

AGENCY WORKER HANDBOOK



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General

1. Introduction

Thank you for choosing to work with Evro. The purpose of this Handbook is to help you understand the way in which Evro operates and your role within it. It should be read in conjunction with your Contract of Employment or Terms & Conditions.

We are committed to providing a quality service to our clients and to you, therefore it is essential that you familiarise yourself with the contents of this Handbook. Please ensure that you keep a copy of this Handbook as you may find the information useful as a source of reference whilst you are working for Evro.

2. Evro Commitment

Evro aims to provide you with quality placements in your chosen specialty, offering a variety of work in NHS, private hospitals and care homes covering a wide geographical area to suit your needs. Whether you require to work on an adhoc basis or full time, we are able to offer you positions to fit in with your requirements. Visit us at <http://www.evrorecruit.co.uk> for the latest positions, or contact us

Evro Ltd
4th Floor
Merchants Court
21-23 Castle Gate
Nottingham
NG1 7AQ
T: 0115 929 0224
E: info@evrorecruit.co.uk

Once you have completed the registration process with Evro and we are in receipt of all of your documentation, your Consultant will call you to confirm that you are ready to start work. Evro is unable to offer you any work until the registration process is complete.

3. Registration

During registration with Evro you will need to

provide the original right to work and identity documents, as well as valid DBS and Training Certificates and other information as per registration forms. In case where you can't present DBS or valid Training certificates, you will be provided with option where Evro Team help you obtain these, but you will need to meet the cost. (Please note there is no additional charge for Evro processing your DBS and we don't act as training provider, we can only offer you training options with relevant providers.)

4. Induction

Evro are committed to ensuring that you are appropriately inducted prior to starting work. We ensure that you are fully compliant and all relevant training is completed prior to commencing work with Evro.

Each location that you may work at will have their own local policies and procedures and it is imperative that you make yourself aware of these when you first visit. You must also comply with all Evro and client policies and procedures, which you will find later in this handbook.

5 Working for Evro

5.1 Timesheet process and deadlines

Timesheets are paid a week in arrears and must be submitted on weekly basis. Evro week runs from Mon- day-Sunday, some of Evro Clients operate Saturday to Friday working week deadline, but it doesn't change the timesheet submission deadline.

All timesheets to be sent to timesheets@evrorecruit.co.uk and to be received Evro by 17:00 each Monday in order for you to be paid on Friday. Deadlines may change around Bank Holidays and you will be informed of this.

Payments are made directly into your bank/building society/Limited Company accounts by BACS. It is your responsibility to please make sure that we have the correct details.

Please ensure:

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- ✓ You fully complete your time sheet including your name, the Clients name and hours worked.
- ✓ Breaks are clearly recorded as Clients normally do not pay for these breaks (you will be informed if breaks are paid at the time of booking).
- ✓ The time sheet is signed by your line manager at the end of each week.
- ✓ You sign the time sheet yourself.
- ✓ A separate time sheet is used for each separate booking. Do not put the details of different clients, wards, bands or weeks on one time sheet. If you are in any doubt, contact your Evro Recruitment Consultant.
- ✓ If the Client requires you to fill in their own time sheet, this must be filled in additionally to an Evro time sheet. If a Client time sheet is required, your Recruitment Consultant will advise you at the time of booking.
- ✓ Leave a copy of your signed time sheet with your line manager and keep a copy for

yourself. If a Client specific time sheet is also required, follow the same principles as above.

- ✓ If you do not get the correct time sheets filled in, we will contact you to let you know what we need in order to pay you. Evro will treat any attempt to falsify any of the information on your time sheet very seriously.

5.2 Payments

Payment is made each Friday, one week in arrears into your nominated bank account (provided your completed time sheet reaches us by 17:00 on Monday).

Failure to submit time sheets on time will result in your pay being delayed until the following week. The appropriate unsocial hourly rate will be automatically paid to you if applicable.

Limited Companies will need to send invoices with time sheets to Evro, reaching us each Monday by 17:00.

5.3 Payment options

Evro can offer three payment options:

1. Pay as you earn (PAYE). Each timesheet is processed, the total payment will be taxed as per the tax code provided to us by HRMC, and the net payment will be paid via a BACS payment directly to the personal bank account provided to us on your application. This will be paid weekly on a Friday.
2. Umbrella Company - Evro has got a list of preferred reputable umbrella companies, which you can select from. List can be provided on request.
3. Limited company – please note this option is subject to IR35.

