



# NursingDirect

## AGENCY WORKER INFORMATION & POLICY BOOKLET

**THANK YOU FOR YOUR INTEREST IN JOINING NURSING DIRECT. WE ARE DEDICATED TO FULFILLING YOUR WORK NEEDS TO THE BEST OF OUR ABILITY.**

Welcome aboard and thank you for registering with Nursing Direct. Nursing Direct are a homecare service provider, specialising in all aspects of domiciliary and complex care services to adults, adolescents, children, and babies suffering from chronic, long term or complex conditions. In addition, we can offer child protection, case management, palliative care, and end of life nursing. Nursing Direct offer care solutions and support services to individuals in their own home, to enable them to live as independently as possible.

Nursing Direct provide bespoke specialist packages of care for adults, adolescents, and children with personal care needs through to complex needs, multiple diagnosis such as ASD, ADHD, PTSD, LD, physical illness, physical disability, as well as complex mental health difficulties.

Nursing Direct pride themselves in providing dedicated healthcare professionals within the home, including registered nurses, upskilled care workers, healthcare assistants and support workers, who are both fully compliant and highly experienced.

Our office comprises of a team of experienced care coordinators who manage the daily operational tasks and a team of clinical leads who have clinical oversight of each individual care package. Our clinical lead team bring a diverse spectrum of knowledge from a range of different nursing backgrounds such as Paediatric, Enteral Nutrition, Emergency Care, Mental Health, Learning Disabilities, Adult Nursing and Palliative/End of Life.

Nursing Direct are regulated by the Care Quality Commission (CQC) and encourage feedback from our service users helping us to continually improve our care provision whilst maintaining an inclusive and transparent service.

Honesty, integrity, and professionalism form the foundation of everything we do, and our continuing success is based on how well we work together. To achieve this, there have to be agreed rules, guidelines, and standards of conduct for all. These are fully explained throughout the Agency Worker Handbook, in conjunction with our Policies and Procedures. Please note that you can find a copy of our Policies and Procedures on the Nursing Direct website ([www.nursingdirect.co.uk](http://www.nursingdirect.co.uk)).

It is essential that you carefully read the Agency Workers' Handbook as it covers important aspects of your work life, including expectation standards, compliance measures along with other important policies and procedures for you to be aware of.

Please feel free to call us if there is anything that you are unsure of, as we are always here to help. Our office hours are Monday to Sunday, 05:30 – 22:30 (including bank holidays). If for any reason you are unhappy with any aspect of the service that Nursing Direct provides, please feel free to contact our HR Department. Call the office on **0330 056 6000**.

We look forward to working with you.

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# PURPOSE, PERSPECTIVE AND PRINCIPLES

## VISION

We aim to be the foremost trusted and provider of choice, recognised for excellence in quality care provision and our ability to swiftly deliver effective and safe care solutions. We are committed to transparency and continuous improvement, ensuring every individual receives timely, appropriate care from the right team. This commitment aligns with our long-term vision of transformative care provision, where innovative approaches transform healthcare delivery, enhance patient experiences and outcomes.

## MISSION

Here at Nursing Direct, we are dedicated to delivering person-centred, high-quality homecare solutions that enhance the wellbeing and independence of the children, young people, and adults we provide care to. Through collaborative partnerships with professional healthcare organisations and direct engagement with our service users, our extensive range of services are tailored towards care packages that prioritise individual needs and preferences, whilst remaining within their own homes and communities.

We empower our service users by actively involving them in the care planning process, promoting autonomy and choice. Our dedicated clinical team creates the person-centred care plans, while our compassionate care coordinators oversee and manage ongoing arrangements of your care to ensure seamless care delivery.

Our objective is to provide the utmost standard of person-centred care, aiming to foster positive outcomes for our service users and enhance their lives. Achieving this objective relies on the commitment and proficiency of our care staff. This is why we prioritise investment in our care staff, equipping them with comprehensive training and unwavering support to excel in their roles and provide incomparable care experiences.

## VALUES

At Nursing Direct, our values serve as the cornerstone of our operations, influencing every aspect of our work. They represent our steadfast dedication to empowering service users and providing unparalleled care experiences. These values are encapsulated in the acronym **CHOICE**.

We prioritise open, honest, and transparent **Communication** with our service users and care staff. We actively listen to feedback, valuing their voices to continuously improve our services.

With our **Holistic** approach, we recognise the uniqueness of each individual and strive to create person-centred care plans that consider their physical, emotional, social, and cultural needs. Our approach is inclusive and respectful of diversity.

**Openness** is the foundation of our interactions with clients, service users, and care staff. We foster trusting relationships built on honesty, reliability, and transparency.

Our decisions are grounded in **Integrity** and respect for individual autonomy. We uphold the highest ethical standards, guided by principles of trust, mutual respect, and the promotion of human rights and welfare.

**Compassion** is at the core of everything we do. We deliver care with kindness, empathy, and choice, striving to meet the unique needs of each service user with warmth and understanding.

We **Empower** service users to actively participate in their care journey, working collaboratively to enhance their self-care abilities and make informed decisions. We believe in fostering independence and autonomy.

At Nursing Direct, our values guide us in providing exceptional care experiences that prioritise the dignity, autonomy, and wellbeing of every individual we serve.

# PURPOSE, PERSPECTIVE AND PRINCIPLES

## CH O I C E

### Communication:

Open, honest, transparent, incorporating equality & inclusion

### Holistic:

Recognise uniqueness, person-centred care, inclusive & respectful

### Openness:

Trusting relationships, honesty, reliability & transparency

### Integrity:

High ethical standards, dignity, privacy & respect

### Compassion:

Core value, kindness, empathy & understanding

### Empowerment:

Active involvement, collaborative care, consent & independence

## AIMS & OBJECTIVES

At Nursing Direct, we understand the significance of choosing the right homecare provider. Therefore, we articulate our objectives to ensure alignment with the expectations of both Service Users and their representatives. Our objectives for service delivery are to;

- To provide the highest quality care and support to all service users through our friendly care staff who have the qualifications, competence, skills, and experience to keep you **safe**.
- To actively promote clear and strong communication with Service Users and their representatives at all times, promoting a mutual respect and trusting relationship.
- To provide an **effective** person-centred package of care that reflects the service users care needs and preferences, adapting to any changing needs or circumstances, to address their health needs, their physical wellbeing, and their social and leisure requirements.
- To promote the service users independence whilst supporting them to have the platform to make informed decisions on the care they receive, encouraging their active involvement in shaping their care plan whilst remaining sensitive to their needs and expectations, to the fullest extent possible.
- To empower service users to make choices through the expression of wishes, feelings, and preferences, encouraging their independence, human rights, and consent to care.
- To respect and appreciate our care staff **caring** for our service users, offering the necessary training, guidance and supervision required to ensure they are able to support them in their role.
- To ensure that the service users are always treated with dignity and respect, and that they are safeguarded from the risk of abuse.
- To prioritise our duty to be open, honest, and transparent during care, especially in the event where something goes wrong.
- To continuously enhance our services by actively seeking and incorporating constructive feedback from Service Users, their representatives, our care staff, and other industry partners, implementing evolving changes aimed at improvement.
- To ensure that we have a **responsive** system in place to deal with any complaint received in a timely manner, taking any actions where an issue is identified.
- To have a risk assessment process in place, tailored to the dynamic working environments, reducing any risks to the Service User or care staff, ensuring regular reviews and updates in line with best practices and regulatory standards.
- To comply with regulatory bodies and relevant trade associations in upholding the quality and standards within the industry, ensuring **well-led** management of our service.
- To be able to demonstrate that we conduct our service provision with a high level of professionalism, ensuring equality in our approach with Service Users, our care staff, and other industry partners.

At Nursing Direct, these objectives guide our commitment to excellence and ensure that our services consistently meet the diverse needs of our Service Users.

# INTRODUCTION

## INTRODUCTION

At Nursing Direct, we place a high priority on the quality and standards of the services we provide to our service users and clients. The volume of work we receive from our clients hinges not solely on our efforts but also on your performance and valuable contribution towards our overall performance. Thus, we have outlined some fundamental expectations for you in your terms of engagement.

- Before commencing your initial assignment with us, we kindly request that you acquaint yourself with the Terms and Conditions of your employment. This information serves as a comprehensive reference to address any queries you may have.
- Please make sure you arrive on time for your assignment, preferably 5-10 minutes early for handover.
- If you are running late to an assignment, you must ring Nursing Direct as soon as possible to advise us of this so that we can inform the service user,
- You are our representative at the service user's home, so please ensure that you perform your expected duties professionally and willingly at all times.
- If you cannot make your shift, you must give adequate notice in order for a reassignment to be arranged.

We consider you a vital asset in achieving our goal of providing high-quality, professional care. With our commitment to excellence and high expectations, we trust you to adhere to the best industry practices and regulatory standards, securing a positive influence on the well-being of our service users.

In view of this commitment, we have provided you with comprehensive guidance which includes rules, guidelines and standards of conduct, guidelines, along with various policies and procedures for your convenient reference.

