enjoyable.

This Employee Handbook was last reviewed on **[insert date]** and the next review date will be **[insert date]**.

2. What can Zaidah Healthcare Solutions Limited do for you?

2.1 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

At Zaidah Healthcare Solutions Limited, we aim to:

- get to know our Agency Workers and understand how they like to work. We can offer very flexible shift patterns as well as contract 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.
- give people the opportunity to work in different environments: hospitals (NHS and Private), industry, Ministry of Defence establishments, nursing and residential homes, prisons, schools and home-based nursing care.

We do our utmost to provide a personal and rewarding service for our Agency Workers. With support nationwide, you can gain access to the widest variety of temporary work in the UK. Our Agency Workers can contact us 24/7 for a more personal service or they can visit us online for the latest vacancies.

Not only do we offer an extensive range of temporary work, but we also have permanent vacancies with top healthcare organisations. We can introduce you to companies and establishments, which have suitable vacancies for you. We can arrange interviews and provide you with professional career advice. In fact, all you have to do is let us know the type of permanent work you are seeking and we will provide support and expertise.

2.2 Help you to maintain your compliance

The process of reaching and maintaining compliance with government legislation and Client requirements is managed for you by the Zaidah Healthcare Solutions Limited compliance team. We work with local recruiters; initially to ensure that all new applications are processed efficiently and accurately to maintain each Agency Workers records at full compliance, and then ensuring that you never find that you are unable to work in a particular area because an item in your file is missing or has lapsed.

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

Please contact your compliance consultant if you require any assistance.

2.3 Operate effective processes for booking your work

Zaidah Healthcare Solutions Limited has a sophisticated computer booking system which enables your bookings team to identify assignments that are suitable for you. The most important thing is for you to communicate with your bookings team. Keep your availability updated as it is inevitable that the work will go to those Agency Workers that have updated their availability, as the system provides a list of available Agency Workers, and they are the first to be offered work. In addition to advising us over the phone, you can visit the Zaidah Healthcare Solutions Limited website and submit your availability using our online availability form.

We also ask that you keep your contact details (including mobile number and email address) up to date so we can always contact you at short notice and send you details of available assignments. These details can be quickly and easily amended with an email to detailing the changes you need to make.

Self-booking is certainly permissible and is very much welcomed by some Clients. However, you must ensure that you inform your bookings team before working the next shift, giving appropriate reference numbers where applicable, in order for your timesheet to be processed correctly. This is important because 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.

2.4 Assignment briefings

We will give you as much notice as possible when offering and confirming your assignments. We will also provide you with a full briefing including the following information:

- Dates and times of the shift(s), and the booking reference number if applicable
- Duration of the assignment and confirmation of pay rates
- Location, Client/service user or establishment, address and contact details
- Details of the tasks you will be expected to undertake
- Any other information, e.g. details of Care Plan; Health & Safety information

2.5 Payment process — accurate and on time

Once you have submitted a fully completed and authorised timesheet, payment is made by Bankers Automated Clearing Service (BACS) directly into your bank. If we receive your timesheet by **[time]** on **[day]**, your payslip will be sent to you and payment will be made on **[day]**. Please refer to the Payroll and Financials section (Section 8) for details regarding all aspects relating to timesheets, rates of pay, tax and National Insurance.

3. Before You Start Work

3.1 General obligations

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 discrimination and equal opportunities policies)
- must not neglect nor omit, without due and sufficient cause, to discharge promptly and diligently a required task within the terms of the engagement
- must not make unnecessary use of authority in connection with the discharge of the provision of the services and engagement instructions
- must abide by the Working Time Regulations 1998
- must not act in a manner reasonably likely to bring discredit upon the Client
- must not unlawfully discriminate for any reason
- must not falsify records, timesheets, expenses or attempt to defraud the Client in any way
- must 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
- must observe the highest standards of hygiene, customer care, courtesy and consideration when working in a health service environment
- must 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
- must be competent in understanding and using both written and oral English
- must be able to communicate effectively with the Client's staff, other healthcare workers, patients, carers and the general public
- should be helpful, pleasant and courteous
- should have good telephone communication skills
- should have legible handwriting
- should be confident and able to deal with the Client's staff at all levels
- should be able to work with minimum supervision, where appropriate
- should be prompt and punctual
- should maintain proper standards of appearance and deportment whilst at work
- should be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the parties
- must display your photo ID badge on your clothing at all times during an engagement when you are on the Client's premises

- must 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
- must 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
- must not at any time be, or appear to be, on duty under the influence of alcohol or drugs
- must not at any time be, or appear to be, in possession of firearms or other offensive weapons
- must report any injury or accident sustained and/or witnessed whilst on the Client's premises
- must notify Zaidah Healthcare Solutions Limited immediately if charged or cautioned with any criminal offence
- must not misuse or abuse the Client's property
- must not use photographic equipment including camera/video functions 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
- must not smoke while on the Client's premises except in those areas where smoking is expressly permitted
- must adhere to all other relevant obligations that the Client shall reasonably require from time to time including, but not limited to, the obligations identified within this paragraph and the paragraphs below

When you arrive at the Client's premises, you must obtain from the Client relevant information regarding the Client's fire procedures, on-site security, information security, crash call procedures, "hot spot mechanisms" and "violent episode" policies before you are involved in the provision of the Services.

You have an obligation to adhere to the Client's policies and procedures, including but not limited to those relating to fire, on-site security, information security, manual handling, infection and disease control, and health & safety. Where the Client fails to provide such policies after Zaidah Healthcare Solutions Limited has reasonably requested such information, it is acknowledged that Zaidah Healthcare Solutions Limited 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.

You must inform Zaidah Healthcare Solutions Limited in writing (i.e. by email or letter) if you are under investigation by your professional body (e.g. 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, Zaidah Healthcare Solutions Limited will not deploy you to any other Client until the matter has been fully and satisfactorily resolved.

You are required to inform Zaidah Healthcare Solutions Limited if you are or have been subject to any kind of investigation or prosecution by the police after the Enhanced DBS check was undertaken by Zaidah Healthcare Solutions Limited.

3.2 Fitness to practice

The Client may require you to declare, before each occasion on which you are deployed in the provision of the services, that you are fit to practice at that time. In particular, please report any illness, especially vomiting or diarrhoea, ear, nose or throat infection, or skin conditions to your consultant. Should you be unable to give this declaration truthfully, then Zaidah Healthcare Solutions Limited will be required to provide an alternative Agency Worker.

To avoid potential risk/harm to an unborn child, you must let us know if you are or become pregnant. If you are concerned that your placement involves unnecessary risks to your health or fitness or that of your unborn child,

please do not hesitate to contact us. Zaidah Healthcare Solutions Limited is required to perform a health and safety risk assessment for all expectant mothers, so it is essential that you keep us informed.

In some cases, the Client may request that you undergo a medical examination prior to commencing work. Where applicable, 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 if the medical examination demonstrates that it is unsafe for you to work or if you decline to be examined. 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.

