



**CANDIDATE
HANDBOOK FOR
NURSES &
MIDWIVES IN
NORTHERN
IRELAND**

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INTRODUCTION TO PURE HEALTHCARE GROUP

Thank you for choosing to work with Pure Healthcare Group. We provide temporary assignments to nurses and midwives in a wide range of public and private sector health settings including private hospitals and the NHS.

This handbook has been designed to support your induction and provide guidance about what to expect whilst working through us. It provides all the policies and procedures that need to be followed while working with us.

It is imperative that you read through it and familiarise yourself with the information contained here including the guidelines and instructions about the minimum standards required when working for our clients, including the NHS frameworks and RQIA and Care Inspectorate guidelines when working in Northern Ireland and Scotland respectively.

It is important that you fully understand everything covered in the handbook. If there are any points which you do not fully understand or if you have any feedback on how we can improve the handbook for the next edition, please contact the Operations & Compliance Manager on 020 3633 9753.

Occasionally we will need to update the staff handbook. When this happens, we will send you a notification and provide you with a revised copy. You will be responsible for reviewing the updated handbook and ensuring you comply with any of the changes held within it.

This handbook outlines Pure Healthcare Group's policies and standards; however, you will also be expected to abide by the standards and policies of the regulatory body that you are registered with and any local policies and procedures within the Contracting Authorities and clients that you work for.

GENERAL OBLIGATIONS

While employed as an agency worker, you will be working on the client's premises. In the run up to your assignment and whilst on the client's site you must follow the following instructions.

At all times you must:

- Follow the instructions and all reasonable requests from the client.
- Familiarise yourself with and follow the client's documented policies and procedures.
- Undertake tasks assigned to you promptly and diligently.
- Conduct yourself in an appropriate and professional manner and act with honesty and integrity.

You must comply with all legislation, regulation and good practice standards including:

- Abide by the Working Time Regulations 1998.
- Keep client and patient information confidential (including but not limited to patient identity, clinical conditions and treatment) and abide by the General Data Protection Act 2018 and GDPR.
- Meet all requirements of the Equality Act 2010 and not discriminate unlawfully for any reason.

Prior to assignment you must:

- Keep us informed of your availability.
- Inform us if you have booked a shift directly with the client immediately.
- Advise us immediately if you are unfit to work (e.g., if you are suffering from any medical condition that would prevent you carrying out your duties safely such as sickness, diarrhoea, skin rash etc).
- Keep your mandatory training up to date.

On arrival at your assignment, you must:

- Be prompt and punctual and inform us at least 4 hours in advance of the shift start time if you cannot attend a booked shift.
- Identify your supervisor on arrival and establish what your duties will be whilst on assignment.
- Provide your proof of original ID to your supervisor at the beginning of your first shift and wear your photo ID badge.
- Wear freshly laundered relevant uniform or dress in line with the client's policy.
- Orientate yourself with the environment and ensure you comply with relevant health and safety instruction and requirements and other client policies and procedures.
- Obtain information regarding fire procedures, onsite security, information security, crash call procedures, "hot spot" mechanisms and "violent episode" policies prior to starting to deliver the service.
- Familiarise yourself with the patients you will be caring for.

Whilst on assignment you must:

- Have the care, wellbeing and safety of the patients and the client as your first concern and treat patients, visitors and colleagues with dignity, courtesy and respect with due regard to the age, gender, race, religion and physical/mental condition.
- Work as directed by your Supervisor and follow all requests, instructions, policies, procedures, standards and rules of the client.
- Adhere to the health & safety requirements of the client at all times.
- Comply with the information contained in the Royal Pharmaceutical Society guideline: “Professional Guidance on the Administration of Medicines in Healthcare Settings” and in this handbook.
- Work collaboratively and communicate effectively with the client’s clinical staff and departments.
- Be flexible and follow all reasonable requests, instructions, procedures and rules of the client, including accepting alternative duties as required; providing you are clinically competent and trained to do so. Should you be asked to accept alternative duties, please contact us immediately to advise us of the changes being requested we can confirm that all appropriate checks have been completed to allow you to undertake the work being requested compliantly and safely. Please note – assuming you meet these compliance and safety standards, you will be expected to accept alternative duties on request. If we are advised by the client that you have failed to accept them, we reserve the right to terminate your assignment with immediate effect unless you are being asked to do something that you are not trained or competent to do.
- Observe the highest standards of hygiene and infection control in line with client procedures and use protective clothing as appropriate to the duties being performed.
- Wear your valid photo ID badge at all times on client premises.
- Always communicate clearly and effectively with the client’s staff, other healthcare workers, patients, carers and the general public.
- Ensure your handwriting is always legible.
- Report any complaints, incidents or accidents witnessed to your Supervisor (and if you are involved in them also to Pure Healthcare Group).
- Not falsify records, timesheets, expenses or attempt to defraud the client or patients in any way.
- Complete timesheets accurately and ensure they are signed by the client’s approved representative.
- Report any concerns about possible fraud to your Supervisor and also to Pure Healthcare Group.
- Not solicit or accept bribes or gifts or fail to account for monies or property received in connection with performing your duties.
- Report if you are being treated unfairly or inappropriately during the assignment to your Supervisor and to Pure Healthcare Group.
- Not act in a manner likely to bring the client into disrepute including but not limited to discrimination, verbal or physical abuse, threatening behaviour, harassment, bullying or otherwise being uncivil to any person you encounter whilst on assignment.

- Not at any time be or appear to be under the influence of alcohol or drugs or be in possession of a firearm or other offensive weapon.
- Not to smoke on client premises under any circumstances unless in an area expressly identified for smoking.
- Notify Pure Healthcare Group immediately if you are charged or cautioned with any criminal offence after your enhanced DBS check, AccessNI or PVG scheme membership check has been undertaken.
- Notify Pure Healthcare Group immediately about any changes to your fitness to practice, including if you are under investigation by your professional body or if you are suspended from your professional register immediately.
- Participate co-operatively in the investigation of any clinical complaint either during the provision of the service or subsequently.
- Advise us if your contact details have changed.

At the end of the assignment, you must:

- Hand over work to your Supervisor or the person taking over from you and report any adverse incidents that have occurred.
- Make accurate and legible records before you leave, including putting your name and role and identifying yourself as an agency worker.
- Return any property or other resources obtained from the client during the assignment.

You may be removed from our candidate database for any of the following reasons:

- If Pure Healthcare Group has been alerted by a regulatory or professional body regarding any alerts or investigations that are critical to you being able to work.
- Repeated lateness or repeatedly not showing up to work.
- If you have acted in an unprofessional manner.
- Failing to follow the hospital or trusts policies, procedures and health and safety rules.
- Disclosure of confidential information to a third party relating to a patient, another worker, the hospital, Trust or Pure Healthcare Group.
- Misconduct and/or gross misconduct.
- Being under the influence of alcohol, drugs or any substance that will affect your performance at work.
- Stealing confidential data from a hospital or Trust.
- Theft from patients, colleagues, clients or members of the public.
- Abusive, violent or aggressive behaviour towards members of staff, patients, members of the public or staff at Pure Healthcare Group including physical, verbal, sexual, financial, psychological and emotional abuse.
- Harassment, bullying and/or discrimination towards other members of staff, patients, members of the public or staff at Pure Healthcare Group.
- Fighting and/or physical assault.
- Sexual misconduct in the workplace.
- Falsification of any documentation that you provided which is stated as a requirement for you to be able to work in that hospital or Trust.

- Damage to any hospital property or Pure Healthcare Group's property.
- Gross negligence.
- Failing to disclose a criminal offence where it is relevant to the role that we have placed you in.
- Inappropriate relationship with a patient or client.

If you are removed, all information we hold on you will be completely deleted due to the GDPR guidelines.

Professional Registration & Qualification Checks

All healthcare will have their registration and fitness to practice/licence to practice checked with the relevant regulatory body in line with the role for which they have applied prior to the start of each new assignment. The checks will ensure that you:

- Have the necessary skills, clinical competence and qualifications for the job that you are applying for, and;
- You are registered with the relevant professional body (if applicable to the role) and meet the required standards of training, competency and conduct to practice safely in your chosen profession.

Checks will only be done on qualifications and professional registrations that are required for the position being applied for to demonstrate that you have the appropriate clinical expertise in line with the role. When you registered with us, you will have been asked to provide your registration number and confirm your consent for us to check your registration in writing prior to each assignment. It will also be a condition of your employment that should your registration be suspended; your assignment/employment will be terminated, and you will be excluded from the work for which the registration is required unless it is reinstated.

Before appointing you, we will check that:

- You are the person registered with the regulatory body and that you are actively registered to carry out the proposed role.
- There are no restrictions on your registration that may affect your ability to undertake the duties of the proposed role.
- There are no pending investigations on your fitness to practice by the regulatory body.

All qualifications that are essential to the role applied for will also be validated prior to assignment (except those that have already been checked by the relevant regulatory body as part of their process; in which case the above professional registration check will confirm that these are valid).

For all other clinical qualifications, we will request the original certificate and check that the details on the certificate match the details that you have provided on the application form. We will also check basic security features and the presentation of the document and then

contact the awarding body/UK NARIC to confirm your attendance, course details and grade awarded. Qualifications obtained overseas will be checked to confirm the qualification exists, that it is equivalent to the stated UK qualification, and that you are the holder of the qualification. Again, these checks will be validated directly with the awarding body/UK NARIC.

Should the qualifications check produce a result which contradicts details you have provided, we will check if there is a reasonable explanation and address any concerns directly with you. If the check reveals substantial misdirection, we will report it to the relevant regulatory body and the NHS Fraud and Corruption reporting line.

Occupational Health Requirements

Pure Healthcare Group is required to ensure you undergo comprehensive occupational health screening and have current health clearance/immunisations/Coronavirus - Health Questionnaire Risk Form and test results in accordance with the latest Department of Health guidelines before we can send your first assignment. Thereafter we will carry out a further work health assessment annually, unless:

- You move to a new job within a different NHS organisation.
- You move to a different job within the same organisation, but the nature of the work you are undertaking changes significantly (e.g. you are required to carry out EPPs for the first time)
- You are returning to work following a serious injury or illness to ensure you can return to your duties safely.
- You spend a period of 3 months or more outside of the UK.

This process is very straight forward and is described below:

- We will ask you to complete an Occupational Health Questionnaire and this will be forwarded together with your immunisations and test results to our Occupational Health Provider.
- They will evaluate the file and if satisfied, will issue us with a “Certificate of Fitness for Placement” which is valid for 1 year.
- If they are not satisfied, they will ask us to request additional proof of immunisations from you and if they are happy with this, they will issue a Certificate of Fitness for Placement.
- One month before this expires, we will contact you to repeat the process.

Fitness to Practice

You should inform the client, and Pure Healthcare Group, if you become injured or diagnosed with any medical condition.

You MUST also let us know if you are pregnant. If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us.

The client may request that you undergo a medical examination before any occasion on which you are involved in the provision of the services. The client will advise of the circumstances and reasons for the medical examination and is entitled to refuse to allow you to be involved in the provision of the services unless the medical examination demonstrates that it is safe for you to work. The client shall also be entitled to refuse to allow you to be involved in the provision of the services if you decline to be examined.

Enhanced Criminal Record Disclosure (DBS, PVG and AccessNI)

The nature of the work that you have applied to undertake is likely to have regular contact with vulnerable adults and young people and for this reason it is necessary for us to carry out an enhanced DBS check, including checks of the Adults and Children's barred lists. In Northern Ireland, an AccessNI is completed and in Scotland we will need to check your PVG scheme membership as part of our recruitment process.

We will comply with all codes of practice together with the Data Protection Act 2018/GDPR to ensure the correct processing, use, storage, retention and disposal of this information (see Appendix 2 for the AccessNI Policy Statement).

