STRAIGHT FORWARD RECRUITMENT

HEALTHCARE MEMBERS HANDBOOK

Agencies do not take money for work.



If you have been approached by anyone asking for money to get you a job, please inform your local Branch Manager

Know your rights.

It is illegal for agencies to charge to register.
It is illegal for agencies to charge to find you a job.
It is illegal for agencies to charge for work.



Straight Forward Recruitment Protecting Workers Rights

Introduction

Welcome to Straight Forward Recruitment

We hope you will enjoy working for Straight Forward Recruitment and we look forward to working alongside a motivated, honest and loyal professional.

Straight Forward Recruitment offers:

- Free induction training and mandatory training updates
- Free uniform

This handbook has been prepared in conjunction with guidelines provided by the CQC/RQIA and the NMC.

Straight Forward Recruitment is committed to supporting all their workers, protecting them from any form of exploitation and operating in accordance with UK legislation.

As part of this commitment we inform all new recruits that it is against UK law to ask workers to pay anything in order to gain work in the UK. As of April 2009 this also extends to paying money to people outside of the UK to gain work in the UK. Straight Forward Recruitment does not utilise or associate with individuals, agencies or companies in or outside the UK who charge workers to help gain employment.

For this reason we would ask workers who have been asked to pay any money to any individual, company or agency to enable them to find work with Straight Forward Recruitment, to inform us immediately during registration / interview process. Please supply full details of any such payments and who you have paid monies to and leave your contact information.

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Hand Book Guidance

This handbook is intended as a guide to the service we offer with some useful hints and guidelines for the areas of work you may encounter through your agency career. It is also intended to act as a reference book for certain policies and procedures and the training you have already undergone.

ALLOCATION OF WORK

In allocating work to workers, Straight Forward Recruitment will need to know when you are available and where you are should they need to contact you. You should therefore give the office advance notification of the dates and times that you are available to work. If you are going to be out during the day and it is likely that we may try to contact you, please ring the office and let us know where you can be contacted or when you will be back.

You can make yourself available for work at short notice, known as being 'on call'. If you wish to be 'on call', you should notify the office when you will be available and a contact telephone number for those times.

If you subsequently find that you will not be available for work, you must let us know immediately.

Requests for work can be filled very quickly so if we have your definite availability we can book you in immediately and then let you know where you will be working.

Work cannot be guaranteed and it is in your interests to keep us updated with your definite availability and keep in regular contact with us to check on work opportunities.

<u>Changes to your personal details (Bank, address, telephone number)</u>

If there are any changes to your current address, telephone number or bank details you must notify us immediately in writing Your new changes will also be required for your personal file.

Communication with your office

Straight Forward Recruitment provides a 24-hour service. If you have any routine enquiries you should contact your office during office hours Monday to Friday (08.30 until 17.00). It is vital that you contact the office or a worker of the on-call staff if unforeseen circumstances mean that you cannot report for duty. You should give them as much time as possible to find a replacement for you.

Timesheets and work schedules

You are required to promptly submit properly signed time sheets or work schedules to the office before 10.00am on Mondays Wages are unable to be approved and paid unless this is done. Delays in submitting time sheets or work schedules may delay payment of your wages. It is your responsibility to ensure that your timesheets are correctly completed and signed by an authorised person on site before leaving.

Reporting for duty

Straight Forward Recruitment prides itself on the fact that its workers demonstrate a high professional standard on all their assignments. Therefore, reliability and punctuality are of prime importance. You should arrive early for the assignment and report to the person to whom you have been advised to do so by your office and show your identity card if you are asked to do so. If in exceptional circumstances you expect to be late for duty, you should advise your office so that they can let the client know as quickly as possible.

Notice

Workers may terminate their registration from Straight Forward Recruitment at any time provided reasonable notice is given if an assignment is in progress.

Cancelled duty

If when you arrive on duty you are informed that you are not required you MUST ask to telephone the office BEFORE you leave the assignment.

Condition of registration

The Conditions of registration should be read in conjunction with the information contained in this handbook. A copy is given to you when you first complete an application. It is important that you read the conditions and raise any queries with the office. Any worker failing to comply with the Conditions may be removed from our Register. These terms and conditions constitute a legally binding Agreement between you (the temporary worker) and Straight Forward Recruitment. It is a condition of registration that you read and fully understand these conditions. We will be pleased to clarify any points you do not understand.

Straight Forward Recruitment acts as agent for each and every worker in accordance with the Nurses Agencies Act 1957, the Nurses' (Scotland) Act1951, the Nurses' Agencies Regulations 1961, the Nurses' Agencies (Scotland) Regulations 1961, Nursing Agencies Regulations (Northern Ireland) 2005 and any statutory modifications or re-enactments thereof.

We comply and work within all Agency Worker Regulations and any other relevant legislation.

Employment Status

As a worker of Straight Forward Recruitment you are a temporary agency worker. There is no firm commitment on the part of Straight Forward Recruitment to offer or provide you with temporary work and equally you as a worker have the right to accept or refuse any work that has been offered. Straight Forward Recruitment acts at all times as 'Agent' for the worker and assumes no responsibilities as 'Employer'. The requirements of the Inland Revenue and the Contributions Agency for us to collect tax and national insurance contributions from workers on their behalf does not affect the employment status of the worker.

Engagement by the client

Our conditions of engagement include a requirement that clients pay us an appropriate recruitment fee if they employ directly any Straight Forward Recruitment worker who has worked for them in the previous 6 months.

This applies equally to temporary or permanent posts, full or part-time. You are required by your conditions of registration to notify your office if you wish to take up any post with a client for whom you have previously worked during the previous 6 months, even if you have terminated your registration with Straight Forward Recruitment.

Fees and expenses

Advances in respect of fees earned by Workers are made weekly by Bankers Automated Clearing Service (BACS) in agreement with a full statement. Accounts prepared by Straight Forward Recruitment on behalf of workers are usually submitted weekly. You will receive a detailed pay advice slip showing all monies paid and any deductions made.

Collection of fees

Straight Forward Recruitment makes advances to Workers in respect of fees earned by them. Workers irrevocably appoint Straight Forward Recruitment as their agent to prepare and submit accounts and collect and recover fees, expenses, charges and extras in the name of Straight Forward Recruitment. The commission due to Straight Forward Recruitment will be deducted from the monies received from the Client.

All cases must be booked through Straight Forward Recruitment and will be subjected to agency fees.

Workers' 'agreements' exist only for the period of each duty and do not exist should workers be unavailable for work for any reason or if there is no suitable work available.

Statutory Sick Pay

Workers whose weekly wage exceeds the National Insurance Lower Earnings Limit are entitled to claim Statutory Sick Pay (SSP). This is only payable following three days consecutive illness. No payment is made for up to three days of absence through sickness.

Absenteeism

Once you have confirmed that you are working on a particular day, it is expected that you will attend. Any unauthorised absence could lead to disciplinary action being taken.

Holidays

You are entitled to 5.6 working weeks paid holiday a year. So if you have a agreement for a year's work and work five days a week you are entitled to 28 days paid holiday. If your agreement is for six months and you work five days a week you are entitled to 14 days paid holiday. These days may include bank/public holidays; please refer to your agreement.

The Company's holiday year commences on the Company's financial year week 1 each year and concludes on week 52 each year, for the avoidance of doubt week numbers are displayed on your payslip. Unused entitlement cannot be carried over into the following year.

Workers who leave or join the Company during the holiday year are entitled to a prorata holiday allowance, based on how much of the year they have worked for the Company.

Workers who leave and have not fully used their prorata entitlement will be reimbursed by payment in lieu.

In the event that a worker has not used up their entitlement at the end of the holiday year, they will lose all unused entitlement. Please note that you cannot save up your holiday entitlement to receive it as a payment in lieu at the end of the holiday year.

If You Want To Take Holiday

You must give your agency representative advance notice that you want to take holiday. This notice should be at least twice as long as the amount of holiday you want to take (for example, you should give two weeks' notice for one week's holiday). You will need to complete a holiday request form and this will then be authorised by the office manager.

Your agency can refuse permission for your holiday as long as they give you notice which is at least as long as the holiday requested (so to refuse a request for a week's leave, they would have to tell you a week in advance).

Your agreement may set out other rules about when you can take your holiday. This is allowed so long as the rules don't effectively prevent you from taking holiday at all.

Uniform

Workers of Straight Forward Recruitment should wear their issued uniform, if required to do so by the client. If the client requests non-uniform, then appropriate clothing should be worn. An identification badge should be worn, which is also provided by Straight Forward Recruitment.