3.3 Enhanced Disclosure and Barring Service (DBS) checks

The work undertaken by Zaidah Healthcare Solutions Limited Agency Workers is likely to involve regular and ongoing contact with young people and/or vulnerable adults. For this reason, it is necessary for us to carry out Enhanced Disclosure and Barring Service (DBS) checks, including checks of the Children's and Adult's Barred Lists, as part of the recruitment process.

Renewal: Agency Workers are required to either renew their Disclosures annually or sign up for the annual update service. You will be contacted when your disclosure is due for renewal.

Rehabilitation of Offenders Act: Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, Sections 4.2 and 2.3 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 that no conviction or caution can be considered spent and should be declared to Zaidah Healthcare Solutions Limited. This requirement includes convictions, cautions etc, which occur during the Agency Worker's registration with Zaidah Healthcare Solutions Limited, including between annual disclosure checks.

Criminal convictions/cautions: Zaidah Healthcare Solutions Limited is an Equal Opportunities employer and aims to treat all Agency Workers fairly and without discriminating on the basis of having past convictions or other information revealed. Having a criminal record will not in itself prevent any individual from working with the agency. However, denial or non-disclosure of any conviction or caution which is subsequently shown to exist will lead to the immediate dismissal of the Agency Worker from Zaidah Healthcare Solutions Limited's employment register. Any Agency Worker with past convictions or cautions will be asked to prepare a statement of events surrounding each conviction/caution. Once prepared, this statement should be returned to us with a copy of their disclosure.

Zaidah Healthcare Solutions Limited's Clinical Governance Panel meets as required to review Positive Disclosures. Due consideration is given to the nature of the role, together with the circumstances and background of any offence, and overriding consideration is given to the care, safety, and protection of Clients.

Zaidah Healthcare Solutions Limited is bound by the Disclosure body's Code of Practice and we guarantee that your information will be treated confidentially.

Please be aware that our Clients may request to see the "Applicant's copy" of your disclosure. To assist us in this process, we request that you keep us updated with your copy. You have a responsibility to report any cases of suspected abuse of children or vulnerable adults. We have a detailed policy outlining this reporting procedure.

3.4 Identification

You may be required to produce proof of your identity in the form of an official 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 DBS check.

You are also required to wear your Zaidah Healthcare Solutions Limited ID badge, which will be issued to you once you have cleared the compliance process. This ID badge will be valid for a year. You will automatically be issued a new ID badge as your current one expires.

Should you not receive an updated ID badge or lose your current badge, you must request a new badge by contacting the Compliance Team.

Failure to comply with any of these requirements could result in you being refused permission to work by the Client. Badges must be returned to Zaidah Healthcare Solutions Limited on termination of your employment with us.

3.5 Personal appearance

To best meet the needs of our Clients, please ensure that you follow the guidelines below.

Clothes/uniform: You are required to report for work neatly and appropriately dressed. Clothes should be clean and presentable (e.g. properly ironed). You must always abide by the dress code or uniform advised by the booking consultant or in any dress code or uniform regulation advised to you from time to time.

You must never dress in a way that may reflect negatively on the agency. You should not wear any items of clothing (such as loose jackets or high-heeled shoes) that may be a potential safety hazard or that may prevent you from doing your job properly at all times.

Many of our Clients ask that Candidates wear Zaidah Healthcare Solutions Limited uniforms whilst on shift. Details of how to order a uniform are available on our website or by contacting your consultant. Prices are determined by the supplier and payment is made directly to them. All returns and faults are between you and the supplier and Zaidah Healthcare Solutions Limited receives no financial benefit from recommending you to an approved supplier.

Hair and nails: Please make sure that your hair and nails are clean and tidy. Long hair must be secured neatly so as not to pose an infection or safety hazard. Nails should be kept short to ensure good hygiene and health and safety. Long false nails/acrylics are not permitted.

Jewellery/accessories: You are advised to keep jewellery to a minimum, as overuse of jewellery can constitute a health hazard. You should not wear flashy or excessive jewellery or accessories in such a way that they are visible while at work. You should not wear any jewellery or accessories that are loose or chunky and which could reduce your ability to perform your duties (e.g. no dangly bracelets/necklaces or hoop earrings). Please note that wearing rings and watches makes it more difficult to wash your hands effectively and maintain proper hygiene. We advise that jewellery should be limited to wedding rings and small plain stud earrings and discreet religious emblems, and fob watches should be worn in preference to wristwatches.

3.6 Timekeeping

Please make every effort to ensure you arrive at and leave all bookings at the agreed times, confirmed in your booking confirmation. If, for any reason, you are unable to attend a booking, you should contact us as soon as possible.

3.7 Engagement/employment by a Client

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

3.8 Commencement of assignment

At the start of each assignment in an establishment, ward or department with which you are unfamiliar, you should request and receive a comprehensive 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

4. Important General Information

4.1 Safeguarding children and young people

The safety and welfare of children and young people is of utmost importance. Anyone who works with children or young people has a moral obligation to provide them with the highest possible standard of care. Zaidah Healthcare Solutions Limited is committed to practices which protect children from harm. All Zaidah Healthcare Solutions Limited 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 states that all Agency Workers are required to have a valid annual training certificate for Safeguarding Children and Young People. As required, Zaidah Healthcare Solutions Limited will be able to offer you training at the appropriate level.

4.2 Code of conduct

The purpose of the Zaidah Healthcare Solutions Limited code of conduct is to:

- inform all Agency Workers of our Clients' expectations about their general conduct and approach to tasks
- emphasise the importance of a professional approach to all Clients and service users
- highlight situations that Agency Workers may have to deal with.

Your responsibilities under the code of conduct are as follows:

Discrimination: Agency Workers should not discriminate against any person (including service users, coworkers, Clients and employers) on the basis of race/ethnicity, religion, age, gender/sex, sexuality, disability, or any other protected characteristic as defined by the Equality Act 2010.

Reputation: Agency Workers are ambassadors of Zaidah Healthcare Solutions Limited and must not say or do anything that could harm the company's reputation.

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

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

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

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

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

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

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 establishment where they are working and of any concerns, followed by a telephone call to the agency.

Empowerment: 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: Zaidah Healthcare Solutions Limited 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.

4.3 Confidentiality

All Agency Workers, while undertaking assignments, will at some point encounter information which is of a confidential nature. Client details are a matter of very high confidentiality and must not be disclosed to any third party in any circumstances unless fully authorised, lawful and necessary. For example, even casually chatting to a Client during your visit about whom you are going to see next would constitute a serious breach of confidentiality.

Each Client has an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with the Data Protection Act 2018, General Data Protection Regulations (GDPR), Human Rights Act 1999, and your agreement with the Zaidah Healthcare Solutions Limited. Any concerns you may have regarding confidentiality should be discussed with a Zaidah Healthcare Solutions Limited manager.

4.4 Data protection and access to records

Zaidah Healthcare Solutions Limited is classed as a "data controller" under the Data Protection Act 2018. This is because Zaidah Healthcare Solutions Limited holds and uses both "personal data" and "sensitive personal data" about its employees, Clients, Agency Workers and other individuals. Zaidah Healthcare Solutions Limited processes data including your records and those of Clients and service users.