## OUR EXPECTATIONS OF YOU

- To act in a manner that promotes and safeguards the interests and well-being of service users, clients and Nursing Direct.
- To acknowledge any limitations in your knowledge and competence and decline any duties or responsibilities unless you are able to perform them in a safe and skilled manner.
- To familiarise yourself with any service user-specific policies and procedures (e.g. Health & Safety Procedure, IV and Administration of Medicines Policies, Safeguarding, etc.) If induction, fire escapes and risks are not identified to you, you must inform your Nursing Direct care coordinator immediately. Please note that each location that you work in will have its own local procedures and policies, and it is important that you make yourself aware of these before your first shift. If you are unsure of anything, please do not hesitate to ask for clarification.
- To arrive for your shift at least 5-10 minutes before it is due to start in order to get changed and be ready for handover at the start of the shift.
- To carry your NMC (UKCC) PIN with you at all times as the service user may ask you to present the card before you start work.
- To wear the correct Nursing Direct uniform & photo ID badge.
- To report any accidents, incidents or near misses to Nursing Direct at your earliest convenience.
- To let Nursing Direct know if you find a particular assignment is not to your liking so we can find you alternative work.
- To maintain and improve your professional knowledge and competence.

## CODE OF CONDUCT

Please conduct yourself in a professional manner at all times, maintaining a high standard of care delivery whilst engaging in your responsibilities through Nursing Direct. In particular, we ask you to pay special attention to:

- Punctuality
- Standards of dress and courtesy
- Quality of care
- Consideration and respect for those around you
- Confidentiality, honesty, and integrity

## PROFESSIONAL CODE OF CONDUCT'

All Nursing Direct registered nurses are required to be registered with the Nursing and Midwifery Council (NMC) and must therefore abide by the Code of Professional Conduct set by the NMC. The four main principles of the NMC Code of Conduct;

1. You must treat people as individuals and respect their dignity.
2. You must not discriminate in any way against those in your care.
3. You must treat people kindly and considerately.
4. You must act as an advocate for those in your care, helping them to access relevant health and social care, information, and support.

Please read the Code of Professional Conduct booklet from the NMC or ask your consultant for a copy.

As a Healthcare Worker and/or Support Worker, you make a valuable and important contribution to the delivery of high-quality care and support. Following the guidance set out in the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England from Skills for Care will give you the reassurance that you are providing safe and compassionate care of a high standard, and the confidence to challenge others who are not.

Please read the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England from Skills for Care or ask your consultant for a copy.

You must also comply with all Nursing Direct policies and procedures, which you can access via the Nursing Direct website ([www.nursingdirect.co.uk](http://www.nursingdirect.co.uk)).

## PROFESSIONAL BOUNDARIES

We ask all Agency Workers to behave in a way that upholds the reputation of their profession and of Nursing Direct, maintaining a good professional relationship with the service user and ensuring that you are working safely and within your professional boundaries.

- You must not accept any gifts, loans or gratuities from service users, family members or other interested parties.
- You must not give any gifts or lend money to your service users or family members.
- You must comply with the service users' procedures for the safe handling of money and property belonging to the service user.
- You are not permitted to act as a witness to the Will of any service user for whom you are providing or have provided care.
- Do not agree to look after or safeguard any part of a service users' property.
- You must establish and actively maintain clear sexual boundaries at all times with people in your care, their families, and carers.
- You must ensure that your registration status is not used in the promotion of commercial products or services; declare any financial or other interests in relevant organisations providing such goods and services and ensure your professional judgement is not influenced by any commercial considerations.
- When providing advice regarding any product or service relating to your professional role or area of practice, you must be aware of the risk that, on account of your professional title or qualification, the service user/client could perceive you as endorsing the product.
- Most importantly, know your own limits and always ask if you are unsure of anything.

# REGISTERING WITH NURSING DIRECT

## INDUCTION

We are committed to ensuring that you are appropriately inducted prior to starting work. Induction serves as a mandatory and essential prerequisite before the commencement of your responsibilities with Nursing Direct. Our induction is tailored to consider your healthcare qualifications, skills, and work history. To facilitate your registration, we kindly request a comprehensive set of documents. The registration process encompasses an extensive induction, including mandatory training in Manual Handling, Basic Life Support, and Health & Safety. This process will begin on your first day, and you will be given details and assigned tasks, including compliance tasks, and mandatory and statutory training that you need to complete on or before a certain date. If you have any questions regarding this induction process, please speak to your Consultant. Nursing Direct expects you to work through your induction at a reasonable speed as set out by Nursing Direct and within the standards set out in the Health and Social Care Act 2008 (as amended by the Health and Social Care Act 2012).

## ELIGIBILITY TO WORK IN THE UK

You must have current eligibility to work in the UK, and you are required to provide us with valid and up-to-date evidence of your right to work.

It is your responsibility to complete any right to work renewals and provide Nursing Direct with the updated evidence. Please inform Nursing Direct immediately if your right to work status changes while working for Nursing Direct.

## DISCLOSURE BARRING SERVICE (DBS)

We are required by law to obtain a criminal record Enhanced Disclosure for all Agency Workers, which includes the barring service check, prior to your first assignment with Nursing Direct and again on an annual basis. Your compliance consultant will contact you when an update is required.

You must provide us with the physical copy of your DBS, for us to be able to conduct our necessary checks. Your DBS should either be registered on the update service or completed with us and be in our name.

We recommend that you join the Update Service because:

- You can take your DBS certificate from role to role within the same workforce
- You are in control of your DBS certificate
- Employers have the ability to carry out instant online status checks on your DBS certificate
- Get ahead of the rest and apply for jobs DBS pre-checked
- Saves you time and money.

There is a cost of £13 per year and some conditions will apply. More information can be found on the DBS website: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Nursing Direct will ensure that all overseas candidates (including displaced candidates) complete a criminal record self-declaration in line with the legal requirements for roles in England and Wales.

## OCCUPATIONAL HEALTH & FITNESS TO PRACTICE

When you received your application pack to join Nursing Direct, you will have been asked to complete a health questionnaire to ensure that you are fit to carry out the duties required. It is important for your own health, and the health of those in your care, that you are fit to practice whenever you attend an assignment. In line with current Department of Health guidelines, Nursing Direct is required to conduct Occupational Health pre-employment screening prior to your clearance to work.



## NURSING DIRECT EX-OFFENDERS RECRUITMENT POLICY

The Rehabilitation of Offenders Act (ROA) 1974 is aimed at helping people who have been convicted of a criminal offence and who have not re-offended since.

This act makes it unlawful to take into account any offences of a person who is considered to have undergone a satisfactory period of rehabilitation. However, there are some exceptions. Anyone applying for a position that involves working with children or vulnerable adults are required to reveal all convictions, both spent and unspent.

- We will consider which posts require Disclosure and at what level.
- We will not request an Enhanced CRB unless the job is exempt under the terms of the Rehabilitation of Offenders Act 1974.
- We will inform prospective candidates of the requirement, where applicable, to carry out a Disclosure for the position.
- We will where possible, consider the nature of any conviction and its relevance to the job in question.
- We will take a balanced view during the recruitment process while maintaining awareness of our obligations to protect our clients, service users and the general public.
- We will comply with the Data Protection Act when accessing criminal records information.

You must inform Nursing Direct if you receive any warnings, cautions or convictions at any time.

## TRAINING REQUIREMENTS

Nursing Direct is committed to providing sustained support throughout your tenure with us, fostering continuous development through a range of training opportunities. We firmly believe that a skilled and proficient workforce serves as a valuable asset, actively contributing to the enhancement of our productivity and quality objectives.

In order to ensure your safety and the safety of service users, you are required to provide Nursing Direct with evidence of training in Health & Safety (including COSHH and RIDDOR), Manual Handling & Basic Life Support within the last 12 months. Some work assignments also require additional training to be undertaken such as Paediatric/Neonatal Life Support or Prevention and Management of Violence and Aggression. Your registration and compliance consultant will discuss any training requirements with you prior to clearing for work, usually on an annual basis.

## AIDS/HIV

If you believe you may have been exposed to HIV infection in any way you should seek medical advice from your GP and, where appropriate, undergo diagnostic HIV antibody testing. If you are found to be infected, you must again seek guidance from your GP. Please be aware that it is the obligation of all Agency Workers to notify their employer and, where appropriate, the relevant professional regulatory body. Please note that the above guidance does not supersede current Department of Health Guidelines (in particular HSC 1998/226) or local practices and procedures. Any information that you disclose will be held confidentially. You are advised to read: 'Guidance on the Management of HIV/AIDS infected Health Care Workers', which is available on the Department of Health website [www.dh.gov.uk](http://www.dh.gov.uk) or from your Care consultant upon request.

## COMPLIANCE RESPONSIBILITIES

According to the Health and Social Care Act 2008 and Regulation 18, Nursing Direct is obliged to ensure that we provide suitable, competent, skilled, and adequate staffing during our service delivery. This commitment is upheld through our meticulous recruitment process. To fulfil this obligation, Nursing Direct has established internal operational systems, including a dedicated compliance department who are tasked with maintaining the compliance of Agency Workers. The Agency Worker is responsible for actively completing and consistently updating their compliance elements to ensure they remain up to date.

## CLEARANCE TO WORK

After successfully completing the registration process, submitting all required information, and finishing the mandatory training modules, your file will be activated, marking you ready for work. Upon clearance, you will receive your ID badge and a welcome pack, which includes the following items: An email containing pertinent information and an information booklet. Your ID badge will be delivered by post.



# WORKING STANDARDS

## GENERAL CONDUCT

- Service users and their families should at all times be treated with dignity and respect and due consideration should be taken of their religion, culture, and any other preferences that they may have.
- Service users should be addressed using their preferred form of address.
- Care and support should be offered in the least intrusive manner possible.
- The independence of service users should be supported and encouraged where possible through appropriate communication about and involvement in their own care. This independence should only be curbed where it is in the service users' best interests.

## AVAILABILITY

Let us know when you want to work by calling the office and letting us know your availability. Try to give us as much notice of your availability as possible. Alternatively, please call us to find out what work has become available. Nursing Direct has many different positions, from short-term assignments to ongoing assignments in all grades and specialties. Please remember to call Nursing Direct if your availability changes.