Workers Health

In line with legislation Health related questions will only be asked once an applicant has been offered a position. This is to ensure that the successful applicant is both physically and mentally fit to do the job. A worker must be in a state of good health when reporting for duty. Any worker who has an episode of diarrhoea and or vomiting, or develops a rash must report it to their office before commencing work. Refrain from working for 48 hours from the last bout of sickness/diarrhoea. Any condition that may adversely affect a client / patient or another carer / nurse must be reported to their office. Health declarations will be updated annually.

Rest Breaks

The company to which you are assigned will allow you a break from work of at least 20 minutes if your assignment lasts for more than 6 hours a day. If it is practicable, you may take this away from your work station. Make arrangements with the client about rest/lunch breaks. If you are under 18 you are entitled to a rest break of 30 minutes if your assignment lasts for more than 4.5 hours. These rest breaks are normally unpaid. A weekly rest period that falls in 2 weeks may be counted in either week, but not in both.

Certain 'special case' workers are exempt from these rest break provisions and can be legitimately asked to work through their rest-breaks if:

- You are a shift worker who may not be able to take your daily or weekly rest periods between shifts. Shift Workers are defined as those engaged in activities involving periods of work that are split up over the day and those who work according to a certain shift pattern where workers 'succeed' each other at the same workstations. The shift pattern may be continuous or discontinuous but will involve the need for workers to work at different times over a given period of days or weeks.
- There is a genuine need for continuity of production/ service around the clock, eg. hospitals, residential institutions, care workers. This exemption is likely to apply to some Care workers.
- Where the work takes place in different places distant from each other, where it is difficult to set a work pattern. Care Workers who are required to travel to different appointments during their working day may fall into this exemption.
- If you are an Agency Temporary worker then the Employer you are working for (not the Agency who employs you) is responsible for you receiving these minimum rest breaks.

Equality of Opportunity

Straight Forward Recruitment is an Equal Opportunity employer. These policies aim to ensure that no employee, staff worker, service user / patient / client, or job applicant receives less favourable treatment on the grounds of:

- age
- disability
- gender
- gender reassignment
- marriage or civil partnership
- pregnancy and/or maternity
- race
- religion or culture
- sexual orientation

Nor must they be disadvantaged by conditions or requirements, which cannot be shown to be justifiable.

Straight Forward Recruitment is fully committed to the active promotion of equal opportunity in the provision of all of its services and to the community as a whole. We recognise that the active participation of all workers is essential to achieve development of procedures that meet the obligations of law.

Equal Opportunities in Recruitment:

Straight Forward Recruitment continually work to ensure that our Recruitment and Selection procedures and working practices do not directly or indirectly discriminate. All staff involved in interviewing and selection are given training to avoid discriminatory practices and on-going training and evaluation of working practices is in place.

To ensure compliance with these policies and procedures, all staff must be made aware of:

- The Grievance procedure
- The Harassment procedures
- Equality policy

Straight Forward Recruitment reserve the right to instigate the disciplinary procedure for any staff who do not fully comply with all of the procedures to ensure Equal Opportunities for all staff, workers and clients. If the allegation is upheld the worker or staff member will be removed from the Straight Forward Recruitment Register. Appeals can be made through the Local Authority Complaints Officer or the Director of your Straight Forward Recruitment office.

Criminal Convictions

Rehabilitation of Offenders Act 1974

By virtue of the Rehabilitation of Offenders Act 1974 (Exception) Order 1975, the provisions of sections 4.2 and 4.3 of the Rehabilitation of Offenders Act 1974 do not apply to any employment which is concerned with the provisions of health services and which is of such a kind as to enable the holder to have access to persons in receipts of such services in the course of his normal duties.

It is the policy of Straight Forward Recruitment that all workers will be subject to an enhanced Disclosure and Barring (DBS) check prior to any placements being offered or completed.

To this end the following procedure will apply:

- At interview the designated person will be responsible for ensuring applicants sign the declaration and are made aware that an enhanced DBS check will be carried out.
- Managers are responsible for ensuring that potential workers have answered honestly and fully the section on previous criminal offences and/ or cautions. (DBS Policy available on request).
- Whilst a criminal record does not automatically preclude an applicant from joining Straight Forward Recruitment the nature and timing of the offence should be taken into consideration and a Risk Assessment carried out.
- A DBS enhanced check will be requested for all potential workers.
- NO EXCEPTIONS.
- A record will be kept of the DBS certificate number, the date it was printed and whether it is registered on the update service or needs to be renewed on an annual basis.
- If any applicant is found to have deliberately made a false declaration in regard to their criminal record it may affect your application for registration.
- DBS renewal checks will be carried out annually for all existing staff.

Straight Forward Recruitment Staff Development Program Policy

It is the aim of Straight Forward Recruitment to monitor the performance of all workers by ensuring regular reviews of the workers conduct and competence are carried out (6 months if the worker works in the NHS). Regular reviews and feedback from the client will also be sought Training is offered equally to all workers as is enrolment on further qualifications. To this end the following procedure will apply:

Procedure

Consultants/Managers or the designated person will be responsible for arranging regular, formal and informal meetings for all care staff. For qualified staff, a more senior qualified worker will undertake the review.

These meetings will cover:

- The standards of care required by Straight Forward Recruitment.
- Training updates where workers have requested or where the person undertaking the review deems it necessary.
- Discussing any problems associated with any assignments.
- All reviews will be signed by the worker and supervisor.
- Comments by the staff worker will be recorded.
- The meeting notes will be held in workers' personal files with a record
 of any action(s) taken or targets agreed. Issues and targets set from the
 previous appraisal will also be discussed.
- A member of office staff will always be available to workers to discuss any problems, misgivings or give necessary guidance during the course of their work/assignment with Straight Forward Recruitment.

Training

Following on from your induction training and in order to continuously develop our services, the office will provide training in many aspects of your work and you should attend these whenever possible. You can also suggest new areas of appropriate training where this may benefit your clients. In addition, Straight Forward Recruitment will consider supporting your attendance at outside training events, including that which will raise your professional qualification.

Course Information

Decisions, as to which category any training courses fall into will be made by your manager

Induction Training

All Straight Forward Recruitment care workers must complete an Induction programme prior to commencement of work. All workers will receive the Straight Forward Recruitment handbook which can provide the foundation for the induction process. All workers must sign the tear off section at the back of the handbook and this is kept in the workers' personal file. All training programmes given to workers by Straight Forward Recruitment are certificated and a copy of this certificate is also kept on file. Where new staff workers can provide evidence (certificate) of up-to-date verified training courses, then a copy will be held on their file.

Training will include but not be limited to:

- Moving and Handling of People
- Safeguarding of Adults and Children
- Understand your role
- · Your personal development
- · Duty of care

- Equality and diversity
- Work in a person centred way
- Communication
- Privacy and dignity
- Fluids and nutrition/Food Hygiene
- Awareness of mental health, dementia and learning disability
- First Aid/Basic Life Support
- Health and Safety
- Handling information /Information Governance
- Infection prevention and control
- Conflict Resolution, Lone Working/Complaint Handling

This list is subject to change and may vary according to your work placements and client requirements

All workers must attend their training and annual update training in order to continue to be placed into work.

Care Workers

Healthcare workers may also need to be familiar with baseline observations (if working in NHS Framework). Healthcare Workers will need training in taking patients' temperature, pulse, respiration and blood pressure, monitoring fluid input and output and obtaining specimen samples.

Dress Code, Appearance and Uniforms

Straight Forward Recruitment aims to ensure that all workers who represent Straight Forward Recruitment wear the correct uniform and are of smart appearance and show their identification badge when on duty.

Uniform

Workers will be required to wear a Straight Forward Recruitment uniform at all times. The exception to these conditions are (a) where the client provides their own uniform or (b) where the client does not wish one to be worn.

- All uniforms should be the correct colour, clean, pressed and not worn for more than one shift.
- Any worker failing to comply with these standards may not be offered work
- In order to monitor that workers are wearing the correct uniform and ID badge, Consultants/Managers or a designated person will be obtaining feedback from all client's as part of our Quality process on a regular basis.
- Consultants/Managers will be responsible for dealing with any noncompliance.
- Both internal and external periodic audits of Straight Forward Recruitment will be undertaken to ensure a record of compliance is available for inspection.

Where Uniforms are not required

In some circumstances, clients will not require workers to wear a uniform and Straight Forward Recruitment will advise as to what type of attire should be worn. It is the policy of Straight Forward Recruitment that identification badges are carried at all times and shown on request when carrying out duties for Straight Forward Recruitment.

In any circumstances, workers are expected to use good taste in selecting the clothes they wear on the job. Modesty should guide choice of skirt length and style of neckline. Garments should not be tight and extremes in see-through, clingy or revealing fabrics are inappropriate. All clothing must be clean and in good repair and appropriate footwear worn.