The information contained in your Agency Worker records is taken from your application form, DBS check, and references as well as the Terms and Conditions for Agency Workers. There may be occasions when your records are disclosed to Regulators and Inspectors such as the Care Quality Commission (CQC) and Clients (e.g. NHS Buying Solutions).

Zaidah Healthcare Solutions Limited will use your personal details and information we obtain from other sources to assess your suitability for employment with us. If your application is successful, we will use your information for personal administration and management purposes, including carrying out appropriate security or financial checks and marketing. We may need to share your information for these purposes with our associated companies, agencies, and Clients.

By agreeing to work with us, you consent to our processing of sensitive personal data about you (e.g. health information, racial/ethnic origin information) for the purposes of your placement with us, and to the transfer of your information abroad where necessary.

Data Protection Compliance Officer: In order to ensure that Zaidah Healthcare Solutions Limited complies with its obligations under the Data Protection Act, we have appointed a Data Protection Compliance Officer. This individual is Zaidah Healthcare Solutions Limited's Secretary, **[name of person]**. You should refer to the Data Protection Compliance Officer if you have any doubts or concerns about any of Zaidah Healthcare Solutions Limited's obligations under the Act.

Rights of access (subject information): The Data Protection 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. Zaidah Healthcare Solutions Limited is not obliged to provide information to you in all circumstances.

A number of exemptions apply and Zaidah Healthcare Solutions Limited may be unable to disclose information in certain circumstances where that information also relates to another individual who could be identifiable from the

details disclosed. Should these circumstances apply, Zaidah Healthcare Solutions Limited will provide you with reasons why we believe such a decision to be necessary.

All requests for a copy of your information will be submitted to our Operations Manager who will endeavour to respond within 2 weeks. Upon receiving this information, you should check its accuracy and inform the Operations Manager of any amendments required. It is in the interests of everyone for the information to be accurate and up-to-date.

It is assumed that you will only need to verify personal data once and there will be no charge made for the first application in any calendar year. Additional requests for verification within the year will normally attract a charge of £ **[amount]** per application.

4.5 Patient record keeping

Record keeping is a professional requirement of all Agency Workers, and failure to keep sufficient records can lead to 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 and social 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, improve care through clear communication of the treatment rationale and progress, and promote a consistent approach to team working. However, a record is only useful if it is correctly recorded in the first place, regularly updated, and easily accessible when needed.

Everyone working in health and social care who records, handles, stores, or otherwise works with information has a personal common law duty of confidence to comply with this. All service user attendance, non-attendance, and refusal of treatment and advice must be recorded. It is also advisable to note when telephone/remote contact is made. It is imperative that we are able to identify the specific Agency Worker who dealt with a particular service user on a particular day; this means the service user's attendance must be dated and signed in the Agency Worker's records and/or on a register. All patient records should be kept confidential in line with the Data Protection Act 1998.

4.6 Computer use

The Client may, at their discretion, authorise you to gain access to certain computer systems and certain programs and data within those systems. You should not attempt to gain access to data or programs without specific authorisation. Agency Workers deployed in the provision of the services, must at all times when using such computer systems:

- follow 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 disc, USB drive, removable hard drive or any other device for the storage and transfer of data or programs
- never upload or download any program or software into any Client device via disc, typing, electronic data transfer, online download or any other means without the specific, express permission of all parties
- never access any other computer or noticeboard or information service (including, without limitation, online platforms) except with specific prior consent of the Client or as the case may be, from the Client’s representative
- never 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 their written computer security policy to Zaidah Healthcare Solutions Limited which should be available to you on reasonable request.

4.7 Use of social media

You are personally responsible for whatever you post online or on social media. Before you post any comment or content, you must consider that social networking websites are public platforms, and so what you write might be available to be read by the general public, including Zaidah Healthcare Solutions Limited, future employers and social contacts for a long time.

Social media must not be used in a way that breaches any of our other policies or agreements. If a post/blog on the internet would breach any of our policies in another forum, it will also breach them in an online forum.

As an employee of Zaidah Healthcare Solutions Limited, when using social media you must:

- Make clear that your statements do not represent the views of your employer e.g. by stating “the views in this posting do not represent the views of my employer”
- Remain professional in what you post and in the image you portray in your profile
- Never post disparaging or defamatory remarks about Zaidah Healthcare Solutions Limited, our Clients, suppliers and vendors or other affiliates and stakeholders, or any other comments which could be misinterpreted so as to directly or indirectly damage our reputation
- Never post any discriminatory, insulting or obscene comments about colleagues, our customers, Clients, business partners, suppliers, vendors or other stakeholders or anything else they would find offensive
- Never post comments about your colleagues, our customers, Clients, business partners, suppliers, vendors or other stakeholders without their written permission
- Always adhere to your confidentiality obligations
- Never harass or bully others, regardless of affiliations to Zaidah Healthcare Solutions Limited or Clients
- Never breach any other relevant laws or ethical standards (e.g. never use social media in a fraudulent or dishonest way, such as impersonating someone else or spreading misinformation)

Failure to comply with these standards may jeopardise your position with Zaidah Healthcare Solutions Limited and also any professional registration you hold. All staff are responsible for protecting the reputation of the company. If you see any comments which are not permitted as above, please contact as soon as reasonably practical.

4.8 Security

Whilst on the Client’s premises, you must comply with all security measures of the Client. The Client shall provide copies of their written security procedures to Zaidah Healthcare Solutions Limited and these are available to you on reasonable request. The Client shall have the right to carry out any physical searches, of 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.

4.9 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. For peace of mind, we advise you to take out your own PI cover. Medical Professionals working outside the NHS should have their own PI cover.

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

Circumstances covered: NHS Indemnity covers negligent harm caused to patients or 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 healthcare professional, is appropriate for that particular patient; whenever they are subjects as patients or healthy volunteers of clinical research aimed at benefiting patients now or in the future. For all the details please visit the following link: www.nhsla.com/claims/documents/nhsindemnity.pdf

4.10 Fraud awareness

The Fraud Act 2006 recognises fraud as a criminal offence. A person is guilty of fraud if they are in breach of the following:

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

Types of fraud within the NHS

- Payroll Fraud: payments made to fictitious employees or fraudulent manipulation of payment; false or inflated travel, expense claims, overtime or unsocial hours claims, timesheet fraud claiming for hours that have not been worked or putting in duplicate timesheets.
- Requisition and Ordering Fraud: accepting inducements from suppliers; ordering goods and services for personal use and collusion with suppliers to falsify deliveries or order supplies not needed.
- Overseas Patients Fraud: people who do not live in the UK and come to the NHS for treatment are legally required to pay for their treatment before they leave the UK.

Dos and don'ts if you witness or suspect an instance of fraud at work:

- **DO** make an immediate note of your concerns
- **DO** report your suspicions confidentially to someone with the appropriate authority and experience
- **DO** address the matter promptly if you feel your concerns are warranted
- **DON'T** ignore it
- **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

4.11 Equal opportunities

At Zaidah Healthcare Solutions Limited we acknowledge that prejudice and discriminatory attitudes are held by both institutions and individuals throughout our society, and recognise that such attitudes hinder both equal opportunities for work and effective provision of services, especially to minorities and marginalised groups.

