



Candidate Handbook

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Welcome to NL Group Healthcare

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1. Company Information

a. Introduction and Welcome

Welcome to our team!

We would like to wish you every success during your assignment whether you recently joined us or whether you're an existing candidate. We hope that your experience of working for NL Group Healthcare will be positive and rewarding.

This Candidate Handbook is designed both to introduce you to our organisation and to be of continuing use during your assignment.

We ask that you study carefully the contents of this Candidate Handbook as, in addition to setting out our rules and regulations, it also contains information on some of the main benefits that may be available to you and the policies and procedures relating to your assignment. We provide a 24-hour service ensuring that you can contact a member of staff who will be fully conversant with your details, at any time of the day or night, 365 days a year. If you have any queries about the contents in this handbook, please contact your Recruitment Consultant using the contact details below:

NL Group Limited

Riverside House
3 Earls Court
Henry Boot Way
Hull
HU4 7DY

Tel: 01482 606 040 (Option 1)

Fax: 01482 625 381

General amendments to the Candidate Handbook will be issued from time to time and the newest version will always be available from our website.

b. The History and Core Values

NL Group Healthcare was formed in 2001 and has rapidly grown to become a leading healthcare recruitment agency offering unrivalled service and standard. A dedicated team of highly skilled individuals each bring their own skills and attributes cumulating in a unique, cross speciality, personalised, all-in-one service.

We require high standards, performance and commitment to our vision, values and goals to ensure we continue to deliver excellent service to our candidates and clients.

We structure our teams to ensure the right level of responsibility is in place with clear objectives to make sure we consistently deliver our targets and goals.

We believe in paying our Healthcare and Homecare staff at better than market rates, this means we attract and retain the best candidates, ultimately promoting better continuity of care for the clients and service users we work with. Whilst we are not the lowest priced agency, we are by no means the most expensive, we believe in quality and that demands a certain price.

As a company we are committed to driving down unnecessary costs via increased efficiencies, integrated systems and automation wherever possible, meaning we don't have to charge the earth and still pay our staff above standard rates.

We would like to welcome you on board and hope that you have a successful and rewarding career here at NL Group.

Mission Statement

Our mission, through our people, our greatest asset, is to provide the best staffing and resourcing solutions by fully understanding, communicating and always meeting the needs of our clients, candidates and colleagues.

Passion, Appreciation, Integrity and Respect are our core company values, Quality, Bespoke, Unique Services are our outcomes!

Passion

We show pride, enthusiasm and commitment in everything that we do. We are committed to supplying and delivering our solutions and services at only the highest level. Our clients, service users and employees are our partners in creating value; their happiness, health and loyalty is our greatest reward.

Appreciation

We will see through the eyes of those whose lives we affect, identifying unmet needs and producing innovative and lasting healthcare solutions. We will bring to this task all of our experience and knowledge as the unique individuals we are.

Integrity

We believe our promise is our most vital product. The relationships that are critical to our success depend entirely on maintaining the highest ethical and moral standards in everything we do. As a vital measure of integrity, we will ensure the health and safety of the communities we serve and protect the environment in all we do.

Respect

We treat our team members, clients, service users, partners and suppliers with mutual respect, sensitivity and care, recognising the importance of diversity. We respect all individuals and value their ideas and contributions.

2. General Terms and Conditions

a. Payment and Timesheets

Timesheets run from Monday to Sunday. Please submit your timesheet to us by 15:00 Tuesday or as soon as your last shift ends in any week in order to be paid by Friday that week. Deadlines may change around Bank Holidays – we will inform all candidates in advance if this is the case. Payments are made directly into your bank/building society/ Limited Company accounts by BACS (please make sure that we have the correct details). It is your responsibility to ensure your timesheet is legible, completed correctly, and has been authorised and signed by your manager – payment will be declined if this is not the case. In particular, please ensure:

- ✿ You complete the correct week ending timesheet
- ✿ The date and times you worked, excluding any breaks taken are correct and duly authorised where asked to work through by an authorising officer onsite
- ✿ The total hours and basic pay columns are correct
- ✿ Ensure your timesheet is signed and dated by your manager at the end of each shift
- ✿ You have signed the timesheet

If you have any problems with timesheets or payment, please contact your Recruitment Consultant.

b. Terms and Conditions

All candidates are required to sign the Terms and Conditions prior to placement.

3. Compliance Documents and Information Required

NLG Health provides locum healthcare workers to a number of healthcare organisations including the NHS framework agreements with Crown Commercial Service, Collaborative Procurement Partnership, H.T.E. Temporary Workforce Solutions and Scottish Frameworks. A key responsibility of an approved supplier is adherence to the strict compliance criteria that allows a risk managed service to be provided

a) Privacy Notice

NLG is required to comply with all relevant data protection legislation including Data Protection Act 2018 and GDPR Regulations, therefore you have been asked to sign a Consent Form. This form enables NLG to lawfully process your personal and sensitive personal data.

By completing and signing the Consent Form, you confirm that you give NLG consent to process your personal data and sensitive personal data for the purposes of work-finding services which include, but are not limited to, completing necessary checks, sharing your data with third parties, transferring personal data to the Clients and, processing data on necessary computerised databases including When I work, Care planner, CRM, Infinitemp, People HR, Bright Pay.

NLG will only process your personal and sensitive personal data in a targeted and balanced way. In case of an alleged conflict of interests a resolution will be sought and clear justification of the purpose will be provided. Your consent also confirms that you agree with NLG's sharing your personal and sensitive personal data with third parties for the purposes of audits and investigations. Those parties may include Police, REC Federation, NMC, HCPC, GMC, NHS, HMRC and other professional bodies.

Once provided your consent will last for the duration of the registration period, unless stated otherwise, however, you have the right to withdraw your consent at any time by informing NLG that you wish to do so. Please note that if you withdraw your consent to further processing that does not affect any processing done prior to the withdrawal of that consent, or which is done according to another legal basis

Please be aware that failure to provide certain personal and sensitive personal data, which NLG as a Recruitment Agency requires to meet statutory obligations may negatively impact your registration with the business as it will prevent us from completing necessary checks and introducing you to our Clients.

NLG is required to retain certain record and will do so in accordance with relevant guidance and regulations. For further information please refer to: <https://www.gov.uk/data-protection> and <https://ico.org.uk/>

b) Annual Updates Required

NLG Health will request the following documents are kept up to date on an annual basis or as updates occur:

- Additional qualifications
- Up to date employment history
- Two new referees for work conducted in the last 12 months
- Career progression and training
- Appraisal and revalidation details (Nurses)

- Renewal of criminal records check • Health review documents completed

c) Appraisals

We will offer you an appraisal every year, which can be arranged by your recruitment consultant either by email or telephone.

The appraisal will assess your performance over the last 12 months and put actions in place as part of a development plan (where appropriate), which is based on feedback from your shifts and your staff evaluations that you complete regularly.