Hairstyles

Hair must be kept clean and tidy. Long hair should be tied back.

Cosmetics and Jewellery

Jewellery should be minimal, no bracelets, or rings other than wedding rings. Dangling earrings must not be worn, as they may constitute a health and safety hazard to both the worker and user.

Moderation must be demonstrated regarding the use of cosmetics. Straight Forward Recruitment reserves the right to insist that workers do not wear jewellery, which it believes may cause offence to clients. In particular it should be noted that political symbols may cause offence and should not be worn on duty.

Identity Badges

Identity badges should be carried and shown on request at all times in places when carrying out duty for Straight Forward Recruitment. ID Badges will be updated annually. The office will issue you with your ID badge before your first placement.

The ID badge will be laminated and will show the following information:

- Colour photograph
- Staff name
- Staff signature and Managers signature
- Expiry date
- Immunisation status for NHS

It is considered gross misconduct for any worker to lend or give their ID badge to another person. Loss of ID badges should be reported to the office immediately. On leaving Straight Forward Recruitment workers must return their ID badge to the office.

Personal Hygiene

Workers are expected to keep themselves personally fresh, free from odours and practice good oral hygiene. Unless a moustache or beard (neatly trimmed) are worn men should always be cleanly shaved before reporting to work.

Shoes and Footwear

Safety, comfort, appearance and noise factors are the main considerations for acceptable footwear. Shoes should be clean, polished and well maintained.

Mobile phones

Mobile phones should not be taken on duty with the worker and should not be used unless it is a designated break period away from the main work area.

Carrying Money on duty

All valuables are taken on duty at the owner's own risk and are not covered by Straight Forward Recruitment insurance. Do not take large sums of money on duty with you, as they can not be adequately safeguarded. It is advised that you take no more than your travel/parking and meal money with you.

Guidelines on arrival on shift

When arriving for a shift you should report to the person in charge of the home/ward /site. You are a worker of their team whilst on duty and as such are expected to follow their guidelines, policies and procedures, and any instruction given by the person in charge.

Responsibilities and Duties

- You must safeguard, at all times, the integrity, confidentiality and availability
 of sensitive information that you come into contact with when working.
- Carry out instructions from trained staff and report any problems
- Report any care that you have given and record in the daily logs
- Ensure you only use equipment that you have been trained to use and follow any plans that are in place
- Ensure you are aware of emergency procedures and any call systems that are in place
- Generally keep all of your work areas clean and tidy and ensure a safe working environment for yourself and other members of the team.

Notice to all Registered Nurses, Midwives and Health Visitors

The Code of Professional Conduct for the Nurse, Midwife and Health Visitor is issued to all registered nurses, midwives and health visitors by the NMC (Nursing and Midwifery Council). The Council is the regulatory body responsible for the standards of these professions and it requires workers to practise and conduct themselves within the standards and framework provided by the Code. The Council's Code is kept under review and any recommendations for change and improvement would be welcomed and should be address to the:

Nursing and Midwifery Council 23 Portland Place London W1B 1P7

Straight Forward Recruitment General Rules of Conduct

Due to the nature of many of the positions that we secure for workers, you are the first point of contact they have with Straight Forward Recruitment. How you conduct yourself is a direct reflection of Straight Forward Recruitment. There are a few points that we would like you to be aware of and agree to:

- At all times ensure that you are on time for your shift.
- Always arrive for work in your uniform (if requested to do so).
- Always ensure that your uniform is clean and you are well presented
- Always wear sensible and safe footwear.
- Adhere to all Health and Safety Regulations and defined company procedures.
- Adhere to all Food Safety Regulations.
- Make yourself aware of any on-site Health and Safety Regulations.
- Always maintain a high degree of personal hygiene.
- Treat all work colleagues with respect.
- Keep personal grievances away from the workplace.
- Carry out all work given in the way you were trained.
- Always be courteous and helpful to the client.
- Never attended work under the influence of alcohol or drugs.
- When using any on-site facilities remember you are still a worker of Straight Forward Recruitment
- Always follow up any company grievance procedures.
- If you smoke, then you are only permitted to smoke in the designated 'smoking areas' and only in your break times.
- Under no circumstances should you accept any gifts, loans or gratuities from clients, relatives or any other interested party.
- It is not permitted to give advice in relation to Wills, investments or financial matters in general.
- Covering for a colleague or re-arranging cover is not allowed unless it has been authorised by the Manager.

 Use of a clients / patients telephone is forbidden except for emergency situations.

None of the above are unusual nor would they contradict, in any way, the manner in which Straight Forward Recruitment would expect you to be working.

General Conduct and Behaviour

Straight Forward Recruitment aims to provide a quality service to both its workers and clients. In meeting the needs of its clients Straight Forward Recruitment expects its workers to conduct themselves in a professional manner at all times.

Utmost courtesy must be shown to all clients, patients, visitors and other people with whom you will be working. Once work is accepted by you, Straight Forward Recruitment expects it to be carried out. If a patient / service user or client is let down in any way a very serious view will be taken and it is possible that you will be offered no further work by Straight Forward Recruitment after the complaint has been investigated if you are found to have been at fault.

Grievances / Complaints

It is the policy of Straight Forward Recruitment to offer all workers the opportunity to air any grievance they might have arising out of their working conditions and treatment generally.

If you have any difficulty or experience any interference in carrying out your role, you should report the matter to your Manager.

If you have a grievance concerning your treatment by the office or the office staff you should state your grievance to the Manager and give him/her the opportunity to correct the reason for your grievance.

If you have done this and are dissatisfied with the outcome, or if it is inappropriate to make your grievance to the Manager, contact the Director at the Straight Forward Recruitment office.

Disciplinary Matters

Straight Forward Recruitment aims to ensure that there will be a fair and systematic approach to maintaining standards of conduct affecting all Straight Forward Recruitment workers

 In case of persistent poor performance or minor breaches of the code of conduct your Manager will discuss the position and reasons for this. At this stage a verbal warning will be given. If poor performance continues the Manager will give a written warning. Continuation of poor performance will then result in the cessation of offers of work.

- In the cases of a serious complaint from a client/ establishment the worker will not be offered work until an investigation has taken place. When it is necessary to remove a worker from duty, they should be given the reason why they are being removed, advised that it will be for a short period while the issue is being investigated. The Manager will carry out the investigation, which will include obtaining details of the complaint, in writing, reports from witnesses and an interview with the carer/nurse. On reviewing these statements the Manager may ask the staff worker to attend a formal hearing and will decide whether the carer/nurse should be placed with alternative clients or offered no further work. If there is no representation available for the hearing, the manager should ensure that there is a witness in attendance. If the worker is suspended, this should be followed up in writing to the
- In cases of Gross Misconduct the carer/nurse will be offered no further work with Straight Forward Recruitment. In exceptional circumstances, or if there are genuine mitigating circumstances, alternative disciplinary action may be taken.

Below is a non-exhaustive list of examples of gross misconduct:

- Any action or failure to act, which knowingly will bring harm to a Client / patient / Service user or family workers or put their wellbeing at risk.
- Outside of duty, being involved in a criminal act, which will alter the Carers/ Nurse record. Also failure to declare criminal convictions.
- Physical, psychological, financial or sexual abuse of a Client / patient / Service user or family workers.
- Being on duty under the influence of drugs or alcohol.
- Theft from or defrauding Service users / clients / patients.
- Breaching the rules of confidentiality concerning a Service users' / patients / clients care or condition, their social or private life.
- Fraudulently completing time sheets for work not carried out.
- Accepting a gift, which could be construed as a bribe.
- Failure to disclose correct information on the application form.
- · Continually failing to report for duty without notifying the office staff.
- Serious breach of safety rules or legislation potentially involving loss of life or limb, or injury to another person.
- Deliberate damage to a service user or clients property.
- Disorderly or indecent conduct such as fighting on service user or clients premises or threatening physical violence.
- Acts of incitement or actual acts of discrimination on the grounds of sex, disability, race, religion, colour or ethnic origin, or any other contravention of the Equal Opportunities Policy.
- Lending your ID badge to anyone else.
- Continual poor performance (documented).
- Failure to follow Straight Forward Recruitment policies and procedures or those of the client
- Unauthorised use of drug administration.

In cases of alleged theft, fraud, physical abuse or assault the matter will be referred to the police and the carer/nurse will not be offered work pending the outcome of the police investigation.

If you are dissatisfied with your Managers decision or with any aspect of the procedures you may appeal under the Grievance procedure. Where a Social Service User lodges a complaint, the Social Services Department will be kept informed of the complaint and the actions taken at each stage.

