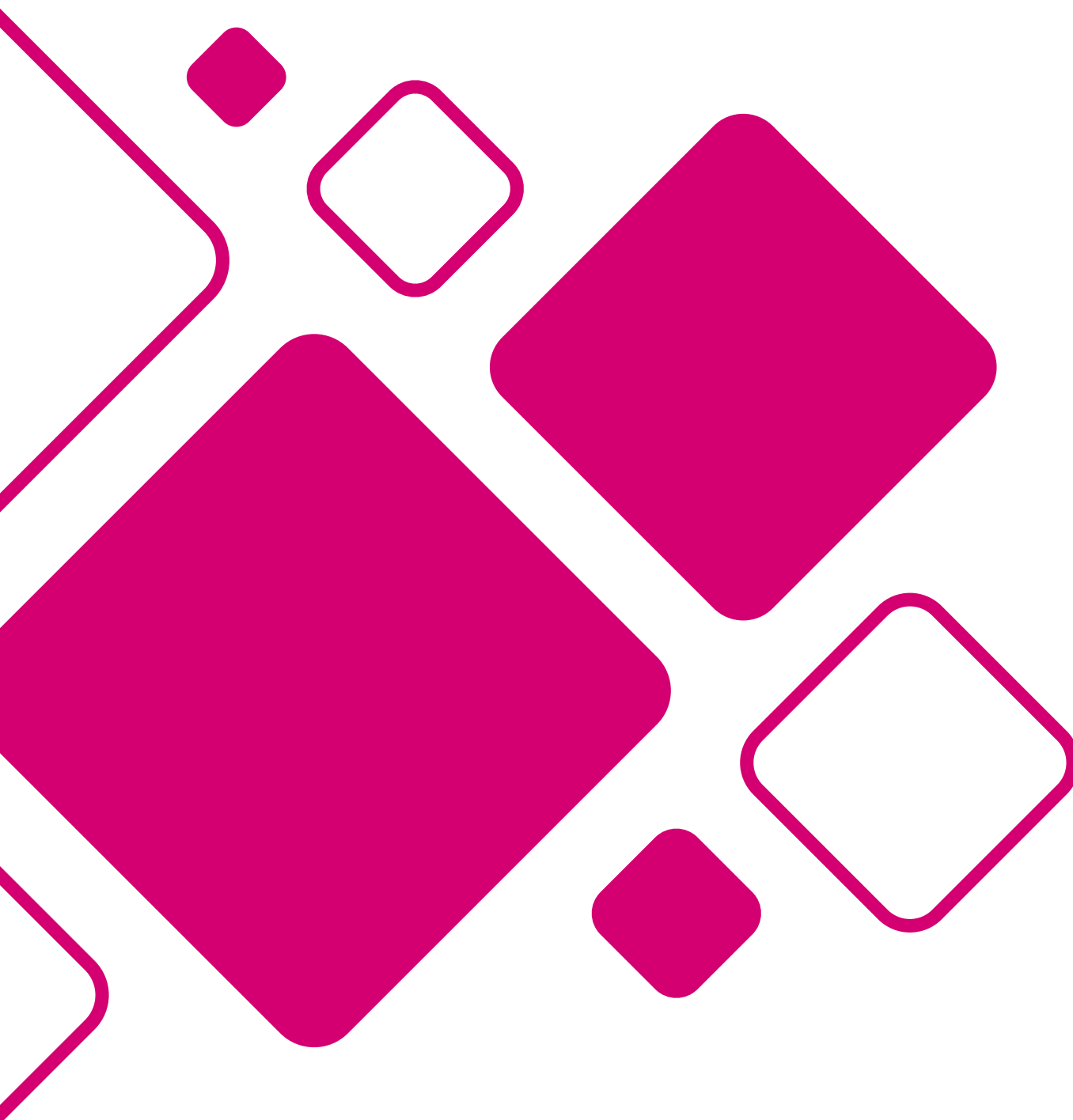


# NursingDirect

POLICY NUMBER: 29

POLICY TITLE: **RESTRICTIONS ON BEHAVIOUR**

WHO MUST ABIDE BY THIS POLICY? **ALL TEMPORARY WORKERS**



# RESTRICTIONS ON BEHAVIOUR

## THE PURPOSE OF THIS POLICY

To inform temporary workers of activities and actions that are not allowed whilst on assignment.

## WHAT YOU MUST NOT DO!

### Permitted duties

- Temporary Workers must not perform any duties not specified in the care plan (and outside of the duties that may generally be expected of them) without first informing Nursing Direct of such requests.

### Payment and Gifts

- Temporary workers must not accept payment directly from the client.
- Temporary workers must not accept money from service users without issuing a receipt immediately. Agency workers involved in domiciliary (direct) care must only accept money from service users for shopping purposes in line with the requirements of Nursing Direct policy on the handling of service user funds.
- Temporary Workers must not have any financial involvement whatsoever with service users. There are no exceptions to this rule.

### Keys

- Temporary Workers must under no circumstances accept gifts from service users. This excludes courtesy items such as coffee and tea.

### Medication

- Temporary Workers must not accept the keys to a service users premises directly from the service user. This must only be done in accordance with our policy on key holding.
- Temporary workers must not administer any medication that they are not specifically qualified to administer. If a temporary worker is not qualified to administer medication, the total extent of a temporary workers involvement must not exceed simply checking that prescribed medication has been taken as prescribed by a medical professional.
- Temporary workers must not allow the refusal or negligence to take prescribed medication to go unreported. Such cases must be reported to our registered manager immediately and must also be recorded in the daily notes for the service user.

### Smoke & Drink

- Temporary workers must never use alcohol or smoke on a service users premises.

### Contracted Services

- Temporary workers must not enter into private arrangements with service users regarding the delivery of their services outside the scope of Nursing Direct contract with the service users.
- Temporary workers must not get involved with care administered to a service user or on a service users premises that does not form part of the temporary workers remit. Such assistance must be strictly limited to menial duties not directly related to care given.

### Service User Absent

- Temporary workers involved with domiciliary (direct) care must not attempt to fulfil their duties if, upon their arrival at a service users premises, they find that the service user is not present.

### Food & Drink

- Temporary workers must not accept meals from service users if the arrangement was not specifically made at the outset of the contract, and then only in the manner described in the contract.
- Temporary workers must not take meals or beverages to a service users premises without their express consent.

### Professionalism

- Temporary workers must not use the service users facilities (e.g. phones, faxes, etc.) for their personal use.
- Temporary workers must not allow any unauthorised person to enter the service users premises. This specifically includes the agency workers family and friends.
- Temporary workers must not bring their pets onto a service users premises.