Your consultant can provide you with further information on the DBS update service if you are not already subscribed to this. We will renew your DBS check (or check the DBS update service or PVG scheme membership status depending on where in the country you are working if you have subscribed to these) at least annually. You will receive an email reminder when this is due for renewal. Please attend to this as soon as possible as we cannot offer you work if these checks are out of date.

In Northern Ireland, you will need to apply for your own AccessNI (details will be provided at point of registration). Please note having a criminal record will not necessarily debar you from working with Pure Healthcare Group. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate or provided directly to us by the police (see full policy in Appendix 3.)

If applicable, you will also be requested to provide an overseas police check as part of the recruitment and vetting process prior to assignment, or re-engagement if you have left the country for a period of 3 months or more.

To make sure that registered bodies such as Pure Healthcare Group are operating in accordance with best practice, AccessNI has produced a code of practice link: <https://www.nidirect.gov.uk/publications/accessni-code-practice>.

In line with the Data Protection Act 2018, please follow the link for the AccessNI Privacy Notice: <https://www.justice-ni.gov.uk/publications/ani-privacy>.

Disclosing Convictions and the Rehabilitation of Offenders Act (1974)

By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the provisions of Sections 4.2 and 4.3 of the Act do not apply to "nurses and midwives and any employment which is concerned with the provision of health services and which is of such a kind as to enable the holder to have access to persons in receipt of such services in the course of his or her normal duties ". This means no conviction or caution can be considered spent and all convictions must be declared to Pure Healthcare Group. This requirement includes convictions, cautions etc, which occur during the agency worker's registration with Pure Healthcare Group, including between annual disclosure checks.

Having a criminal record will not necessarily debar you from working with us. Denial or nondisclosure of any conviction or caution, which is subsequently shown to exist, will, however, lead to your immediate removal from Pure Healthcare Group's register. Any agency worker with convictions/cautions will be asked to prepare a "Confidential Statement of Events" surrounding each conviction/caution. Positive Disclosures are reviewed by the Operations & Compliance Manager. Due consideration is given to the nature of the role, together with the circumstances and background of any offence and over-riding consideration is to the care, safety, and protection of patients and clients. Pure Healthcare Group is bound by the Disclosure Body's Code of Practice and we guarantee that the information will be treated confidentially.

Maintaining Compliance

The processes of reaching and maintaining compliance with government legislation and client requirements are managed for you by our Compliance Team, who work with our Consultants and Recruiters initially to ensure that all new applications are processed efficiently and accurately to maintain your records at full compliance – ensuring that you never find that you are unable to work in a particular area because an item in your file is missing or has lapsed.

Once your recruitment file, including qualifications, references, health and training has been established, you will be offered work. We will alert you whenever any of your documentation requires updating, and you should immediately take steps to ensure that these items are updated. Once a document has expired, you will be required to stop working immediately. In the case of annual training, a refresher course should be booked in good time to ensure no gaps in your work offerings.

Please contact your Consultant if you require any assistance.

ID Badges

A Pure Healthcare Group ID Badge will be issued to you once you have cleared our compliance process and prior to your first assignment. If you lose your current badge, you should request a one by contacting your consultant.

Please be aware that should you arrive at any assignment without the proper identification you may be refused access and will have no recourse to claim any expenses or loss of earnings from Pure Healthcare Group or from the client.

Badges must be returned to us on termination of your employment with Pure Healthcare Group.

Professional Indemnity (PI) Cover

Whilst working within the NHS/HSC you are covered under the Clinical Negligence Scheme for Trusts (CNST). It is important to realise that the cover offered by the CNST is by no means sufficient to cover all the situations in which you may find yourself.

The NMC stipulates that registrants must make sure that they have adequate and appropriate insurance or indemnity arrangements in place covering the full scope of their practice in the UK. The cover required is very much dependent on an individual's specific circumstances and must be in place by the time you begin to practise. Pure Healthcare Group would therefore advise you to take out your own personal PI cover.

Medical Professionals working outside the NHS/HSC should have their own PI cover.

Mobile Phones & Computer Use

Mobile phones, unless working in the Community, should be switched off for the duration of your assignment.

The client may authorise you to gain access to certain computer systems, programs and data within those systems. You shall not attempt to gain access to data or programs for which authorisation has not been given.

When on assignment you must:

- Observe the client's computer security policy, procedure and instructions.
- Not load any program into any computer.
- Not access any other computer, bulletin board, information service or the internet without explicit consent.
- Not download any files or connect any piece of computer equipment to any network except with the prior consent.

Timekeeping, Hours & Absence Reporting

Please make every effort to ensure you arrive at and leave bookings at the agreed time. You may on occasion be asked by a client to change your working hours due to their requirements, in the event of a reduction in hours occurring then the client's decision is final, and you will only be entitled to be paid for the hours you have worked.

If you are requested to work extra hours (that do not contravene the maximum safe working hours for your occupation), you may choose to do so and should ensure the timesheet is completed accordingly. If you are unable to work these extra hours, then you should inform the client immediately so they can arrange alternative cover.

If for any reason you are unable to attend a booking you must contact Pure Healthcare Group a minimum of 4 hours before your shift start time. Please note that if you repeatedly cancel a shift less than 4 hours before the shift start time or repeatedly fail to attend a shift that you have previously committed to, you will be subject to disciplinary action on a 3 strikes basis as follows:

- First offence – verbal warning.
- Second offence – written warning.
- Third offence - assignment terminated and removal of your details from our database.

Uniform, Appearance & Jewellery

You are required to report for work neatly and appropriately dressed. Where applicable, always start work in a clean uniform. If not in uniform, you must always abide by the dress code advised by the booking consultant.

You should not wear any items of clothing (such as loose jackets or high heeled shoes) that may be a potential safety hazard or that may prevent you from doing your job properly at all times. You should not wear jewellery that is visible while at work.

Hair should be work in a style that does not allow it to fall in front of the face or require frequent readjustment. Nails should be clean, short and varnish-free. False nails and gel nails are not permitted.

Infection Prevention & Control

Many infectious diseases are easily spread. Infection is a major cause of illness and all staff should seek to reduce the likelihood of infection through the implementation of effective control measures through formalised Procedures and Policies.

Sources of Infection:

- Organic matter - excreta / blood / body fluids / exudate from wounds and lesions.
- Stagnant fluids.
- Equipment - air conditioning humidifiers / ventilators.
- Water system - sinks / taps / pipes / drains.

Route of Spread:

- Direct contact - hands / surgical dressings.
- Airborne - organisms in dust / skin scales.
- Droplets - aerosols / sneezes, coughs etc. from infected persons.
- Inhalation – nebulizers.
- Food borne - contaminated food / out-dated foodstuffs.
- Blood borne - Hepatitis B / needle-stick injury / spillage of contaminated body fluids.
- Insect borne - ants / flies / mosquitoes / cockroaches, etc.

Routine control procedures are in place as precautions for the spread of infection. The following basic procedures will be promoted as basic infection control requirements:

- Handwashing will be carried out using unperfumed liquid soaps and / or chlorhexidine-based hand scrubs, as required.
- All wounds / moist skin conditions will be covered by a waterproof dressing without visible air holes. Blue dressings will be used by kitchen / food handling staff.
- Staff with open sores or moist lesions on the hands will not be permitted to dress wounds or deal with invasive nursing procedures or clinical waste.
- Safe injection technique - will be carried out only by properly trained and experienced qualified staff.
- Urinary Catheterisation - will be carried out by properly trained and experienced qualified staff to a documented nursing procedure.
- Clean clothes should be worn daily to avoid contamination.
- Disposable protective clothing should be worn to treat one patient and then disposed of safely using the correct clinical waste bags to avoid cross contamination.

Client Policies and Procedures

You are required to adhere to the policies and procedures issued by the client. Please ensure that you are advised at induction of where these are kept.

We also have a range of key policies and procedures, in addition to those outlined in this handbook. If you have any questions about policies and procedures, please discuss with these with your Consultant as soon as possible.

Should any conflicts or confusions arise during your working assignment with regard to the interpretation of policies and procedures you must seek advice from a senior member of staff or contact us at the time the conflict is occurring. If at any time you believe you are being compelled to compromise your integrity and are instructed to breach your Code of Professional Conduct, then you should seek guidance immediately. Always remember that you are personally and professionally accountable for your practice. This means that you are answerable for your actions and omissions, regardless of advice or direction from another professional.

Patient Record Keeping

Record keeping is a professional requirement. Failure to maintain records could cause considerable difficulties (e.g., if there were allegations of negligence). Information is essential to the delivery of high-quality evidence-based health care and are critical to clinical decision making and patient care.

Any omission or commission of care and refusal of treatment and advice must be noted. It is advisable to note when telephone contacts are made. It is imperative that the agency worker dealing with a particular patient on a specific day can be identified. This means the

patient's attendance is dated and signed either in the agency worker's records or on a register, or both.

Specifically, records must:

- Contain clear, accurate, current, comprehensive and concise information concerning the condition and care of the patient and associated observations.
- Be signed, timed and dated and written as soon after the event as possible.
- Include the chronology of events and reasons for any decisions made.
- Identify problems that have arisen, and action take to rectify them.
- Be written in terms that other members of the clinical and care team and relatives of the patient will be able to understand. Do not include abbreviations.
- Ensure that alterations have a single line through them, and amendments are initialled by whoever made the change.

All patient records should be kept confidential in line with the Data Protection Act 2018/GDPR.

Security

Whilst on the client's premises, you must comply with all security measures of the client. The client shall have the right to carry out any physical searches, or your possessions or of vehicles used by you at their premises.

Evaluation of Service

At the end of every assignment Pure Healthcare Group will request feedback from the client on the service they have received from us and to provide a reference on your performance. This will be shared with you to support appraisal and where appropriate, revalidation.

PAY AND BENEFITS

Pay Rates

Different rates of pay apply to different assignments depending on which clinical grade you have been booked at. You will be given details of the pay rate when we discuss the booking with you.

Manual Timesheets

Prior to assignment, we will provide you with a timesheet. Timesheets run from Monday to Sunday and you will receive payment weekly in arrears on receipt of a correctly completed timesheet. You will receive a detailed payslip showing your hours, rates and any deductions each week.

Please submit your timesheet to us by 2pm on a Monday to be paid the following Friday. Payments are made directly into your bank account by BACS. It is your responsibility to ensure your timesheet is legible, completed correctly and has been authorised and signed by your manager. Payment may be delayed if this is not the case.

Please complete your timesheet in full, in particular:

- Your name.
- Client/hospital name and department/ward.
- The week ending date on the timesheet.
- Booking or reference number for each shift (if applicable).
- Dates and shift start and end times excluding any breaks taken for each shift worked (shown on the correct date on the timesheet).
- The total hours worked.
- Client signature, name, position and date (including signature at the end of each shift as well as at the bottom – if the timesheet is not signed at the bottom it cannot be processed). The client must also enter their name in block capitals.
- You have signed the timesheet and the NHS counter fraud declaration.

Timesheets all have a unique timesheet number, so you can only use them once – do not photocopy them. They come in triplicate so please ensure you send us the top copy, leave the 2nd copy for the client and keep the bottom copy for yourself.

We cannot accept faxed or photocopied timesheets. We will accept emailed timesheets in a clear PDF version. You must send the original or PDF timesheet to timesheets@purehealthcare.co.uk.

Please note that if you put more than 2 timesheets in an envelope, they may require more than 1 first class stamp. Please ensure the correct postage is on the envelope or this may delay the arrival of the timesheets and therefore your pay.

Please call us on 020 3633 9753 if you need more timesheets or if you have any queries about timesheets or payment.