Procedure for reporting of misconduct to the NMC

Any serious complaint including misconduct will require a written statement from the client and staff worker, including details of the incident, dates, etc. This information must be immediately (within 24 hours) put forward to the Director together with a short report. The Director along with the Compliance Manager will then forward all relevant information to the NMC. Once the complaint is received, the NMC will look at all the evidence and may take statements from witnesses. This information is then forwarded to the Preliminary Proceedings Committee (PPC). Any incidents involving the police will be reported to Care Quality Commission. The nurse may not be permitted to work while the complaint is being investigated, but will be kept informed of all progress. On resolution of complaints, all documentation relating to the issue will be logged and filed and a copy will be place in the nurses file.

Some common examples of professional misconduct that would be considered for reporting to the NMC are:

- Physical, sexual or verbal abuse
- Theft
- Failing to care for a patient / client / service user properly, this can include failing to maintain an acceptable environment of care
- Failing to keep accurate records
- Failing to administer medication safely
- Deliberately concealing unsafe practice
- Committing a criminal offence

Examples of unfitness to practice for reasons of ill health that should also be reported to the NMC include:

- Alcohol or drug dependence
- Untreated mental illness
- Serious personality disorder

NMC address: NMC 23 Portland Place London W1B 1PZ

Quality Assurance

Straight Forward Recruitment recognises that the provision of a high quality service is of paramount importance in promoting quality of life for Service Users and maintaining high standards for establishment clients. This requires the following principles to be maintained and the relevant activities of care in their support are:

Recruitment:

All staff are recruited in accordance with the Straight Forward Recruitment recruitment policy, which reflects the standards set by national regulation and legislation.

Competence:

- Provision of good training supported by appropriate hand outs and mentor support.
- All staff must have evidence on their personnel file to demonstrate attendance of an Induction day and mandatory training updates (certified).
 All staff will have access to Straight Forward Recruitment policies and procedures, and those appropriate to the performance of their duties or their registration. A declaration of receipt in the form of this handbook will be retained.
- Senior Management will ensure Managers are given appropriate guidance to ensure compliance with all legal issues.

Supervisions, Quality Monitoring and Feedback:

All staff working in the NHS shall have a review meeting on a 6 monthly, one - to one basis to discuss their work, review their practices and discuss any issues arising.

Staff who are involved in complex areas of work, may need to meet on a quarterly basis.

The performance of newly qualified staff, staff returning to work after not working for more than thirteen weeks and newly employed staff, will have their performance monitored more closely. In this instance, staff will have a review twice during their first 3 months of working and again at the end of their first 3-month period.

Surveys will be sent out to clients of Straight Forward Recruitment for feedback of workers performance as part of the Quality Monitoring process. This is also sought via the telephone and at client visits. Any issues raised by a client / service user, are discussed with the worker if required. All feedback is maintained on the workers' personal file.

Equality:

All workers at Straight Forward Recruitment (office and field) will be trained in the knowledge that discrimination of any sort to clients or colleagues will not be tolerated.

Consistency:

Straight Forward Recruitment will endeavour to maintain a high quality service consistently and to this end continuity of staff will be the preferred option.

Identification badges:

It is Straight Forward Recruitment policy that identification badges are worn by all staff at all times and it must be shown to the client / service user when they arrive for duty. All identification badges are renewed annually. A photocopy of each issue is kept on the workers' personal file.

Safe Working Guidance

Managers are responsible for ensuring all workers are given an initial induction.

In cases where supervision or further training is required, the Manager will initiate it.

Straight Forward Recruitment requires all workers to sign a declaration agreeing to comply with the guidelines on Health and Safety set out in the workers' handbook.

Personal Safety LONE / OUT OF HOURS WORKING

Every worker must take all reasonable steps to ensure their own personal safety wherever possible.

When carrying out a duty at unsociable hours or in difficult areas try to remember the following guidelines:

- Don't take short cuts away from well-lit paths.
- Carry a personal alarm / mobile phone or whistle
- Always lock your car and keep any valuables hidden in the boot out of site.
- When using public transport or walking to a duty always cover your uniform so that it is not obvious to others that you are a care professional.
- Make sure someone knows where the duty is you are attending and what time you expect to arrive and return.
- Always telephone your office to advise them if you are delayed or lost.
- Get clear directions from the office at the time of booking if you are unsure
 of the location of the client.

If you are in an establishment on your own, check their policy on lone working. Ensure the doors and windows are locked so that no one can enter the premises without your knowledge. If the establishment has security, then make them aware that you are on the premises. If you are working on a unit or part of a unit where there are no other staff workers, ensure someone knows where you are and what you are doing.

Personal Safety

Challenging Behaviour

It is the policy of Straight Forward Recruitment that if any worker encounters challenging or violent behaviour from patients or service users they act in a manner to safeguard themselves and others.

Clients with profound learning disabilities, or those with some Dementias may exhibit varying examples of challenging behaviour. There are two types of incidents that you may encounter

Predictable Behaviour

The majority of challenging behaviour is predictable and it is in everyone's interests to develop ways of managing that are clear and detail how staff will react and what we have to offer to help Service Users communicate their needs in a different and acceptable way. An agreed procedure to deal with predictable behaviours will be written by the establishment within which the service user resides. Workers should follow this agreed procedure.

Unpredictable behaviour

It is much less likely that an incident will be unpredictable. However unpredictable behaviour does happen and where there is no written guidance in the care plan, you should use the following guidelines to ensure you are keeping everyone, including yourself as safe as possible, no one has the right to abuse or attack you.

DO

- Do try to avoid the situation by moving away
- Be assertive, not aggressive and try to identify where the behaviour is aimed. This might be a particular person or persons, it might be an object or objects or it may be generalised.
- Try to be clear about the damage or injury that might occur.
- Ensure you are able to exit the room by placing yourself between the person and the exit route.

DO NOT

- Do not shout or argue with the person or use abusive language or threats
- Do not say "just calm down" or "stop being silly"
- If the person has a de-escalation plan in place ensure you are familiar
 with it. Call for help if you are able to to. Report the incident as soon
 as possible to a senior person. If you feel you are in danger of serious
 abuse or threat of violence then please leave and report to your
 manager. ENSURE THAT SOMEONE IS
- AWARE THAT YOU ARE LEAVING SO THAT THE PERSON IS NOT LEFT IN A VULNERABLE SITUATION. Please inform the office immediately if you are leaving your shift.
- Do not shrug your shoulders, raise your eyebrows, look at your watch, fold your arms or put your hands on your hips.
- Do not hit back. In extreme circumstances you can defend yourself from serious harm, the force you must use by law must be no more serious than the threat.
- Do not use physical punishment or restraint.
- Do not lay people down on the floor as a matter of practice. In extreme circumstances only, this may be necessary to prevent harm. If the person is in serious danger of harming themselves.
- Help the person to regain self control by sitting them down and talking to them, move away from the situation again at any time and call for help if necessary. Report the incident to a senior worker of staff. If you are subjected to serious abuse or threat of violence, leave and inform your office manager of what has occurred. The office manager may require a written report of the incident. If you have any doubts about your abilities in any of the above area's speak immediately to your Manager and agree how these can be resolved, training will be provided where necessary.

If you have any concerns about a change in a client / patient / service users behaviour, report it to your office . Verbal abuse, aggressive behaviour or sexual harassment by a patient / client / service user / staff worker / relative towards you should also be reported.

Debriefing/Support

All staff involved in any incident should be involved in debriefing sessions. Facilitate discussions about:

- What happened
- Any trigger factors
- · Their role in the incident
- How they feel now
- How they might feel in the next few days
- What can be done about it

Health and Safety

It is the policy of Straight Forward Recruitment to observe the requirements of the Health and Safety at Work Act 1974 and any subsequent legislation or Regulations. To this end the Health and Safety Policy will be regularly reviewed and amended as necessary.

It is Straight Forward Recruitment policy to provide and maintain safe and healthy working conditions, practices and equipment for all of our workers.

Straight Forward Recruitment will provide information, training and supervision as may be necessary for this purpose.

Where risks to safety or health need to be assessed under a specific duty, or Regulations, we will ensure that assessments are carried out and that all actions shown to be necessary will be implemented and recorded.

It is the policy of Straight Forward Recruitment to listen carefully to any views of workers or of the care team and service users in relation to Health and Safety issues.

A copy of the Health and Safety at Work Act shall be displayed in the office.

Health and Safety Officer

The Manager is the officer responsible for Health and Safety at office level.