5.4 Rates of Pay

Evro offers competitive hourly pay rates which vary according to band, specialty and sometimes location. You will be advised of the rate of pay when you are offered a placement/shift.

5.5 Paid Annual Leave

You are entitled to 5.6 weeks annual leave, per annum, pro-rata.

Paid annual leave is calculated in accordance with and in proportion to the number of hours that you have worked on assignment and is based on reference pay. Currently 12.07% of your each weekly/monthly payment that the Evro makes to you is in respect of your entitlement to paid annual leave under the WTR.

This is essentially a prepayment to in respect of paid annual leave. For the avoidance of doubt, when you take holiday you will not receive any additional payment in respect of the leave actually taken as payment for such leave has been paid in advance.

If you wish to take annual leave during the course of an Assignment you should check availability with your Line Manager first and after notify Evro

Consultant giving notice as per Terms and conditions of your employment.

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5.6 Statutory Sick Pay SSP

Evro pay our employees Statutory Sick Pay in line with current government guidelines. Please speak to your consultant to find out more details.

5.7 Pension

Evro uses NOW Pensions as its pension provider. Subject to qualifying eligibility criteria, you will be automatically

enrolled as a member of this scheme after you have

worked for Evro for three months. If you wish to opt out

of the scheme, you must follow the instructions provided to you by NOW shortly after your enrolment.

You will be required to make a weekly contribution to

your pension and Evro will make a contribution too.

The level of contribution will increase gradually over

the coming years, as per statutory requirements.

You will receive correspondence regarding the pension

scheme during the course of your assignment. Further

details about the Now Pensions scheme, including conditions of eligibility, can be found at <https://www.nowpensions.com/>

Evro cannot provide financial advice, so you must

seek advice from Now Pensions or your Financial Advisor.

1. 6. Our Expectations of you

6.1 Attendance / Punctuality

If you accept a booking you must ensure that you arrive on time – 15 minutes prior the shift start.

If you are unable to attend work or running late, it is essential that you let us know as soon as

possible by calling our office number 0115 929

0224 during office hours. We can be contacted 24 hours a day on our out of hours contact number:

Care/Support Worker Line: 07899 848540

Nursing Line: 07587 636397

6.2 Cancellations

Due to the nature of temporary work, the requirements of our clients may change which could result in the cancellation of your placement. In some cases this can occur at very short notice. In the event of a cancellation, we will ensure that we contact you as soon as possible. If this does occur, we will endeavour to find an alternative placement/shift for you.

6.3 Availability

Let us know when you want to work by calling your Evro Recruitment Consultant and giving them your availability. Please try to give us as much notice of your availability as possible and also, if your availability changes, so that your Recruitment Consultant can match your availability to secure you the best possible positions.

6.4 Uniform & identification:

We will issue you with an ID badge before your first placement that you must wear at all times whilst working through Evro.

Please ensure you wear suitable attire for your placement. Where possible please wear uniform, if not dark top and dark trousers.

Please ensure your clothes and shoes are clean.

Please make sure your hair is off your shoulders. Nails must be kept short and no nail varnish is to be worn.

You are permitted to wear a wedding band but all other jewellery should be removed.

No other forms of visible body jewellery (including tongue, eyebrow, nose and labrets) are to be worn while on shift.

6.5 While on duty/Shift

- ✓ No Sleeping during the waking night shifts is allowed, unless you are doing Sleep in shift – but that is normally specified.
- ✓ Familiarise yourself with the organisations specific policies and procedures. This includes but is not limited to, those relating to fire, health & safety requirements, on-site security, computer systems, information security, crash call

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procedures, 'hot-spot mechanisms' and 'violent episode policies', control of cross infection and notifiable diseases, manual handling and matters of discipline. If these are not identified to you, you must ask your supervisor.

- ✓ Report any accidents, incidents or near misses to your line manager and to Evro.
- ✓ Act in a manner that promotes and safeguards the interests and well-being of patients, service users, clients and Evro.
- ✓ Inform your Evro Recruitment Consultant if you find a particular assignment unsuitable, so that an alternative position can be found for you.
- ✓ Treat all patients/staff/visitors with dignity, courtesy, and respect and with due regard to their age, gender, and race, and religion, physical and mental condition.
- ✓ Move to a different area during the assignment if asked to do so by the client due to patient need, making the client aware if you are concerned that you may not be competent to work in the new area.
- ✓ Identify who your Supervisor is and confirm your identity and what your duties will be on the assignment/shift.