Alternatively, if you already have an appraisal with another employer we may ask for evidence of this for our compliance records.

d) Right to Work in the UK

Prior to the start of your placement, your right to work in the UK will be checked by the Compliance Team. We work closely with UK Home Office: Visas & Immigration and by law are required to verify immigration status of the non EEU candidates placed in the UK. By signing this handbook, you agree on NL Group Healthcare to contact UKBA regarding verifying the documents you provided us with. NL Group Healthcare follows a comprehensive guidance issued by the Home Office: "An Employers Guide to Right to Work 9May 2015) which can be downloaded from the UK Home Office: Visas & Immigration website.

Please inform NL Group Healthcare immediately if your right to work status changes whilst you are working for us.

e) DBS (previously CRB) and ID checks

NL Group Healthcare sees identity verification as the most fundamental of all pre-employment checks. We follow the NHS Employment Check Standards. The NHS Employers organisation has developed these standards with the Department of Health and employers in the NHS. The Employment Check Standards are also embedded in the Crown Commercial Service (CCS) National Agency Framework Agreement and annual audit checks of agencies, to assure compliance with the standards is met in relation to sub-contracted staff. They also form part of the information governance and assurance standards links to the use of the NHS Care Record Service (NHS CRS).

We are required by the Care Standards Act to obtain a criminal record disclosure for you prior to a placement. The level of the check will be decided upon the role you undertake. We will update your DBS check on annual basis. Your dedicated Compliance Officer will contact you when an update is required.

If you have entered the UK within the last 6 months, you must also provide us with a clear Police Check from your country of origin dated within the last 3 months. If you did not obtain this prior to entering the UK, please contact your Compliance Officer.

Please refer to the Department of Health for further information regarding the updated definition of Regulated Activity for Adults and Children:

• <http://www.dh.gov.uk/health/files/2012/12/Regulated-Activity-Adults-Dec-2012.pdf>

• <http://media.education.gov.uk/assets/files/pdf/r/regulated%20activity%20children%20full%20infor>

ID checks - List of acceptable photographic personal identification Acceptable

documents of photographic personal identification include:

Group 1 – Primary Trusted Identity Credentials

- ✿ Current valid Passport- Not denoted – it can be more than 12 months old
- ✿ Biometric Residence Permit (UK)
- ✿ Current Driving Licence (UK) (Full or provisional) Isle of Man /Channel Islands; Photo
- ✿ Birth Certificate (UK and Channel Islands) - issued at the time of birth or an Adoption Certificate

Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. (Photocopies are not acceptable).

Group 2a – Trusted Government/State Issued Documents

- ✿ Current UK Driving licence (old style paper version)
- ✿ Current Non-UK Photo Driving Licence (valid only for applicants residing outside of the UK at time of application)
- ✿ Birth Certificate (UK and Channel Islands) - (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars – Photocopies are not acceptable)
- ✿ Marriage/Civil Partnership Certificate (UK and Channel Islands)
- ✿ HM Forces ID card (UK)
- ✿ Fire Arms Licence (UK and Channel Islands)

Group 2b – Financial/Social History Documents

- ✿ Mortgage Statement (UK or EEA) ** (Non-EEA statements must not be accepted)- Denoted with it should be issued within the past twelve (12) months
- ✿ Bank/Building Society Statement (UK or EEA)* (Non-EEA statements must not be accepted) Denoted with * - it should be less than three (3) months old
- ✿ Bank/Building Society Account Opening Confirmation Letter (UK)
- ✿ Credit Card Statement (UK or EEA)* (Non-EEA statements must not be accepted)
- ✿ Financial Statement ** - e.g. pension, endowment, ISA (UK) | P45/P60 Statement ** (UK & Channel Islands).
- ✿ Council Tax Statement (UK & Channel Islands) **
- ✿ Work Permit/Visa (UK) (UK Residence Permit) **
- ✿ Letter of Sponsorship from future employment provider (Non-UK/Non-EEA only – valid only for applicants residing outside of the UK at time of application)
- ✿ Utility Bill (UK)
- ✿ Benefit Statement - e.g. Child Allowance, Pension
- ✿ A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)*- e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security

- EU National ID card
- Cards carrying the PASS accreditation logo (UK and Channel Islands)
- Letter from Head Teacher or College Principal (16/17 year olds in full time education – (only used in exceptional circumstances when all other documents have been exhausted)

For more information, please refer to: <https://www.gov.uk/government/publications/dbs-identity-checkingguidelines/id-checking-guidelines-for-dbs-check-applications>

4. Qualifications and Professional Registration

Clinical Staff

Upon registration with NL Group Healthcare, your qualifications and clinical suitability will be checked and verified. Please note also that post-registration qualification verification checks will be undertaken, to ascertain clinical competence.

You must present us with your updated Curriculum Vitae and the business contact details for three clinical referees.

We will check if there are unexplained gaps in your employment history and obtain the references. **We will also check your current registration with the relevant regulatory body:**

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

The registration checks are performed prior to your first assignment and thereafter on a monthly basis by our compliance team. Your placement will be suspended if your professional registration has not been renewed. You must inform us of any pending clinical investigations, cautions or reprimands immediately.

Non-Clinical Staff

We expect all non-clinical candidates to have a suitable experience confirmed by two professional references. IELTS (International English Language Testing System), if applicable, certificate for non-clinical staff or those from outside the EU requesting to work in the UK.

Any offer of appointment may be withdrawn if you knowingly withhold information, or provide false or misleading information, and your placement will be terminated should any subsequent information come to light once you have been appointed.

a) Alert Notices

The HCPC, the GMC and the NMC issue monthly fitness to practise circulars, which include details of practitioners who have been struck off, suspended or cautioned during the previous month. We monitor these on a monthly basis. In addition, we receive Healthcare Professional Alert Notices, which notify us of any staff that may pose a threat or a risk to patients or staff and take appropriate action to deal with these.

b) Professional Indemnity Insurance

You are professionally accountable for all of your practice. Since 2013, it has been a condition of your practice to maintain indemnity insurance and we will request copies of these details as part of the registration process. NL Group

Healthcare strongly advises that you seek professional indemnity insurance and will be happy to recommend providers.

5. Fitness to Practice/Work Health Assessments

As part of the registration process, we ask you to complete a health questionnaire to ensure you are fit to perform your duties. In line with current Department of Health guidelines, NL Group Healthcare is required to obtain Fitness to Work Certificate prior to your assignment.

You have a responsibility to provide evidence of immunity to the following:

- TB – BCG scar sighted/Mantoux test with a diameter reading of between 6mm and 15mm or Grade 2 Heaf Test
- Hep B antibodies blood test showing titre levels that are greater than 100
- Measles and Rubella – evidence of immunity or 2 MMR vaccinations
- Evidence of HIV, Hep C Screening and Hep B Antigen if you work in an EPP environment (Exposure Prone Procedure) - the EPP results must be IVS (Identified Validated Samples)

All Occupational Health Results must be verified by your GP, an Occupational Health Nurse or Practice Nurse. Please ensure they are stamped and signed before returning to us. Any boosters or new vaccinations should be recorded on your Immunisation Record. You need to disclose details on your application form and allow us to view and make copies of proof of vaccination.