Organisation

The Health and Safety officer is responsible for ensuring that all requirements are complied with. This includes measures designed to promote a safe working environment, informing workers that fire exit instructions must be gained from the senior in charge at each and every new placement, regular fire safety training sessions are held and the accident book records are properly kept with any RIDDOR references made. For the office it is the Manager that is responsible for all risk assessments and for recording accidents and making RIDDOR references. They are also responsible for ensuring that fire Regulations are complied with. The Health and Safety officer will monitor and assess the accident reports and ensure that corrective action is taken as required and Health and Safety policy revised if this is deemed necessary.

Workers responsibilities

Section 7 'Health and Safety at Work Act 1974'

Places a legal duty on all employees. "To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work." They are also required "to co-operate with Management to enable the employer to carry out its legal duties and any requirements, which may be imposed."

Section 8 'Health and Safety at Work Act 1974'

States that "no person shall intentionally or recklessly interfere with or misuse any item provided in the interests of Health, Safety and Welfare."

Regulation 12 of the Management of Health and Safety at Work Regulations 1999' further extends the duties of employees:

"Every worker shall use any machinery, equipment, dangerous substances, transport equipment, means of production or safety devices provided by the employer, in accordance with the training instructions received, whether this be written or verbal."

Every worker is instructed to inform their office of any work situation where it is considered that the training and instruction received by them, or a fellow worker may pose a serious immediate danger to Health and Safety.

<u>Communication with workers</u> <u>Regarding Health and Safety</u>

It is the policy of Straight Forward Recruitment to ensure all staff are given an initial induction. Straight Forward Recruitment office staff listen carefully to any views of employees and workers in relation to Health and Safety issues to ensure that supervision, instruction or training is made available.

Workers who are suffering from any medical condition or are aware of any unsafe conditions which may affect the health and safety of themselves or other persons or who require information regarding health and safety topics, should contact their office.

Managers should contact their designated Health and Safety for more information and advice. If appropriate and reasonable action is not taken, a report should be raised with Straight Forward Recruitment Directors.

Managers are responsible for informing workers of any changes or information that could affect their working activities.

SAFETY FIRST

The Manager instructs all workers to:

- Ensure that the environment they are working in is as safe as is reasonably practicable.
- Adhere to moving and handling assessments.
- Make proper use of all equipment provided.
- Report any faulty, damaged or defective equipment to the senior person on duty.
- Not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Use all hazardous substances, chemicals, liquids, gases and powders in accordance with all written instructions.
- Wear gloves and aprons when dealing with hazardous substances.
- Return all hazardous substances, chemicals, liquids, powders to their designated safe storage area when not in use, or dispose of them correctly.

<u>Control of Substances Hazardous to Health (COSHH)</u> Policy

It is the aim of Straight Forward Recruitment to comply with the Control of Substances

Hazardous to Health Regulations 1988 by ensuring assessments are carried out to identify any hazardous substance which they may come into contact with during their duties. Details of how these substances should be handled, stored and disposed of will be given in writing. To this end the following procedure will apply:

Risk to the health of a person arising out of, or in connection with his/her work' (COSHH 1988)

Hazardous substances are categorised as:

- Chemicals
- Liquids
- Gases
- Powders

The main types of hazardous substances employees or workers will come into contact with are:

- Bleach, cleaning fluids
- Blood, urine, faeces, vomit, sputum or any other bodily secretions.

Managers are responsible for undertaking COSHH risk assessments where necessary This information should be recorded in the office files Product Data Information must be available on any commercial hazardous substance, this information can be found on the bottle. Where no information is available it is the Managers responsibility to contact the manufacturer and request a data information sheet on the product.

- Workers who handle any bodily waste must use protective clothing as provided by the client Further information can be found in the Infection control policy.
- Infected and clinical waste must be disposed of in yellow bags for incineration: Sharps such as needles and syringes must be disposed of in a suitable container in accordance with the Environmental Protection Act.
- Further information can be found in the Infection Control Policy.
- Incidents or accidents involving hazardous substances to workers must be recorded in the accident book both at the office and at the clients premises and also the workers file.
- Managers are responsible for ensuring that they comply with the legislation regarding COSHH within their office.
- All workers will receive written guidelines on COSHH in this handbook and on signing the declaration worker agrees to comply with these guidelines, the declaration will be retained in their personal file.
- Further guidance on COSHH can be obtained from the person responsible for Health and Safety.

GUIDELINES TO STAFF

When using bleach or cleaning fluids, always wear gloves. If you splash cleaning chemicals into your eyes or on your skin, wash immediately and thoroughly with copious amounts of cold water. Wash eyes for at least 10 minutes and seek medical attention.

Any accident or incident to you or a client must be reported to your Manager.

Store all chemicals and cleaning materials in a safe place and out of reach of young children or confused clients. Never mix cleaning chemicals or transfer them into another container.

Incidents or accidents Policy

A clear format exists to identify, record and report an Incident or an accident in the Straight Forward Recruitment office. Action should be undertaken in a swift and professional manner, aimed at establishing cause and identifying risk factors, to prevent recurrence and minimise any distress or likelihood of harm clients, workers or others involved.

This also enables Straight Forward Recruitment to audit and review in order to minimise any future risk for clients, workers or others.

Procedure

All Incidents (e.g. thefts or allegations of abuse, plus notification of communicable diseases) must be recorded on a Accident/Incident Report form. If the incident takes place at a client's establishment, the individual reporting the incident should complete the form on the premises where the incident took place and also the accident book where appropriate.

Similarly all accidents should be logged and reported as soon as is feasible in order that they can be entered into the accident book and monitored as part of the quality audit process.

Medicine Incident Reporting

Medicine incidents no matter how minor should be reported immediately to either the Manager or if out of office hours the on call team.

Untoward incident (UI)

Is something out of the ordinary or unexpected? It is an incident - or a series of incidents - that, if left unattended, may pose a risk to clients or the health and safety of workers, visitors and others.

It may therefore be an incident where:

Our actions as an agency may be open to question - e.g poor decisions regarding care and support of a client.

We need to be aware when poor practice has taken place so that we can alert others to potential difficulties or even danger - e.g not acting on reports from workers regarding a client's lack of care by another person or, where a service user has taken action which may or may not be reported in the press. - e.g. a concern from a client not being responded to leaving them with little choice but to take action.

Serious Untoward Incident

Any incident involving serious harm or potentially serious harm to clients, workers or the public - e.g missed visits, lack of training. Any incident involving serious implications for service user or workers safety, involving potential or actual risk to clients or staff, e.g - untrained staff, faulty equipment.

Any incident involving serious compromises or allegations of serious compromises in the proper delivery of care services - e.g missed visits, assessed needs not met, equipment not used or available for staff.

If the incident concerns a jointly provided service or if another agency is involved then this must still be reported in line with our reporting procedure and then efforts made to determine which agency will lead the investigation.

Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)

All workers are covered by The Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 1995 (RIDDOR). All workers are included under the regulations when they are injured, or suffer a disease as a result of work activity.

Managers are responsible for reporting to the Local Health and Safety Executive any reportable accidents or injuries as quickly as possible. This is often done via telephone, followed by a written report by the person responsible and witnesses within 7days. Managers are also responsible for completing the accident book.

Reportable incidents:

- fatal accidents
- serious injuries or acute illness
- accidents involving more than 7 days absence from work
- acts of non consensual violence done to a person within the workplace
- acts of suicide occurring on or in the course of operating a relevant transport system
- occupational diseases
- dangerous occurrences
- gas incidents

Reportable Injuries or Illness:

- Fractures of the skull, spine, pelvis, arm / wrist (not a bone in the hand), leg / ankle (not a bone in the foot).
- Amputation of the hand / foot, fingers / thumb / toe or any other joint or bone that is completely severed.
- The loss of sight of an eye, penetrating injury to an eye, or a chemical or hot metal burn to an eye.
- Injury (including burns) requiring immediate medical treatment.
- Loss of consciousness, resulting from an electrical shock from any electrical circuit or equipment, whether or not due to direct contact
- Loss of consciousness resulting from lack of oxygen.
- Acute illness requiring medical treatment or loss of consciousness resulting in either cases from the absorption of any substance by inhalation, ingestion or through the skin.
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a pathogen or infected material.
- Any injuries that result in the person injured being admitted immediately into hospital for more than 24 hours.
- Decompression sickness.

Notifiable Diseases:

Staff who have a notifiable disease should report it to the Manager. They should not carry out duties during the period of the notifiable disease. Workers may be required to refrain from work if they have had contact with another person who has a notifiable disease.

Further information can be obtained from the Local Health and Safety Executive Office in your area.

Reporting Guidelines for workers:

All workers are responsible for reporting to the Office any accident or dangerous occurrences immediately. Any accident to yourself or to a client / patient / service user whilst you are on duty must be reported and documented and an accident form must be completed.

If you are unfit for work due to an accident at work you must inform the Office.