In all aspects of our work, Zaidah Healthcare Solutions Limited operates a policy of equal opportunity and equal access to services. Information may be requested from staff, Agency Workers, applicants or Clients to help us monitor the effectiveness of this policy. Providing this information will be voluntary and the information will be used solely for monitoring purposes. Individual details will be kept confidential; however, statistics may be released to relevant authorities.

Zaidah Healthcare Solutions Limited Agency Workers: Equality of opportunity extends to all aspects of Zaidah Healthcare Solutions Limited's registration process, including recruitment and selection, assignment of work, pay rates, assessment of performance, and action in response to complaints by Clients. Equality of opportunity covers all existing and prospective Agency Workers, and you will be treated equally regardless of your sex, age, marital status, racial, ethnic or national origin, physical or mental disability, political or religious beliefs, sexual orientation or gender reassignment status.

You are encouraged to let us know of any special skills, knowledge and/or experience you may have which make you particularly suited to care for Clients from specific ethnic or cultural backgrounds. Agency Workers have the right to accept or refuse individual assignments, but any indication that an Agency worker has not acted, or will not act, in accordance with this policy will be investigated and this may result in removal from the staffing register.

Harassment/bullying: Zaidah Healthcare Solutions Limited is committed to creating a working environment where everyone is treated with dignity and respect and each person's individuality and sense of self-worth within the workplace is maintained. All Agency Workers have a duty to treat their fellow workers with respect and dignity and to take all steps necessary to ensure that bullying and harassment do not occur. Bullying and harassing behaviour of this nature, whether by direct contact, written correspondence, spoken word or digital/online contact, can be objectionable and will not be tolerated by Zaidah Healthcare Solutions Limited or any of the institutions we serve.

Any Agency Worker who is considered, after proper investigation, to have subjected a Client, another Agency Worker or anyone else alongside whom they work to any form of harassment or bullying will be dealt with in an appropriate manner under our complaints procedure. This may include dismissal from our staffing register.

4.12 Dealing with allegations of abuse

Guidelines on dealing with suspicions or allegations of abuse in relation to safeguarding children, young people and vulnerable adults:

Definitions of abuse: Examples of abuse under the policy on safeguarding children, young people and vulnerable adults include but are not limited to:

- **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, was not able to 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 racism, sexism, ableism, homophobia, transphobia, ageism, using offensive language/slurs and other forms of harassment or similar mistreatment on the basis of protected characteristics

Detecting abuse: There are a number of ways in which suspicions of abuse may be raised or actual abuse brought to your attention, for instance:

- A child/young person/vulnerable adult may confide in 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

If you witness or suspect that a child/young person/vulnerable adult is being abused, you must act quickly but appropriately and professionally and follow the appropriate reporting procedures.

Dos and don'ts if a child/young person/vulnerable adult tells you they are being abused:

- **DO** be accessible and receptive
- **DO** listen carefully
- **DO** take their report seriously
- **DO** reassure the individual that they are right to tell
- **DO** negotiate getting help
- **DO** find help quickly and report to the relevant person/authority
- **DO** state the facts as told to you in your report
- **DO** make careful records of what was said using the individual's own words as soon as is practicable following the disclosure. Date, time and sign the record as this record would be used in any subsequent legal proceedings
- **DON'T** jump to conclusions
- **DON'T** directly question the individual or suggest words for them to use
- **DON'T** try to get the individual to disclose all the details or more details than you need
- **DON'T** speculate or accuse anybody
- **DON'T** make promises you cannot keep
- **DON'T** offer your personal opinion or subjective interpretations.

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 top priority and the interests of the person against whom the allegation has been made are also 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 perpetrator and the precise circumstances that brought the alleged abuse to your attention

Reporting suspected or alleged abuse: You should immediately report any suspicion or allegation of abuse to Zaidah Healthcare Solutions Limited management. Do not attempt to judge the legitimacy of the allegations yourself and do not attempt to deal with any suspicion or report of abuse yourself. Upon receiving a report of abuse, Zaidah Healthcare Solutions Limited may:

- Provide appropriate support for the child/young person/vulnerable adult
- Report the suspicion or allegation to the relevant authorities which 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: Zaidah Healthcare Solutions Limited will notify you where possible of any actions taken as a result of your report. Should you feel that these actions are insufficient or 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 1998, individuals have a right to access 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 in accordance with the Data Protection Act 1998.

4.13 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 or their friend or relative to offer a voluntary gift as a token of appreciation for the care they have received. Zaidah Healthcare Solutions Limited believes that giving and receiving such tokens is not generally appropriate for the provision of professional care. Wherever reasonable, any offer of a gift should be politely declined with an explanation that accepting gifts is against Zaidah Healthcare Solutions Limited's policy.

If declining a gift is likely to cause significant upset to your Client, the gift may be accepted under the following rules:

- All offers of gifts should be disclosed to your manager, who will discuss the matter with your Client, their personal carer, or another advocate as appropriate, to explain the policy
- 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 Zaidah Healthcare Solutions Limited

- Gifts of consumables (e.g. flowers, chocolates), if unlikely to cause offence, 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 a charitable cause
- A Zaidah Healthcare Solutions Limited manager 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 your dismissal from the Zaidah Healthcare Solutions Limited register.

4.14 Complaints reporting, handling and management

From time to time it may be the case that you receive a complaint from a Client, service user or another person. If you are on assignment, please report any complaints to a senior member of the department where you are working and document all the details of the complaint. You must also report the complaint to Zaidah Healthcare Solutions Limited. 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 temporarily whilst the investigation is in process. Any complaints of misconduct against you will be reported to the NMC or other relevant Registration Body.

Our complaints procedures enable the Client to make complaints quickly, and the agency shall be required to investigate and resolve a complaint within the prescribed time frames. The Client will, with due regard to the Data Protection Act 1998, provide Zaidah Healthcare Solutions Limited with the necessary information in order for the agency to thoroughly investigate the complaint.

Our complaints procedure is summarised as follows:

- Within five (5) working days of receipt of a complaint from the Client or Agency Worker, the Zaidah Healthcare Solutions Limited will acknowledge receipt of the complaint. The complaint should be made in writing to Zaidah Healthcare Solutions Limited.
- All reasonable endeavours will be made by Zaidah Healthcare Solutions Limited to ensure that all complaints are resolved within fifteen (15) days of the complaint being notified to Zaidah Healthcare Solutions Limited.
- Zaidah Healthcare Solutions Limited shall ensure, in the event of the complaint being against an Agency Worker, that the Agency Worker is fully informed of complaints relating to them. The Agency Worker shall be entitled to receive a copy of the complaint against them.
- The Agency Worker will be afforded the opportunity to state their version of events and will be given seven (7) days to respond to Zaidah Healthcare Solutions Limited in writing.
- All responses will be shared with the complainant and if appropriate, Zaidah Healthcare Solutions Limited will take demonstrable action to ensure there is no recurrence of the act or omission complained of.
- The Client may at any time request Zaidah Healthcare Solutions Limited to provide the Client with an update as to the progress of the resolution of the complaint.
- The Client will receive a written response from Zaidah Healthcare Solutions Limited, detailing how the complaint has been resolved.
- Where there is evidence of malpractice or the complaint is an event that requires notification, Zaidah Healthcare Solutions Limited will immediately notify the Care Commission, Police and local authority for the Protection of Vulnerable Adults or Children, and alert the Agency Worker's professional body (where applicable).