You are also required to supply NL Group Healthcare with an update of your "Employee Medical Questionnaire" on an annual basis. Please ask your recruitment consultant at NL Group Healthcare if you need a new copy.

It is important for your own health and of those in your care that you are fit to practice whenever you attend an assignment. You must declare your fitness to practice, or otherwise, on acceptance of an assignment. This includes the requirement not to declare oneself fit to work if suffering from vomiting, diarrhoea, if you have a rash or an eye, ear, nose, throat infection. All temporary workers must inform NL Group Healthcare if he/she becomes injured or diagnosed with any condition before or during the assignment.

You MUST also let us know if you are pregnant. If you are concerned that your work involves unnecessary risks to your health and fitness, or that of your unborn child, please do not hesitate to contact us. If you are pregnant we are required to perform a health and risk assessment for all expectant mothers. Please note, you may be asked to undergo a medical examination by the Trust prior to the commencement of a shift or assignment.

Because of the importance of your fitness to practice, NL Group Healthcare reserves the right to request a certificate of fitness to practice from your GP or a qualified Occupational Health Service.

Our clients may also ask that you undergo a medical examination before commencing work for them. In these cases, future placements may be dependent on your compliance with this request and its outcome, providing it was made with good reason.

a) HIV/Aids

You should be aware of and abide by the requirements of HSC 1998 / 226 "Guidance on the Management of AIDS / HIV Infected Health Care Workers and Patient Notification"

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

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

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

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

Please note that the above guidance does not supersede current Department of Health Guidelines (in particular HSC 1998/226) or local practices and procedures.

b) Infection Control & MRSA

Methicillin Resistant Staphylococcus Aureus (MRSA) is the name given to a range of strains of antibiotic-resistant bacteria. MRSA exists in the nose or on the hands of around one third of the healthy population and is usually harmless. It can however prove fatal if it enters the bloodstream of an already weakened patient.

MRSA is usually transmitted by touch. The single most effective measure for preventing MRSA contamination is washing hands before and after every patient contact.

You have a responsibility to provide evidence of immunity to the following:

- ✿ Use liquid soap and water or an alcohol-based hand rub when washing hands – make sure it comes into contact with all areas
- ✿ Remove nail varnish, wrist and hand jewellery at the beginning of each shift where you will be regularly decontaminating your hands. A plain wedding band may be worn.
- ✿ Wear disposable gloves and aprons when attending to dressings or dealing with blood and body fluids (sterile gloves should only be worn when performing aseptic techniques)
- ✿ Dispose of gloves and aprons after use ensuring you use the correct clinical waste bins.
- ✿ Cover cuts or breaks in your skin or those of patients / clients with waterproof dressings

If you come into contact with a patient who is later found to be contaminated with MRSA, it may be necessary to attend screening sessions at the hospital's Occupational Health Department. During this time and before you have been declared clear from MRSA, we may be restricted in the assignments we can offer you due to the risks of infection.

c) Covid 19

World Health Organisation (WHO) declared COVID-19 a pandemic on 11 March 2020. All workers must follow the WHO, PHE and government guidance to reduce the risk of contracting the virus and the risk of spreading it.

We regularly update the guidance from Public Health England and send to all our candidates and discuss PPE access with all our clients. We will also require you to sign a COVID 19 declaration when you register and weekly thereafter (acute sector) using the following link for acute sector

<https://survey.alchemer.com/s3/5526643/Agency-Worker-s-Health-Screening-Form>.

All staff working within social care/complex care must complete a Covid 19 declaration prior to every shift by sending test message via careplanner mobile number 07507331785 stating date, no covid-19 symptoms, no household symptoms.

All staff must complete routine testing for Covid 19. In social care/complex care the requirement is for weekly testing for which you will be provided with test kits to conduct PCR swab tests. For workers in the acute sector the hospitals will include you in their local protocols for routine testing.

We draw particular attention to the following guidance extracted from the following:

<https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>

Staff with symptoms of Covid 19

If a health or social care worker develops symptoms of COVID-19:

- they should follow the stay at home guidance
- while at home (off-duty), they should not attend work and notify their line manager immediately
- while at work, they should put on a surgical face mask immediately, inform their line manager and return home
- comply with all requests for testing

If a member of staff develops symptoms, they should be tested for SARS-CoV-2 by polymerase chain reaction (PCR). Testing is most sensitive within 3 days of symptoms developing. Guidelines on who can get tested and how to arrange for a test can be found in the COVID-19: getting tested guidance.

If their symptoms do not get better after 10 days, or their condition gets worse, they should speak to their occupational health department, if they have one, or use the NHS 111 online coronavirus service. If they do not have internet access, they should call NHS 111. For a medical emergency, they should call 999.

Staff who are PCR positive for SARS-CoV-2

Staff who have tested positive for SARS-CoV-2 by PCR in the community or at work should self-isolate for at least 10 days after illness onset. The isolation period includes the day their symptoms started (or the day their test was taken if they do not have symptoms) and the next 10 full days.

If, however, they have been admitted to hospital they should be isolated in hospital (or continue to self-isolate on discharge) for 14 days from their first positive PCR test result. This is because COVID-19 cases admitted to hospital will have more severe disease and are more likely to have pre-existing conditions, such as severe immunosuppression. For the same reasons, the 14-day isolation rule also applies to other (non-staff) COVID-19 cases admitted to hospital.

Asymptomatic staff who have not been hospitalised and have tested positive for SARS-CoV-2, should self-isolate for 10 days following their first positive PCR test.

9.1 If staff have been notified that they are a contact of a confirmed case in a health and care setting

If health and social care staff are providing direct care to a patient or a resident with COVID-19 and are wearing the correct PPE in accordance with the current IPC guidance, they will not be considered as a contact for the purposes of contact tracing and isolation. They will also not be required to self-isolate for 10 days (organisations have agreed the standards for PPE specification, fit testing and regimes of use for clinical and care activities).

9.2 If staff have been notified that they are a contact of a confirmed case in the community

If staff have been notified as a contact of a confirmed case of COVID-19 in the community (outside the health or social care setting or their place of work), they should inform their line manager and self-isolate for 10 days, in line with guidance for non-household contacts.

This advice should be followed regardless of the results of any previous SARS-CoV-2 PCR test or antibody test results. A positive antibody result signifies previous exposure, but it is currently unknown whether this correlates with immunity, including protection against future infections.

Please also refer to the Flowchart to return to work which can be accessed using the following link

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/905673/Flowchart_for_return_to_work_symptomatic_30_july.pdf

Please discuss with us any concerns you may have about this and we will help you all we can.