Electronic Timesheets

Many of our clients use e-platforms such as NHSE to manage payroll. You will be advised if this is the case prior to assignment. We also have an online electronic timesheet system called Integra (URL purehealthcaregroup.timesheet-online.co.uk). If using this, you will:

- Receive an email with login details and instructions for you to complete your hours securely online. You must input your hours before 10am on the Tuesday following the week that you have worked to be paid on the Friday.
- Once you have submitted your hours, the authorised client signatory will receive a notification that your online timesheet is awaiting approval. If the hours are rejected for any reason, we will investigate with both you and the client and make amendments accordingly.
- Once the online timesheet is approved, the authorised hours will be sent to us automatically to underpin the payroll process and you will be paid accordingly.

PAYE Workers

If you are a PAYE agency worker, you will have a contract of employment with Pure Healthcare Group and tax, national insurance and pension contributions will be deducted at source. Each week that you submit a timesheet, you will receive a payslip with a full breakdown of all of the elements of your pay and deductions. Holiday pay will be accrued according to the hours you have worked as detailed below.

Enrolment in the workplace pension scheme is mandatory. You will be enrolled after your first 12 weeks of employment have elapsed given that you meet the statutory criteria. Please see <https://www.gov.uk/workplace-pensions/joining-a-workplace-pension> for further information. The first payment has to be taken by Pure Healthcare Group. If you wish to opt out of the workplace pension scheme, you can do this after the first pension deduction has been made, and to do this you need to contact the pension provider and inform them. The first payment will then be refunded to you in your next pay as long as you opt out within 30 days of that first payment being taken. You can opt out at any point after this by contacting the pension provider.

Holiday Pay for PAYE Workers

As a PAYE agency worker, you start accruing holiday pay as soon as you begin work through Pure Healthcare Group and can request this from us at any time. Holiday entitlement is 28 days paid leave per year including bank holidays. Entitlement to payment for leave accrues in proportion to the amount of time worked during the leave year.

We require you to provide us with as much notice as possible in writing if you wish to book a holiday. You may not work whilst on holiday. It is simple – holiday is a necessary rest period for all of us.

Personal Service Companies

The Government's off-payroll working rules are in place to make sure that, where an individual would have been an employee if they were providing their services directly, they pay broadly the same tax and National Insurance contributions as an employee.

When we receive a vacancy from a client, they will instruct us as to whether the role is "in or out of scope" of IR35 regulations. Most medical, clinical and healthcare roles will be classed as "in scope". This means that if you are working through a Personal Service Company, we will deduct tax and NI at source in line with current legislation.

For further information about this, please contact your Consultant.

Off Payroll Working

If you operate your own business and the role has been classed as "out of scope" of IR35 by the client, you will be able to invoice us for the work carried out via your own Limited Company without us making deductions of tax and national insurance at source. Please note that the client's decision as to whether the role is classed as "in scope" or "out of scope" will be final (until April 2021 when all roles will be classed as in scope).

To set you up on our system as a Limited Company Contractor, we will require a copy of the following documentation:

- Your national Insurance number, or gender and date of birth.
- Certificate of Incorporation (your company must be registered in the UK).
- Confirmation that your company is registered for corporation tax.
- VAT registration certificate (if you are VAT registered).
- Proof of your business bank account.
- Proof of relevant insurances.

Once we have received all the required documentation to verify your business, we will set you up on our system.

Once on assignment, you will need to complete a timesheet as detailed in the timesheets process above and submit this together with a corresponding invoice for the hours worked at the agreed rate which will be paid in the same timescales as our PAYE agency workers above.

You must abide by IR35 legislation and your company's administration must be managed promptly and efficiently and any UK tax liability is settled without delay.

Agency Workers Regulations (AWR)

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

In relation to AWR, an agency worker is any individual who is supplied by an agency to work under the supervision and direction of a hirer, and has a contract (whether employment contract, contract for services, or otherwise) to perform work and services personally. Put simply, individuals that fall within this definition are within the scope of the AWR and those that are outside of this definition do not. Agency workers include:

- Agency workers (including those on contract for services and “zero hours” contracts of employment or equivalent).
- Workers employed or operating via umbrella companies or other intermediaries.
- Workers who operate a personal service company/limited company but who are not genuinely self-employed.
- Workers who are supplied through “intermediaries” such as Master Vendor/Vendor Neutral suppliers and any similar “chain” arrangement.

Under the Agency Workers Regulations, agency workers are entitled to the following from day 1 of service:

- Access to amenities or collective facilities at the client’s site (e.g., canteen, childcare, transport etc.) unless there are objective grounds for not doing so.
- Access to vacancies within the hirer’s organisation - agency workers must be informed of any relevant, vacant posts in the client’s organisation in order to give them the same opportunity to find permanent employment as comparable employees or workers.

After a qualifying period of 12 weeks, agency workers entitled to be treated in relation to basic working and employment conditions as if they had been recruited directly to the same job.

Basic working and employment conditions relate to pay, duration of working time, overtime, rest breaks, rest periods, night work, annual leave. The following table shows what is and what is not included under the term “pay”:

What <u>IS</u> Included	What is <u>NOT</u> Included
Contractual entitlements directly linked to the work undertaken whilst on assignment including: <ul style="list-style-type: none">• Basic pay• Overtime• Shift allowances• Unsocial hours premiums	Other aspects of remuneration that are provided in recognition of the long-term relationship between employer and employee such as: <ul style="list-style-type: none">• Profit sharing schemes• Share ownership schemes• Occupational pension contributions

What <u>IS</u> Included Continued/...	What is <u>NOT</u> Included Continued/...
<ul style="list-style-type: none"> • Payments for difficult/dangerous duties • Bonuses/commissions that are directly attributable to the quality or quantity of work done by the agency worker or those linked to individual performance/performance appraisal arrangements and which would have been payable to the worker concerned during the period of the assignment, had they been recruited directly • Vouchers or stamps with a monetary value (e.g. luncheon vouchers, transport vouchers) • Childcare vouchers with a monetary value that are not funded on the basis of a salary sacrifice scheme • Holiday pay (above statutory) <p>Collective agreements (i.e. Terms generally included in employees' written contracts and other matters of "customer and practice" in the workplace concerned).</p>	<ul style="list-style-type: none"> • Occupational sick pay (statutory sick pay is not affected) • Redundancy pay (statutory and contractual) • Notice pay (statutory and contractual) • Maternity pay • Individually negotiated contract terms of one-off discretionary payments • Bonuses that are not directly attributable to the amount of quality of work done by the agency worker (e.g. attendance bonuses or bonuses based on company performance rather than the quality or amount of work done by the individual agency worker) <p>Childcare vouchers if they are funded on the basis of a salary sacrifice scheme.</p>

The qualifying period of 12 continuous calendar weeks is irrespective of working pattern (e.g. Full or part time), which applies to the same role or substantively similar roles with the same client.

A new qualifying period will begin only if a new assignment with the same client is substantively different, or if there is a break of more than 6 weeks between assignments in the same role with the same client. The clock will only stop ticking on either a qualifying period or break period when:

- There is an industrial action or lockout.
- The agency worker is taking annual leave.
- The agency worker is on sick leave with a doctor's note.

You will be advised on pre and post AWR pay and holiday entitlement at the beginning of your assignment. When your pay is to be increased to comply with AWR, the new rate will be shown on your payslip.

The Agency Workers Regulations do not apply to those workers who are genuinely self-employed. To help us comply with the Agency Workers Regulations we will need to immediately know:

- If you work or have worked through any other agency at any client where we place you (as you may be entitled to equal treatment sooner week 12 of working there through us).
- If you believe that you have not received the equal treatment to which you are entitled.
- If you become pregnant or are otherwise entitled to maternity or paternity leave.
- If you are returning to work after maternity leave, paternity leave, jury service or sick leave.

Detailed guidance on the regulations is available online [HERE](#) and your consultant can help explain this in more detail.

Pastoral Support

Pure Healthcare Group have a dedicated pastoral support team providing all workers with 24/7 pastoral support. All workers are supported during the recruitment process with 24/7 contact from registration date, relocation and during placement.

All workers discuss and agree on a pastoral package and customised to meet the workers needs.

Detailed information includes but is not limited to aiding workers set up a new lifestyle that meet their work requirements. Our pastoral support package outlined below includes, but is not limited to:

- Agency worker welcome packs, including uniforms, ID badges and timesheets.
- Helping workers complete forms and applications or check they meet qualification criteria
- Arranging all flights, travel options and itineraries
- Providing financial assistance where required, including contribution to travel, accommodation, advances to support upfront relocation costs
- Concierge service (collecting workers from home to place of work)
- Communicate with landlords and hotels if an agency worker has specific needs or requires adjustments.
- Sourcing and securing workers accommodation and providing workers with information on documentation required by landlords.
- Information on household bills, i.e., council tax, utility bills, internet etc.
- How to open a bank account if needed.
- Salary frequency, pension, other salary deductions, Annual and other types of leave.
- Distance of supermarkets and purchasing food costs.
- Local amenities guide and places of interest.
- Local places of worship, community groups and leisure facilities.
- Festive/religious celebrations.
- Location of local GP's, dentists, nurseries/schools/universities, and childcare services.
- Wellbeing and mental health support services and contact information.
- Contact information for police and other emergency services, along with the location of the closest stations.

- 24/7 agency worker support details.
- Weekly wellbeing checks to ensure they have settled in, like the accommodation, feel safe or need further assistance.
- Reward and recognition gifts, including birthdays, anniversaries, and loyalty milestones.
- Bereavement care and support.
- Arranging appointments and assisting with translation services.
- Regional weather and appropriate clothing suggestions.

Partners and Events

Action Mental Health

This partner provide Mental Health advise and help to our staff and agency workers

Every Customer Counts

This partner helps Pure Healthcare ensure our business provides services that are accessible for our disable customers and clients

CODES OF CONDUCT & POLICIES

Professional Conduct

All registered healthcare staff working with Pure Healthcare Group will be required to adhere to the regulatory body's respective Code of Professional Conduct. You will have been provided with this information directly by your regulatory body. Additional copies can be downloaded from your regulatory body's website.

We expect you to behave in a manner that upholds the reputation of your profession. Behaviour that compromises this reputation may call your registration into question even if it is not directly connected to your professional practice.

Substance Abuse

You must not arrive on duty intoxicated by either alcohol or drugs prior to a shift. Clients may request that you undertake an alcohol breath test if they suspect that your performance may be affected. Each client will have an alcohol and drugs policy. Any agency worker arriving for or suspected of arriving for duty intoxicated who is sent home will not be refunded travelling or time expenses and may have their assignment terminated with immediate effect.

Gifts and Gratuities

Under no circumstances should you seek money, gifts, favours, or rewards for services rendered, either for yourself or for any third party. It is not uncommon for a patient, their friend or relative, to offer a voluntary gift as a mark of appreciation for care you have given.

Any offer of a gift should be politely refused; with an explanation that acceptance would be against Pure Healthcare Group's and indeed the client's policy.

Equality, Diversity & Inclusion

Pure Healthcare Group is committed to supporting the principle of equality, diversity and inclusion, and opposes all forms of unlawful or unfair discrimination on the grounds of any Protected Characteristic (PC) including sex; race (including colour, nationality, ethnic or national origin); religion or belief; age; disability; marital status and civil partnership; sexual orientation; gender reassignment; pregnancy and maternity. We also oppose discrimination based on other characteristics that are not protected (e.g., class, obesity, regional accent etc).

In all aspects of work, Pure Healthcare Group operates in accordance with our equality, diversity and inclusion policy. Information may be requested from staff, applicants and agency workers, enabling us to monitor the success of this policy. The giving of such information will be voluntary, and it will be used solely for monitoring purposes. Individual details will be kept confidential; however, group statistics may be released to relevant authorities.