It is the workers responsibility to ensure that any injuries to themselves are documented in the accident book. If a patient / client /service user has an accident, and does not appear injured and refuses medical help, you must respect their wishes, however the worker must report the incident to the Office Manager, document the incident, inform a senior staff worker and write a full report of the incident.

Emergencies & Safety Guidelines Policy

It is the aim of Straight Forward Recruitment to ensure that all workers are aware of the actions to take in an emergency. To this end the following procedure will apply.

Procedure

Managers are responsible for ensuring copies of current first aid certificates are held in the worker's personal files.

Training will be organised by the Office for those who require first aid training or workers will be advised of organisations that offer first aid training.

Fire, Protection & Safety

All workers will undertake annual Fire Safety training.

All workers will adhere to the policies and procedures regarding Fire Safety and Evacuation Procedure as outlined by the premises in which they are assigned to work.

<u>Infection Control - Disposal of Clinical Waste</u> Information to workers

Infection control is an issue of Health and Safety. It comes within the remit of the Health and Safety at Work Act 1974, Control of Substances Hazardous to Health 2002 and Personal Protective Equipment at Work Regulations 1992.

Universal Precautions

The term Universal Precautions means undertaking routine safe working practices to protect you and your clients from infection by blood and any other bodily fluids. Hepatitis B, HIV and many other diseases can be transmitted by infected blood.

All workers who come into contact with another person's bodily fluids may be exposed to blood-borne viral infection such as HIV or Hepatitis.

It is not always possible to identify people who are positive to HIV or Hepatitis, therefore precautions to prevent the spread of infection must be followed at all times when care is provided, this includes older service users and children.

The most likely means of transmission of these viruses to workers is from infected blood by sharps injury or by blood splashing onto broken skin.

Sharps and Splash Injury

If you sustain a sharps or splash injury you should immediately:

- Encourage bleeding from the wound.
- The wound should be washed with warm running water and covered.
- Skin, eyes or mouth should be washed in plenty of water.
- The incident must be reported to the immediate supervisor and an accident form completed.
- Hospitals and Nursing Homes will have a local policy to follow.
- If your place of work does not have a local policy you should see your General Practitioner as soon as possible.
- All information must be recorded in the accident book.
- Inform your Manager immediately.

Precautions

- You should as a matter of good practice, routinely wear gloves and aprons when dealing with service users bodily waste, (urine, faeces and vomit) foul linen, and open wounds. Gloves and aprons should be disposed of between each procedure and hands washed thoroughly.
- Any spillage of blood and bodily fluids must be cleaned up immediately according to local policy. Always wear gloves.

Hand washing

Good basic hygienic practices should be followed at all times including thorough hand washing whenever necessary. Hand washing is considered the single most important measure in infection control. Hands should be washed:

- At the beginning and end of a span of duty.
- Prior to serving meals and drinks.
- After general patient contact.
- Handling potentially contaminated articles even when gloves are worn
- After removing articles of protective clothing.
- Before and after aseptic techniques or invasive procedures.

All rings, jewellery, wristwatches etc. should be removed prior to working in a clinical area and prior to washing. Soap or cleaning agents must come into contact with all surfaces of the hands, the palms, back of hands, between fingers, nails, and wrists. Once washed, hands should be rinsed and dried thoroughly.

If you have any wounds or moist skin conditions cover them with a dressing. Blue dressings must be used by those involved in food preparation.

Invasive procedures, dressing wounds or dealing with clinical waste should be avoided by workers who have moist lesions (such as Eczema) on their hands.

Disposal of clinical waste

Disposal of clinical waste is governed by the Environment Protection Act (1990) which influences both local and national practice. You must ensure that you dispose of waste using the correct bags when working in Hospitals, Nursing / Residential homes.

- Black plastic bags: Normal household waste
- Yellow plastic bags: Clinical waste arising from direct patient care
- Brown cardboard boxes: Aerosols and glassware
- Red plastic bags: Foul and infected linen
- Clear plastic bags: Non infected linen

MRSA

Universal Precautions, although originally aimed at protection against infection with HIV and Hepatitis viruses, may also be translated to control the spread of all infections.

The bacteria known as Methicillin Resistant Staphylococcus Aureus (MRSA) is resistant to antibiotics. A high proportion of healthy people in the community carries this bacteria with no ill effects.

- If you are caring for someone with MRSA in hospitals or Nursing/ Residential Homes their hygienic precautions are to be followed.
- Always wear gloves and an apron and wash your hands thoroughly after contact.
- Equipment such as commodes and bowls should be cleaned with detergent and hot water then dried thoroughly.

Hepatitis

Hepatitis is a virus that causes inflammation of the liver. There are different strains of Hepatitis; they are strains A, B, C, D and E.

Hepatitis A - is transmitted via the faecal-oral route from person to person Hepatitis B - is transmitted via blood, semen, blood transfusions or sharing needles. Hepatitis C - is transmitted via blood, semen, blood transfusions or sharing needles.

Hepatitis D - is transmitted via blood, semen, blood transfusions or sharing needles, however it only occurs in people who already have Hepatitis B. Hepatitis E - is transmitted via the faecal-oral route and person to person.

HIV and AIDS

HIV (Human Immunodeficieny Virus) is a virus that affects the immune system, breaking down a person's defence against infection. The person develops severe diseases due to generalised infections with bacteria, referred to as AIDS (Auto Immune Deficiency Syndrome).

The ways in which HIV can be transmitted from a staff worker to a patient / client are limited to exposure prone procedures in which injury to the staff worker could result in their blood contaminating the patient's / clients open wounds, this is known as bleed-back. HIV infected staff must not perform any exposure prone procedures.

Any worker, who has reason to believe that they may have been exposed to the HIV infection, must promptly seek and follow confidential professional advice on whether they should be tested for HIV. Failure to do so may breach their duty of care.

Examples of how a person can get exposed to the HIV infection are:

- If they have engaged in unprotected sexual intercourse.
- If they have shared injecting equipment whilst misusing drugs.
- If they have engaged in invasive medical, surgical, dental or midwifery procedures in parts of the world where infection control precautions may have been inadequate.
- If they have had a significant occupational exposure to HIV infected material.

Good measures to prevent occupational transmission of blood - borne viruses are as follows:

Follow good, basic hygiene practices with regular hand washing, before and after contact with each patient / client; before and after putting on and after removing gloves; change gloves between each patient / client /.

Staff with chronic skin diseases e.g. Eczema should avoid invasive procedures that involve sharp instruments or needles when their skin lesions are active.

Avoid wearing open footwear in situations where blood may be split, also where sharp instruments or needles are handled.

Avoid the usage and handling of sharps wherever possible. Where the handling of sharps is essential, exercise particular care in handling and disposal, following approved procedures and using approved sharps disposal containers.

Clear up spillage's of blood and other body fluids promptly and disinfect the surfaces.

Follow approved procedures for safe disposal of contaminated waste.

Moving & Handling

Policy

It is Straight Forward Recruitment policy that all staff workers adhere to the E.C. Manual Handling Operations Regulations 1992. No worker will be offered or permitted to work in an environment where moving and handling will be necessary if not in possession of a current moving and handling certificate. Every worker must have undertaken a Moving and Handling Course within the last year.

- Managers are responsible for ensuring that all workers working for Straight Forward Recruitment have undertaken a Moving and Handling course. Workers will be required to supply a copy of their Moving and Handling certificate as a condition of them being placed in work, which will be kept on file. This training must be updated yearly to take into account innovations in techniques and equipment.
- Training will be undertaken by a qualified Moving and Handling instructor.
- All workers will attend an update on Moving and Handling techniques that are no longer used, principles of safe handling and what to do if someone falls.
- Staff working in institutions are advised to be aware of local policies.
- You must have undertaken a Moving and Handling course within the last year. Ensure your Moving and Handling certificate is up to date and a copy is given to your Manager for retention on your personal file.

- Prior to Moving and Handling anyone ensure you have read their care plan and are familiar with any moving aids supplied by the establishment.
- It is imperative that all staff adhere to good safe working practices at all times.

Under the legislation workers are accountable for their own actions. If moving equipment or aids have been supplied, they must be used in accordance with the manufacturer's instructions. Do not make any repairs or carry out maintenance work of any description to moving equipment unless you are authorised to do so.

Safe handling techniques

- Avoid lifting, use safe manual handling techniques or equipment where necessary.
- Assess the task, patient, environment, equipment, the load and other staff workers.
- Plan the technique(s) to be used and follow the instructions to be used i.e. ready, steady, move.
- Get assistance if required, never struggle alone.
- Always explain to the patient / client what is going to happen.
- Get in as close as possible and remember foot positioning offset foot pointing in the direction you are going to move, relax knees and use a proper hold.
- Avoid twisting, top heavy bending, moving someone at arms length.
- Always wear appropriate footwear.
- Inform a senior staff worker of any changes in the patient / client condition that could affect the techniques being used.