6. Training and Professional Development

Please keep up to date with all relevant clinical guidance. In particular, you must ensure you have completed your annual mandatory training. You will receive notification from our compliance team prior to your training expiring. You MUST complete all mandatory training in advance of the expiry date as you cannot be offered assignments unless all of your training is up to date, including refreshers. Mandatory Training –Basic Life Support, Moving and Handling- these must be practical, Health and Safety at Work including COSHH and RIDDOR, The Caldicott Principles/ Information Governance, Handling violence & aggression/Conflict Resolution, Complaints Handling, Fire Safety, Lone worker training, Food Hygiene, Infection Prevention (Included MRSA & Clostridium Difficile) Safeguarding Children and Young People Level 2 or 3 Midwifery candidates- additionally valid Intention to Practice, CTG and Resuscitation of Newborn Training.

Please ensure your training record is kept up to date at all times by sending us proof of training completed and relevant certificates after any new course. We will review training completed at your annual appraisals (see below).

NL Group Healthcare facilitates a number of training courses for candidates. For further details of these courses and training subsidies available, please contact your Compliance Officer. Should you fail to attend the training organised by NL Group Healthcare without informing the Compliance Officer 48 hours in advance, we will deduct the DNA fee from your wages. Some clients also require additional training to be undertaken such as Intermediate Life Support, Advanced Life Support, Paediatric/Neonatal Life Support or physical restraint skills. Your Recruitment Consultant or Compliance Officer will discuss any training requirements with you prior to your first placement and again on an annual basis.

a) Health & Safety

Under the Health and Safety at Work Act 1974, it is your duty to:

Take reasonable care for the health and safety at work of yourself and any other people who might be affected by your acts or omissions Co-operate with your employer and others to enable them to comply with statutory duties and requirements.

Not intentionally or recklessly misuse anything provided in the interests of health, safety or welfare The Management of Health & Safety at Work Regulations 1992 further requires you to:

- Use any equipment, etc., provided in the interests of safety
- Follow health and safety instructions
- Report anything you consider to be a serious danger
- Report any shortcomings in the protection arrangements for health and safety

When on an assignment, it is the client's responsibility to familiarise you with their own Health & Safety Policy and procedures, and with locations of fire escapes, first aid contact person etc. Your Word may carry out training in standard workstation safety if requested in writing by the client. We cannot, however, be held responsible for the suitability of workstations used by our clients. If you express concern over the Health & Safety arrangements of your employing candidate, we will ask the client to investigate and, if possible, to make improvements.

If you refuse to work for a client on Health and Safety grounds, we will attempt to find you other employment without prejudice.

b) Information Governance, Data Protection & Caldicott Protocols

The Caldicott review was commissioned due to the development of information technology and its capacity to disseminate information about patients/service users both rapidly and extensively. An essential component of the clinical consultation in the provision of health care is confidentiality. All healthcare workers have stringent requirements with regard to confidentiality of patients within their care. However, information given about patients underpins the efficient operation of the NHS, and it's important that confidentiality does not impede upon the provision of effective patient care. Therefore, the Caldicott review devised protocols and recommendations, which assume the appointment of a Caldicott Guardian who is created to safeguard and govern the users of patient information within NHS organisations. Caldicott guardians are senior health professionals.

The training must include as a minimum the Data Protection Act, (Amended 2018 General Data Protection Regulations GDPR) The Caldicott Principles, the NHS Code of Confidentiality, Freedom of Information Act, Information Security, Records Management, secure transfers of Personal Identifiable Data.

You are required to familiarise yourself with the local policy on confidentiality within the establishment/ NHS Trust.

c) Violence and Aggression

It has been recognised for some time that workers in a hospital setting work within an environment where there is potential for threat, aggression, or violence. Violence and aggression can be defined as:

- ✿ Minor assaults including situations where physical contact and/or injuries occur which
- ✿ require first aid treatment
- ✿ Threats with an offensive weapon without physical injury
- ✿ Aggravated assault resulting in injury requiring medical assistance Threatening behaviour which could include verbal abuse or threats, and fear arising from damage to the physical environment
- ✿ Assault resulting in serious injury and/or death

d) Lone Workers Information

Lone workers are those who work by themselves without close or direct supervision. Lone working is not governed by any specific legislation but a wide range of legislation may apply depending on the nature of the work involved. In all instances the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations of 1992 will apply. Generally within the healthcare industry, lone workers can be regarded as those who work on a peripatetic basis such as community/district nurses, domiciliary homecare workers etc., or those personnel who work outside of normal hours e.g. domestics, porters, security etc. In all cases where a worker is expected to work alone, a risk assessment should be performed by the employer and steps taken to reduce risk to the lowest practicable level.

The risk assessment should address:

- ✿ Whether the work can be performed safely by a single person
- ✿ What arrangements are required to ensure the lone worker is at no more risk than employees working together

If for any reason you consider yourself to be at risk working in a 'lone worker' situation please contact your Recruitment Consultant immediately so that a further risk assessment can be performed and arrangements can be made to ensure safe systems of work and your personal safety.

e) Risk Incident Reporting

Under the management of Health and Safety Regulations of 1992 you have a legal duty of care to report all accidents, incidents and near misses. These regulations impose a duty on employers to perform risk assessments on all work activities. If during the course of your work you identify a risk to the health, safety and welfare of your own personal safety, and/or that of your colleagues/patients/clients, you have a duty to report this. In the first instance it should be reported to the person in charge, ensuring you fully document your findings and actions. You must also report this to your Recruitment Consultant.

f) Complaint Handling

During the course of your career with NL Group Healthcare you may come across complaints from patients/clients. It is the policy of NL Group Healthcare to deal with any expression of dissatisfaction in a professional and precise manner. If you are on an assignment within an establishment, please report any complaints to a senior person and document all details of the complaint.

You must also report the complaint to your Recruitment Consultant or their manager. All complaints must be investigated within a specified time limit and resolved as soon as possible and this is the responsibility of your Recruitment Consultant's Line Manager. You may however, be requested to put details of the complaint in writing in on a complaint record form and/or attend an interview to investigate details further.

If you are personally the subject of a complaint you will also be asked to record details as part of an investigation and in some circumstances it may be necessary to suspend you from duty whilst the investigation is in process.

Any complaints of misconduct against individuals will be reported to the relevant Registered Body. If you have any complaints about any aspect of your work at NL Group Healthcare please do not hesitate to contact us. Any complaints from individuals will be dealt with in a professional and confidential manner. For a copy of the NL Group Healthcare Complaints Policy, please contact the Compliance Manager.

g) Record Keeping

Keeping clear and concise records is essential. Records must be factual and legible. All reports must be written in black ink. Each entry should be dated and signed and written as soon after the event as possible. If mistakes are made a thin black line should be scored through and initialled. Keeping comprehensive records promotes better communication as well as continuity, consistency, and efficiency.

h) Appraisals

We will appraise you after your first assignment, after three months of work, and thereafter on an annual basis. Appraisals give us an opportunity to discuss your performance at work. It is also an opportunity for you to raise any concerns or issues you may have.