Equality of opportunity extends to all aspects of Pure Healthcare Group's registration, including recruitment and selection, assignment of work, pay rates, assessment of performance, and action in response to complaints.

Agency workers are encouraged to make known all special skills and/or knowledge, which may make you particularly suited to care for patients from specific ethnic or cultural groups. Agency workers have the right to accept or refuse individual assignments but any indication that an agency worker has not acted, or will not act, in accordance with this policy will be investigated and this may result in removal from our register.

Harassment/Bullying

Harassment is defined as unwanted conduct which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Individuals can complain of 3rd Party Harassment also which is behaviour they find offensive, humiliating etc., even if:

- It is not directed at them.
- They do not have the relevant PC themselves.
- The behaviour is perpetrated by a third party who is not an employee of the company.
- The behaviour is based on perception or association.

If an employee finds such behaviour offensive or believes it to be inappropriate, they should report it immediately to us.

Pure Healthcare Group is committed to creating a working environment where every agency worker is treated with dignity and respect and where each person's individuality and sense of self-worth within the workplace is maintained. All agency workers have a duty to treat colleagues with respect and dignity and to take all steps necessary to ensure that harassment does not occur. Whatever the form of harassment (whether by direct contact, written correspondence, the spoken word or by use of email/intranet), behaviour of this nature can be objectionable and will not be tolerated by Pure Healthcare Group or any of the institutions we service. Any agency worker, who is considered, after proper investigation, to have subjected a Contracting patient, another agency worker or anyone else that they work with to any form of harassment or bullying will be dealt with in an appropriate manner under our complaints or disciplinary & grievance procedure. This may include removal from our staffing register.

Fraud Awareness

In 2006 the Fraud Act came into effect, which recognises Fraud as a criminal offence. A person is guilty of fraud if they are in breach of the following:

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

Types of Fraud within the NHS

Payroll Fraud - payments made to fictitious employees or fraudulent manipulation of payment. False or inflated travel, expense claims, overtime or unsocial hours claims, timesheet fraud claiming for hours that have not been worked or putting in duplicate timesheets.

Requisition and Ordering Fraud - accepting inducements from suppliers, ordering goods and services for personal use and collusion with suppliers to falsify deliveries or order supplies not needed.

Overseas Patients Fraud - People not resident in the UK who come to the NHS for treatment must pay for their treatment before they leave the UK.

What to Do

If you suspect fraud, you should follow these guidelines:

<ul style="list-style-type: none"> • DO make an immediate note of your concerns. • DO report your suspicions confidentially to someone with the appropriate authority and experience. • DO deal with the matter promptly if you feel your concerns are 	<ul style="list-style-type: none"> • DON'T do nothing. • DON'T be afraid to raise your concerns. • DON'T approach or accuse individuals directly. • DON'T try to investigate the matter yourself. • DON'T convey your suspicions to
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warranted.	anyone other than those with the proper authority.
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Whistleblowing

Pure Healthcare Group is committed to ensuring employees, contractors and agency workers can raise matters of concern without suffering any discrimination, victimisation, disadvantage or detriment for doing so.

Our Whistleblowing Policy is designed to promote a culture of freedom, honesty and openness by encouraging employees, contractors and agency workers to report any concerns relating to malpractice, wrongdoing, bribery, corruption, dangerous or illegal activity in the workplace internally (rather than having to go to an external organisation to do so), so allowing the company to take early action to resolve the problem before it escalates.

The policy provides a clear procedure for reporting improper actions and omissions of colleagues which may cause harm to either people or the organisation itself without suffering detriment or reprisals of any type for making the disclosure.

You do not need have to have proof of wrongdoing or malpractice to make an internal report and you are encouraged to share any concerns that you may have in confidence, particularly if they are unsure whether to raise a concern or not.

Any instruction to cover up wrongdoing is itself a disciplinary offence and if you are told not to raise or pursue any concern, even by a person in authority you should not agree to remain silent and should report the matter to your Pure Healthcare Group Consultant.

If you make a disclosure, you are protected under the Public Interest Disclosure Act. Your disclosure will be treated confidentially, and you will be supported and protected from reprisals (including dismissal, detriment and victimisation), however should the matter be sufficiently serious we may need to disclose your identity with your permission if we require to do so to resolve the issue or if we are ordered to do so by law. If the issue cannot be dealt with internally, you can also disclose it to appropriate regulatory body.

Our Consultants are trained to deal with whistleblowing and will report back to the employee, contractor or agency worker who raised the issue with details relating to progress, actions and outcomes.

How to Make a Whistleblowing Disclosure

The disclosure should include details of:

- The background and history of the concern.
- The nature of the suspected wrongdoing.
- The individual suspected of carrying out the wrongdoing.

Where possible, the disclosure should be made in writing.

Our Consultant or Manager will investigate the Whistleblower's and will take the appropriate action to resolve the issue and prevent recurrence, escalating it if appropriate. We also have the following obligations:

- To log details of the disclosure and subsequent actions.
- To undertake further enquiries/investigation as necessary (which may include subsequent disciplinary action or referral to the police or other agencies as necessary).
- To report back to the Whistleblower about the outcome of any enquiry and any remedial action the company proposes to take.
- To protect the Whistleblower from victimisation, harassment, bullying or any sort of detriment for making a disclosure in accordance with this procedure.
- If requested to do so by the Whistleblower, to treat the disclosure confidentially and not to disclose their name or position unless required to do so by law or unless it is impossible to resolve the concern without revealing the Whistleblower's identity.

If suspicions are not confirmed by an investigation, the matter will be closed, and the employee, contractor or agency worker will not be treated any differently for raising the concern. Their confidentiality will continue to be protected.

Escalation

The Whistleblower may make a wider disclosure if they fear victimisation or if they believe that there is a cover up. Such escalation should be made to the proper authority which includes:

- HM Revenue & Customs.
- The Financial Conduct Authority (formerly the Financial Services Authority).
- The Competition & Markets Authority.
- The Health & Safety Executive.
- The Care Quality Commission.
- The Care Inspectorate (in Scotland).
- The RQIA (in Northern Ireland).
- The Environment Agency.
- The Independent Policy Complaints Commission.
- The Serious Fraud Office.

In most cases, the Whistleblower would be required to have followed the above internal procedure before making a wider disclosure.

Guidance on Safeguarding

We have a zero-tolerance approach to abuse and/or neglect and all agency workers are required to understand and comply with training received as well as our policy. Where the services are provided on client premises (e.g., a hospital), we will operate according to the policies and procedures of that institution/organisation and it is expected that the child/vulnerable person/adult at risk of harm will have been informed of their rights by that

institution/organisation and that the institution/organisation will provide independent support and advice to the person concerned. If you are in Northern Ireland and you suspect abuse, exploitation or neglect is happening to someone, report your concerns to the Adult Protection Gateway Service (see Appendix 1).

Identifying Potential Abuse

Abuse is the violation of an individual's human rights and can take the form of a single act or repeated acts. The main types of abuse relating to vulnerable persons includes:

- Physical.
- Domestic.
- Sexual.
- Emotional/psychological.
- Financial.
- Modern slavery.
- Discriminatory.
- Organisational.
- Neglect or acts of omission.
- Self-neglect.

All staff and temporary nurses/midwives are expected to look out for the common symptoms or indicators associated with the different types of abuse and neglect. The main types of abuse include:

Physical Abuse – The signs of this can often be hidden by both the victim and the abuser. Any unexplained injuries should always be fully investigated. Evidence to look out for includes:

- Cuts, lacerations, puncture wounds, open wounds, bruises, welts, discolouration, black eyes, burns, bone fractures, broken bones and skull fractures.
- Untreated injuries in various stages of healing or not properly treated.
- Poor skin condition or poor skin hygiene.
- Evidence of poisoning, drowning or smothering.
- Dehydration and/or malnourished without an illness-related cause.
- Loss of weight.
- Soiled clothing or bed.
- Broken eyeglasses/frames, physical signs of being subjected to punishment, or signs of being restrained.
- Inappropriate use of medication, overdosing or under-dosing.
- A person telling you they have been hit, slapped, kicked or mistreated.
- Physical harm may also be caused when a parent or carer fabricates the symptoms of or deliberately induces illness in a child.

Sexual Abuse – Very often the behaviour of a person, even when they are confused will tell you that something is wrong. Even with dementia, people can often make their feelings known to you if you take the time to listen, observe and take notice. It is the capacity to believe that sexual abuse is possible, (without automatically seeing it everywhere), that will

increase the potential to detect and respond to it when it happens. Some physical signs to watch for are:

- Bruises around the breasts or genital area.
- Unexplained STDs
- Unexplained vaginal or anal bleeding
- Difficulty in walking or standing.
- Marked changes in behaviour.
- Torn, stained or bloody underclothing.
- A person telling you they have been sexually assaulted or raped.

If you suspect sexual abuse, do NOT wash the person or their clothing. Do NOT let time drift by while you think about your course of action. Inform this immediately to the nurse in charge of the shift and they will refer the matter to the Police as they are the experts and will have the skills, knowledge and equipment to respond appropriately and sensitively.

Emotional/Psychological – This can have a profound impact on an individual's mental health. They can feel trapped, threatened, humiliated, used or a combination of all of these. The most common signs therefore relate to their mental state and changes in behaviour such as:

- Helplessness.
- Hesitation to talk openly.
- Implausible stories.
- Confusion or disorientation.
- Anger without apparent cause.
- Sudden changes in behaviour.
- Emotionally upset or agitated.
- Unusual behaviour (sucking, biting, rocking etc).
- Unexplained fear.
- Denial of a situation.
- Extremely withdrawn and non-communicative or non-responsive.
- A person telling you they are being verbally or emotionally abused.

Neglect - This will often be manifested in the physical, social or health circumstances of the person. Examples may include:

- Dirt, faecal or urine smell, or other health and safety hazards in person's living environment.
- Rashes, sores, or lice.
- Inadequate clothing.
- Malnourishment or dehydration.
- Untreated medical conditions.
- Poor personal hygiene.
- Evidence of the withholding of medication or over-medication of the person.
- Evidence of a lack of assistance with eating and drinking.

- Unsanitary and unclean conditions.

In considering neglect it is also important to recognise that there are occasions when someone will choose a particular lifestyle that is considered by others to be poor. There is a difference between a chosen pattern of behaviour and neglect by others that causes deterioration in a person's circumstances and condition. It should also be remembered that neglect can be intentional or passive (i.e., where the 'perpetrator' is doing his/her best but cannot provide the level of care and support that is needed). From the perspective of the 'victim' the impact is the same, and they experience abuse. Where abuse is intentional it is likely that the following signs will be apparent as the abuser may:

- Try to prevent the person from speaking for themselves or seeing others without them being present.
- Display attitudes of indifference or anger toward the person, or the obvious absence of assistance.
- Blame the person (e.g., accusation that incontinence is a deliberate act).
- Display aggressive behaviour (threats, insults, harassment) toward the person.
- Have a previous history of abuse of others.
- Display inappropriate affection toward the person.
- Display flirtatious behaviour, or coyness, etc that might be possible indicators of inappropriate sexual relationships.
- Create social isolation of the family, or isolation or restriction of activity of the person.
- Create conflicting accounts of incidents by family, supporters, or the person.
- Display inappropriate or unwarranted defensiveness.

Financial Abuse – Common signs may include:

- Signatures on cheques etc that do not resemble the person's signature or signed when the person cannot write.
- Sudden changes in bank accounts, including unexplained withdrawals of large sums of money by a person accompanying the older person.
- The inclusion of additional names on an older person's bank account.
- Abrupt changes to, or the sudden establishment of, wills.
- The sudden appearance of previously uninvolved relatives claiming their rights to a person's affairs or possessions.
- The unexplained sudden transfer of assets to a family member or someone outside the family.
- Numerous unpaid bills, or overdue rent, when someone else is supposed to be paying the bills.
- Unusual concern by someone that an excessive amount of money is being expended on the care person's care.
- Lack of amenities, such as TV, personal grooming items, appropriate clothing, that the person should be able to afford.
- The unexplained disappearance of funds or valuable possessions such as art, silver or jewellery.