- Zaidah Healthcare Solutions Limited, where necessary, will immediately suspend the Agency Worker from its register for the duration of any investigation into their conduct.
- Zaidah Healthcare Solutions Limited undertakes to work with all parties applicable to an investigation and where necessary, share findings of such investigations.
- 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 secure database for easy access.
- Zaidah Healthcare Solutions Limited has a quality assurance system in place to analyse and identify any patterns in complaints, and trends are analysed continuously.
- The complainant, at any time, has the right to refer this matter for review to the Care Quality Commission.

4.15 The Agency Workers Regulations

The Agency Workers Regulations (AWR) 2010 are intended to ensure that temporary Agency Workers are given equal treatment with regard to pay and certain working conditions. To qualify for equal treatment you must complete 12 weeks of service with the same Client in the same role.

From the first day of each assignment you undertake from October 1st 2011, you will be entitled to information on relevant vacancies at the Client where you are working. In addition to this, where the Client offers employees collective amenities and facilities (e.g. canteen, childcare facilities, etc), you will be granted the same access to some of these as other employees (unless there is a good reason why you should not).

Your 12-week Qualifying Period also starts from the day that you start working for a Client. This period is not necessarily a continuous 12 weeks, as there are certain breaks that pause, stop or reset the clock. Agency Workers who reach their Qualifying Period will be entitled to the same basic pay and certain working conditions as workers directly recruited by the Client to do the same role. Your consultant will be able to advise you on this with more detail based specifically on your job role(s) and conditions.

Before booking you into a Client for the first time, we will ask you questions about any recent assignments or shifts you have worked at the same Client. It is important that you answer the questions accurately so that we are able to keep track of your 12-week Qualifying Period.

In the event that your pay or entitlements as an Agency Worker are less than those of direct employees, you may be entitled to enhanced pay or entitlements. As a result, your payslip may look slightly different.

If you transfer into a different role, the regulations state that we must notify you of your new duties. Where this applies, you will receive additional communication from us.

Statutory leave: As noted in the terms of engagement, Agency Workers under Pay As You Earn (PAYE) are entitled to up to 5.6 weeks' annual leave. The terms of engagement also state the basis on which this leave is to be claimed by you and paid to you.

In the event of you meeting a Qualified Period, there is a possibility that you might, depending on the Client concerned, be entitled to annual leave at a higher rate than the equivalent of 5.6 weeks per year. If this is the case, then any leave entitlement over and above the 5.6 weeks due to you will not be added to your leave entitlement but will be paid to you as it is earned and will be included in your standard hourly rate of pay.

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

What if I am not treated as a PAYE worker for tax purposes?: If you operate through a limited company or umbrella company, we will pay your gross pay (without deduction of tax) to the nominated limited company or

umbrella company. As far as we are able, this gross pay will be paid at the same gross rate as any PAYE equivalent Agency Worker (which will be set so as to comply with the regulations). How this is then paid to you will be determined by the limited/umbrella company and, as such, is something over which we have no control. If you are self-employed, then the Agency Worker Regulations do not apply to you.

What are my obligations under the AWR?: In order to help us and any Client to provide you with comparable treatment, you are obliged to let us know immediately if you:

- work or have worked through any other agency at any Client where we place you. Your consultant will ask you this 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.
- believe that you have not received the equal treatment to which you are entitled
- become pregnant or are otherwise entitled to maternity or paternity leave
- are returning to work after maternity leave, paternity leave, jury service or sick leave

What should I do if I believe I am not receiving my rights under the AWR?: If you believe your rights under the AWR are not being met, you must immediately raise your concerns to us by contacting your consultant. Detailed guidance on the regulations is available online (www.bis.gov.uk) and your consultant will be more than happy to help answer any specific questions that you may have.

4.16 Administration of medicines

Zaidah Healthcare Solutions Limited's medication policies are written in line with the NMC Code of Professional Conduct and must be adhered to at all times. All Agency Workers must ensure that they comply with these at all times. Registered Nurses are also required to conform to the NMC Standards for Medicines Management.

4.17 Removal from the Zaidah Healthcare Solutions Limited register

An Agency Worker may be removed from our staffing register if:

- The Agency Worker's conduct or standard of work has seriously fallen below the level required by Zaidah Healthcare Solutions Limited or the Code of Professional Conduct
- Zaidah Healthcare Solutions Limited believes that the Agency Worker has acted in an unprofessional manner. Zaidah Healthcare Solutions Limited reserves the right to remove you from your assignment and not re-assign you until such matters have been investigated and resolved
- Zaidah Healthcare Solutions Limited has been alerted by the NMC, GMC or other regulatory bodies with regard to practicing Agency Workers' history or behaviour.

Examples of unprofessional or unacceptable conduct include but are not limited to:

- 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 instructions)
- Failure to carry out reasonable instructions from the Client or Zaidah Healthcare Solutions Limited
- Breach of trust involving Zaidah Healthcare Solutions Limited or the Client

- Disclosure of confidential information to a third party relating to a Client, service user or Zaidah Healthcare Solutions Limited

- Misconduct or gross misconduct: any behaviour which potentially puts any Client, individual or vulnerable person at risk or puts Zaidah Healthcare Solutions Limited at risk, including but not limited to::

    - 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, 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, or financial abuse of a Client, 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 action

    - Fighting with or physical assault on other workers, Clients 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 or self-certification forms whether or not for personal gain

- Failure to observe Zaidah Healthcare Solutions Limited's procedures or serious breach of the agency's rules, including but not limited to:

    - Unsatisfactory work performance

    - Deliberate or negligent damage to or misuse of a Client's or Zaidah Healthcare Solutions Limited's property

    - Gross negligence, which includes acts of neglect, misuse or misconduct and/or not following requirements of the care plan or care instructions (deliberately or otherwise) which exposes Clients, service users or 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 job/registration or failing to disclose a criminal offence, caution or bind over (including those which would be considered 'spent' under the Rehabilitation of Offenders Act 1976) which occurred before engagement with Zaidah Healthcare Solutions Limited

    - Inappropriate relationships with the Client or service user

    - Other acts of misconduct may come within the general definition of gross misconduct.

You are advised to read both your Terms of Engagement for 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 at the normal retirement age of 65, they must, like any other Agency Worker, be in good physical and mental health. They may be requested to undertake a medical examination or assessment, at their own expense, to confirm their fitness for work.

5. Health & Safety

5.1 Health & Safety and you

Health & Safety law applies equally to employers, employees and the self-employed. All Zaidah Healthcare Solutions Limited Agency Workers (as self-employed Agency Workers) have a general duty to ensure that their work activities do not endanger themselves or others. Equally, the Client/establishment or owner of a private house has a general duty to ensure that the work environment is free from any dangers to health or safety.

