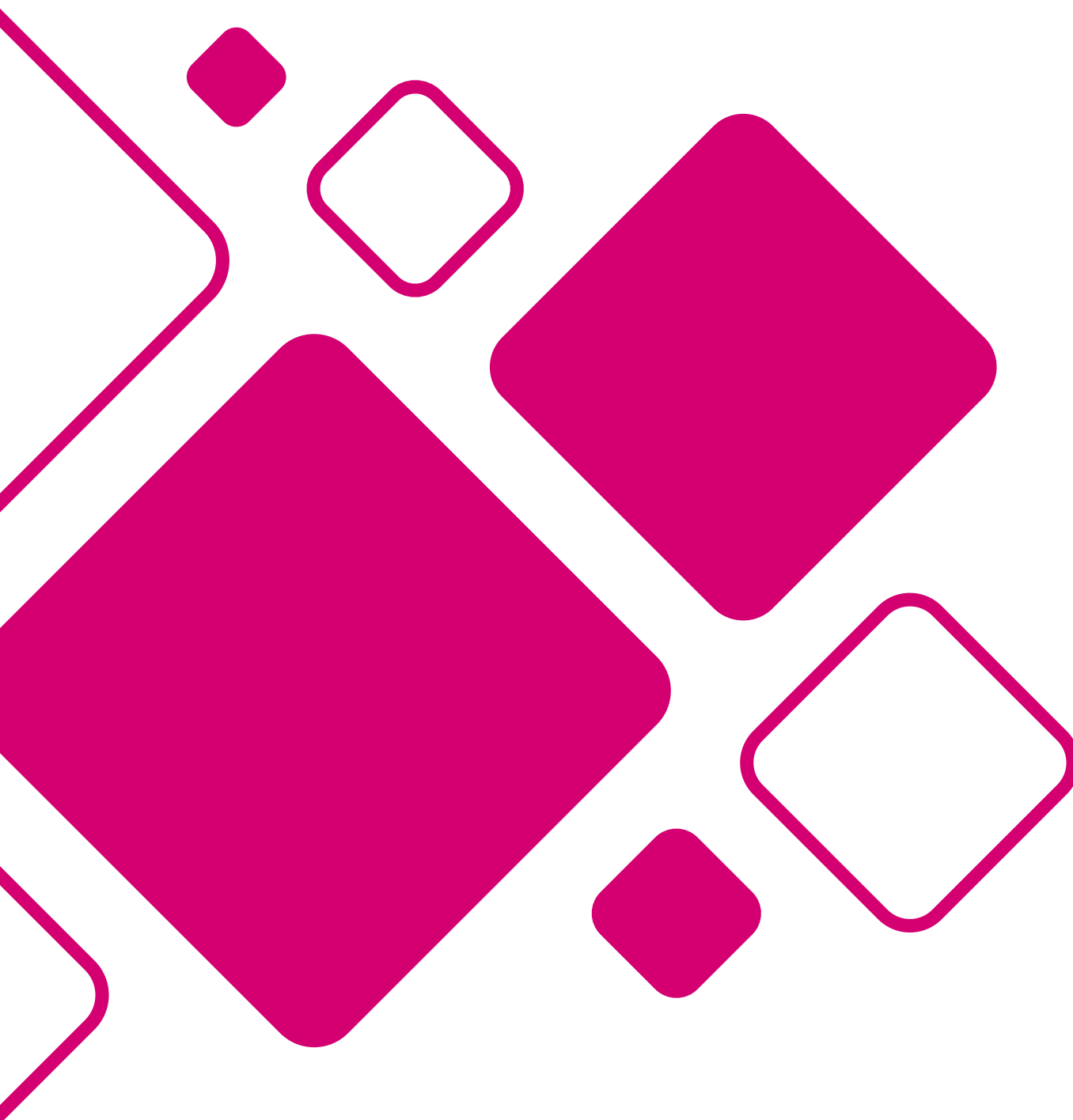


NursingDirect

POLICY NUMBER: 1

POLICY TITLE: **CODE OF CONDUCT**

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



REGISTRATION ACCREDITATION

REGISTRATION ACCREDITATION POLICY

All registrations must be completed by a trained interviewer. The interviewer will ensure that:

- Application Forms are completed fully
- The candidate is interviewed in person
- Details are taken for references
- A full Employment History is taken
- A latest CV is obtained
- The required identity checks are done
- Original documentation is checked and copied, i.e. Identity, Qualifications, etc
- A copy of any existing disclosure is taken and that an Enhanced Disclosure is initiated to obtain an Nursing Direct disclosure
- Details of Immunisations are taken with a full health declaration
- Photographs are taken or collected
- Immigration status is checked for non EU nationals
- CPR & Manual Handling qualifications are still valid and new training booked if needed
- GMC and NMC check is done and documented on a three monthly basis

QUALITY CONTROL

- A face to face interview is conducted by a Recruitment Consultant (Registered Nurse) who will make comments as to the candidate's suitability
- Experience and qualifications are checked
- All References are checked
- The details from the Registered Body copy of the disclosure are checked including POVA/POCA
- Employment history gaps are researched and verified
- Each file is finally reviewed by a qualified nurse prior to clearance for work.

ENHANCED CRIMINAL RECORD DISCLOSURE

(CRB, DISCLOSURE SCOTLAND AND ACCESS NORTHERN IRELAND)

- All Agency Workers are required to obtain an Enhanced Disclosure inclusive of POVA (Protection of Vulnerable Adults) and POCA (Protection of Children Act) checks.
- People with criminal records applying to join Nursing Direct should be treated according to their merits and the special criteria of the post (e.g. Caring for children and vulnerable adults).
- Agency Workers are required to obtain an updated Enhanced Disclosure every 12 months.
- Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to 12 months, or until our regulators CQC, The Scottish Care Commission or The Regulation and Quality Improvement Authority have inspected.
- If it is considered necessary to keep Disclosure information for longer than 12 months, we will consult the disclosure bureaus about this and will give full consideration to the Data Protection Act and the Human Rights of the individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

QUALITY ENHANCEMENT AND ENFORCEMENT OF STANDARDS

During the registration process, via the face-to-face interview and through introducing the candidate to Nursing Direct Policies as well as the Agency Worker Handbook, the following is made clear to the candidate and must be followed at all times:

- We ensure that all Temporary Workers are properly supervised and their performance is regularly appraised.
- The policy aims to achieve this objective by implementing a formal supervision system linked to agreed training and development goals and an objective performance appraisal process.
- Nursing Direct will aim to appraise all temporary workers on an ongoing basis via feedback from both our clients and by seeking the feedback of our temporary workers. Appraisals will form the views of both our experience of the temporary worker as an Employment Business, those of our client and the temporary worker themselves. The appraisal will then form part of any training programme or plan of action as agreed between Nursing Direct and the Temporary Worker.

Temporary workers work under the supervision and direction of our clients, however, in the case of Temporary Workers who are required to undertake assignments within a private home environment, the agency will provide supervision visits and checks on a regular basis.

The purpose of this activity is to set out specific procedures and performance standards to ensure that Temporary Workers of the organisation are properly supervised and their performance is regularly appraised.

- Implementation of a performance based supervision system appropriate to the Temporary Workers duties and responsibilities.
- Documentation of the supervision process.
- Linkage of training and development goals to the supervision process.
- Linkage of performance appraisals to the supervision process and training and development goals.

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