6.6 Alcohol/Drug Use

You must not attend work under the influence of alcohol and / or drugs.

Under no circumstances alcohol or drugs can be consumed during your shift, this is gross misconduct and we reserve the right to remove you from site immediately if such case will be reported.

6.7 Direct Placements with Clients

In some circumstances, the client may approach you directly with work. It is essential for you to inform Evro immediately, should you be booked in this way.

Many clients have clear placement procedures in place and will not pay for work that has been booked outside of these arrangements.

6.8 Personal Accident Insurance

Evro does not provide personal accident insurance cover. We advise that you consider taking out your own cover.

6.9 Professional Indemnity Insurance

You are professionally accountable for all of your practice. Evro advises you to have your own Professional Indemnity Insurance. If you do not already hold this, please contact the MDU (0800 716 376), the MPS (0845 605 4000) or another suitable organisation to arrange the relevant cover.

7. Legislation

7.1 Agency Worker Regulations (AWR)

After completing a 12 week AWR qualifying period, you will be entitled to receive the same basic employment and working conditions as if you had been recruited directly by the client. This includes: basic pay, overtime rates and holiday pay etc. Your Evro Consultant will advise you of any applicable increases. Please note that the AWR qualifying period is affected by holiday, sickness and shutdown.

After 6 or more weeks of break of employment the AWR clock resets back to the beginning.

Please note, AWR also does not apply to:

- a) Individuals who find direct employment with an employer through an "employment agency."
- b) Individuals who find work through a temporary work agency but are in business on their own account (where they have a business to business relationship with the hirer who is a client or customer).
- c) Workers who have been placed on a permanent basis. The regulations do not cover employment agencies who introduce workers to employers for direct or permanent employment. Once a worker is placed with an employer they have no further contractual relationship with the agency.

Full detailed guidance on this regulation can be found on (www.gov.uk) but your consultant or the compliance team can provide you with the brief entitlements.

7.2 Working Time Regulations (WTR)

The Working Time Regulations (WTR) for agency workers state that working time should not exceed 48 hours per week and should be averaged over a 17 week period. Working time does not include travelling time to and from work

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and shall include only the attendance period for each placement.

7.3 Rest Periods

You are entitled to the following rest breaks:

- ✓ 11 hours' rest from work in each 24 hour period.
- ✓ A 20 minute break if the assignment lasts more than six hours per day.
- ✓ A minimum of one day's rest from work each week or two days per fortnight.

You must ensure that you have sufficient rest in order to protect your health and safety and that of your colleagues.

7.4 Disciplinary procedure

In situations where it is alleged that a candidate has fallen below the minimum standards of capability, performance, conduct and behaviour, action will be taken. In most cases of minor misdemeanour's or shortcomings, the matter can and should be dealt with informally by the Evro Recruitment Consultant, without the need to utilise the more formal disciplinary procedure.

Neither party are contractually obligated to work with one another and therefore it makes the "disciplinary procedure" a rather more complex one. However, in the event of a disciplinary procedure, each situation would be subjective and viewed as an individual case. All cases will be handled by our management.

7.4.1 The deregistration

Evro reserves the right to have an agency workers removed from their Register in the following circumstances:

- If an agency worker has behaved in an unprofessional manner, we reserve the right to remove you from all assignments and to not book any further assignments until the issue is resolved.
- In the event that the agency workers professional body (NMC/GMC/Safeguarding Team) alerts us of any investigations, cautions, suspensions or lapses.

- If an agency workers professional conduct or performance has become substandard to our company expectations.

7.5 Employee grievance policy

In the event that during your employment with Evro you feel that our service has been substandard or you have a grievance with one of our employees, we invite you to write to our compliance team, where the grievance will be logged and handled. This can be done in the following ways:

Email: compliance@evrorecruit.co.uk

Post: Compliance team, 4th Floor, Merchants Court

21-23 Castle Gate, Nottingham, NG1 7AQ

7.6 Complaints

During the course of your work with Evro you may encounter complaints from patients, service users and their relatives or interested parties. Please advise your line manager of any complaints in order for the Client to invoke their own complaints policy. Depending on the nature and severity of the complaint you may be requested to put details of the complaint in writing on a complaint record form and/or attend an interview to investigate details further.

7.6.1 Complaints raised against you

In the event of a complaint or incident raised, you will be shown all relevant and necessary information, which will facilitate you being able to respond accordingly with a reflective statement.