## ATTENDANCE AND PUNCTUALITY

If you accept an assignment, you must ensure that you arrive on time.

Please call Nursing Direct as soon as possible, and no later than one hour before if you are unable to attend work.

Remember that you can contact Nursing Direct from Monday to Sunday, 05:30-22:30 (including Bank Holidays).

Lateness and absences will be documented to enhance performance and promote improvement. Failure to meet acceptable attendance and punctuality standards may result in disciplinary measures.

## CANCELLATIONS

Due to the nature of temporary work, the requirements of our service users may change resulting in the cancellation of your assignment. In some cases, this can occur at short notice. In the event of a cancellation, we will try to contact you as soon as possible. If you are cancelled from an assignment, Nursing Direct will always endeavour to find you alternative work. If the assignment is cancelled when you arrive at the service user's home, it is important that you call the office immediately. Wherever possible, Nursing Direct will try to offer you an alternative shift.

## UNIFORMS & IDENTIFICATION

As an agency worker, it is imperative that you adhere to high care standards, meticulously following infection control protocols and prioritising health and safety measures to mitigate any potential risks to yourself, service users, or any other individuals involved in the care package. Neglecting to wear appropriate attire may result in disciplinary action being taken.

- You will be issued with an ID badge before your first assignment that you must wear at all times whilst working for Nursing Direct.
- Registered nurses should carry their NMC PIN.
- All Nursing Direct Agency Workers should wear either a plain tunic/top with black or navy trousers and sensible shoes. Please do not wear trainers whilst on shift.
- Please ensure your clothes and shoes are clean.
- Please make sure your hair is off your shoulders.
- Nails must be kept short, and no nail varnish is to be worn. Acrylic or gel nails are not permitted.
- You are permitted to wear a wedding band, but all other jewellery should be removed whilst working for Nursing Direct.
- No other forms of visible body jewellery (including tongue, eyebrow, nose, and labrets) are to be worn.

When working in specific environments, for example working with service users with behaviour that challenges, it is crucial to recognise potential risks and dress, accordingly, avoiding attire that could pose harm.

## RECORD KEEPING

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

- Clear and legible
- Factual and accurate
- Written as soon after the event as possible
- Written in black ink
- Signed, timed, and dated

Mistakes should not be covered with correction fluid or scribbled out. One line should be scored through the mistake and your initials and date written next to it.

Records should not include abbreviations, jargon, meaningless phrases, irrelevant speculations, and offensive subjective statements.

Nursing Direct recognises that there is no one size fits all method for record keeping and have the option to use a paper-based and/or digital based record system. When completing digital records, it is important to complete detailed, clear, and concise records, checking there are no spelling or grammatical errors. Please bear in mind that full records are essential should any questions be raised about the care and standards of care delivered.

Please refer to the Record Keeping Policy and Procedure for further guidance available on our website and on the One Touch booking app or ask your consultant for a printed copy. Nurses can also refer to the NMC publication 'Guidelines for records and record keeping' for further guidance available at [www.nmc-uk.org](http://www.nmc-uk.org).

## FEEDBACK, COMPLIMENTS & TESTIMONIALS

At Nursing Direct, we highly value feedback, compliments, and testimonials from our clients, service users and staff. We welcome all forms of input as they help us continuously improve and maintain the quality of our services. Whether it is praise for exceptional care or constructive criticism to address areas of improvement, your feedback is instrumental in shaping our practices.

## PERSONAL ACCIDENT INSURANCE

Nursing Direct does not provide personal accident insurance cover. We advise that all Agency Workers consider taking out their own insurance cover.

## PROFESSIONAL INDEMNITY INSURANCE

You are professionally accountable for all of your practice. For nurses, Nursing Direct strongly advises you to have your own Professional Indemnity insurance. If you do not already hold this, please contact a suitable organisation to arrange the relevant cover. You can find further information at;

RCN [www.rcn.org.uk](http://www.rcn.org.uk)  
UNISON [www.unison.org.uk](http://www.unison.org.uk)  
RCM [www.rcm.org.uk](http://www.rcm.org.uk)

# ASSIGNMENTS

## ASSIGNMENTS

- The Nursing Direct office is open Monday to Sunday 05:30 – 22:30 (including Bank Holidays) and contactable by telephone.
- Shifts to work with our service users do come available throughout the day. However, ongoing rotas are completed monthly and in advance.
- When shifts are available, we will call you with the details of the shift. We take into consideration the service user requirements and match it against your skills, qualifications, and work preferences.
- If you have not heard from us, please call us!

## WHAT YOU SHOULD EXPECT WHEN GIVEN AN ASSIGNMENT

- The name of the service user
- Date of the shift
- Start and finish times of the shift.
- Details of the role (through a Brief Profile)
- The location and directions (upon request)
- The specialty & pay rate.
- The expected length of the assignment and hours of work, when on an ongoing rota
- The dress code, if different to the standard expectation

Remember to take a note of ALL the details of the shift

## ROLE SPECIFIC DUTIES AND RESPONSIBILITIES

After your booking is confirmed by Nursing Direct, your duties and responsibilities will be communicated to you during a qualifying call with our care consultant. Subsequently, you will receive a Brief Profile containing essential information about the care package and the service user's needs. Additionally, an anonymised version of the Care Plan will be provided to you prior to the commencement of your shift. The Agency Worker is accountable for thoroughly reading and comprehending all the information provided in the Brief Profile and Care Plan. It is essential that they confidently understand and can execute the required tasks safely.

## ATTENDING A SERVICE USERS HOME

- You should announce your identity clearly on arrival and not enter a service user's home without an invitation.
- Where possible, the service user should be allowed to answer the door themselves.
- Always ensure your ID badge is worn visibly and encourage your service user to check it on each visit.
- You should not make use of a service users' property (e.g. their telephone, plug sockets etc.) without their permission.
- Remember you are a guest in the service user's home; you should treat their property and possessions with respect.

## DURING YOUR ASSIGNMENT

- The assignments Nursing Direct offer typically involve working in a service user's own home, with accessing the community as part of the Care Plan.
- Your assignments will be booked via the One Touch system and available on your One Touch App.
- Each service user will have a Care Plan in the home. You must ensure that you read the Care Plan in full as it will give you guidelines around what care a service user requires, instructions on how to move your service user (if appropriate), any medication required and any hazards or risks that you need to be aware of within the service user's home.
- Medication should be stored in a safe place, known and accessible to the service user, or to relatives and other carers where appropriate.
- By the end of each visit, you must ensure that any monitoring forms or medication charts are completed along with your detailed care records for the day, which are either kept securely in the service users' home or on our One Touch App. These records should be written objectively.

# ASSIGNMENTS

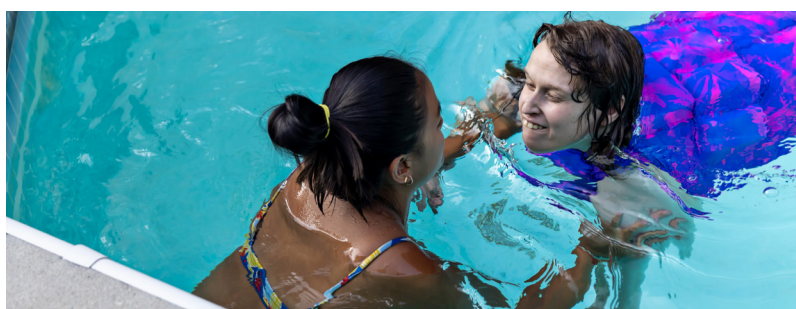
- When completing written monitoring paperwork, ensure this is filled in accurately with a black pen.
- Service user care and monitoring charts must be completed accurately and honestly as these are official documents, which could be used in a court of law.
- Any care and monitoring paperwork that is kept in the service users' home must be returned to the office monthly for review, or sooner if requested.
- If any incidents or accidents have occurred during your visit, you must fill in the Incident and Accident Report. Incidents or accidents must be reported to the Nursing Direct office immediately along with the completed form. It is important that the details are also logged within the service users care records.
- You should report any emergency situations to the relevant authorities and the Nursing Direct office as soon as possible.
- You should only ever record what you would wish a service user to read - service users have a right to access their care records.

## LEAVING A SERVICE USERS HOME

- If another nurse or carer is due to be attending the service user's home, do not leave until they have arrived. If they are late, contact your care consultant immediately.
- Check that the service user is comfortable and have everything they need within easy reach.
- Ensure appliances that are no longer in use are switched off.
- Take full care in securing the home when leaving including, where appropriate, doors and windows and the safeguarding of keys.
- When you are leaving, ensure the service user is aware you are leaving.

## DIRECT ASSIGNMENTS WITH CLIENTS/SERVICE USERS

In some circumstances, the client or service user may approach you directly with work. It is essential that if you are booked in this way you inform Nursing Direct immediately. Nursing Direct have clear assignments procedures in place and we will not pay for work that has been booked outside of these arrangements.