- Deliberate isolation of a person from friends and family, resulting in one particular individual having total control.

Discrimination - Bullying, racism and other types of discrimination are forms of abuse. Like other kinds of abuse, they can harm a person physically and emotionally.

Modern Slavery - Slavery is called a hidden crime because it can be difficult to identify a victim. Some common signs include where the person:

- Is fearful, anxious, depressed, submissive, tense, or nervous/paranoid.
- Exhibits unusually fearful or anxious behaviour.
- Appears withdrawn/struggles to interact.
- Avoids eye contact.
- Is reluctant to seek help.
- Lacks health care/dental care.
- Appears malnourished.
- Shows signs of physical and/or sexual abuse, physical restraint, confinement, or torture.
- Is not allowed to travel on their own.
- Seems under the control of others (including money/documentation).
- Has few or no personal possessions.
- Is not allowed or able to speak for themselves (a third party may insist on being present and/or translating).

All staff and temporary nurses/midwives are expected to look out for the common symptoms or indicators associated with the different types of abuse and neglect. There is no way to identify someone who will hurt a vulnerable person or child. People who pose a threat can be skilled at making sure no one knows. There are warning signs, however, so look out for someone who:

- Pays an unusual amount of attention to a vulnerable person, child or groups of children, and provides presents, money, or favours.
- Seeks out vulnerable people or children, for example, deaf or disabled children and tries to spend time alone with a single vulnerable person or child or particular group of children on a regular basis.
- Takes a vulnerable person, child or small group of children to places where the group does not usually meet or have activities, such as at their home.
- Is vague about where they have worked or when they were employed.
- Avoids co-working or supervision of his or her work.
- Encourages secretiveness about his or her activities with vulnerable people or children.
- Talks or behaves inappropriately towards vulnerable people or children.

Safeguards & Arrangements to Ensure Awareness of the Issues & Processes

We require our employees, contractors and agency workers to follow all the instructions, guidance, policies and procedures provided by the participating authority. Induction training will also be provided to all employees, contractors and agency workers engaged to

undertake regulated activity with children/vulnerable persons or regulated work with children/vulnerable adults/Adults at risk of harm, including but not limited to:

- Training in relation to safeguarding and handling of reporting of alleged or suspected abuse/harmful behaviour.
- Risk management to prevent abuse/harmful behaviour.
- Actions to be taken in the event of alleged or suspected abuse.
- The company's complaints and escalation process.
- The company's Whistleblowing policy.
- Current legislation and best practice.

All employees, contractors and agency workers will also be appropriately supervised.

Reporting Suspected Abuse or Neglect

If you suspect or are aware that a child, young adults or vulnerable person is being abused or neglected you must act quickly but appropriately and professionally. To assist in the reporting procedure please ensure that you:

DO:	DO NOT:
<ul style="list-style-type: none"> • Be accessible and receptive. • Listen carefully. • Take it seriously. • Reassure the child/ young person/vulnerable adult/adult at risk of harm that they are right to tell. • Negotiate getting help. • Find help quickly. • Make careful records of what was said using the child's/young person's/vulnerable adult's/adult at risk of harm's own words as soon as is practicable following the disclosure. Date, time and sign the record. This record would be used in any subsequent legal proceedings. 	<ul style="list-style-type: none"> • Jump to conclusions. • Directly question the child/vulnerable adult/adult at risk of harm or suggest words for him/her to use. • Try to get the child/young person/vulnerable adult/adult at risk of harm to disclose all the details. • Speculate or accuse anybody. • Make promises you cannot keep. • Give your opinion; just state the facts as reported to you.

If you suspect abuse has taken place or abuse has been brought to your attention you are obliged to act.

Where practicable you should obtain the following information:

- Contact details for the child/young person/vulnerable adult/adult at risk of harm.
- Details of the allegation or suspicion including, where known, the name of the alleged abuser and the circumstances, which brought the alleged abuse to your attention.

You should immediately report any suspicion or allegation of abuse to Pure Healthcare Group and your Supervisor at the client. Do not attempt to assess whether or not the allegations are true and do not attempt to deal with any suspicion or report of abuse yourself.

We will:

- Liaise with the client to ensure appropriate support for the child/young person/vulnerable adult is provided.
- Report the suspicion or allegation to the relevant agencies who may include the Police and/or Social Services and maintain a written record.
- Provide appropriate support for the person against whom the allegation has been made if this is one of our employees, contractors or agency workers.
- Confirm to you that action has been taken. If you feel that insufficient action has been taken and you still have concerns for the safety and welfare of the child/young person/vulnerable adult, you should report your suspicions or allegations again explaining why you feel the action taken to date is insufficient.

Health and Safety

It is our policy to ensure, as far as is reasonably practicable, the health, safety and welfare of all our Employees, agency workers as well as patients and members of the public. This involves working in partnership with clients on whose site you may be working.

Health and Safety Guidance

Pure Healthcare Group seeks to ensure the following in relation to Health and Safety:

- That you have the necessary qualifications, experience, skills and capability to carry out the assignments that you will be undertaking.
- That any risks to health, in connection to the use, storage and handling of substances hazardous to health are identified and that necessary control measures are implemented.
- That you are given sufficient information, instruction and training to ensure your own Health & Safety.
- That consideration is given to Health & Safety factors when equipment is procured or new services obtained, or when changing procedures or work patterns and that all necessary safety precautions are taken and that necessary safety instructions have been understood.

Your Duty of Care & Responsibilities

You are responsible for your own personal Health & Safety and you have a duty of care to:

- Notify Pure Healthcare Group, the client if you become aware of any risks to health & safety that are not adequately controlled.
- Co-operate with the client to ensure a safe system of work and follow any health & safety policy or instruction that you are given.
- Take reasonable steps to safety and your own safety and that of anyone else who may be affected by your actions.
- Report any incidents/accidents to Pure Healthcare Group and the client and notify all parties if any further risks arise during the course of your assignment.
- Not wilfully misuse or interfere with anything provided in the interests of health, safety and welfare.
- If you are pregnant, you must inform us, and we will arrange for a risk assessment of your working environment to be undertaken to identify the assignments you can or cannot undertake.

You have a legal right to refuse to undertake work/any particular task if you have reasonable grounds to believe that this would place you in “serious and imminent danger”. Any such concerns should be reported immediately to us and the client.

Safety Requirements

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

- Never attempt a task without first ensuring that you understand the instructions and can carry it out safely.
- Always maintain a clean and safe work area.
- If you see, or believe you see, an unsafe act or condition, report it to us as soon as possible, taking immediate steps to correct it. It may be assumed that you have agreed to an unsafe condition if you do not comment on it and if you continue working.
- Certain jobs require you to wear protective clothing or to use equipment. If you are unsure, ask for advice before you start working and always follow instructions.
- You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labelled and are used in compliance with the manufacturer's instructions in order to reduce the risk of injury or danger to health. All waste or by-products must be properly disposed of.
- Only use, adjust alter or repair equipment if you are authorised to do so.
- If you, or the equipment you operate, are involved in an accident - regardless of how minor - report it immediately to Pure Healthcare Group and the client. If necessary, get first aid attention immediately. You should also report near misses.
- Obey all Health and Safety rules, signs and instructions. If you are unsure as to what they mean - ask.

Accident and Incident Reporting

You are responsible for ensuring that all incidents or accidents that relate to the provision, control and maintenance of Health and Safety in the workplace are reported to the client and Pure Healthcare Group.

It is also important that the internal reporting procedure of the establishment is carried out e.g., recording the accident in the accident report book. If you accept assignments within the community setting and are working in a client's home, a written record (in the care plan and service records) must be kept of any accident or occurrence that happens in the workplace, however minor. In addition to internal reporting through the accident report/service records, the establishment/client must ensure that the following are reported to the appropriate enforcing authority, e.g., the local Environmental Health Officer:

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

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

- Encourage bleeding by squeezing site of puncture wound, do not suck.
- Wash the wound with soap and water, do not scrub.
- Cover wound with waterproof dressing.

- Report incident to Pure Healthcare Group. If the injury happens out of office hours report to A&E and inform Pure Healthcare Group the next day.
- Report to OH Department during normal working hours.
- Document the circumstances that led to exposure.
- Counselling is available where required following blood tests. Always report a needle stick injury even if it occurs with a 'clean' needle, via an incident report or accident book according to protocol.

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

You have legal duties under RIDDOR that require you to report and record work related accidents.

Over-Seven-Day Injuries

As of 6 April 2012, the over-three-day reporting requirement for people injured at work changed to more than seven days. Now only injuries that lead to a worker being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) are reportable. The report must be made within 15 days of the accident.

That said, a record of the accident must still be kept if a worker has been incapacitated for more than three consecutive days. You are legally required to inform Pure Healthcare Group of any over three-day injuries so that we may keep an accident book and fulfil our legal responsibilities under the Social Security (Claims and Payments) Regulations 1979.

Occupational Diseases

Employers and the self-employed must report the following listed occupational diseases <http://www.legislation.gov.uk/ukxi/1995/3163/schedule/3/made> when they receive a written diagnosis from a doctor that they or their employee/worker is suffering from these conditions and the sufferer has been doing the work activities listed.

You have legal duties under RIDDOR that require you to report and record other work-related accidents. These include for example, deaths, major injuries, fractures, amputations, dislocations, loss of sight.

Reportable major injuries are:

- Fracture, other than to fingers, thumbs and toes.
- Amputation.
- Dislocation of the shoulder, hip, knee or spine.
- Loss of sight (temporary or permanent).
- Chemical or hot metal burn to the eye or any penetrating injury to the eye.
- Injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours.
- Any other injury leading to hypothermia, heat-induced illness or unconsciousness, or requiring resuscitation, or requiring admittance to hospital for more than 24 hours.

- Unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent.
- Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin.
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.

Dangerous occurrences are certain listed near-miss events. Not every near-miss event must be reported. Here is a list of other occurrences relevant to the client environments that are reportable:

- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment.
- Explosion, collapse or bursting of any closed vessel or associated pipe work.
- Failure of any freight container in any of its load-bearing parts.
- Plant or equipment coming into contact with overhead power lines.
- Electrical short circuit or overload causing fire or explosion.
- Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion.
- Accidental release of a biological agent likely to cause severe human illness.
- Failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period.
- Malfunction of breathing apparatus while in use or during testing immediately before use.
- Collapse or partial collapse of a scaffold over five metres high or erected near water where there could be a risk of drowning after a fall.
- A road tanker carrying a dangerous substance overturns, suffers serious damage, catches fire or the substance is released.
- A dangerous substance being conveyed by road is involved in a fire or released.

They must be reported to the Health and Safety Executive Incident Contact Centre.

Coronavirus (COVID-19)

Pure Healthcare Group has a dedicated Clinical Team in place to ensure that the governance is always followed, and pandemic measures are carried out for all of our agency workers to follow. This is to protect both workers and patients within the Trusts we deploy to.

Pure Healthcare Group follows the guidance issued by the Public Health bodies across the British Isles and the World Health Organisation surrounding Covid-19 in terms of staff deployment.

COSHH

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

Duties on agency workers include:

- Making proper use of any control measures.
- Following safe systems of work.
- Abiding by local rules and policies.
- Reporting defects in safety equipment as appropriate.