Appraisals are carried out based on feedback received from clients and the candidate's self assessment and cover the following areas:

- Clinical Skills
- Relationship with patients, other healthcare workers and the public
- Timekeeping and management of workload
- Patient records and other records management
- Organisational ability:
- Training
- Sickness/absence record:

- Personal objectives:
- Problems/Issues/Concerns

At the end of every assignment NL Group Healthcare provides a Candidate Performance Report to the Client for completion. Clients are asked to supply feedback on the service they have received from NL Group Healthcare and also provide references for the candidate. There is a section on your timesheet for the person in charge of the shift that you worked to provide an evaluation of your performance. It is essential that this element of your timesheet is signed as the information provided will be included as your performance review

Candidates are asked to give feedback on the service they have received from NL Group Healthcare and also any feedback regarding the assignment. Both positive and negative feedback is actively encouraged so that NL Group Healthcare can act upon it to improve quality of service.

7. Before the Assignment

a) Availability

Let your Recruitment Consultant know when you want to work (your availability) by calling the office (01482 606 040 Option 1) and giving us your availability over the phone or submit your availability electronically via our free mobile app, When I Work.

What you should expect when given a placement:

- The name of the client
- Details of the role
- The grade, specialty & pay rate
- Details of on-call hours if applicable
- The location and directions
- Start and finish times of the shift
- The expected length of the placement and hours of work
- The dress code
- Any special timesheet requirements and any placement reference number applicable

Remember to take a note of ALL the details of the shift, including any placement reference number and timesheet requirements or use our free mobile app, When I Work, which contains all of the above for every assignment plus directions to each and every booking.

b) Acceptance of Assignments

As a member of the NLG Health team, you are representing our group at all times and in order for us to maintain the highest possible standards we ask that you comply with the following:

- Arrive 10 mins prior to your shift starting
- Inform the NLG Health Office if you are running late for a shift
- Wear a clean NLG Health Uniform, in date ID Badge and have at least 2 printed timesheets with you at all times
- Please remain professional at all times, ensuring you are friendly and approachable to both patients/residents and staff of the of the establishment that you are working
- If on a new assignment please ask for an induction. For your own protection and safety you are required to have an induction, so please call the office immediately if one is not given after asking.
- Adhere to the unit policies, e.g. medication policies
- Maintain open communication with the office if you have any issues

- Adapt to the request of the organisation you are working at e.g. On occasion you will be asked to move wards or departments to assist the client in regulating their staffing levels, please ensure that you accommodate this in a professional and helpful manner.
- All healthcare professionals should be working in an environment that you are trained and comfortable in, ensuring that you are working within the parameters of your skills and capabilities, i.e. within your scope of practice

c) Working Time Regulations

The Working Time Regulations 1998 require NL Group Healthcare to limit your average weekly working time to 48 hours unless you agree with NL Group Healthcare that the limit shall not apply to you.

d) Payment Options

NL Group Healthcare does not offer financial advice to candidates but would recommend that you speak to your own appointed Accountant or financial advisor regarding suitable payment options available to you and your own circumstances.

e) Timekeeping

Please make every effort to ensure you arrive at and leave all bookings at the agreed time confirmed in your booking contract. If, for any reason you are unable to attend a booking you should contact your Recruitment Consultant at the earliest possible opportunity.

An email will be sent to you following your interview with full details regarding the NL Group uniform you will be expected to wear. NL Group will provide your first uniform set which will consist of: 1 x Tunic and 1 x Trousers each Embroidered with the NL Group logo.

Additional uniforms may be purchased directly by yourself at a heavily discounted cost from our supplier, details of which will be included in the email following your interview.

f) Cancellation/Lateness/Non-attendance Policy

NLG Health understands there may be occasions where you're unable to attend an assignment after accepting the shift, however you do have a duty of care and we ask you notify us at the earliest possible opportunity of non-attendance and at a minimum of four hours should you be unable to work as previously agreed.

Please do not notify the client directly, always contact NLG Health, and we will liaise with the client.

It is your job to ensure that once you accept a shift that you honour it where possible and only cancel in extreme circumstances. NLG Health employs a Support Process to ensure that our candidates can keep up with level of reliability that our clients expect from us.

NLG Health operates a three-strike policy which can include a fine and if you receive three cancellation warnings you may have a block placed on your file and a meeting with the clinical practitioner will be required to review your status before commencing any work with us. This rule also applies to 'lateness' or 'did not attend'. The three strike policy has been introduced to maintain NLG Health's high standards of service and to protect our candidates, to ensure they have consistent and continued work with our organisation.

Charges apply as follows:

Cancellation of an assignment with less than 24 hours' notice - £50

The first 3 cancellations within a rolling 6-month period will be without any deductions. This serves as a reminder, an educational email regarding our Attendance and Punctuality policy will be sent to make sure that you are aware of what is expected of you.

Cancellations exceeding 3 times over a rolling 6-month period.

Deductions will be applied unless proof of a mitigating circumstance is provided for cancelling and reason is within the acceptable provisions.

If 2 instances of cancellation without proof of a mitigating circumstance is incurred in a span of a month after exceeding 3 times over a rolling 6-month period, the candidate will be enrolled to NLG Health's Support Process.

Failed to attend shift (DNA) - £50

DNA will continue to be charged at £50 - only extreme mitigating circumstances with valid and acceptable reason for not being able to notify will result in the fee being waived.

Each DNA will be investigated and treated as a disciplinary.

Operate a 3-strike policy on DNA over a 12-month period. 3rd strike and the candidate's engagement will be reconsidered. Lateness - £15

Lateness - We will allow 1 instance of lateness before a deduction is applied. This serves as a reminder, an educational email regarding our Attendance and Punctuality policy will be sent to make sure that you are aware of what is expected of you.

We will allow 1 lateness per month (Rolling 30 days) without a deduction.

Proper communication process for lateness means that notification is made to NLG Health before the scheduled start of your shift. We will accept notifications up to 15 minutes past the scheduled start of shift to account for the time it takes to tag the lateness and any difficulty the candidate may have experienced preventing them to notify before the start of the shift.

If candidates fail to follow the communication process, a deduction is applied for any instances beyond 1 per month (Rolling 30 days).

- 3 instances of lateness within a month (Rolling 30 days) and the candidate will be enrolled to NLG Health's Support Process.

Cancellation of an assignment over 24 hours will be discretionally dependent on circumstances. All the above are applicable at the discretion of NLG Health and dependent on correct communication procedures being followed

Cancellation, Lateness and DNA

NLG Health operates a three-strike policy which can include a fine and if you receive three cancellation warnings you may have a block placed on your file and a meeting with the clinical practitioner will be required to review your status before commencing any work with us. This rule also applies to 'lateness' or 'did not attend'. This may result in "De-Registration proceedings under our Code of conduct

Deregistration

NLG reserves the right to have a candidate removed from our Register in the following circumstances:

If a candidate has behaved in an unprofessional manner, NLG reserves the right to remove you from all assignments and to not book any further assignments until the issue is resolved.