# TRAINING AND DEVELOPMENT

## TRAINING AND DEVELOPMENT REQUIREMENTS

Nursing Direct will provide mandatory training for all Agency Workers prior to assignment including annual updates. This includes, but is not limited to, the following training:

- Moving & Handling
- Basic Life Support (in line with Resuscitation Council (UK) guidelines)
- Duty of Care
- Equality & Diversity
- Person-centred Care
- Communication
- Privacy and Dignity
- Fluids and Nutrition
- Awareness of Mental Health, Dementia and Learning Disability
- Safeguarding (children and vulnerable adults)
- Health & Safety
- Protecting and using service user information including the Caldicott Principles.
- Infection Control
- Medicine Management
- Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS)
- Conflict Resolution and De-escalation Techniques

## CONTINUED PROFESSIONAL DEVELOPMENT (CPD)

Registered nurses must have undertaken 35 hours of continuing professional development (CPD) relevant to their scope of practice in the three-year period since their registration was last renewed, or they joined the register. Of those 35 hours of CPD, at least 20 must have included participatory learning. When registered nurses re-register, they must have undertaken and recorded at least five days (35 hours) of learning in the previous three years. This is called the PREP (CPD) standard. Basically, any activity that maintains and develops your professional competence is suitable. For more information about this please read The PREP Handbook available from [www.nmc-uk.org](http://www.nmc-uk.org). Nursing Direct is committed to supporting you in your professional development.

## OUR TRAINING ACADEMY

Nursing Direct is committed to your ongoing training and development. Our bespoke in-house training academy allows us to offer both face-to-face and virtual training of our CPD Accredited training courses. If you would like to book on to any of our courses, please contact the office directly and speak to one of our dedicated care consultants.

## SUPERVISIONS & ANNUAL APPRAISAL

Supervision at Nursing Direct ensures safe, consistent, and best practices across the workforce by reinforcing training and setting clear expectations, responsibilities, and accountabilities. It also supports the development of agency workers, providing guidance, support, and constructive feedback. This approach encourages agency workers to raise concerns and engage in discussions about work, facilitating learning and professional growth. There are three types of supervision;

1. Induction Supervision – the first supervision completed after the first 8 weeks of joining and working with Nursing Direct.
2. Formal Supervision – regular periodic supervisions which will be completed every 8 to 12 weeks based on the number of hours you work each week.
3. Annual Appraisal – when you worked with us for 12 months Nursing Direct will contact you to arrange your appraisal.

This is a vital aspect of your responsibilities as an agency worker, ensuring continuity and consistency with us. It enhances your performance through our continuous support for your learning and development, enabling you to deliver effective and high-quality services.



Through regular Supervisions and Annual Appraisals, Nursing Direct assesses your performance to enhance the quality of service provided. We also evaluate your understanding of policies to support your learning and development. Based on this evaluation, Nursing Direct provides assistance in addressing raised concerns or any identified knowledge or skill gaps through advice, feedback, support, or additional training opportunities, including refresher courses.

Your work performance undergoes regular review, and failure to meet acceptable standards due to negligence or carelessness may result in disciplinary action. While this may lead to disciplinary action, we also consider whether training or support would be more appropriate. This process aligns with our Supervision Policy and procedure.

## SAFER RECRUITMENT ASSESSMENT (SRA)

Nursing Direct implements a comprehensive screening process, which includes initial registration procedures and ongoing compliance checks conducted by our compliance team. Additionally, we perform a Safer Recruitment Assessment, which includes Emotional and Value Risk Assessments, to ensure the safety and suitability of our staff.

The Emotional Intelligence Assessment typically consists of a series of questions or scenarios designed to evaluate various aspects of emotional intelligence, such as self-awareness, self-regulation, social awareness, and relationship management. Responses are then scored to provide insight into an individual's strengths and areas for development in terms of emotional intelligence.

During a values risk assessment, individuals may be asked questions or presented with scenarios to gauge their attitudes, beliefs, and ethical principles. The goal is to identify any potential mismatches that could lead to issues such as ethical dilemmas, conflicts with colleagues or service users, or challenges in upholding organisational values.

These assessments are integral to our selection process, ensuring that we select individuals who are aligned with our values and goals, thereby minimising risks and fostering a positive contribution to our organisational culture and objectives.



## RATES OF PAY

Nursing Direct offers competitive hourly pay rates, which vary according to grade and specialty. You will be advised of the rate of pay when you are offered an assignment.

## TIMESHEETS

### ONE TOUCH APP

Nursing Direct have moved to an e-timesheets solution, and all timesheets are paid through the One Touch App. It is the responsibility of the Agency Worker to 'clock-in' and 'clock-out' on the One Touch App to generate their timesheet for payment.

- A timesheet is automatically generated when an Agency Worker clocks into and out of their booking.
- Once an Agency Worker clocks in and out successfully, the data captured will be accessed by Nursing Direct for approval.
- Timesheets created by Agency Workers through the One Touch app will then be verified and confirmed by Nursing Direct.
- Failure to 'clock-in' and 'clock-out' on the One Touch App may result in the timesheet being rejected for processing.
- Weekly payments of an authorised timesheet are made every Friday.
- Every Friday, payment of hours worked the previous Monday to Sunday are authorised.

### PAPER TIMESHEETS

Paper timesheets are no longer required however, you will be advised of any service users where paper timesheets are required.

In these specific cases, the paper timesheet process will apply;

- Timesheets must be submitted to [timesheets@nursingdirect.co.uk](mailto:timesheets@nursingdirect.co.uk), every Monday by 12noon on a weekly basis.
- Timesheets must be completed in full including your name, the service user initials and hours worked (including breaks).
- At the end of each shift make sure your timesheet is signed by the service user or their next of kin. You must also sign your timesheet yourself as confirmation the information on the timesheet is accurate. Failure to have the timesheet signed will result in the timesheet being rejected for processing.
- You should complete a new timesheet each week and must only include one service user per timesheet.
- The Nursing Direct working week runs from Monday to Sunday, and this is reflected on the timesheet.
- Weekly payments of an authorised timesheet are made every Friday.

If you have any queries with the above, please contact the Nursing Direct office.

## THE WORKING TIME DIRECTIVE & HOLIDAY PAY

All agency workers that engage with Nursing Direct through our PAYE payroll are entitled to paid annual leave.

- You are entitled to the equivalent of 5.6 weeks annual leave, per annum, pro rata based on the amount of time you work.
- Paid annual leave is calculated in accordance with and in proportion to the number of hours that you have worked on assignment and is based on reference pay as defined by the Working Time Regulations 1998.
- Your accrued annual leave is shown on your pay slip.
- You can request your annual leave by submitting a timesheet requesting holiday to [timesheets@nursingdirect.co.uk](mailto:timesheets@nursingdirect.co.uk).
- The leave year commences on 1st October until 30th September.
- All entitlement to leave must be taken during the course of the leave year in which it accrues, and none may be carried forward to the next leave year.
- You must give notice in writing to Nursing Direct of your intention to take leave to which you are entitled, and that notice should include the dates of your intended absence.
- You cannot claim annual leave at the same time as you are working or in lieu. This is a statutory requirement that aims to protect your rights and ensure you have the opportunity to take days off.
- Full details of your right to annual leave are detailed in section 8 of your terms and conditions.

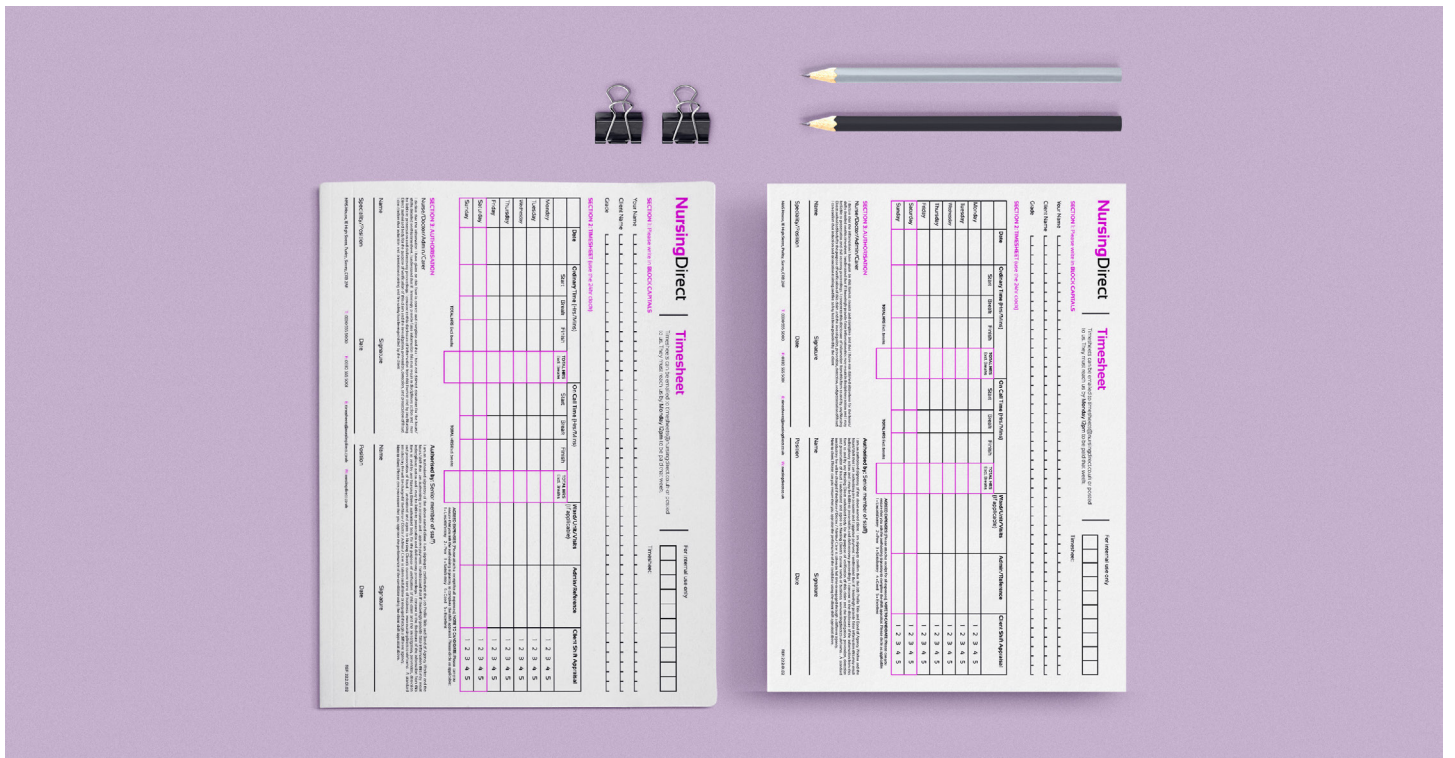


## TAX & NATIONAL INSURANCE

If this is your only or main job and you are working as PAYE, please provide Nursing Direct with your P45 from your last employer. If you do not have a P45 or if this is not your main job, please complete a P46 available from the Nursing Direct office, or you can download from the HMRC website: [www.hmrc.gov.uk/forms/p46.pdf](http://www.hmrc.gov.uk/forms/p46.pdf). If a P45 or P46 is not supplied, then Nursing Direct will need to apply tax at Basic Rate.