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

- The nature of the substances you work with or are exposed to and the risks created by exposure to those substances and the precautions workers should take.
- Control measures and how to use them.
- The use of any personal protective equipment and clothing.
- Results of any exposure monitoring or health surveillance and emergency procedures.

If you suffer illness or injury as a result of a work-related issue, we need to be notified immediately.

Data Protection/Access to Records

To deliver the service, Pure Healthcare Group needs to process data including your records. The information contained in your records is taken from your application form, as well as other elements of your application including but not limited criminal records disclosure, professional registration, right to work in the UK, references and Terms and Conditions. There may be occasions when your records are disclosed to Regulators, Inspectors and clients (e.g., CQC, Care Inspectorate, RQIA, CCS, Workforce Alliance, HealthTrust Europe etc).

In line with the Conduct of Employment Agencies and Employment Businesses Regulations 2003, we will obtain and store the following information from all work seekers:

- Date the application was received.
- Your name, address and, if under 22 years of age, date of birth.
- Any terms which apply or will apply between you and Pure Healthcare Group and any document recording any variation thereto.
- Details of your training, experience, qualifications, and any authorisation to undertake particular work (and copies of any documentary evidence of the same).
- The names of any client to whom you are introduced or supplied.
- Details of any resulting engagement and the date from which it takes effect (including all assignment start and end dates).
- Details of any requirements specified by you in relation to taking up employment.
- A copy of any contract between Pure Healthcare Group and you.

- Dates of requests of fees from you and receipts for such fees with copy statements or invoices, numbers and amounts (please note we do not charge fees to work-seekers for our services).
- Details about you and the position concerned with copies of all relevant documents and dates they were received or sent as the case may be. These include:
- Your proof of ID.
- Your experience, training, qualifications and professional registrations.
- Your references.
- Confirmation that you are willing to work in the position that you are being submitted for.
- All relevant pre-employment checks.
- Health & safety risks.
- Any information received by us to indicate that you are unsuitable for the work being provided.

We are not required to retain details of any work-seeker that we do not provide services to.

Under current data protection laws, Data Subjects (in this case work-seekers) have a right to request that we delete their Personal Data. However, this is not an absolute right - where we have another legal basis to continue to process that data, (e.g., we have a legal obligation to hold certain records for a certain period of time), those obligations will take precedence over the Data Subject's right.

Data Subjects have rights when it comes to how we handle their Personal Data too. These include rights to:

- Withdraw Consent to Processing at any time (where the Company is relying on Consent).
- Receive certain information about our Processing activities.
- Request access to your Personal Data that we hold.
- Prevent our use of your Personal Data for direct marketing purposes.
- Ask us to erase Personal Data if it is no longer necessary in relation to the purposes for which it was collected or Processed or to rectify inaccurate data or to complete incomplete data.
- Restrict Processing in specific circumstances.
- Challenge processing which has been justified on the basis of our legitimate interests or in the public interest.
- Request a copy of an agreement under which Personal Data is transferred outside of the EEA.
- Prevent Processing that is likely to cause damage or distress to you or anyone else.
- Be notified of a Personal Data Breach which is likely to result in considerable risk to your rights and freedoms.
- Make a complaint to the supervisory authority; and in limited circumstances, receive or ask for your Personal Data to be transferred to a third party in a structured, commonly used and machine-readable format.

We will verify the identity of an individual requesting data under any of the rights listed above and will not allow third parties to persuade us to disclose Personal Data without proper authorisation.

Any Data Subject request will be handled by the Operations & Compliance Manager and must be emailed to info@purehealthcare.co.uk.

Complaints

From time to time it may be the case that you receive a complaint from a client, patient or other person. If you are on assignment, please report any complaints to a senior person in the department where you are working and document all the details of the complaint. You must also report the complaint to Pure Healthcare Group. If you are the subject of a complaint personally, you will be asked to record details as part of an investigation and in some circumstances, it may be necessary to suspend you from assignments whilst the investigation is in process. Any complaints of misconduct against you will be reported to the relevant regulatory body.

Our complaints procedure will enable the client to make complaints quickly and Pure Healthcare Group will be required to investigate and resolve a complaint within the prescribed timeframes. The client will, with due regard to the Data Protection Act 2018 and GDPR, provide to us with the necessary information to thoroughly investigate the complaint.

Our complaints procedure is as follows:

1. We will acknowledge any complaint within **two (2)** working days of receipt.
2. All reasonable endeavours will be made by Pure Healthcare Group to ensure that all complaints are resolved within **ten (10)** days of the complaint being notified to us. However, where the nature of the complaint requires additional investigation or action by a professional or government organisation, all reasonable endeavours should be made to ensure that the complaint is resolved as soon as possible thereafter.
3. We will ensure that you are fully informed of complaints relating to you (unless there is a specific reason for not doing so).
4. You will be afforded the opportunity to state your version of events and will be given **three (3)** days to respond.
5. If appropriate, we will take demonstrable action to ensure there is no recurrence of the act or omission complained of.
6. The client may at any time request that we provide them with an update as to the progress of the resolution of the complaint.
7. Details on how the complaint has been resolved should be notified to the client in writing, as soon as possible after finalisation.
8. If we receive a report of poor performance about you from a client, you will not be supplied again to that client until they are satisfied that a) the issues identified have been resolved, b) will not recur and c) has confirmed this in writing, to us.
9. Where there is evidence of malpractice, you will be reported to the relevant professional body.

10. We will be responsible for monitoring and following up such complaints with the professional body until an outcome is reached. Pure Healthcare Group will discuss with the client whether an Alert Notice needs to be issued and we will co-operate with any action required.
11. A full written record of the nature of each complaint and details of the action taken as a result of the complaint is kept.
12. A system to analyse and identify any pattern of complaints (Quality Assurance System) is also in place.

Training and Development

Appraisals

For ongoing work in the NHS, you are required to be annually appraised. The requirements are as follows:

- The appraisal must be carried out by a nurse who is currently registered with the relevant regulatory body and is or a higher band to the person being appraised ('Appraiser').
- The Appraiser is required to supply documentary evidence to demonstrate that they have been appropriately trained in the conduct of appraisals and have been regularly re-trained as appropriate.
- We require evidence that you have undergone an annual appraisal within an 'approved NHS appraisal system', which includes 360-degree feedback as well as feedback from patients.

In addition to the above Pure Healthcare Group will request feedback from our clients. This feedback will cover the following areas:

- General levels of service including punctuality, attitude and ability to carry out practical tasks.
- Clinical performance.
- Training needs.
- Any other issues, including progress since the last appraisal.

Copies of the completed feedback requests will be forwarded to you, giving you an opportunity to raise any concerns of issues you may have.

You should ensure that you maintain a written portfolio of your professional experience and attendance at professional development courses, which should also include a written and agreed 'Personal Development Plan' as agreed at your appraisal.

Supervisory Practice

Pure Healthcare Group is committed to the development of its workforce and the promotion of best practice for agency workers and patients. Effective supervision is recognised as a contributing factor to staff retention and safe practice. As a result, all agency workers are required to have ongoing clinical supervision provided by the company. It is a shared responsibility between the company, its directors and the individual to ensure that this is

achieved in an effective and timely manner. This policy outlines the minimum requirements for staff supervision with Pure Healthcare Group.

What is Clinical Supervision?

Skills for Care (2007) defines 'supervision' as "an accountable process which supports, assures and develops the knowledge skills and values of an individual group or team". The rationale of candidates undergoing of clinical supervision is to provide a safe and confidential environment for staff to reflect on and discuss their work and their personal and professional responses to their work. The emphasis is on supporting staff in their personal and professional development and in reflecting on their practice. Underpinning our own beliefs, we look to guidance from the CQC (2013) who assert that: Clinical supervision provides an opportunity for staff to:

1. Reflect on and review their practice.
2. Discuss individual cases in depth.
3. Change or modify their practice and identify training and continuing development needs.

At Pure Healthcare Group, we strive for all our candidates to attain the requisite amount of supervision, benefitting our staff, clients and ultimately the patients in their care.

Supervision whilst employed with the Company:

1. Candidate supervision will commence once a candidate has been formally inducted. The candidate will already be aware of the company structure and who to report to. Following induction, through supervision and appraisal, the values of the company will continue to be reinforced.
2. All agency workers are required to complete appraisals at 3, 6 and 12 months to continue being deployed work.
3. All new starters will be provided with a handbook and supervision contract these have the core policies and procedures for Pure Healthcare Group.

Local/workplace supervision:

Pure Healthcare Group expects its clients to provide professional supervision if the need arises when deployed in the workplace in order to ensure the highest quality of care.

Agency workers moving to a new clinical area are advised to ensure they know who to attain relevant supervision from when deployed - be it from substantive staff, their Consultant or from the Clinical Team.

If a staff member is in post for an extensive period, the supervisory practice should be redirected and absorbed by client – Pure Healthcare Group will liaise with Trust in these instances.

Supervision records and non-compliance with supervision:

1. Pure Healthcare Group will maintain all supervision records and agency workers who are not compliant will be reminded and encouraged to adhere to company policy.

2. Agency workers who fail to comply may not be assigned work until compliance is attained.

Further responsibilities:

1. Pure Healthcare Group will ensure that resources are available to support mandatory training and that a checklist is available for core induction requirements.
2. Pure Healthcare Group will ensure that from commencement of employment each candidate will have a Consultant that will be their point of contact in the organization. The Consultant will provide the candidate with all requisite knowledge of upcoming role prior to deployment, re-establish a connection with the supervisory Clinical Team and offer both day-to-day support in addition to signposting the candidate if further support is required.

Revalidation for Nurses

The NMC exists to protect the public. Revalidation will require all registered nurses and midwives to demonstrate that they remain fit to practise. The revalidation cycle for nurses and midwives is every 3 years. Revalidation is the mechanism through which nurses and midwives continue to demonstrate that they meet NMC standards.

Criteria for Revalidation (Evidence Required)

Supporting evidence that nurses and midwives must provide to support revalidation includes:

- 450 practice hours for each part of the register (or 900 hours if revalidating as both a nurse and midwife).
- 35 hours of continuing professional development (of which 20 must be participatory learning).
- 5 pieces of practice related feedback.
- 5 written reflective accounts of their CPD and/or practice-related feedback and/or event or experience in their practice and how this relates to the Code.
- Reflective discussion.
- Health and character declaration.
- Professional indemnity arrangements.

All of the above criteria must be supported and evidence based. It is a requirement for all nurses and midwives to maintain a portfolio of evidence in order to demonstrate their on-going commitment of fitness to practise.