We might request for you to visit our office to go over the details in person, where you can write your statement at the same time. Our consultant will assist you with a template should you be struggling with this. All communication will be done via email, letter or telephone and you will be kept up to date with the progress on any current/open cases.

Please note that in some cases, and depending on the severity and nature of the complaint, it may be that we have to impose an exclusion on you for an individual client, or companywide until the case has been resolved.

7.6.2 Raising a complaint against the client

In the event that you wish to raise a complaint

against one of our clients for an incident that occurred whilst you were under employment at this organisation through Evro, all contact must be corresponded via your consultant.

You will be asked to raise your concerns formally on one of our incident report forms. These can be requested on demand. We will then raise the complaint on your behalf and take the necessary steps to resolve the issues.

If at any stage you are unhappy with the outcome of any complaints, whether they be made against you or you raising them about one of our clients, please bring your concerns to our Director - Matthew Alexander.

Compliance and Practice

8 Ongoing Compliance

8.1 DBS

We require all staff to present us with an up to date DBS form, prior to starting work. This must be renewed annually. You will be charged for the annual renewal of your DBS check. We strongly advise that you sign up to the DBS Update Service as this is a more cost effective and time saving method of maintaining your compliance. For more information on the DBS update service, please visit <https://www.gov.uk/dbs-update-service>

We are obligated by the Care Standards Act to ensure we hold a current DBS for you.

Alongside this we work very closely with the UK Border Agency, checking your eligibility to work in the UK.

We are required by law to verify the immigration status of all non-EU candidates. If your work status changes you are obliged to inform us immediately.

If you have arrived in the UK within the last six months, you must provide us with a clear police check from the country you have originated from. This needs to be dated within the last three months.

We adhere to the NHS Employment Check Standards.

For further information and documents needed please refer to

www.homeoffice.gov.uk/agencies-public-bodies/dbs/

8.2 Occupational Health and Fitness to Work

We will require you to complete a health questionnaire. This is in line with the Department of Health guidelines, and so we can obtain a Fitness to work Certificate.

It is your responsibility to provide up to date

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records of the relevant immunisations (up to date list will be provided on the OH form)

- It is your responsibility to inform us if you are unwell at all times or you have sustained an injury or diagnosed with a condition which may affect your work.
- You must inform us if you are pregnant, so we are able to conduct a pregnancy risk assessment and that care can be taken to offer you suitable assignments. We reserve the right to request a certificate of fitness to practice from your GP or an Occupational Health service.

8.3 Mandatory training

In order to ensure your safety and the safety of patients and service users, you are required to provide Evro with evidence of training in Health & Safety (coll.), Basic/Immediate/Advanced Life Support and Manual Handling. All training must have been completed in the last 12 months, with the exception of Advanced Life Support which must be in the last 4 years. Some clients may require additional training to be completed, such as paediatric/neonatal life support.

It is your responsibility to keep your mandatory training up to date, and you should always update us after you complete new training, with certificates. The Compliance team will assist you with this and inform you when your training is due to expire.

8.4 Professional body registration

We will check your CV for any employment gaps and your professional qualifications. Clinical staff must register with the relevant regulatory body:

- NMC (Nursing Midwifery Council)
- Health and Care Professions Council
- GMC (General Medical Council)

These are checked regularly and your placement will be stopped if your professional registration has lapsed. You must inform us of any cautions, reprimands or clinical investigations that you are or have been subject to.

8.5 Non clinical staff

Suitable experience with 3 years' worth of professional references is required for all Non

clinical candidates. All gaps in employment should be verified and backed up by personal reference.

9 Criminal convictions

Please note: our clients may insist we inform them in writing of any criminal convictions prior to you starting work. This will be with your consent. We do not except any responsibility if your services are declined.

Normally, we conduct risk assessment for any candidates with criminal convictions, which normally helps us to support your case.

All applicants are exempt from the Rehabilitation of Offenders Act 1974. You are always required to declare convictions and prosecutions, including those that are thought to be "spent" for the roles within Care and Nursing.

10 Health and Safety

The Health and Safety Act of 1974 requires that it is your duty to take care of yourself and other people in the workplace.

Furthermore, the Management of Health and Safety at work regulations 1992 requires you to adhere to the following:

- Use all equipment safely
- Follow health and safety instructions
- Assess and report damaged or faulty equipment
- Report anything in writing that you consider a danger

When at work it is both the clients and your responsibility to be aware of fire exits, first aid contact, and their own particular Health and Safety procedures.