If a candidate's professional conduct or performance has become substandard to NLG's expectations.

h) ID Badges & Uniform

ID badges will be issued to you prior to employment. A new ID badge will be issued annually. you must provide us with an updated photograph each year. All id badges must be handed back to us on termination of employment with NL Group Healthcare. The receipt of the ID badge must be confirmed via email.

The uniform requirements of some of our clients differ and will be stated prior to the assignment. If you are in an assignment where a hospital uniform is not required or you have any queries regarding dress code, please do not hesitate to contact your Recruitment Consultant. The uniform charges apply. Please check this with your Recruitment Consultant.

NOTE: Please do not purchase, or wear unbranded uniform other than that supplied or authorised by NL Group, doing so would be considered a breach of contract.

8. On Assignment

a) Roles and Responsibilities

NL Group Healthcare expects all Candidates to act in a professional manner at all times. We particularly ask that you pay special attention to:

- ✿ Punctuality
- ✿ Standards of Dress and Courtesy
- ✿ Quality of Care and Clinical Procedures
- ✿ Consideration and Respect for patients, colleagues and managers
- ✿ Confidentiality and Integrity
- ✿ You must only smoke in permitted areas
- ✿ All policies and procedures that are in place with the Trust / Ward / Department
- ✿ in the event that you are asked to move from an assigned area, you must comply with the request

unless you have been asked to work outside of your scope of practise. Refusals to work in alternative areas within your scope of practise whilst on assignment could result in the authority excluding you from future assignments

b) Induction

At your interview, you will have been given an induction into the policies and procedures of NLG Health. The induction provided will cover issues such as timesheet submission, on-call procedures, immunisation, care standards

On arriving at a new booking, please take the opportunity to familiarise yourself with the local policies and procedures. In particular, please be aware of the following, where relevant;

- ✿ Crash Call Procedure
- ✿ Fire procedure and Fire Exits
- ✿ Hot Spot Mechanisms
- ✿ Violent Episode Policy
- ✿ Procedure for Alerting Security Staff
- ✿ Policy for Administration & Assistance with Drugs
- ✿ Complaints Handling

Where possible, we encourage candidates to visit their potential workplace prior to starting work. If you have any queries regarding correct local procedures, or are uncomfortable carrying out any of the duties you have been asked to perform, please raise these issues with your Recruitment Consultant in the first instance. Our Clients have a duty to conduct an induction with you before each new placement. Please ensure that your timesheet is

c) Notice Period

When possible, you should let your Recruitment Consultant know when your assignment is coming to an end, allowing us time to organise your next assignment if necessary.

Candidates are asked to give at least 1 weeks' notice (except in exceptional circumstances when each case will be looked at individually) and subsequently inform NL Group Healthcare of the end date. Whilst this handbook outlines NL Group's own policies and standards, these do not supersede the national guidelines of the HCPC and other professional and regulatory membership bodies. You are responsible for your own actions when completing assignments, co-operating with colleagues and managers for the care of patients and clients.

d) Safeguarding Children and Young People & Vulnerable Adults

NL Group Healthcare aims to provide a safe environment for children and vulnerable adults within healthcare.

All candidates will attend mandatory training on Safeguarding of Children and Young People. Every candidate has a responsibility to ensure that children are protected and to know what to do if there are any concerns surrounding a **It is important to:**

- ✿ Understand what constitutes child abuse
- ✿ Know different forms of abuse. Physical, emotional, neglect and sexual abuse.
- ✿ How to recognise the signs of child abuse
- ✿ What to do if you have concerns of abuse
- ✿ Familiarise yourself with local policies/procedures

Forms of abuse

Verbal / psychological abuse - Includes humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation
 Physical Abuse - Involves the use of violent physical force so as to cause actual or likely physical injury or suffering, (e.g. hitting, shaking, burning, female genital mutilation, torture.)

Sexual Abuse - Includes all forms of sexual violence including incest, early and forced marriage, rape, involvement in pornography, and sexual slavery. Child sexual abuse may also include indecent touching or exposure, using sexually explicit language towards a child and showing children pornographic material.

Neglect - Deliberately, or through carelessness or negligence, failing to provide for, or secure for a child, their rights to physical safety and development. Includes abandonment, the failure to properly supervise and protect children from harm as much as is feasible, the deliberate failure to carry out important aspects of care which results or is likely to result in harm to the child, the deliberate failure to provide medical care or carelessly exposing a child to harm for example can amount to neglect.

If there are concerns that abuse is occurring and you need advice you can contact the management of the client, the Police, or Social Services, who have the responsibility under the Children's Acts to investigate the matter further where children people are involved.

When dealing with complaints where a child or vulnerable adult is involved, always;

- ✿ Stay calm and do not rush into inappropriate action.
- ✿ Reassure the child or vulnerable adult that he/she is not to blame. Communication should be at the individual's pace without pressure.
- ✿ Listen to what the individual is saying and take them seriously.
- ✿ What to do if you have concerns of abuse
- ✿ Do not make promises you cannot keep.
- ✿ Ensure that confidentiality is maintained at all times.

- ✿ Explain to the individual what steps you intend to take having heard their account.
- ✿ Ensure that you understand what the individual has said and that you record it accurately immediately after the conversation.
- ✿ You should not take sole responsibility, consult Your Recruitment Consultant so that they can take steps to report the abuse to the authorities.
- ✿ You should act in accordance with local and national policies if there is an issue of child protection.

e) Medication Policy

Medication should be kept in a safe place, known and accessible to the client or to relatives and other carers where appropriate. You should not make use of a client's property (including, for example, their telephone) without their express permission.

You should report any accident or emergency situations as soon as possible to the manager, to the relevant authorities and to your Consultant. All visits, incidents, observations, care and, where relevant, financial transactions should be logged on records kept securely in the client's home.

Records are kept for one month, or until the assignment is over, and are made available to the client, their relatives and representatives. If you are unable to attend any specific appointment, please notify us immediately.

It is the aim of NL Group Healthcare to ensure that the administration of all medicines by a healthcare professional is in accordance with statute, local rules and guidance issued by their professional body.

Primary Legislation concerning the administration of medicines is included in Medicines Act 1968 and the Misuse of Drugs 1971.

Hospitals and Nursing Homes have their own system for administering drugs.

It is your responsibility to ensure you are familiar with the system used within the establishment to which you have been assigned. Local Trust policies in relation to specific medication and drug administration will be highlighted and supplied by the Trust where appropriate and applicable during your local induction for the assignment you are working.