Training for Work in the NHS

For all agency workers that work within the NHS the following training is mandatory. All of the below training will be delivered on recruitment of a new candidate and then thereafter refresher training will be provided at the frequency shown below unless a risk assessment has shown that additional training is required for a particular candidate or job:

Subject	Audience	Frequency of Training/Refreshers	Training Delivery
1. Equality, Diversity & Human Rights	All staff including unpaid & voluntary	3 Years	E-learning can cover alignment to CSTF learning outcomes
2. Equality, Diversity & Human Rights (Scotland)	All staff including unpaid & voluntary	3 Years	E-learning can cover alignment to CSTF learning outcomes
3. Health, Safety & Welfare	All staff including unpaid & voluntary	Induction followed by every 3 years	E-learning can cover alignment to CSTF learning outcomes. Further job specific training may be needed based on local risk assessment.
4. NHS Conflict Resolution (England)	Frontline NHS staff and professionals who come into direct contact with the public	3 Years	E-learning can cover alignment to CSTF learning outcomes. Practical instruction also required.
5. Fire Safety	All staff including unpaid & voluntary	Induction: site specific followed by regular fire safety training. At least every 2 years	E-learning can cover alignment to CSTF learning outcomes. Practical instruction also required (e.g., evacuation techniques) supplemented by specific job/site specific training as necessary
6. Infection Prevention & Control	Level 1: All staff including unpaid & voluntary	3 Years	E-learning can cover alignment to CSTF learning outcomes.
	Level 2: All healthcare staff involved in direct patient care/services	1 Year	

Subject	Audience	Frequency of Training/Refreshers	Training Delivery
7. Moving and Handling	Level 1: All staff including unpaid & voluntary	Annual, although based on local risk assessment	E-learning can cover alignment to CSTF learning outcomes. Practical Instruction also required.
	Level 2: All staff including unpaid & voluntary staff who are involved in patient handling activities	Annual, although based upon local risk assessment	
8. Safeguarding Adults (Version 2)	Level 1: All staff working in health care settings	Induction followed by every 3 Years	E-learning can cover alignment to CSTF learning outcomes
	Level 2: All practitioners who have regular contact with patients, families, carers or the public	3 Years	E-learning can cover alignment to CSTF learning outcomes
	Level 3: Registered healthcare staff who engage in assessing, planning, intervening and evaluating the needs of adults where there are safeguarding concerns	3 Years	E-learning can support delivery of knowledge aspects of learning outcomes.
8a. Preventing Radicalisation	Basic Prevent Awareness: All staff that have contact with adults, children, young people and parents/carers	3 Years	E-learning can cover alignment to CSTF learning outcomes. Can also be incorporated into Safeguarding training
	Prevent Awareness: All staff who could contribute to assessing, planning, intervening and evaluating the needs of adults or children where there are safeguarding concerns	3 Years (initial training within 12 months of starting in relevant role with appropriate updating/briefing at least annually)	Should be delivered by attendance at a Workshop to Raise Awareness of Prevent (WRAP) or by completing an approved e-learning package.

Subject	Audience	Frequency of Training/Refreshers	Training Delivery
9. Safeguarding Children (Version 3)	Level 1: All staff working in care settings	3 Years	E-learning is appropriate at level 1.
	Level 2: All non-clinical and clinical staff who have contact with children, young people or parents/carers or any adults who may pose a risk to children.	3 Years	E-learning is appropriate, however, training, education and learning opportunities should also include multi-disciplinary and scenario-based discussion.
	Level 3: Clinical staff (working with children, young people or parents/carers or any adults who may pose a risk to children) who could contribute to assessing, planning, intervening and evaluating the needs of a child or young person and/or parenting capacity	3 Years	E-learning can be used as preparation for reflective team-based learning. Learning should be multi-disciplinary and inter-agency, including opportunities for personal reflection, scenario-based discussion, drawing on case studies etc.
10. Resuscitation	Level 1: Any clinical or non-clinical staff, dependent on local risk assessment or work context	Induction followed by local assessment	E-learning can support delivery of knowledge aspects of learning outcomes. Practical instruction also required (i.e., hands-on simulation training and assessment is recommended for clinical staff)
	Level 2: Staff with direct clinical care responsibilities including qualified healthcare professionals	1 Year	
	Level 3: Registered healthcare professionals with responsibility to participate as part of a resuscitation team	1 Year	

Subject	Audience	Frequency of Training/Refreshers	Training Delivery
11. Information Governance & Data Security	All staff involved in routine access to information	1 Year	E-learning can cover alignment to CSTF learning outcomes.
12. Information Governance (Scotland)	Foundation: Support Staff roles Intermediate Level 1: Clinical, Administrators and Managers	Required refresher periods based on local assessment	E-learning can cover alignment to CSTF learning outcomes.
13. Information Governance (Wales)	All staff including unpaid and voluntary staff	2 Years	E-learning can cover alignment to CSTF learning outcomes.
14. Violence & Aggression (Wales)	Module A – Induction and Awareness Raising: All staff including unpaid and voluntary staff. Module B – Theory of Personal Safety and De-escalation: Required staff based on local risk assessment and training needs analysis. Module C – Breakaway: Required staff based upon local risk assessment and training needs analysis		E-learning can support delivery of knowledge aspects of learning outcomes. Practical instruction also required.

Clinical/Care Subjects, Levels & Refresher Periods

All of the below training will be delivered on completion of the Statutory & Mandatory Subjects training above for relevant candidates (depending on the role) and then thereafter refresher training will be provided at the frequency shown below unless a risk assessment has shown that additional training is required for a particular candidate or job:

Subject	Level	Frequency of Training/Refreshers
Your healthcare career	N/A	Once on recruitment
Duty of care	N/A	Once on recruitment
Person-centred care	N/A	Once on recruitment
Communication	N/A	Once on recruitment
Consent	N/A	Once on recruitment
Privacy and dignity	N/A	Once on recruitment
Fluids and nutrition	N/A	Once on recruitment
Dementia Awareness	N/A	Once on recruitment
Blood component transfusion	Decision to Transfuse	Three (3) Years
	Administration of blood components	Three (3) Years
	Blood Sampling	Three (3) Years
	Collection of blood components from storage and delivery to the clinical area	Three (3) Years

Other Training

We will also provide the following training to support the normal duties that are expected to be performed by all healthcare professionals whilst on assignment. These modules will be trained on recruitment and refreshed thereafter annually as required.

Subject	Frequency of Training/Refreshers
Complaints	Annual
Lone worker training	Annual
Food hygiene & hygiene awareness	Annual
Mental Health Act	Annual
Mental Capacity Act	Annual
Physical restraint skills and techniques, including personal safety and control & restraint	Annual
Interpretation of cardiographs	Annual
Any additional clinical/care or other training that the Participating Authority considers necessary and or as required by the relevant Professional Body relevant to the role required to be performed and identified in the individual Order and the Call-off Contract from time to time.	Annual
Counter fraud training	Annual
Ionising certificate training	If new/different radiation work takes place, if new legislation is introduced, after a period of inactivity and otherwise at least every 5 years.

RQIA Training Matrix

Training Subject	Frequency	Regulation	Standard	Guidance/Link
1. Safeguarding Adults, Children and Young People	At induction and mandatory every 3 years		9.4 9.10	
2. Infection Control	All staff commensurate with their role		6.54	NIPEC Guidance
3. Management of Records	All staff commensurate with their role		3.6	
4. Complaints Management	All staff commensurate with their role		8.8	
5. Medicines Management	All staff commensurate with their role	12 (1) (b) and (d)	6	

Regulation: The Nursing Agencies Regulations (Northern Ireland) 2005.

Guidelines: Northern Ireland Practice and Education Council for Nursing & Midwifery Health Care Associated Infection: a review of staff training, and development needs for infection prevention and control Final Report.

Standards: Department of Health, Social Services and Public Safety (2008) Nursing Agencies: Minimum Standards.

APPENDIX 1: Contacting the Adult Protection Gateway Service in Northern Ireland

If you are in immediate danger, contact the police. If you suspect abuse, exploitation or neglect is happening to someone, report your concerns to the Adult Protection Gateway Service. The service is available in the local Health and Social Care Trust. You can also tell the police.

Trust	Areas Covered	9.00am-5.00pm Telephone Number	Out-of-Hours Emergency Telephone Number
Western Adult Protection Gateway Service	Londonderry/Derry, Limavady, Strabane, Omagh, Enniskillen	028 7161 1366	028 9504 9999
Southern Adult Protection Gateway Service	Craigovan, Banbridge, Dromore, Lurgan, Portadown, Gilford, Armagh Coalisland, Dungannon, Fivemiletown, Markethill, Moy, Tandragee, Ballygawley, Newry, Bessbrook, Annalong, Rathfriland, Warrenpoint, Crossmaglen, Kilkeel, Newtownhamilton	028 3756 4423	028 9504 9999
Belfast Adult Protection Gateway Service	Greater Belfast area	028 9504 1744	028 9504 9999
Northern Adult Protection Gateway Service	Antrim, Carrickfergus, Newtownabbey, Larne, Ballymena, Cookstown, Magherafelt, Ballycastle, Ballymoney, Portrush, Coleraine	028 9441 3659	028 9504 9999
South Eastern Adult Protection Gateway Service	Lisburn, Dunmurry, Moira, Hillsborough, Bangor, Newtownards, Ards Peninsula, Comber, Downpatrick, Newcastle, Ballynahinch	028 9250 1227	028 9504 9999

APPENDIX 2: AccessNI Policy Statement

General Principles

As an organisation using AccessNI to help assess the suitability of applicants for positions of trust, ProHealth plc complies fully with AccessNI's Code of Practice regarding the correct handling, use, storage retention and disposal of Disclosure Applications and Disclosure information. We also comply fully with obligations under the Data Protection Act 2018 and other relevant legislative requirements with regards to the safe handling, storage, retention and disposal of Disclosure information.

Consent

As we no longer receive a copy certificate from AccessNI, written consent will be obtained from the applicant when requesting and retaining a (copy of a) Disclosure certificate.

Storage and Access

Disclosure information is be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed. We recognise it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention

Once a recruitment (or other relevant appointment, regulatory or licensing) decision has been taken, we do not keep Disclosure information for any longer than is necessary. We comply with AccessNI's Code of Practice requirement to ensure that it is not retained longer than is required for the specific purpose of taking a decision on the applicant's suitability. Disclosure certificates will be returned to the applicant once a decision, recruitment or otherwise has been made and will be retained no longer than the agreed period.

Disposal

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means i.e., by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any unsecured receptacle (e.g., waste bin or confidential sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure or any other relevant non-conviction information supplied by police. However, despite the above, we

may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the AccessNI unique reference number of the Disclosure Certificate and the details of the recruitment decision.

APPENDIX 3: Policy on the Recruitment of Ex-Offenders

1. Pure Healthcare Group complies fully with the Code of Practice, issued by the Department of Justice, in connection with the use of information provided to registered persons, their nominees and other recipients of information by AccessNI under Part V of the Police Act 1997, for the purposes of assessing Applicant's suitability for employment purposes, voluntary positions, licensing and other relevant purposes. We undertake to treat all applicants for positions fairly and not to discriminate unfairly or unlawfully against the subject of a Disclosure on the basis of conviction or other information revealed.
2. This policy is made available to all Disclosure applicants at the outset of the recruitment process.
3. Pure Healthcare Group is committed to equality of opportunity (see separate Equal Opportunities Policy) to following practices, and to providing a service which is free from unfair and unlawful discrimination. We ensure that no applicant or member of staff is subject to less favourable treatment on the grounds of gender, marital status, race colour, nationality, ethnic or national origins, age, sexual orientation, responsibilities for dependants, physical or mental disability political opinion or offending background, or is disadvantaged by any condition which cannot be shown to be relevant to performance.
4. Pure Healthcare Group actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on those who meet the required standard of skills, qualifications and experience as outlined in the essential and desirable criteria.
5. We will request an AccessNI Disclosure only where this is considered proportionate and relevant to the particular position. This will be based on a thorough risk assessment of that position and having considered the relevant legislation which determines whether or not a Standard or Enhanced Disclosure is available to the position in question. Where an AccessNI Disclosure is deemed necessary for a post or position, all applicants will be made aware at the initial recruitment stage that the position will be subject to a Disclosure and that Pure Healthcare Group: will request the individual being offered the position to undergo an appropriate AccessNI Disclosure check.
6. In line with the Rehabilitation of Offenders (Exceptions) (Northern Ireland) Order 1979 (as amended in 2014), Pure Healthcare Group: will only ask about convictions which are defined as "not protected" for the purposes of obtaining a Standard or Enhanced disclosure.