This is part of the code of conduct i.e. never knowingly cause harm. If you raise a concern we will ask the client to investigate. If you decline an assignment because of risks, we will endeavour to find you other work.

When you arrive at your placement, it is your duty to receive an adequate induction no matter how busy they are, this should include the following:

- Fire exits and extinguishers
- Safety protocols

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- Emergency equipment
- Emergency phonenumber
- Manual Handling procedures and where equipment is store

11 Fitness to Practice

11.1 Infection Control

Infection or disease may be caused by bacteria, fungi, viruses or prions and can result variety of infections. Please follow reasonable steps to prevent infection including, but not limited to:

- Wash hands before and after client contact
- Wear gloves, aprons and masks where necessary
- Uniforms should be short sleeved so nothing below the elbow except for a plain wedding band is allowed
- Dispose of items in the correct recycling bins
- Cover up any cuts or breaks in the skin
- Adhere to the organisation's infection control policy

11.2 HIV/Aids

If you believe you may have been exposed to HIV infection in any way you should seek medical advice from your GP or Occupational Health Department and, where appropriate, undergo diagnostic HIV antibody testing.

If you are found to be infected, you must again seek guidance from your GP or Occupational Health Department.

If you are found to be HIV positive and perform or assist with invasive surgical procedures, you must stop this immediately and seek advice from your GP or Occupational Health Department.

Please be aware that it is the obligation of all associates to notify their employer, and, where appropriate, the relevant professional regulatory body if they are aware of HIV positive individuals who have not heeded advice to modify their working practice.

Please note 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 held confidentially.

You are advised to read: "Guidance on the

Management of HIV/AIDS infected Health Care Workers" available on Department of Health website www.dh.gov.uk

11.3 RIDDOR

The Health and Safety Regulations 1992 require you legally to re- port all incidents, accidents and near misses. It is the employer's duty to perform risk assessments on work activities. You have a duty to report any risk or injury to yourself, patients and other staff to the person in charge initially, documented and signed for by yourself and lastly to your recruitment consultant.

12 Whistle blowing policy

Following the introduction of the Public disclosures act 1998, all workers have a legal protection from any type of victimisation, retribution or detriment following a public disclosure of serious allegations or malpractice. We encourage openness and will offer support to all its temps where the disclosure is seen to be in good faith and genuine. These may include the following:

- A person is failing or failed to comply with "the code of conduct"
- A criminal offence has been committed
- The health and safety of any individual has been compromised
- A miscarriage of justice has occurred
- The environment is unsafe
- Information tampered with or attempted to be covered These issues must be brought to the attention of our team, where they will be investigated if necessary and treated with respect and confidentially. If a disclosure is unfounded and disruptive disciplinary measures may follow, possibly leading to dismissal.

13 Fraud

If fraud is suspected then it must be reported to the Local Counter Fraud Specialist, the NHS FRAUD and corruption reporting Line - 0800 028 4060 or 0800 015 1628 (Scotland).

It is also necessary to report it to your governing body i.e. NMC/GMC.

This in the first instance will be confidential. 2006 saw the introduction of The Fraud Act which includes:

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- False representation
- Failure to disclose information
- Abuse of power

NHS FRAUD includes the following:

- Payroll fraud
- Requisition and ordering fraud
- Overseas patients fraud

If you have any suspicion of fraud, always inform us immediately.

14 Safeguarding Vulnerable Adults and Children/Adolescence

All temps will attend training annually.

It is essential to understand the following:

- What is child abuse
- How to recognise the signs of abuse.
- Have an understanding of the different forms abuse can take.
 - A. Physical
 - B. Mental, emotional.
 - C. Sexual.
 - D. Neglectful
 - E. Financial

It is essential you understand how to raise concerns. Never be fearful, it is your duty and even if found to be wrong, if reported in good faith you have adhered to your code of conduct.

In the first instance inform your line manager, who will refer the case to Assess Point so a social worker will be informed. Failing this inform the police.

Always inform Evro, who will be supportive and offer you further guidance.

15 Accident and Incident reporting

If an incident or accident occurs it needs to be reported verbally and written, firstly in the client's accident book, followed by an incident report to your consultant.

This has to be written in black ink, be legible and signed by yourself using your full name then your initials and status i.e. RN.

This must be done as soon as possible after the incident has occurred.