## EXPENSES & REIMBURSEMENT

Nursing Direct will reimburse only those expenses that have been pre-authorized in writing. To request reimbursement, you must complete and submit a reimbursement claim form along with valid receipts corresponding to the authorised expenses.



# ABSENCE & LEAVE

## NOTIFICATION OF ABSENCE

- If you are absent from work on any day not pre-arranged, you must ring your care consultant no later than one hour before your assignment is due to start. You must state the reason for your absence and when you hope to return to work. If you have upcoming shifts scheduled on a rota, it is essential to consistently inform your care consultant of any absence. This ensures they can effectively manage the scheduling by arranging for another member of the team (agency worker) to cover your shifts as needed.
- In particular, please report illness, especially vomiting or diarrhoea, ear, nose or throat infection or skin conditions to your care consultant. If such illness occurs then you must not report to work for 24-48 hours, depending on the illness or on your doctor's advice. If you wish to leave work during booked working hours, you must contact your care consultant and receive authorisation. Failure to do so will result in such absence being treated as unauthorised.
- In all cases of sickness absence more than 3 days, you must submit a Company Self-Certification Form. In accordance with SSP regulations, you can get SSP from the fourth day you are off sick by submitting a Self-Certification Form. Failure to submit a Self-Certification Form will result in no payment for periods of sickness. In the event of that absence exceeding seven continuous days due to sickness or injury, you must also submit a Medical Certificate as soon as possible. Thereafter, further Certificates must be submitted covering all absence until you resume work. Failure to follow the above rules will result in any payment from the Company, including Statutory Sick Pay, being withheld and could result in disciplinary action being taken against you.
- If an Agency Worker is absent due to sickness and there is a noticeable irregular attendance pattern or concerning absence record, the Agency Worker will be required to come into the Nursing Direct office to meet with management for a formal disciplinary to discuss their attendance record.
- The Company reserves the right to arrange for a medical examination by an independent medical practitioner, or to request a report from your own doctor/specialist, in order to ensure that you are fit to continue or undertake your job, or to determine your current state of health. Full consultation will take place with you in this event.

## PREGNANT AND "NEW MOTHER" AGENCY WORKERS

There are some additional provisions in the Regulations around pregnancy and childbirth. Please let your consultant know if you are pregnant or have recently given birth so we can make ensure you have the information relevant to you.

## MATERNITY LEAVE

The Maternity Policy and Procedure is available on the Nursing Direct website. Alternatively, you can request a copy of the Policy from your care consultant.

## PATERNITY LEAVE

The Paternity Policy and Procedure is available on the Nursing Direct website. Alternatively, you can request a copy of the Policy from your care consultant.

## ADOPTION LEAVE

The Adoption Leave Policy and Procedure is available is available on the Nursing Direct website. Alternatively, you can request a copy of the Policy from your care consultant.

## PARENTAL LEAVE

The Parental Leave Policy and Procedure is available is available on the Nursing Direct website. Alternatively, you can request a copy of the Policy from your care consultant.

# GENERAL RULES AND REGULATIONS

## SERVICE USER PROPERTY, MONEY & OTHER VALUABLES

Please familiarise yourself with any service user specific policies on the safekeeping of service user valuables and money. If you are asked to handle money or other valuables, please seek guidance from your care consultant.

Service users' property must only be used for its intended purposes and should not be taken off-site without prior approval. It is your responsibility to report any misuse, damage, or loss of a service user's property to management. Negligence resulting in loss or damage to Nursing Direct, service users, or clients' property will be considered a serious violation. If applicable, you may be held financially responsible for repair/replacement costs or insurance excess. Failure to pay may result in deductions from your pay.

## FIRE & OTHER EMERGENCIES

All service users with limited mobility have a Personal Emergency Evacuation Plan (PEEP) in place within the home in order to prevent injury and avoid impeding emergency services. For your own safety and that of other people you must familiarise yourself with the Personal Emergency Evacuation Plan, the property exits and adhere to fire regulations and procedures. It is the smoke from the fire that kills. If you see, or suspect a fire, act immediately. Never try to tackle a fire yourself - call the emergency services immediately.

## PERSONAL PROPERTY & OTHER VALUABLES

Agency Workers must take responsibility for safeguarding their personal belongings while on duty. Nursing Direct accepts no liability for loss or damage to personal belongings. Workers should also be mindful of the service user's needs and wear appropriate clothing if there is a risk of damage to clothes or personal belongings.

## USING YOUR OWN VEHICLE

- Please note that Nursing Direct does not provide insurance cover for driving service users in your personal vehicle. To drive with a service user in your personal vehicle, you must obtain your own "Commercial" insurance to ensure adequate cover. Nursing Direct will require a copy of a valid driving license and a copy of your insurance cover.
- If you are driving the service user in their disability vehicle, you must present your valid driving license as proof. This is necessary for you to be added to the service user's insurance policy. Nursing Direct will also require a copy of your valid driving license.
- Parking your vehicle at the service user's premises or nearby areas is at your own risk. Nursing Direct assumes no liability for any damage to your vehicle. Please ensure that your vehicle is parked at a safe distance from any entrances to allow space for emergency vehicles, guests, or other professional visitors.

## PERSONAL BUSINESS

Nursing Direct prohibits personal calls, emails, or deliveries during working hours.

Contact from friends and relatives is discouraged, except for emergencies with prior Nursing Direct approval.

Buying or selling personal items during work hours or within service users' premises is not permitted, including catalogue or online purchases.

## SOCIAL MEDIA

Social media use at work is prohibited. Avoid any activity that could harm Nursing Direct's reputation, criticise the business, constitute bullying, violate policies, or question your suitability for working with service users. Refrain from inappropriate references to the Nursing Director and its team. Remember, you represent Nursing Direct while on duty, so do not connect friends/family with service users unless there is a prior relationship, or we have given permission. This policy protects Nursing Direct's reputation, maintains positive relations with service users, and prevents safeguarding issues.



# GENERAL RULES AND REGULATIONS

## SMOKING

You are not permitted to smoke (including vapes) inside a service user's home. Smoking (or vaping) on duty is forbidden.

Please remember that if you smoke, the smell remains on your clothing, which many people find offensive.

## ALCOHOL AND SUBSTANCE MISUSE

Nursing Direct has a zero-tolerance policy on alcohol and substance misuse and Nursing Direct are entitled to terminate your employment if you are found to be consuming or distributing narcotics or alcoholic beverages on a service user premises or whilst working with a service user. This also extends to arriving at a service user home under the influence of alcohol or drugs. If you feel that you are suffering from a drug or alcohol problem, we can refer you to our Occupational Health Company who can help you seek advice and support.



## OUR POLICIES & PROCEDURES FOR ALL AGENCY WORKERS...

Before you start work with any service user, it is important that you make yourself familiar with ALL policies and procedures relating to the work you are undertaking e.g. clinical procedures, infection control, fire safety, confidentiality, and child protection etc. You can find all Nursing Direct Policies and Procedures on the website – [www.nursingdirect.co.uk](http://www.nursingdirect.co.uk). Alternatively, the Policies and Procedures can be available via email upon request.

## DUTY OF CARE

Duty of Care is a legal and professional obligation to safeguard service users whilst they are in your care, promote their wellbeing, and protect them from anything that results in harm. This means always acting in the service users' best interests, not acting (or failing to act) – in a way that causes harm, and acting within your abilities without taking on anything that lies outside of your competence.

## DUTY OF CANDOUR

The Statutory Duty of Candour is applicable to all Agency Workers. The Professional Duty of Candour is applicable to the Registered Manager and Responsible Individual.

Duty of Candour is an essential duty which emphasises the responsibility of all internal staff and Agency Workers to openly communicate with integrity, particularly in situations where care or service delivery may have resulted in harm or adverse outcomes. By upholding the 'Duty of Candour,' we foster a culture of honesty, continuous improvement, and trust, ensuring that our agency workers contribute to a safe and supportive environment for both colleagues and those under our care.

## EQUAL OPPORTUNITIES

Nursing Direct seeks to offer equality of opportunity to all Agency Workers and will treat all allegations of discrimination with the utmost seriousness. In accordance with these principles, Agency Workers may not discriminate on the grounds of race, ethnic origin, nationality, colour, religion or belief age, gender, sexual orientation, marital status, or disability.