General Administration of Medicines and Controlled Drugs

- ✿ You should be accompanied by a regular member of staff i.e. trained nurse, staff nurse or ward manager.
- ✿ You must check that the prescription shows the patient's name and DOB, any known allergies, medicine name, dose, route of administration, the date and administration times.
- ✿ You must be able to read and fully understand the prescription, have knowledge of the medicine and be able to calculate the dose.

The patient's identity must be agreed either verbally with the patient/carer or substantive staff member or a member of staff member, or checked against their identification band or photograph. Any contraindications or change in the

Good records are essential to safe and effective patient care and should be:

- ✿ Clear, legible and indelible

- ✿ Factual and accurate
- ✿ Written as soon after the event as possible
- ✿ Signed, timed and dated

Records should;

- ✿ Be written with the involvement of the patient, client or their carer where possible
- ✿ Be written in terms the patient or client can understand
- ✿ Be consecutive
- ✿ Identify problems that have arisen and action taken to rectify them
- ✿ Show care planned, decisions made, care delivered and information shared

Please be aware that full records are essential should any questions be raised about the care and standards of care delivered.

For more detailed information, please see relevant Professional Bodies' guidelines

h) Patient Confidentiality

Any patient information obtained by you during the course of your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation. Please take care with patient records when on assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Patients/clients information should only be shared with their consent – you should make sure patients/clients understand that their information may be shared with members of the multidisciplinary team. It is a patient's/client's decision what information should be shared with their family or others. Discussing patient care/information outside of the workplace is a serious breach of confidentiality. You should act in accordance with local and national policies if there is an issue of child protection must be made on the drug chart and action taken by the clinical staff written in the nursing notes. The matter must be reported to the person in charge.

It is vital that you treat any information in a discreet and confidential manner and you ensure that;

- Written records and correspondence are kept securely at all times,
- No information regarding the assignment, client or service user is disclosed to unauthorised persons,
- Where information is requested no details should be given and you should refer the request to your recruitment consultant,
- Do not hold conversations relating to confidential matters affecting the client/service user or NLG Health in situations where they may be overheard, ie in corridors, reception areas, lifts etc.
- Confidentiality must be preserved in dealing with matters relating to other agency workers,
- Disclosures of confidential information without consent should be made only where they can be justified in the public interest. Usually where disclosure is essential to protect the client/service user or someone else from risk of death or serious harm or, where disclosure is required by law or order of a court,
- Any breach of confidentiality will be regarded as unacceptable conduct, and if proven, will result in your removal from the NLG Health register.
- In addition to the Caldicott Principles you are required by law to comply with the General Data Protection Regulation (GDPR) (EU) 2016/679.

Further information is available from your professional body and from the Information Commissioner's website at <https://ico.org.uk>

i) Use of Computers & Systems

Where our client's grant you access to their computer systems or paper-based systems, these must only be used as authorised and not to gain access to any other data or programs. In general, please ensure that you:

- ✿ Keep any passwords safe and do not disclose to unauthorised personnel
- ✿ Keep to the client's policies and procedures
- ✿ Log off immediately after use

Specifically, you must;

- ✿ Observe any local policies and procedures regarding passwords
- ✿ Do not load or introduce any programs onto the computer
- ✿ Do not access any information service or bulletin board including the internet without specific prior authority from your line manager
- ✿ Do not download any files or connect to any network or other computer equipment without prior authority as above

j) Consent

In accordance with your own Professional Bodies Code of Practice and other relevant Professional Bodies, you must obtain the consent of a patient before giving any treatment or care.

Consent must be:

- ✿ Given by a legally competent person
- ✿ Given voluntarily
- ✿ Informed

Patients / clients are assumed to be legally competent (that is they can understand and retain treatment information and use it to make an informed choice) unless otherwise assessed by a suitably qualified practitioner.

The exception to this rule is in the case of an emergency where treatment is necessary to preserve life and the patient/client is unable to give consent. In all cases, you must be able to demonstrate that you are acting in the patients' best interests.

If a patient / client is no longer legally competent, decisions should be based on previous consent / non-consent in a similar situation (providing there is no reason to believe they have changed their mind) or their known wishes. Otherwise, treatment should be in their best interests.

Where a patient/client is considered incapable of giving consent, please consult relevant colleagues. Where a patient/client has withheld consent, disclosures of information may only be made if:

- ✿ They can be justified in the public interest (normally where the disclosure is essential to protect the patient/client or someone else from risk of significant harm).
- ✿ They are required by law or court order In the case of children (those aged under 16 in England and Wales), involvement of those with parental responsibility is usually necessary - you should always be aware of legislation and local protocol.

It is not usually acceptable to seek consent for a procedure that you will not be performing yourself, unless you have been specifically instructed for that area of practice.

All discussions and decisions relating to consent should be documented in the patient's/ client's records. Where consent is withheld, you should follow the policy in force at your assignment location.

k) Caring for Patients in their Own Home

Please see below for general guidelines relating to assignments carried out in an individual's private home. For further detailed information please refer to the HCPC or relevant professional membership bodies' guidelines.

You should announce your identity clearly on arrival and not enter a client's home without invitation upon arrival at a home visit; you should check whether your client has any specific needs for this visit.

Please take full care securing a client's home when leaving including, where appropriate, doors and windows and the safeguarding of keys.

l) Allegations of Abuse

NL Group Healthcare will take seriously any allegations of abuse by staff working through us. If we receive complaints of this sort against you, we may not be able to assign you whilst a full investigation is performed.

Ultimately, if allegations are well founded, we may not be able to offer you assignments in the future. Where allegations are sufficiently serious, we may need to report you to the relevant professional body and/or the police depending on the allegation. Appeals against any decisions made by our staff in these matters can be made to the Operations Director, whose decision will be final.

Should you in the course of duty suspect that abuse is taking place, you should inform your line manager immediately. In the case of caring for service users in their own homes, you must report any suspicions of allegations of abuse immediately to your Recruitment Consultant.

There are strict guidelines to be followed in reporting abuse under the Department of Health guidance "No Secrets" and a full report will need to be made prior to investigation.

- ✿ Physical, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanction
- ✿ Sexual, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting
- ✿ Psychological, 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
- ✿ Financial or material abuse, including theft, fraud, exploitation, and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- ✿ Neglect or 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
- ✿ Discriminatory abuse, including racist or sexist abuse or that based on a person's disability and other forms of harassment, slurs, or similar treatment

m) Whistleblowing

NL Group Healthcare operates a "Whistleblowing Policy", which encourages a culture of openness within our organisation and aims to prevent malpractice. With the introduction of the Public Interest Disclosure Act 1998 all workers now have legal protection from any form of retribution, victimisation or detriment as a result of publicly disclosing certain serious allegations of malpractice.