<u>Safe Working Environment</u> <u>Safety in Moving and Handling for workers</u> Policy

Straight Forward Recruitment will provide or make available equipment to workers for use whilst carrying out duties for Straight Forward Recruitment.

Practice

- Where necessary Straight Forward Recruitment will supply/provide instruction or training to workers if it is to form part of their role.
- Establishments are responsible for providing equipment for their clients where risk assessments have identified a need for equipment.
- Managers are responsible for ensuring all workers are instructed that they must make proper use of equipment and facilities provided.
- All equipment must be used in accordance with the manufacturers instruction.
- If you are supplied with equipment to use whilst on duty, you must use it
 in accordance with the manufacturer's instructions. If you feel unsafe or
 do not know how the equipment is to be used contact your Manager or
 person in charge of the establishment.

If the equipment you have been supplied with becomes faulty or is damaged, it is your responsibility to inform the office immediately. Label the faulty/damaged equipment DO NOT USE and date it. Do not make any repairs or carry out maintenance work of any description unless you are authorised to do so.

Resuscitation

Policy

Straight Forward Recruitment follows the guidelines of the Resuscitation Council for use in the United Kingdom (1998).

Training will be provided to meet all aspects of First Aid required. DO NOT ATTEMPT to perform any type of resuscitation unless you are confident and competent in how to do so.

Administration of Medication

It is the policy of Straight Forward Recruitment that care worker do not dispense or administer medication without undergoing the appropriate training.

They may also administer eye /ear drops and apply creams and ointments that are on the Medication Administration Record chart following a competency check.

Straight Forward Recruitment routinely carries out Medication training with all care staff where appropriate.

Care staff are able to administer medication following training but ONLY where medication is in

- Original packaging
- A pharmacy filled dossette box
- A Nomad dispenser pharmacy filled
- A pharmacy issued blister pack

An accurate and current MAR must be in place for all medication to be administered.

All changes must be signed off and agreed by a Doctor or prescribing Nurse.

Straight Forward Recruitment workers are not permitted to write on the MAR card.

All Straight Forward Recruitment and local council Medication Policies and Procedures are available on request.

Guidance for administration of Medication

- Where any medication is administered, a complete and accurate record must be maintained on the MAR chart.
- Clear and accurate records must be maintained on the MAR chart where
 a client fails to take medication, due to refusal or spillage. Any action taken
 should also be recorded and reported to the Manager or senior person in
 charge of the establishment.
- Before administration, ensure you have a drink available.
- Ensure that the patient client is in a sitting position.
- If the client has difficulty swallowing, seek advice from a senior worker or your Manager.
- Always make sure that the medication has been taken; never leave tablets on a table or locker.
- Staff must not fill dossette boxes or other items such as egg cups, saucers etc with medication
- The care worker must get consent from the client before administration. If
 the person refuses the medication, the carer must document this on the
 MAR chart and seek advice as not administering the drug could have a
 detrimental effect on their health. All actions taken must be documented in
 the clients daily records.
- UNDER NO CIRCUMSTANCES MAY THE CLIENT BE FORCED TO TAKE MEDICATION.
- All concerns must be brought to the attention of the Manager

Policy for Qualified Nurses

The administration of all medicines by qualified nurses shall be in accordance with statutory, local rules and guidance issued by their professional body. Primary legislation concerning the administration of medicines contained in the medicines Act 1958 and the Misuse of drugs 1971. Professional guidance is given in the NMC standards for the Administration of Medicines.

Unauthorised use of medicine by staff, e.g. misappropriation, self - medication, is a serious offence. Any nurse who is found to contravene this clause will be dismissed for gross misconduct and reported to the NMC.

Hospitals and other establishments will have their own system for administering medication. It is the nurses' responsibility to ensure that they are familiar with the system used.

Nurses may administer and dispense drugs, gases, dressing's, naso- gastric and peg feeds and rectal drugs. Nurses may not administer IV's unless specific training has been undertaken.

Administration:

Agency nurses may not always be familiar with the patients / client's in their care. Therefore, in order to ensure medicines are administered to comply with safe practice nurses should adhere to the following:

- The nurse should be accompanied by a regular staff worker within the establishment where identification bands are not worn by residents / patients.
- The nurse must check that each prescription shows the date, medicine name, dose, route and times.
- The nurse must be able to read and fully understand the prescription, have knowledge of the medicine and be able to calculate the dose.
- The patients' / clients' identification must be verified by them, with a regular staff worker, or from their identification band or photograph.
- Any contraindications or change in the persons' clinical condition that may require the drug to be withheld must be noted. If necessary advice should be sought.
- Nurses must ascertain that the patient / client has no previous history of sensitivity or allergies associated with medication to be given.
- Select the medicine and check the expiry date to ensure it has not expired.
- Check on the chart that the medication has not already been given.
- The nurse must get consent from the patient / client before administration.
 If the person refuses the medication, the nurse must document this on
 the MAR chart and seek advice if not administering the drug could have a
 detrimental effect on their health. All actions taken must be documented in
 the nursing notes.
- Ensure medical / nursing notes are checked prior to giving any PRN medication.
- Remain with the individual until they have taken their medication, then record the date, time and dose given.
- If you have any concerns about a client / patient their health or their medication you should inform the person in charge, the General Practitioner or the Manager.

Controlled Drugs (CD's):

For the administration of controlled drugs, nurses should refer to the NMC standards for the Administration of Medicines. The procedure for administering CD's is the same as for other medication with the following additions:

One other person must witness the procedure at all times. Prior to administration the stock should be checked, the dosage removed and the remaining stock recorded in the Controlled Drug Book. The patient / client / service users name, date, time and dosage given, together with a full legible signature of both the witness and nurse who administered the drug should all be recorded.

If a CD is wasted or only partially used, it must be destroyed in the presence of the witness and a record made.

Drug Errors:

Examples of drug errors include:

- Medication is given that is not prescribed
- The correct medication is given, but at an incorrect interval
- · Medication is administered by the incorrect route
- There is any unplanned omission of a drug

The nurse must make a record of the occurrence in the nursing notes and an incident report must be written and the person in charge must be informed of the error.

If the wrong drug is given, or if a drug has been given to the wrong person, then 24 hour observations should be carried out and recorded in the nursing notes. Where a drug has been wrongly administered the doctor must be informed immediately.

Any drug error must also be reported to the Manager and senior person on duty in the Establishment along with a written report.

Verbal Orders

Nurses must follow local policy on verbal orders, as some establishments do not accept verbal, telephone orders.

Only in emergency and exceptional circumstances may a verbal order for drug administration be accepted if the prescribing doctor is unable to attend personally. A trained nurse only may accept verbal instruction.

The nurse must immediately record the instructions on the drug chart and annotate it 'verbal order'. After it has been written, it must be read back to the doctor checking the persons' name, the drug, dosage, frequency and route. Another person should witness the whole process, including all verbal communication, and the witness should also sign the drug chart.

Homeopathic or Herbal Substances:

Nurses should make themselves aware of commonly used homeopathic and herbal substances. If the nurse feels that the substance might be inappropriate or likely to negate or enhance the effect of prescribed drugs, then in the interest of the patient / client , the advice of the doctor should be sought.

Unauthorised Administration or Misuse of Medicines:

Within Nursing Homes it is unacceptable practice to administer medicines prescribed for one person from their monitored dose system to another person, even if the drug and dose are the same.

Unauthorised use of medicines by staff e.g. self - medication, is a serious offence. Any nurse who breaks guidelines on the administration of medicines could have committed a criminal offence and could also be liable to investigation and action by the NMC, as well as removal from the Straight Forward Recruitment register.

Guidance Notes on Medical Issues for All Staff

Managers, Support/Care workers should not discuss or disclose a clients medical history or treatment to a relative or another person. If asked, all staff workers will redirect the questioner to discuss this with the senior member of staff on duty.

Promoting Choice and Empowerment Policy

Straight Forward Recruitment recognises that the three principles of choice, empowerment and risk taking are inextricably linked. Choice is defined as giving different and real options. The client should have, whenever possible, the opportunity to select independently from these choices. Choice is not only about large scale decisions which affect life in a major way, but is also about small-scale choice, for example choosing an item of food or clothing.

Empowerment is defined as a means of enabling people to take control of their lives, having the power to make decisions and choices. It goes beyond providing choices in that it means putting the individual in a position where these choices can be made, both at a practical and psychological level. Empowerment can sometimes be about unlearning helplessness and learning at a thinking level that choice and decision making are not only a possibility but that, in the end, they provide a reward in terms of fulfilment and satisfaction with life.