5.2 Health & Safety guidance notes

It is Zaidah Healthcare Solutions Limited's policy to ensure that:

- you have the necessary qualifications, experience, skills and capability to carry out the assignments that you will be undertaking
- 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
- you are given sufficient information, instruction and training to ensure your own Health & Safety.
- consideration is given to Health & Safety factors when equipment is procured or new services are 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. You have a duty to:

- comply with all safety instructions and directions
- use the means and facilities provided for health and safety in a proper manner
- not wilfully misuse or interfere with anything provided in the interests of health, safety and welfare and any action that may be construed as dangerous
- report any potential hazards or dangerous occurrences that may cause harm to others

5.3 Safety instructions

To ensure the safety of yourself, your fellow staff and service users, you are expected to adhere to the following guidance:

- 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 believe you have seen unsafe behaviour or conditions, report it to your branch as soon as possible, taking immediate steps to correct it or ask your branch to rectify it. You may be assumed to have agreed to an unsafe condition if do not report it.

- 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 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 branch. Seek first aid attention immediately if necessary. You should also report near misses to your branch.
- 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, please just ask.

5.4 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 their local branch, via the complaints procedure, 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 report them immediately. Hazards can arise at any time or place and can include broken doors and windows, carpets or rugs that present a tripping risk, dangerous chemicals, and faulty electrical equipment such as exposed wires.

How to report a hazard: Should you identify a Health & Safety hazard, contact your bookings team immediately 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.

5.5 Accident reporting

Agency Workers are responsible for ensuring that any incidents or accidents relating to the provision, control or maintenance of Health & Safety in the workplace are reported to the Client and a Zaidah Healthcare Solutions Limited Manager (and/or to the Local Authority in the case of serious accidents or dangerous circumstances).

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 Client must ensure that the following are reported to the appropriate enforcing authority (e.g. Local Environmental Health Officer):

- Fatal accidents
- Major injury accidents/conditions
- Dangerous occurrences
- Accidents causing more than three day's incapacity for work
- Certain work-related diseases

- Certain gas incidents
- Needle sticks and sharp injuries

If you suffer a needle stick injury, you must seek treatment immediately and report the incident. If possible, take note of the service user's details in order to help identify potential risks. As soon as a needle stick (sharp) injury occurs you should do the following:

- Encourage bleeding by squeezing the site of the puncture wound, do not suck
- Wash the wound with soap and water, do not scrub
- Cover the wound with a waterproof dressing
- Report the incident to the Branch Manager
- If the injury happens during normal office hours, report it to Occupational Health Department
- If outside of office hours, report to A&E and inform the branch the next day.
- Document the circumstances that led to the 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.

5.6 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013, any dangerous occurrences and serious lost-time injuries (over 3 days) must be reported to the Health & 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 including deaths, major injuries, fractures, amputations, dislocations, vision loss, and lost-time injuries over 3 days. They must be reported to the Health and Safety Executive Incident Contact Centre.

5.7 Control Of Substances Hazardous to Health (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 UK 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 of 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 an 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 substances workers work with or are exposed to and the risks created by exposure to those substances
- 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

The Health and Safety Management System for the agency is kept in the office and is available for inspection by any interested party upon any reasonable request.

Zaidah Healthcare Solutions Limited encourages all workers to inform their immediate superior of any areas of the Health & Safety policy that they feel are inadequate to ensure that the policy is maintained as a true working document.

6. Occupational Health Requirements

6.1 Requirements

During your registration with Zaidah Healthcare Solutions Limited, you will be asked to complete a health questionnaire to ensure that you are fit to carry out the duties required. In line with current Department of Health guidelines, Zaidah Healthcare Solutions Limited is required to conduct Occupational Health pre-employment screening prior to your first placement. This must be updated on an annual basis and you will be contacted when an update is required.

6.2 HIV (Human Immunodeficiency Virus)

HIV is a dangerous viral infection that affects the immune system. It is spread through bodily fluids (including during sexual contact) and sharing needles. Untreated HIV can lead to AIDS, a potentially life-threatening disease. If you believe you may have been exposed to HIV infection in any way, you must seek medical advice from your GP and, if advised, undergo diagnostic HIV antibody testing. If you test positive, you must again seek guidance from your GP.

If you are infected with HIV you are obliged to notify Zaidah Healthcare Solutions Limited and, where appropriate, the relevant professional regulatory body.

Please note that the above guidance does not supersede current Department of Health Guidelines (in particular HSC 1998/226) or local practices and procedures. Any information that you disclose will be kept confidential.

6.3 Fitness to practice

Whenever you attend an assignment, it is important for your own health and that of those in your care that you are fit to practice. You must declare your fitness to practice or otherwise when you accept an assignment. In particular, please report illness, especially vomiting or diarrhoea, ear, nose or throat infection or skin conditions to your consultant.

To avoid potential risks to an unborn child, it is important for you to let us know if you become pregnant. If you are concerned that your placement involves unnecessary risks to your health or fitness or that of your unborn child, please do not hesitate to contact us.

We are required to perform a health and safety risk assessment for all expectant mothers, so it is important that you keep us informed. In some cases, the Client may request that you undergo a medical examination prior to commencing work.

7. Your Training and Development

7.1 Appraisals

In order to comply with NHS and Client requirements and to help you to develop your career, Zaidah Healthcare Solutions Limited will carry out annual appraisals with you. During your appraisal, we will discuss your overall performance, training needs and career aspirations. Your appraiser will work with you to define an action plan to work towards over the following year.

Your first appraisal will be due either 3 or 6 months after completing your registration. Zaidah Healthcare Solutions Limited will contact you before your appraisal is due to make arrangements.

7.2 Mandatory and optional training

Training is offered either online or face-to-face, through our training academy and independent third-party suppliers at venues throughout the UK.

Where applicable, prices are determined by each individual supplier and Zaidah Healthcare Solutions Limited 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 Zaidah Healthcare Solutions Limited is affiliated with and you may provide evidence of training undertaken at your place of work or any other training establishment provided that the certificate meets the relevant compliance requirements.

All training must have been completed during the past 12 months and thereafter you are required to renew all training on an annual basis. We will endeavour to assist you to obtain training where required and regularly facilitate and provide subsidised courses. Please contact us for details.

All healthcare workers must provide evidence of training completed within the last 12 months covering the following areas:

- Lone Worker Training
- Handling Violence & Aggression
- The Caldicott Protocols
- Health & Safety, including COSHH & RIDDOR
- Infection Prevention & Control, including MRSA and *Clostridium difficile*
- Complaints Handling
- Fire Safety
- Basic Life Support (Manual or Face-to-Face)
- Manual Handling (Manual or Face-to Face)
- Safeguarding Children & Young People (POCA Level 2)
- Protection of Vulnerable Adults (POVA)
- Handling Medication

- Mental Capacity Act
- Basic Food Hygiene
- Equality, Diversity and Human Rights

Candidates working in certain roles will also be required to evidence training covering the following areas. The extract requirements for you will be discussed with you during your registration process.