16 Medication Policy

Primary legislation regarding administering of

drugs is included in the Medicines Act 1968 and the misuse of drugs act 1971. Hospitals and Care/Nursing Homes may have their own policies in place. It is your responsibility to make yourself aware of these.

We expect you to administer medication as guided by your professional body.

You must always check the prescription has the following details:

- Patients name
- DOB
- Any known allergies
- Dose
- Medication name
- Route
- Date and administration times

You must keep updated about the patient's condition and any contraindications.

Always check the patient's identity using the wrist band.

If the medicine is not available this needs to be coded on the drug chart. All medicines given must be signed for.

Consent is required to give any medication, if refused, this must be coded and signed and the person in charge informed.

Select the drug and expiry date. Remain with the patient whilst he/she is taking it.

Drug Errors:

- If you make a drug error you must inform the nurse in charge, the manager and the patient.
- Depending on the seriousness of the error will depend on frequency of observations.
- Incident reporting is a duty under your professional body.
- Clearly written and signed.
- You must apologise to the patient.
- Document this in the notes.

17 Patient confidentiality and Data Protection Act

- It is essential to maintain patient confidentiality at all times.
- No information should be disclosed without consent, except that shared by the multidisciplinary team caring for that person.
- It is a patient's right to disclose to family and

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- friends not the health care professional.
- Breaking confidentiality is a serious event. Your governing body would be informed.
- Disciplinary actions may follow.
- Never discuss patients outside of the working environment.
- The Caldicott review was instigated due to the advancement of technology with its ability to have copious amounts of information, quickly accessed about all patients.
- Caldecott revised protocols and made recommendations to protect patient's confidentiality.

All health care professionals must be aware and trained in the following:

- Data Protection Act
- NHS code of confidentiality
- The Caldicott Principles
- Freedom of information Act
- Records Management
- Information Security

You are required to familiarise yourself with each organisation's individual policies.

18 Equal opportunity and diversity

Evro is committed to being an equal opportunities employer and we will treat all allegations of discrimination with the utmost seriousness. Evro aims to ensure that all employees are treated fairly and equally and suffer no detriment throughout their employment.

Additionally, the Company must comply with the requirements of current legislation:

- Equal Pay Act 1970
- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Special Educational Needs and Disability Act 2001
- Human Rights Act 1998
- Race Relations (Amendment) Act 2000
- EU Equal Treatment Framework Directive 2000 & 1978
- Equality Act 2010

Nor must you discriminate against others on

any of these grounds.

19 Record Keeping

It is part of your code of conduct to keep clear accurate time-ly records. They must be legible and factual. Always written in black ink.

Each account must be signed with your printed name, signature and title i.e. RN.

If errors are written they must be scored through with a single line, so they are still legible. Again signed as above.

This is a requirement of all professional bodies. It allows for reinforced communication, thus leading to better consistent care.

20 Violence and Aggression

It is possible to come across violence and aggression in any environment you may be working in. If you encounter any of the following:

- Threats with an offensive or non-offensive weapon.
- Aggravated assault requiring medical attention.
- Minor assaults which require first aid.
- Threatening behaviour including verbal abuse or potential physical injury.
- Assault resulting in serious injury or death.

You must report this to your Recruitment Consultant immediately and to the person in charge. An incident form must be completed ASAP both on site and at Evro. No violent, abusive, or threatening behaviour will be tolerated. Always check with each environment policies covering violence and Aggression.

Under the Health and Safety Act 1974 all candidates are obliged to take steps to protect their own health, safety and general welfare, alongside their colleagues and patients.

21 Lone Workers Information

Both the Health and Safety at work Act 1974 and the Management of Health and Safety Regulations act 1992 apply.

A Lone Worker is defined as someone who works

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unsupervised. Those who work alone like Community Nurses and 1-2-1 support workers, and those who work outside normal working hours like cleaners, porters and security all fall under this category.

Risk assessments must be undertaken by the employer to ensure any risk is minimised. The risk assessment should cover simply whether a specific task is safe for one person. It is essential that you contact your Recruitment Consultant immediately if you feel at risk to enable further assessments to be done.

22 Useful Contacts

NMC

23 Portland Place,
London W1B 1PZ 0207
3339333
www.bbc-uk.org

UK Border Agency

www.unbalanced.homeoffice.gov.uk/

Disclosure and Barring Service Code of
Practice

www.gov.uk/government/organisations/disclosure-barring-service/about