The policy will apply in cases where a Temporary Worker genuinely and in good faith believes that one of the following sets of circumstances is occurring, has occurred or may occur within their line of duty:

- A criminal offence has been committed, is being committed or is likely to be committed
- A person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject
- A miscarriage of justice has occurred, is occurring, or is likely to occur
- The health and safety of any individual has been, is being, or is likely to be endangered
- The environment has been, is being, or is likely to be damaged
- Information tending to show any matter falling within any one of the preceding paragraphs has been, is being, or is likely to be deliberately concealed

Anyone who wishes to raise or discuss any issues which might fall into the above categories should contact NL

9. Code of Conduct

Whilst this handbook outlines NL Group's own policies and standards, these do not supersede the national guidelines of the any professional and regulatory membership bodies. You are responsible for your own actions when completing assignments, co-operating with colleagues and managers for the care of patients and clients.

You should comply with all reasonable requests, using your professional judgement at all times. If you have any questions about your work, please try to resolve these locally at first or seek advice from your Recruitment Consultant. You must not attend work under the influence of alcohol or any illicit substances. Clients should at all times be treated with dignity and respect and due consideration should be taken of their religion, culture and any other preferences. Patients/Service Users should be addressed using their preferred name.

Care and support should be given in the least intrusive manner possible

The independence of patients/service users should be supported and encouraged where possible through appropriate communication about, and involvement in, their own care. This independence should only be curbed where it is in the patient/service user's best interests and the reasons recorded.

Occasionally clients may contact you directly to work. If this does occur please contact your consultant immediately. We are required to know where our candidates are working at all times

De-registration from NLG Health

NLG Health reserves the right to have a candidate removed from our Register in the following circumstances:

- If a candidate has behaved in an unprofessional manner, NLG Health reserves 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 candidate's professional body (NMC, GMC, HCPC) alerts NLG Health of any investigations, cautions, suspensions or lapses.
- If a candidate's professional conduct or performance has become substandard to NLG Health's expectations.

Social Media Policy

The following section of this policy provides healthcare workers with common sense guidelines and recommendations for using social media responsibly and safely and applies to both open and private sections of sites. Social media policies vary from trust to trust and healthcare workers must comply with the specific social media policy of the trust they are working at.

This policy deals with the use of all forms of social media, including (this list is not exhaustive): Facebook, LinkedIn, Twitter, Wikipedia, Google+, Four Square, all other social networking sites, all other internet postings including blogs.

Social networking sites provide a great way for people to keep in touch with friends and colleagues. However, through the semi-open nature of such sites it is also possible for third parties to collate vast amounts of information.

Healthcare workers should be mindful of the personal information they disclose on social networking sites, especially with regards to identity theft. Making information such as your date of birth, your place of work, and other personal information publicly available can be high risk in terms of identity theft.

Equal Opportunities & Diversity Policy

NL Group Healthcare seeks to offer equality to all our Candidates and will treat any allegations of discrimination seriously. In accordance with these principles Candidates may not discriminate on the grounds of: | Ethnic Origin

- ✿ Nationality
- ✿ Religion or Belief
- ✿ Gender
- ✿ Sexual Orientation | Marital Status
- ✿ Disability

10. Agency Worker Regulations (AWR)

The Agency Worker Regulations 2010 (AWR) became law in the UK on 1st October 2011. This is an important piece of legislation and we advise that all temporary agency workers spend some time and get to grips with the new regulations. Whilst the various rules surrounding AWR are complex the overall aim is simple; to ensure that you as a temporary agency worker are treated equally in terms of basic working and employment conditions.

The regulations refer to three separate parties, you as the agency worker, us as the temporary work agency and our clients as the hirers. The hirer is the end user who requests agency workers through us, the employment agency. The hirer can be an individual person, company, partnership, sole trader or public body and is responsible for supervising and directing you while you perform your shift.

Under the regulations you will have the right to the same basic working and employment conditions as comparable employees in the hirers that we place you. Comparable employees are staff or employees who are employed directly by the hirer and who are doing the same or broadly similar work to you as an agency worker.

So what exactly does equal treatment mean for you as an agency worker? Whilst the regulations have no impact on your legal employment status as a temporary agency worker, you will be entitled to equal treatment in terms of:

- ✿ Basic Rates of Pay
- ✿ Overtime or anti-social uplifts (evenings, Saturdays, Sundays, bank holidays, etc.)
- ✿ Bonus and incentive schemes

- ✿ Holiday pay
- ✿ Day one benefits (as outlined further below)

The regulations have no effect on certain benefits that only apply to permanent employees. As a temporary agency worker you will not be entitled to certain benefits including:

- ✿ Sick pay
- ✿ Pensions
- ✿ Maternity/paternity leave
- ✿ Holiday pay
- ✿ Redundancy

11. Twelve (12) Week Qualifying Period

It is important to remember that equal treatment only applies after you have performed a certain amount of work at the hirer. In terms of the regulations you will only qualify for equal treatment if you work in the same role (what the regulations refer to as an “assignment”) with the same hirer for 12 continuous weeks. The regulations provide for a number of circumstances in which breaks in weeks worked do not prevent you from meeting the 12 week qualifying period. It is easiest to think of the 12 week qualifying period as a clock that runs from 0 to 12. Certain breaks between assignments will “reset” the clock to 0 and you will resume from qualifying week 1 when you return to work with the hirer. Other breaks will “pause” the clock and the clock will then continue to tick when you return to work with the hirer.

Exemptions

AWR is not applicable to Agency Workers that are self-employed, however day 1 rights still apply.

11. Useful Contacts

NL Group Ltd

P 01482 6 F 0148 W www.n
 h 0 60 40 (a 2 62 e lghealt
 o Option 1 x 8 38 b h.co.u
 n) : 1 : k

e:

Riverside House, 3 Earls Court,
Henry Boot Way, Hull, HU4 7DY

Disclosure and Barring Service Code of Practice

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

Register for Disclosure and Barring – Update Service (Portability)

<https://secure.crbonline.gov.uk/crsc/apply?execution=e1s1>

Nursing & Midwifery Council (NMC)

23 Portland Place
London
W1B 1PZ

Tel: 0207 333 9333

<https://www.nmc.org.uk>

Health and Care Professions Council (HCPC)

Park House
184 Kennington Park Road
London
SE11 4BU

The HCPC (formerly the Health
Professions Council)

Tel: 0300 500 6184

<http://www.hcpc-uk.co.uk>

General Medical Council (GMC)

3 Hardman Street
Manchester
M3 3AW

Tel: 0161 923 6602

www.gmc-uk.org/

General Dental Council (GDC)

37 Wimpole Street
London
W1G 8DQ

Tel: 020 7167 6000

www.gdc-uk.org

Department of Health occupational health guidance, including 'The Green

Book'[immunisation.dh.gov.u
k/ category/the-green-book/](http://immunisation.dh.gov.uk/category/the-green-book/)

NHS Employers- NHS Employment check standards from NHS Employers

[www.nhsemployers.org/
Pages/home.aspx](http://www.nhsemployers.org/Pages/home.aspx)

General Pharmaceutical Council (GPhC)

25 Canada Square
London
E14 5LG

Tel: 020 3365 3400 www.pharmacyregulation.org/