- Control & Restraint
- Resuscitation of the New-born
- Paediatric Life Support
- Interpretation of Cardiotocograph
- Traces (CTG Foetal Heart Monitoring)
- Food Safety
- Epilepsy
- Safeguarding Children & Young People (POCA Level 3)

7.3 Online training

Zaidah Healthcare Solutions Limited can offer you online training for the following courses:

- Lone Worker Training
- Handling of Violence & Aggression
- The Caldicott Protocols
- Health & Safety, including COSHH & RIDDOR
- Infection Prevention & Control, including MRSA and *Clostridium difficile*
- Complaints Handling
- Fire Safety
- Epilepsy
- Safeguarding Children & Young People (POCA Level 2)
- Protection of Vulnerable Adults (POVA)
- Handling Medication
- Mental Capacity Act

- Basic Food Hygiene
- Equality, Diversity and Human Rights

Details of how to access this training will be provided to you during your registration process.

7.4 Domiciliary Care Training

Agency Workers that work within a domiciliary setting will be required to undergo all mandatory training as listed above including manual handling, CPR and online courses prior to placement in domiciliary packages. In cases where Agency Workers assist with medication, medication training will be required on an annual basis. In addition to this, Zaidah Healthcare Solutions Limited will identify package-specific requirements and you will be required to either provide evidence to Zaidah Healthcare Solutions Limited that you meet the standard of training required or you will be required to undergo further training.

Domiciliary workers will normally be required to undertake shadow shifts/orientation in advance of being placed with a service user for the first time. All training must be updated annually. Care assistants will be specifically inducted for their roles within a domiciliary care environment and must work in accordance with the care plan that is in place at all times.

8. Payroll and Financials

8.1 Contacting the payroll department

If you have any queries about your pay, you can email or call us on between **[time]** – **[time]**, **[day]** to **[day]**. Outside of these hours, please email a member of the team who will come back to you by the close of business on the next working day.

It is in your interest to cross-check your payment details contained on your payslip with your timesheets. If for some reason you have been over- and underpaid, the money will be adjusted in the next available payment run.

8.2 Timesheet information

Timesheets run from **[day]** to **[day]**. All timesheets need to be submitted by **[time]** on **[day]** to ensure inclusion in the payment run for that payroll week. Deadlines may change around Bank Holidays and we will communicate these changes with you at that time.

Please send your timesheets once by email to or post them to the address detailed on the fact sheet.

Please do not photograph your timesheets.

8.3 E-platform Clients

There are many more Clients using e-platforms such as NHSP (E-Timesheets). if you work for one of these Clients then it is likely that a paper timesheet will not be required. If you are booked for one of these Clients, our booking team will advise you of this and the processes that you will need to follow to ensure payment. More details will be provided though at the time of the booking.

8.4 Dos & don’ts of timesheets to ensure prompt payment

The directions below are not exhaustive. If you have any doubts or questions, please contact a member of the team by one of the methods specified in section 8.1.

- **DO** write clearly
- **DO** write in block capitals wherever possible
- **DO** write your name and the Client's name on the top of the timesheet
- **DON'T** send more than one copy of your timesheet
- **DON'T** take photographs of your timesheet
- **DON'T** quote more than one ward on your timesheet
- **DON'T** quote different week ending shifts on the same timesheet
- **DON'T** submit your timesheet more than 4 weeks in arrears

Failure to follow these dos and don'ts could lead to:

- Delayed payment of wages

- Incorrect payment of wages
- Additional effort required on your part to get the Client to re-sign a corrected timesheet
- Pay correction at a future date if there is an issue raised by the Client timesheet

Many of our Clients are stipulating the above requirements, hence why this now needs to be communicated to you.

8.5 What to include in a timesheet

The points below outline the details that should be included on a complete timesheet. To ensure that your timesheets are processed without delay, please take note of these points, taking care to complete all of the required sections.

- Please ensure you use your full first name – not your nickname or initial.
- Please ensure you use your full surname as per your registration.
- Please state the full name of the hospital, health centre or nursing home or doctor's surgery where you were placed.
- Whatever length of break you have please denote as a decimal accordingly (e.g. one hour = 1, thirty minutes = 0.5).
- Alternatively, if you don't take breaks, then put NB and ensure that the authorising signatory initials and dates accordingly.
- Please ensure you only put one ward on one timesheet.
- Reference number should either be as supplied by your consultant or you should be able to obtain them at the time of signature.
- Give the name of the most senior person on duty at the time of your shift.

8.6 Candidate choice

There are several ways to engage with Zaidah Healthcare Solutions Limited. Your recruiter and the registration team will have gone through these with you, but as a reminder:

PAYE Candidates: You will receive a fixed hourly wage. We will deduct all the necessary statutory deductions (such as Tax and National Insurance) from your pay at source and will remit these to HMRC on your behalf. When applicable, we will enrol you on the pension scheme and start making the necessary deductions when the time is appropriate. Your contributions plus the employer's contributions will then be remitted as necessary to the pension provider. You will be entitled to receive holiday pay and other statutory benefits where applicable.

Personal Service Company (PSC) Candidates: A fixed hourly rate will be agreed upon between Zaidah Healthcare Solutions Limited and your PSC. For nursing services, the rate of pay will be quoted at a gross pay rate therefore deemed to include VAT at the prevailing rate. For Doctor's services, you are unaffected by the VAT ruling and will need to advise if you are VAT registered. Your business must be registered with Companies House at the point of booking. The contract will be between Zaidah Healthcare Solutions Limited and your PSC as opposed to Zaidah Healthcare Solutions Limited and you as an individual. You are liable for all statutory deductions and reporting commitments that come with having your own company. You will be liable for all tax deductions and payments. You are not liable for holiday pay or any other statutory benefits and you will not be automatically enrolled in the pension scheme.

Umbrella Candidates: An umbrella company is a company that acts as an employment bureau for agency contracts. For nursing services, the rate of pay will be quoted at a gross pay rate therefore deemed to include VAT at the prevailing rate. For Doctor's services, you are unaffected by the VAT ruling and will need to advise if you are VAT registered. The relationship is between Zaidah Healthcare Solutions Limited and the umbrella company and you will be employed in a contract with the umbrella company. The umbrella company will be remitted for the pay undertaken by you and will then pass this on to you after making all the necessary deductions for tax (including VAT) and National Insurance. You are not liable for any holiday pay or any other statutory benefits and you will not be automatically enrolled in the pension scheme.

Zaidah Healthcare Solutions Limited will not engage with you on a purely self-employed basis.

8.7 Rates of pay

There are different pay rates applicable to different assignments and your consultant should inform you of these at the time of booking the shift. If this information is not provided, please ask your consultant to confirm both your pay rate for that assignment and the grade applicable.

8.8 Promoting loyalty

Zaidah Healthcare Solutions Limited are committed to developing and promoting a loyal and active workforce. In order to achieve this, Candidates working on a regular basis are rewarded with benefits including subsidised training and uniforms. The nature and extent of the benefits are discretionary and may be subject to change. For more information regarding the rewards that may be available to you, please contact us.