## EQUALITY & DIVERSITY

Nursing Direct recognises that discrimination in the workplace in any form is unacceptable and, in most cases, unlawful. To uphold equality, we have implemented an Equality and Diversity Policy and Procedure. This ensures equitable treatment for all, including service users and Agency Workers, in line with the Equality Act 2010. Our care team is committed to gender sensitivity when providing personal care, without discrimination. We embrace proactive and anti-discriminatory practices, prioritising racial and cultural considerations, as outlined in our Human Rights Policy and Equality and Diversity Policy.

## NURSING DIRECT SAFEGUARDING CHILDREN AND CHILD PROTECTION POLICY

'The child's welfare is paramount and should be safeguarded and promoted by all staff'.  
it is the policy of Nursing Direct;

- To ensure all children are treated as individuals and protect their right to be treated as individuals.
- To ensure each child encountered in the course of providing services is protected from all types of abuse and neglect.
- To ensure that Nursing Direct does everything possible to prevent, report and tackle abuse wherever it is encountered.
- To comply with the Department of Health Guidance on multi-agency policies.

# POLICIES AND PROCEDURES

## NURSING DIRECT PROTECTION OF VULNERABLE ADULTS' POLICY

Nursing Direct is committed to safeguarding vulnerable adults. At all times, the safety of vulnerable adults is paramount.

Agency Workers are expected to report any concern about the abuse of a vulnerable adult immediately to their assignment manager. The Agency Worker must objectively record the nature of their concern and the date, time, and name of the person to whom it was reported. Agency Workers must also:

- Co-operate fully with any official investigation.
- Maintain strict confidentiality and share information on a need-to-know basis initially only with the assignment manager and then with the authorised investigators.
- Comply fully with the policies and procedures of the customer organisation.

Any action or behaviour by an Agency Worker which is believed to be a criminal offence will be reported to the police.



## ASSISTANCE WITH MEDICATION - HEALTH CARE ASSISTANTS

It is the policy of Nursing Direct that Healthcare Assistants can only administer medication (including homeopathic and nonprescription remedies) following the completion of specialist training. Health Care Assistants may assist or prompt service users in taking medication (by aiding the service user with water or repositioning). Assistance may only be given where the medication is supplied in a monitored dosage system such as a Dossett box, Nomad dispenser or blister pack. Administration of medication training will be facilitated for Healthcare Assistants, when necessary, in line with the Skills for Care Knowledge set for administration of medication.

## ADMINISTRATION OF MEDICATION - REGISTERED NURSES

If you are a registered nurse, you should familiarise yourself with and follow the latest version of the Nursing and Midwifery Council Guidelines for safe practice in the management and administration of medicines. These are available at [www.nmc-uk.org](http://www.nmc-uk.org) or ask your consultant for a printed copy.

Medication should only be administered by a Registered Nurse or by an appropriately trained Agency Worker. When administering medication, Agency Workers should:

- Check that the medication is recorded on the medication chart.
- Understand the therapeutic use of the medication administration, its normal dose, side effects, precautions, and contraindications of its use.
- Be certain of the identity of the service user to whom the medication is being given.
- Check that the prescription or the label on the medication is clear and relates to the service user.
- Check the expiry date.
- Check that the service user is not allergic to the medication.
- Keep clear, accurate and signed records of all medication administered, withheld, or refused on the service user's medication chart and in the service, users care records.
- Any mistake or error in administering drugs must be reported to the homecare manager immediately.
- Agency Workers should never, in any circumstance, administer medication which has not been prescribed, give medication against the wishes of the service user, or alter the timing or dosage of medication.

Mistakes should not be covered with correction fluid or scribbled out so as illegible. One line should be scored through the mistake and your initials and date written next to it.

Records should not include abbreviations, jargon, meaningless phrases, irrelevant speculations, and offensive subjective statements. Please bear in mind that full records are essential should any questions be raised about the care and standards of care delivered.

## DISPOSAL OF UNWANTED MEDICATION

Please refer to the policy on the disposal of unwanted or surplus medication.

## WASTE DISPOSAL

All Agency Workers have a responsibility to comply with local waste disposal procedures. These include the requirement to dispose of waste materials safely and correctly.

## REPORTING DRUG ERRORS

If you make an error, identify an error or have concerns over a service user or their medication, you must report it immediately to your line manager at your place of work and, where appropriate to the medical practitioner or prescriber. Midwives should also inform their supervisor midwives as soon as possible after the event.

If you make a drug error or if you have any concerns regarding any aspect of drug administration, you should also inform the Nursing Direct manager.



# HEALTH AND SAFETY

## HEALTH AND SAFETY

All Agency Workers have a duty under section 7 of the Health and Safety at Work etc. Act 1974 to take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions at work. Therefore, all Agency Workers must use all work items provided for them correctly; in accordance with their training and the instructions they received to use them safely.

Regulation 14 of the Management of Health and Safety at Work Regulations 1999, states that:

- Every employee shall use any machinery, equipment, dangerous substance, transport equipment, means of production or safety devices provided by his employer in accordance both with any training in the use of the equipment concerned which they have received, and the instructions respecting that use which have been provided by the employer in compliance with the requirements and prohibitions imposed upon that employer by or under the relevant statutory provisions.
- Every employee shall inform his employer or any other employee of that employer with specific responsibility for health and safety of his fellow employee:
  - Of any work situation which they consider represents a serious and immediate danger to health and safety.
  - Of any matter which they consider represents a shortcoming in the employer's protection arrangements for health and safety.

We will let you know about any specific hazards relating to your place of work that we have been notified about.

If during the course of your work you identify a risk to the health, safety, and welfare of your own personal safety, and/or that of your colleagues, service users, you have a duty to report this to your Care consultant.

## C.O.S.H.H (CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH)

Control of Substances Hazardous to Health Regulations 2002: C.O.S.H.H requires employers to control exposures to hazardous substances to protect both Agency Workers and others who may be exposed from work activities. All Agency Workers must adhere to the service user or client's COSHH requirements, at their workplace. Please refer to your Health & Safety training guidelines for more information about C.O.S.H.H and the role you play.

## RIDDOR (REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES)

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) places a legal requirement on employers, self-employed people, and people in control of premises to report work-related deaths, major injuries, injuries that result in more than three days off work, work related diseases and dangerous occurrences (near miss accidents) to the HSE.

All accidents involving Agency Workers or service users must be reported your line manager.

If during the course of your work you identify a risk to the health, safety, and welfare of your own personal safety, and/or that of your colleagues or service users, you have a duty to report this to your Care consultant.

Please refer to your Health & Safety training guidelines for more information about RIDDOR and the role you play.

## INFORMATION GOVERNANCE, CONFIDENTIALITY AND DATA PROTECTION

Any information obtained by you during the course of your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation.

All Nursing Direct Agency Workers are expected to observe the highest standard of confidentiality, protecting all confidential information concerning service users and clients obtained in the course of their work. For example, talking to one service user about another service user is a serious breach of confidentiality. Please take care with service user records when on an assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

It is of vital importance that you understand the principles concerning confidentiality and the use of service user information. Information Governance is the way the NHS handles information, in particular the personal and sensitive information about service user and Agency Workers. It provides a framework to bring together all the requirements, standards and best practice that apply to the handling of personal information.

The Department of Health has developed a model for managing information using the acronym HORUS. Information should be:

- Held securely and confidentially.
- Obtained fairly and efficiently.
- Recorded accurately and reliably.
- Used effectively and ethically.
- Shared appropriately and lawfully.

## USE OF DATA

Nursing Direct holds a personnel file and computer records within the UK, which contain data relating to you and concerning a wide variety of matters. These include matters such as your contact details, application, references, bank details, and other personal details. It may include some sensitive data concerning your health and ethnic origin. It is held for the following purposes:

- Agency Worker administration.
- Administration of payroll and Agency Worker benefits.
- Internal accounts and records, marketing, and business transactions.
- The provision of management information for business purposes such as marketing activities and corporate and Agency Worker planning.
- To ensure fair treatment and permit Nursing Direct to comply with its legal responsibilities.

We may collect from your certain details relating to another individual, for example, details of a person to contact in case of emergency. In such cases, it is your responsibility to ensure that you have informed any such individual of the use of his/her data by Nursing Direct for the applicable purpose.

It may, in certain circumstances be necessary to disclose your personal data to:

- Customers, suppliers, or clients of Nursing Direct.
- Third parties who provide services to Nursing Direct.
- Business partners or third parties involved in the management of Nursing Direct business, as a result of, for example, a joint venture, merger, or outsourcing contract.
- Nursing Direct advisers, the relevant regulatory authorities.
- Other third parties where required by law.

In all cases, third parties to whom your personal data is disclosed for processing on behalf of Nursing Direct will be contractually obliged to use the data only for the relevant purpose specified above and not to forward the data to other parties without your consent.

## CALDICOTT

The Caldicott report published in 1997 reviewed how the NHS patient information is shared and kept confidential. From this report the position of a "Caldicott Guardian" was born. The Caldicott Guardian is a senior member of staff with responsibilities to oversee access to patient data and ensure appropriate data governance being compliant with the Caldicott principles.

# SECURITY AND CONFIDENTIALITY

The Caldicott Protocol identified the following principles:

- Justify the purpose of the use of patient-identifiable information.
- Do not use patient-identifiable information unless it is absolutely necessary.
- Use the minimum necessary patient-identifiable information.
- Access to patient-identifiable information should be on a strict need-to-know basis.
- Everyone with access to patient-identifiable information should be aware of his or her responsibilities.
- Understand and comply with the law.