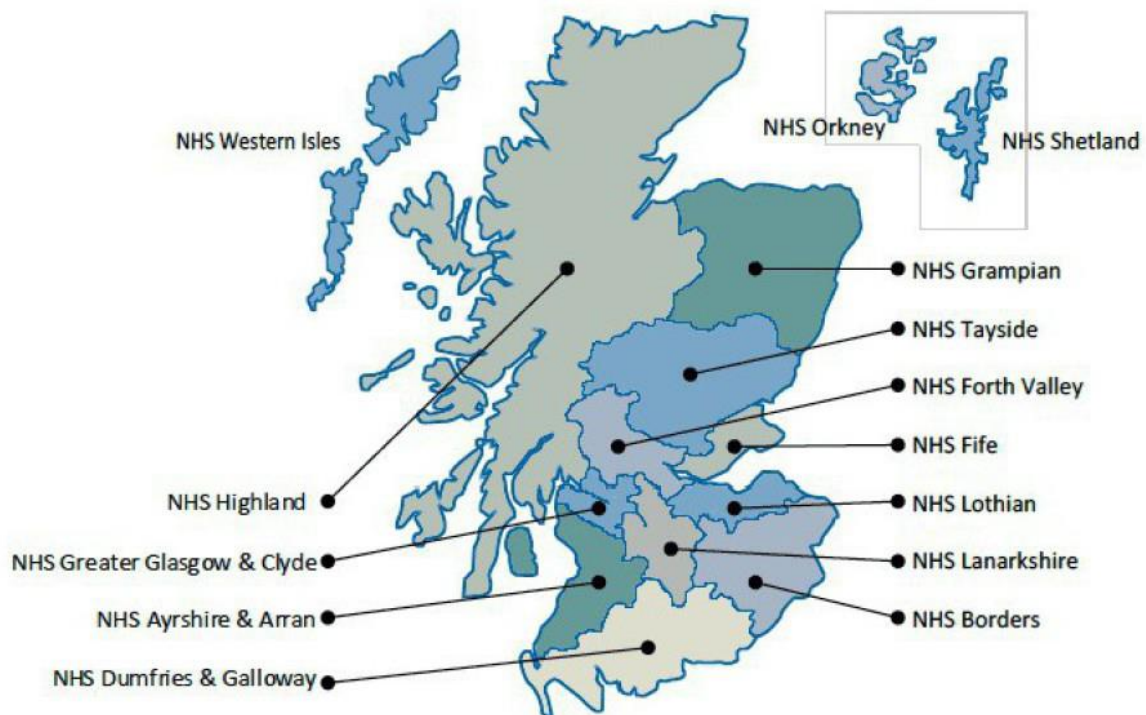
7. We undertake to ensure an open and measured and recorded discussion on the subject of any offences or other matters that might be considered relevant for the position concerned e.g., the individual is applying for a driving job but has a criminal history of driving offences. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of the conditional offer of employment.
8. Pure Healthcare Group may consider discussing any matter revealed in a Disclosure Certificate.
9. We ensure that all those in Pure Healthcare Group: who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of Disclosure information. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to employment of ex-offenders (e.g., the Rehabilitation of Offenders (Northern Ireland) Order 1978).
10. We undertake to make every subject of an AccessNI Disclosure aware of the existence of the Code of Practice, and to make a copy available on request.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH PURE HEALTHCARE GROUP: THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES OR OTHER INFORMATION CONTAINED ON A DISCLOSURE CERTIFICATE.

APPENDIX 4: Appendix for Scotland

The National Health Service (NHS) in Scotland was created in 1948 at the same time the NHS was created for England and Wales. NHS Scotland is the publicly funded healthcare system in Scotland. Responsibility for the National Health Services in Scotland is a devolved matter and therefore rests with the Scottish Government. Legislation about the NHS is made by the Scottish Parliament. Health and social care policy and funding are the responsibility of the Health and Social Care Directorates of the Scottish Government.

Primary and secondary care are integrated in Scotland. Unlike in England, NHS trusts do not exist in Scotland. Instead, healthcare is provided through fourteen regional health boards. These health boards are further subdivided into Health and Social Care Partnerships.



NHS Boards in Scotland are all-purpose organisations: they plan, commission and deliver NHS services and take overall responsibility for the health of their populations. They therefore plan and commission hospital and community health services including services provided by GPs, dentists, community pharmacists and opticians.

At local level, there are community health partnerships or community health and social care partnerships covering all areas of Scotland. These are committees of NHS Boards and have formal structures that ensure close involvement of local authorities, patients and the public.



NHS services and clinics are regulated by Healthcare Improvement Scotland, which provides public assurance about the quality and safety of healthcare through the scrutiny of NHS hospitals and services, and independent healthcare services.



The regulator for nursing agencies and non-NHS services is the Care Inspectorate. Each and every one of over 14,000 registered care services and agencies are visited by their inspectors and assessed against Scotland's Health & Social Care Standards, which describe what people should expect from care.

If you think a care service is not good enough, we encourage you to first of all speak to the care service itself about your concerns. This is often the quickest way to resolve a problem.

However, should you wish to make a complaint to the Care Inspectorate, either:

- Call their national enquiries line on 0345 600 9527, or
- Fill in a complaint form online at www.careinspectorate.com or
- Write to them at Compass House, 11 Riverside Drive, Dundee, DD1 4NY.



In 2010, the Scottish Government introduced a new membership scheme that replaced the previous disclosure arrangements for people who work with vulnerable groups. This was termed the Protection of Vulnerable Groups or PVG Scheme. The PVG Scheme is managed and delivered by Disclosure Scotland.

The PVG Scheme dictates that any individual working or intending to work with children and/or vulnerable adults in a 'Regulated' role, such as a Nurse, Doctor or other Health Professional, would be required to join the Scheme. Members receive a Scheme Membership Certificate and, in most circumstances, a Scheme Record listing any spent or unspent criminal convictions received to date. This adds them to the PVG Scheme so that their details are updated with any vetting information that is added to their record. Vetting information is defined as conviction information retrieved from criminal justice systems and relevant non-conviction information held by the Police. Continuing to collect vetting information after a person becomes a PVG Scheme member helps ensure that new information can be acted upon promptly. In the vast majority of cases, there will be no new vetting information that is relevant to work with vulnerable groups.

If the individual was barred from undertaking such work, they would not be allowed to join the Scheme or, if they were barred subsequent to joining, their membership would be revoked after a period of 'consideration'.

REFERRING YOUR CONCERNS

If you witness a criminal act or adult/child protection issue, you should refer this immediately to your line manager or the health board you are working for, who will then be obliged to pass on information to the Local Authority, so that a full evaluation can be made, and appropriate action taken as necessary.

Please ensure that you also let us know – so that our Complaints Team can follow up with the health board and local authority concerned and help ensure that the correct procedure has been followed. You can do this through any one of our staff – who will pass your details on to the Complaints Team.

You can also refer directly to the Local Authority concerned, whose details we can provide you with, if you require them.



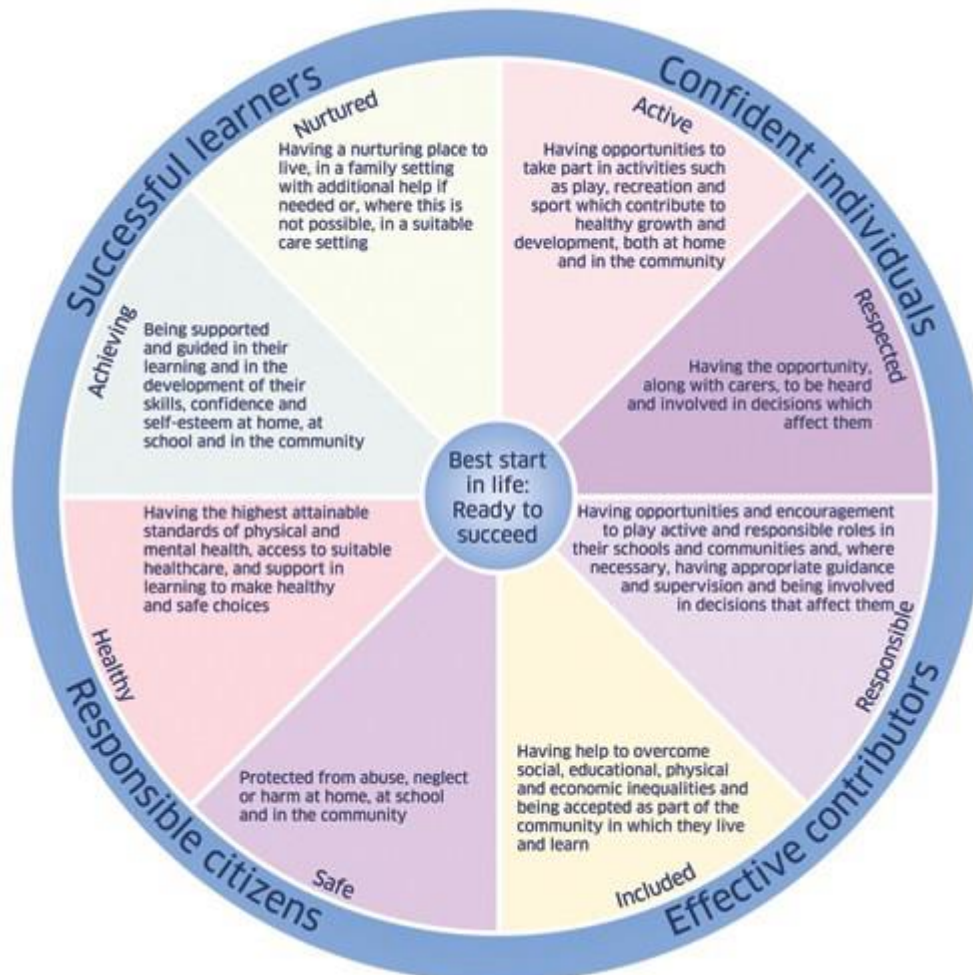
Getting It Right for Every Child (GIRFEC) is the Scottish Government's drive to improve outcomes for all children. The aim is that all children in Scotland are given every opportunity to develop to their full potential to become confident, responsible, and productive members of society.

Curriculum for Excellence refers to this as the Four Capacities which aim to enable every child to become a:

- Successful learner
- Confident individual
- Responsible citizen
- Effective contributor

The acronym SHANARRI is formed from the eight indicators of wellbeing:

- Safe
- Healthy
- Achieving
- Nurtured
- Active
- Respected
- Responsible
- Included



These are the basic requirements for all children and young people to grow and develop and reach their full potential. They are shown in the diagram (above) which is called the Wellbeing Wheel.

The wellbeing Indicators are used to record observations, events and concerns and as an aid in putting together a child's plan.

Children and young people will progress differently, depending on their circumstances but every child and young person has the right to expect appropriate support from adults to allow them to develop as fully as possible across each of the well-being Indicators.

All agencies in touch with children and young people must play their part in making sure that young people are healthy, achieving, nurtured, active, respected, responsible, included and, above all, safe.

AGENCY WORKER HANDBOOK DECLARATION

I have read a copy of the Agency Worker's Handbook which outlines the goals, policies, benefits and expectations of Pure Healthcare Group and its clients as well as my responsibilities as an agency worker.

I have familiarised myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Agency Worker Handbook and the Terms of Engagement details provided to me by Pure Healthcare Group. I understand this handbook is not intended to cover every situation which may arise whilst on assignment, but is simply a general guide to the goals, policies, practices, benefits and expectations of Pure Healthcare Group.

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

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

Print Name: _____

Profession: _____

Registration #: _____

Signature: _____

Date: _____

I hereby give permission for Pure Healthcare Group to allow access, as a minimum, to my personnel files as part of any official audit, or client compliance purposes carried out by, but not limited to, any person authorised by the NHS. These personnel files will be viewed in accordance with the requirements of the Data Protection Act 2018 and General Data Protection Regulations.

Signature: _____

Date: _____

Please forward this signed page to: Pure Healthcare Group, 11th Floor, 30 Crown Place, London, EC2A 4EB.