8.9 Expenses

If expenses have been agreed to be reclaimable, you will need to do this via an expense claim form. This form can be obtained from the payroll department by contacting them using the details in section 8.1.

You will also need to ensure that you have your expense claim form signed off by the Client where appropriate and by the most senior person on shift. You should do this when you get your timesheet authorised and submit the two forms to payroll at the same time for processing.

8.10 Holiday pay

The holiday year runs from **[date]** to **[date]** each year. Annual leave can only be paid during the leave year in which it is accrued. You cannot claim holiday pay whilst you are working, therefore please ensure you submit a request for a period where you do not have any shifts. You can only take the amount of holiday at any one time that you have accrued, and this information is provided to you on your payslip.

All annual leave must be requested via the holiday request form. This form is available from payroll therefore please contact the payroll department. Once the team have received your request, they will process it accordingly. We reserve the right to reject any holiday claim based on your booked shifts and timesheets that have been processed. A member of the payroll team will contact you if your claim is rejected.

8.11 Payslips and notification of your pay

How you receive your payslip: We strive to provide sufficient information to you via digital correspondence and we would like to extend this to how you receive your payslips. Payslips will be sent to you via email. Therefore, please ensure that we are kept up to date with all your contact information. If you do not have an email address, please contact the payroll department and we will make alternative arrangements.

SMS notifications: You will receive a text (SMS) notification any time we make a payroll payment to you. This message will include the net amount paid and the date that these will be cleared funds into your bank account.

The payment made to you could be at any point during a payroll week depending on the circumstances, therefore please ensure that you wait until you have received your final payslip for that week before contacting us to query your payments.

If you are engaged through an umbrella company, we will pay funds directly into their account and they will need to remit the funds to you. Again, please ensure that we are kept up to date at all times with your email address and mobile phone number.

8.12 Payment method and bank account changes

Payments will be made by Bankers' Automated Clearing Services (BACS) directly into your bank/building society account. Unfortunately, we do not have the ability to pay you via cheque, therefore you must supply accurate bank details at the time of registration.

If, at any point during your engagement with Zaidah Healthcare Solutions Limited, you need to change your bank account, then please contact the payroll team (see 8.1) and they will send you a bank account amendment form.

You will need to allow up to 14 days upon receipt of the completed form for this change to take effect therefore please ensure that you do not close your bank account until after this time has elapsed.

A member of the payroll team will confirm via email when your requested change has been processed and the date upon which your new account will be effective for your pay.

8.13 Your contact details

It is your responsibility to ensure that at all times the payroll department of Zaidah Healthcare Solutions Limited is kept up to date with your personal information, including:

- Phone number/s (home and mobile where applicable)
- Home address
- Email address
- Marital status

Should you need to change your details, please contact a member of the payroll team and request a change of details form to be sent to you as and when required.

8.14 Tax code changes

HM Revenue and Customs (HMRC) will notify us (via a P6) automatically of any necessary tax code changes which need to be applied to your pay when you engage with Zaidah Healthcare Solutions Limited as a PAYE candidate.

If you believe your tax code is incorrect and you have received a notification from HMRC that corroborates this belief, please contact the payroll team. You will also need to provide us with a scanned copy of your notification for us to follow up directly with HMRC to obtain confirmation from them that we are able to use the code that you have supplied to us.

If you have any queries with regard to your tax please contact HMRC directly on 0300 200 3300. You will need to quote the PAYE reference number: **[insert reference number]** and your National Insurance number.

8.15 National Insurance

When you engage with Zaidah Healthcare Solutions Limited as a PAYE candidate, we will make deductions in respect of Class 1 National Insurance on your behalf if your earnings exceed the National Insurance threshold.

If you are entitled to reduced National Insurance contributions or are exempt from paying contributions, you must provide the appropriate certificate so that we can record this information appropriately.

8.16 Statutory Sick Pay (SSP)

If you are engaged with Zaidah Healthcare Solutions Limited as a PAYE candidate and have earned over the National Insurance LEL (Lower Earnings Limit), you are automatically entitled to SSP subject to providing valid written confirmation of illness from your GP. SSP is payable after 3 days of sickness.

To qualify for SSP you must:

- Have already done some for the employer
- Have been ill for at least 4 days in a row
- Earn on average more than the LEL threshold per week
- Notify Zaidah Healthcare Solutions Limited of your sickness and provide written confirmation from your GP

8.17 Statutory Maternity Pay (SMP)

If you become pregnant during your engagement with Zaidah Healthcare Solutions Limited and you are a PAYE Candidate with earnings over the National Insurance LEL (Lower Earnings Limit), you may be entitled to Statutory Maternity Pay (SMP) subject to certain criteria and providing proof of your pregnancy from your Health Visitor or GP.

To qualify for SMP you must:

- Earn on average more than the LEL threshold per week
- Provide us with proof that you are pregnant in the form of a MAT B1 form
- Have worked for Zaidah Healthcare Solutions Limited continuously for at least 26 weeks up to the 15th week before the week of your expected due date

8.18 VAT

If you engage with Zaidah Healthcare Solutions Limited under either a PSC or umbrella company, then the following ruling applies in relation to VAT:

- If you are providing nursing services, the rate of pay will be quoted at a gross pay rate therefore deemed to include VAT at the prevailing rate.
- If you are providing Doctor's services, then you are unaffected by the VAT ruling and will need to advise if you are VAT registered.
- If you are not VAT registered, then this will have no effect on your pay rate.

8.19 Auto-enrolment pensions

Due to an early staging date, Zaidah Healthcare Solutions Limited is obliged to adhere to the Auto-Enrolment Pensions legislation.

When you engage with us as a PAYE candidate and once your first timesheet has been processed, we will automatically enrol you with our provider, NEST (National Employment Savings Trust). At this point of enrolment, you

will be provided with a factsheet and letter detailing more information.

There is an initial 3-month deferment period which we will operate from the date of your first timesheet therefore no deductions will be taken during this period. Once you have been enrolled fully onto NEST you will receive an information pack from them with your scheme details.

If, after the 3-month deferment period and once deductions have commenced, you wish to opt out of the pension scheme, you can:

- call NEST and opt out directly over the phone;
- call NEST and request an opt-out form, which you will then need to submit to Zaidah Healthcare Solutions Limited; or
- log onto the NEST website and opt out online

There is a one-month grace period from the commencement of your deductions whereby, once you have opted out, these contributions can be refunded. If you opt out after this one-month grace period, then contributions are non-refundable.

8.20 Insurance guidelines

Zaidah Healthcare Solutions Limited Agency Workers 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.

Insurance against Personal Accident and Illness: Agency Workers will only be paid for work that has been undertaken, so if you are unable to undertake work for any reason, 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 agency 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.

Motor Insurance: The use of a private motor vehicle when travelling to, from or during an assignment counts as "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. A copy of this certificate should be given to your compliance team, together with a copy of your current driving licence.

Recording an accident/incident: If any incident occurs, which could give rise to a claim, the incident must be recorded accurately in the Client's Accident Book (if you are working in an establishment) or in the Care Plan & Service Records (if you are nursing someone in their own home). You are also strongly advised to complete an incident report form by contacting your consultant.

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