## WHAT STANDARDS MAKE UP INFORMATION GOVERNANCE?

- Data Protection
- Freedom of Information
- Information Quality Assurance
- Information Security
- Records Management
- Confidentiality Code of Practice

## WHAT LEGISLATION IS IN PLACE?

- The Data Protection Act 1998
- The Freedom of Information Act 2000 and Freedom of Information (Scotland) Act 2002
- The Human Fertilisation and Embryology Act 1990
- The National Health Service Venereal Disease Regulation (SI 1974 No.29)
- The Mental Capacity Act (2005)
- The Computer Misuse Act 1990
- Guidance on Health Act (S31 Partnership Arrangements) 1999

## THE DATA PROTECTION ACT - WHAT IS IT?

- The Data Protection Act reinforces common sense rules of information handling and is there to ensure that any information is managed and held in a sensible way.
- The Data Protection Act applies to anyone who handles or who has access to information about individuals.

## OWNERSHIP OF RIGHTS & INTELLECTUAL PROPERTY

- You are not permitted at any time whilst working with Nursing Direct or at any time after you have ceased working with Nursing Direct to disclose to any person, company or third party any Confidential Information obtained during the course of any assignment.
- For the purposes of this agreement, Confidential Information means information relating to Nursing Direct or its service users or clients including patents, trademarks, rights subsisting in domain names, registered designs, unregistered designs, copyrights, database rights; and all similar or equivalent rights protecting software programs, databases, data, methodologies, technical information, know-how, inventions, technological improvements or discoveries together with all applications and rights to apply for registration of any such rights and the right to enforce past infringements of the same.
- To the extent permitted under any applicable laws, you now assign to Nursing Direct or its nominee with full title guarantee all Intellectual Property arising in the course of your work with Nursing Direct ("Company IP") capable of being assigned in advance of its creation in accordance with the laws of the applicable jurisdiction (whether by way of future assignment or automatic assignment upon creation); agree to assign to Nursing Direct or its nominee with full title guarantee any Company IP that is not so capable of being assigned in advance of its creation; and unconditionally waive all moral rights that you may have in respect of any Company IP and shall promptly at Nursing Direct's request and expense execute all such documents and carry out such acts as may be reasonably necessary or desirable in order to effect the provisions of this.

## TWO MAIN TYPES OF DATA

Personal Data - Anything that relates to a living, identifiable individual.

- Factual Information
- Expression of Opinion
- Indication of Intent
- Sensitive Personnel Data
- Ethnic Origin
- Political Opinions
- Religious or other beliefs
- Trade Union Membership
- Physical or mental health
- Sexual Life
- Offences
- Criminal proceedings or sentencing

## DATA PROTECTION

You should adhere to the requirements of the Data Protection Act 1998. In brief, anyone processing personal data must comply with the seven enforceable principles of good practice – data must be:

- Fairly and lawfully processed.
- Processed for limited purposes.
- Adequate, relevant, and not excessive
- Accurate
- Not kept for longer than necessary
- Processed in accordance with the data subject's rights.
- Secure

## FREEDOM OF INFORMATION

- The Freedom of Information Act (2000) is a law giving people the general right to see recorded information held by public authorities.
- The Act gives people a better understanding of how public authorities carry out their duties, make decisions and spend public money.

## DISCLOSURE

- Disclosure means the giving of information.
- It is only lawful and ethical if the individual has given consent to the information being passed on.
- Content must be freely and fully given Consent to disclosure of confidential information may be;
  - Explicit
  - Implied
  - Required by law or
  - Capable of justification by reason of the public interest

## WHEN WOULD YOU DISCLOSE INFORMATION WITHOUT CONSENT?

- Information is required by statute or court order.
- Where disclosure is essential to protect the service user, or someone else from risk of death or serious harm.
- For the prevention, detection, or prosecution of serious crime.

# SECURITY AND CONFIDENTIALITY

- If a service user is not competent to give consent, in public interest.
- In the public interest where the benefits of disclosure to an individual or society outweigh the service user's and public interest in keeping the information confidential.

The decision to release information in these circumstances should be made by a nominated senior professional and it may be necessary to take legal or other specialist advice.

## WHAT IF YOU THINK THERE IS A RISK OR BREACH OF CONFIDENTIALITY?

- Inform your manager.
- Inform a Caldicott Guardian

You are not authorised to make any statement to representatives of the press, radio or television or other body. Any such request for information should be referred to the Nursing Direct manager.

Please refer to the NMC Code of Conduct or the HPC Standards for further information. This is available on the NMC website [www.nmc-uk.org](http://www.nmc-uk.org) the HPC website [www.hpc-uk.org](http://www.hpc-uk.org) or ask your consultant for a copy.

## INFORMATION QUALITY ASSURANCE

- Information Quality Assurance relates to the quality information on our systems.
- Data is regarded as being of high quality if it is accurate and up to date, complete and comprehensive.
- Poor quality information impacts directly upon every use made of that information.

## INFORMATION TECHNOLOGY

During the course of your assignment, you may be required to use IT systems. Please make yourself aware of and adhere to, any client specific guidelines related to Information Technology and the use of computer hardware and software. You must not use any computer equipment unless directed to by an authorised member of staff and it should only be used for work related purposes.

## INFORMATION SECURITY

Information security is the protection of information from a wide range of threats in order to ensure continuity and minimise risk. Requirements & risks include:

- IT security dictates: Rapid detection, isolation, and removal of a threat.
- Malicious software: DO NOT download information unless certified by IT dept.
- Password management: keep it secure and change periodically with advised upper lower case.
- Secure transfer of information: DO NOT transfer or remove (stick/disc) with unencrypted data/permission.

## PASSWORD MANAGEMENT

Keep passwords secure and change periodically. Avoid using passwords that are easy to work out. The most common words used on passwords are either a person's pet name or their child's name. Consider the strength of your password.

# COMPLAINTS AND SAFEGUARDING CONCERNS

Nursing Direct aims to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

## MAKING A COMPLAINT

If you have a complaint about the way, you have been treated whilst on an assignment, by our employees or by a colleague/ Agency Worker, please direct this in the first instance to your care consultant and the Homecare Manager. If, for any reason, you are still unsatisfied with the outcome, please call our head office to talk to a Director or the Registered Manager. The full Nursing Direct Complaints Procedure is available on our website or via email upon request.

## COMPLAINT HANDLING

During the course of your work with Nursing Direct you may encounter complaints from service users and their relatives or interested parties, colleagues, co-workers, referring hospitals/care environments, the media or HR. Please advise your homecare manager of any complaints so that the complaints procedure can be invoked.

Depending on the nature and severity of the complaint, you may be requested to put details of the complaint in writing and/or attend an interview to investigate further details. To ensure that you deal with complaints effectively, it is important that you understand who may complain, common reasons for complaints and the process for dealing with complaints. The main causes of complaints are:

- A lack of information
- Withholding information
- "Not my service user"
- Constantly being referred to someone else for advice/resolution
- Lack of explanations of procedures
- Lack of fundamental care
- Questioning the judgement/ability/decisions of staff

## DEALING WITH A COMPLAINT

An effective and efficient initial response to a complaint will often be all that is required for a local resolution. For a local resolution, you should immediately acknowledge the complaint verbally and show that you have the time to listen. Identify the cause of concern and what the complainant wants. Offer the complainant privacy. You should attempt to resolve issues local to the event.

However, not all complaints will be resolved locally, and it may need to be escalated upwards if local resolution is not achieved. In this case, you must inform a Nursing Direct manager at the earliest opportunity. You must also inform a Nursing Direct manager at the earliest opportunity, even if the complaint has been resolved locally.

### DO

- Remain calm and actively listen.
- Isolate the situation.
- Enforce limits.
- Be aware of the non-verbal
- Be consistent.
- Report any level of complaint to your manager

### DO NOT

- Overreact.
- Get into a power struggle.
- Make false promises.
- Fake attention
- Be threatening.
- Use jargon as it can confuse or frustrate.

# COMPLAINTS AND SAFEGUARDING CONCERNS

## COMPLAINTS PROCEDURE

You should be aware of the local policy and also Nursing Direct's policy for complaints handling:

- You report the complaint to a manager at the Nursing Direct Office at the earliest opportunity.
- You will need to complete a written statement which the Manager will review and appoint investigator.
- Investigation will proceed and you will expect to receive a response within 28 working days.
- As part of the investigation, you may be invited to attend a meeting.

The full Nursing Direct Complaints Procedure is available on our website or via email upon request.

## OUTCOME REPORT ISSUED FOR REVIEW BY A DIRECTOR

A typical example would be:

- Acknowledged within 3 working days.
- If the complaint can be fully answered to our satisfaction, a documented full complaint response is provided to the complainant within 28 working days.
- Where a resolution cannot be agreed, and the investigation is still in progress then more time should be negotiated with the complainant.

## DISSATISFIED WITH THE OUTCOME?

If for any reason you are still dissatisfied with the outcome of your complaint, please call our head office to talk to a senior staff member. Additionally, you can put your complaint in writing via email or by post.

If you have serious concerns about our service which have not been resolved, the representative body for the recruitment and staffing industry is the Recruitment and Employment Confederation (REC).

Alternatively, if you have serious concerns about Nursing Direct as a care provider, the representative body for the healthcare industry is the Care Quality Commission (CQC).

Please refer to the Contacts section within this Agency Worker Handbook for contact details.

## SAFEGUARDING CHILDREN, YOUNG PEOPLE & VULNERABLE ADULTS

Safeguarding Children and Young People: Roles and Competencies for Health Care Staff, published by the Royal College of Paediatrics and Child Health, outlines the essential competencies needed by all health staff to safeguard children, replacing the previous 2006 version.

To protect children from harm, Agency Workers must be competent in recognising and responding to child maltreatment within their roles. They should fully understand their responsibilities and receive support from their employing organisation. Past reviews have highlighted recurring issues such as poor communication, insufficient training, and failure to listen to children, emphasising the need for improvement in safeguarding practices.

All Agency Workers interacting with children and young people must understand their duty to safeguard and promote their welfare. This includes those primarily working with adults who have dependent children at risk due to parental health or behaviour. Access to appropriate safeguarding training, learning opportunities, and support is essential. As a minimum requirement, Agency Workers should:



# COMPLAINTS AND SAFEGUARDING CONCERNS

- Understand different forms of child abuse.
- Recognise signs of abuse
- Know how to respond when concerned about a child's safety.
- Seek advice and report concerns effectively.
- Understand local policies and procedures.
- Appreciate the importance of information sharing and its potential impact.
- Know what to do when facing barriers to referring a child or family.

As part of your induction to Nursing Direct, your mandatory training will include a Safeguarding Children Level 2 module which will cover these areas and subsequent refresher training will also be provided. If you feel unsure of any of the above, please speak to your Care consultant who can provide some additional training for you. In addition, if your role is identified as requiring Level 3, your Care consultant will contact you to arrange this.

## RECOGNISING THE SIGNS OF ABUSE OR NEGLECT

You must always be alert to the signs of abuse, which can take many forms.

- **PHYSICAL ABUSE:** Inflicting physical harm or injury on an individual, such as hitting, slapping, or restraining.
- **EMOTIONAL OR PSYCHOLOGICAL ABUSE:** Causing emotional distress or mental anguish through actions like intimidation, humiliation, or isolation.
- **SEXUAL ABUSE:** Inappropriate or non-consensual sexual conduct, exploitation, or harassment.
- **FINANCIAL ABUSE:** Misuse or theft of a person's money, assets, or property without their consent.
- **NEGLECT:** Failure to provide adequate care, attention, or support, leading to harm or endangerment.
- **DISCRIMINATORY ABUSE:** Treating someone unfairly or prejudicially based on factors like race, gender, religion, or disability.
- **INSTITUTIONAL ABUSE:** Systemic mistreatment within an organization or institution, affecting multiple individuals.
- **DOMESTIC ABUSE:** Abusive behaviour within a familial or intimate relationship, encompassing physical, emotional, or financial abuse.
- **SELF-NEGLECT:** Individuals neglecting their own well-being, which may lead to harm or deterioration of health.

At each new service user package of care, please familiarise yourself with the policies and procedures related to abuse and be aware of the signs that may indicate abuse or neglect. If you suspect any form of abuse or neglect is taking place, report it to Nursing Direct immediately.

## ALLEGATIONS OF ABUSE OR NEGLECT

Nursing Direct takes all allegations of abuse or neglect involving Agency Workers working through us seriously. If we receive complaints of this sort against you, we may not be able to offer you work whilst the allegation is being investigated. Ultimately, if allegations are substantiated, we may not be able to offer you work in future and it may result in a referral being made to Disclosure and Barring Service (DBS).

## ESCALATING CONCERNS

All agency workers are accountable for promptly reporting to their care consultant and the homecare manager any changes in the service user's physical, behavioural, or social conditions, as well as any perceived deficiencies in resources, assistance, or advice. Additionally, any actions by individuals or organisations that may endanger the service user should be reported. It is also essential to report any instances of care refusal or when you are unable to provide care as outlined in the care support plan.

# DISCIPLINARY PROCEDURES

## DISCIPLINARY POLICY

In situations where it is alleged that an Agency Worker has fallen below the minimum standards of capability, performance, conduct and behaviour, action will be taken. In most cases of minor misdemeanours, or shortcomings, the matter can and should be dealt with informally by the care consultant, without the need to utilise the more formal disciplinary procedure. However, there will be instances where informal counselling does not change the Agency Worker's behaviour or improve their performance or a more serious breach of conduct, capability, performance, or behaviour standards may be alleged. It is in these circumstances where formal disciplinary action needs to be taken.

A full copy of the Disciplinary Policy and Procedure can be obtained from your care consultant.

## GRIEVANCE POLICY

Nursing Direct recognises that Agency Workers may from time to time have problems, dissatisfactions or concerns directly connected with their work and need to have a speedy and reliable process for resolving these issues. Most routine complaints and grievances are best resolved informally in discussion with the Agency Worker's care consultant. Dealing with grievances in this way can often lead to a speedy resolution of problems and is recommended as the first option. If the informal approach does not resolve the matter or if the Agency Worker wishes to opt out of the informal option, then the Agency Worker should put their grievance in writing to their care consultant. An appeal mechanism is available to the Agency Worker.

The Grievance Policy and Procedure is available from your care consultant.

## WHISTLEBLOWING

- Whistleblowing is the act of disclosing confidential information that relates to danger, fraud\*, or other illegal or unethical conduct connected with work including abuse or neglect of service users. The disclosure may relate to concerns regarding:
  - The location in which you currently work or have worked.
  - Nursing Direct or a member of the Nursing Direct team
  - A fellow Nursing Direct Agency Worker
  - The service user themselves
  - Any other party e.g. A service user's relative, a healthcare professional etc.
- Common types of fraud within the NHS include professionals claiming money for shifts not worked (commonly known as 'timesheet fraud'), service users falsely claiming exemption from optical, dental, or pharmaceutical charges ('patient fraud') and Agency Workers working in unauthorised jobs while on sick leave. Please visit [www.nhscounterfraud.nhs.uk](http://www.nhscounterfraud.nhs.uk) for more information.
- Nursing Direct encourages an open culture, which recognises the potential of our Agency Workers to make a valuable contribution to protecting public interest. The aims of whistle blowing are:
  - To protect the public.
  - To ensure the safety and protection of service users.
  - To provide avenues for Agency Workers to raise concerns.
  - To receive feedback on any action taken.
  - To inform Agency Workers how to take matters further if they are dissatisfied with the response to such action.
  - To reassure Agency Workers that they will be protected from reprisals or victimisation for whistle blowing in good faith.
- Under the Public Interest Disclosure Act 1998, Agency Workers who speak out, in good faith, against corruption and malpractice at work have statutory protection against victimisation and dismissal. If you would like to see a full version of the Nursing Direct Whistle Blowing policy and procedure, please ask your care consultant. Given the nature of the industry that we operate in, we encourage all Agency Workers to be familiar with the Whistle Blowing Procedure and to disclose any concern or issue they may have which they feel is wrong, unsafe, dangerous, illegal or a breach of any other regulations or obligations. Our only request is that such disclosures are made in response to a genuine concern and in good faith.
- If, following an investigation, it is concluded that there is no case to answer and that the allegation is unfounded, the divisional director will ensure that you are protected provided the disclosure was made in good faith. If you are not satisfied with the outcome of the investigation, you have a right to make an external disclosure to a prescribed person, such as the Care Quality Commission.



## TERMINATING EMPLOYMENT

To discontinue working with Nursing Direct, either call or email your request to your care consultant in the office. Upon receipt of your request, your file will promptly be deactivated by the Compliance department, and a copy of your P45 will be dispatched to you without delay.

If you are currently assigned regular shifts on a service user rota, we kindly request that you provide sufficient notice to facilitate the booking of replacement workers. This ensures that the service user receives uninterrupted care and support. Your cooperation in this matter is greatly appreciated.



# CONTACTS PAGE

<b>NURSING DIRECT HEALTHCARE LIMITED</b>	
Registered Office Address	<b>Galago House 163 Brighton Road Coulston CR5 2YH</b>
Head Office Contact Details	Tel: <b>0330 056 6000</b> Email: <b>info@nursingdirect.co.uk</b>
Out of Hours/On Call	Tel: <b>0330 056 6000</b> Email: <b>ooh@nursingdirect.co.uk</b>
CEO	Mr. Robert Stiff
Group Managing Director (and Responsible Individual)	Mr. Marc Stiff
Director of Nursing (and Registered Manager)	Ms. Leanne Harris

## CARE QUALITY COMMISSION (CQC)

If you have serious concerns about Nursing Direct as a care provider, you can contact the representative body for the healthcare industry which is the Care Quality Commission (CQC)

Address: **2 Redman Place, London, E20 1JQ**

Tel: **03000 616161** (phone lines are open Monday to Friday, 8.30am to 5.30pm, excluding bank holidays)

Email: **enquiries@cqc.org.uk**

Website: **www.cqc.org.uk**

## RECRUITMENT AND EMPLOYMENT CONFEDERATION (REC)

If you have serious concerns about our service, which have not been resolved, you can contact the representative body for the recruitment and staffing industry which is the Recruitment and Employment Confederation (REC). Their helpline is available from 8am to 6pm, Monday through Friday on 020 7009 2144.

**Recruitment and Employment Confederation (REC)**

Address: **20 Queen Elizabeth Street, London, SE1 2LS**

Tel: **020 7009 2100**

Email: **info@rec.uk.com**

Website: **www.rec.uk.com**

## NURSING AND MIDWIFERY COUNCIL (NMC)

If you are considering raising a concern about a nurse, you can contact the NMC Referrals Helpline on 020 3307 6802. Alternatively, you can submit a referral through the online platform – [www.nmc.org.uk](http://www.nmc.org.uk)

## SAFEGUARDING – CHILD OR ADULT ABUSE

For details of how to contact your local Child or Adult Abuse Team contact:

**Association of London Government**

Address: **59 Southwark Street, London, SE1 0AL**

Tel: **0207 934 9999**

Email: **www.alg.gov.uk**

Alternatively, you can find the helpline number on your local Council's website or submit a referral through the online platform.