'Empowerment is an evolving process and has no clear end point, which may explain the reluctance with which it is sometimes regarded (Stevenson and Parasol, 1993). Choice and empowerment necessarily embody an element of risk. It is impossible to give people choice and power without this and reluctance to take risks by support workers can infringe the rights of clients.

Procedure

- Clients have a right to expect more than basic care from support workers/staff workers.
- Clients should be enabled to lead rich, fulfilling lives and to reach their maximum potential, this may be through the provision of educational opportunities, a choice of activities, outings and the provision of an environment which is conductive to creative and leisure activity.
- Support Workers have a duty to look beyond the immediate environment of the client and the care setting in assessing how to gain maximum benefit from that setting. This requires an ability and willingness to find out about local resources, to support when this is possible.

Support Workers will:

- Empower their clients
- Promote choice, acceptance and independence
- Respect the worth and dignity of every individual
- Practice individualisation and avoid labelling people as drug users or residents - see the person first
- Avoid boring routines
- Encourage client participation in all aspects of life
- Support workers will gain knowledge of what is available in the wider community

All these procedures will contribute towards building self-esteem and will promote fulfilment and potential.

Safeguarding of Vulnerable Adults

Policy

Straight Forward Recruitment believe's the abuse of vulnerable adults constitutes a clear infringement of their rights and freedoms as citizens. This policy aims to protect vulnerable adults, who are at risk of all forms of abuse, to receive a safe and supportive service. There will be in place procedures for identifying, investigating, managing and preventing abuse. The combination of the policy and procedures are key factors in Safeguarding of Vulnerable Adults

Straight Forward Recruitment believes;

- Every adult has the right to live in safety and to be free from abuse or fear of abuse from others
- Every adult has the right to live an independent life based on 'selfdetermination' and personal choice
- The risks that may be involved in a vulnerable adult living an independent life will be accepted as the choice of that person. Support will be provided for such decisions to be made
- Responsibility will be taken to help prevent abuse of vulnerable adults by raising awareness, empowering people to make their own decisions and putting safe.guards in place

- When a situation is discovered in which a vulnerable adult reports, or is thought to be at risk of abuse, Straight Forward Recruitment will react promptly in a coordinated way to enable these difficulties to be overcome
- Recognition that people are discriminated against on the basis of race, culture, gender, age, disability or sexual orientation. Straight Forward Recruitment is committed to working with vulnerable adults in a positive manner that values them as individuals
- Care Workers have a right for their needs to be considered

Responsibilities of Straight Forward Recruitment

- Commitment to training programmes to meet the requirements for Management, Supervisory and Care Worker Staff
- To support and supervise staff who become aware of concerns and intervene when abuse is suspected or revealed
- To ensure that staff are familiar with the procedures for the safeguarding of adults from abuse
- Where abuse occurs as a result of actions by workers, disciplinary
 procedures will be invoked. Should the alleged perpetrators cease
 working for Straight Forward Recruitment prior to or during disciplinary
 investigations/ actions the individual will be reported

Recognising the signs of abuse Guidance

Abuse can take many forms; physical, sexual, financial, psychological, social and neglect. It can also be carried out deliberately or unintentionally by any person who has contact with the client, there isn't a particular 'type' of person who abuses.

Physical Abuse

Physical abuse is a non-accidental act that can cause pain/injury to the Service User and includes; hitting, slapping, punching, pinching, biting, twisting, cutting, hair pulling, pushing, burning, kicking and any form of hitting with objects. It also includes; physical restraint, forced confinement, forced feeding and the incorrect giving of medication such as too much or the wrong type for example.

Signs that could indicate possible physical abuse

- Bruises, cuts, burns, blisters or other marks on skin such as finger marks, abnormally shaped marks, clusters of marks
- Swellings, tenderness, pain or restricted movement
- Repeated falls, accidents, fractures, untreated injuries and injuries that appear to be healing at different rates
- Unexplained hair loss, weight loss, weight gain, drowsiness
- Acting in a manner that is fearful, agitated, cringing, lacking awareness, tearful or other noticeable changes in the Service User's behaviour

Sexual Abuse

Sexual abuse is non-consensual sexual contact, language or sexually exploitative behaviour and includes rape, indecent assault, sexual harassment and sexual interference.

Signs that could indicate possible sexual abuse

- Unexplained sexually transmitted disease or infections
- Bruising around breasts, genital areas or inner thighs
- Unexplained bleeding from the genital area
- Difficulty in walking or sitting that is not explained by a known medical condition
- Fear, agitation, disturbed sleep, withdrawn uncommunicative behaviour
- Inappropriate touching, sexual innuendo by another
- Torn, stained or bloody clothing
- · Observed or reported feelings of blame and guilt

Financial Abuse

Financial abuse is the illegal, improper or unauthorised use or management of a client/patients money, property, possessions and valuables.

Signs that could indicate possible financial abuse

- Any observed illegal or unauthorised use of the Service User's money, property, possessions or valuables
- Observed or reported fraud, theft, embezzlement or forgery
- Observed, being made aware of or reported lost or missing money
- Observed being made aware of or reported missing/loss of jewellery or personal possessions
- Lack of supplies and amenities that the client should be able to afford
- Lack of food, heating, hot water and other life essentials
- Client is worried/shows confusion about unpaid bills or financial affairs
- Pressure from others to hand over money or items
- Observing, being made aware of or reported sudden change in finances such as pension money known to have been collected suddenly disappearing
- Observed pressure to sign documents where the client is unsure or confused
- Receiving accounts for items not belonging to or being purchased by Service User

Psychological Abuse

Psychological abuse is language or actions designed to intimidate and can be characterised by a repeated pattern of behaviour to maintain a 'hold' over the other person, usually one of fear.

It can manifest in both verbal and non-verbal behaviour and includes such things as:

- Treating the client like a child leading to Service User feeling humiliated
- Emotional blackmail such as shouting, swearing, frightening, blaming and ignoring
- Intimidating through name calling, insults and silence
- Threats of harm, punishment or abandonment
- Threats of restricting access to others or confinement
- Withdrawal of affection
- Denying them their rights
- Witnessing family arguments and being forced to take sides
- Coercion and displays of visual aggression and making of threats

Signs that could indicate possible psychological abuse

- Nervousness in the presence of a particular individual
- Loss of interest in self, activities or environment, low self esteem
- Fearfulness, helplessness
- Hopelessness, withdrawn
- Change in appetite
- Depression, confusion
- Insomnia, sleep deprivation
- Agitation, anger
- Anxiety, mental anguish
- Passive, not wanting to participate, uninvolved

Neglect

Neglect is where a person is deprived of food, heat, clothing, comfort, essential medication and basic needs. It can be both intentional and unintentional. It may involve the supply of such provisions being 'blocked' or prevented by another person.

Abusive neglectful behaviour includes

- Not providing adequate clothing and personal items
- Unwillingness to allow proper medical or dental care
- Withholding, over or under/inappropriate use of medication
- Refusal to permit other people to provide adequate care, attention, food, basic necessities etc

Signs that could indicate possible abusive neglectful behaviour

- Poor hygiene, dirty clothes, hands, feet, nails, hair
- Absence of health aids such as glasses, dentures, hearing aids, mobility aids
- Unkempt appearance, inappropriate or lack of clothing
- Lack of personal items such as photos, ornaments, personal effects
- Secretiveness or agitation
- Dehydration, malnourishment, unexplained weight loss
- Pressure sores, ulceration, urine burns, dirty mouth, rashes, lice
- Unsanitary, unclean conditions
- Untreated medical conditions
- Lack of stimulus such as books, radio, television etc
- Loss of privacy and choice such as doors left open, locked, person left uncovered
- No choice in diet, set rules of when to eat, when to get up, when to go to bed
- Inadequate heating, no ability to adjust heating

Social Abuse

Social abuse is where the person is restricted from or prevented from having social contact with others or restricting and preventing social activities. Such social abuse would include being discouraged or stopped from seeing other people such as family and friends, or prevented from making choices about how the person wishes to live and who they wish to interact with.

Signs that could indicate possible social abuse

- Loss of interaction with others
- Sadness and grief over people not visiting or contacting
- Worried or anxious about a particular visit by a specific person
- Person is very sad with low self esteem
- Person is withdrawn
- Person is passive, uninvolved, and/or listless

It is important when thinking of social abuse to understand that it is perfectly okay for a person to choose to live in an independent way, they do not have to interact with others if they choose not to. It is only where the person is being prevented from interacting or stopped from having contacts or making social choices that it would raise concerns that should be investigated.

Safeguarding Children's Policy Introduction

A child is defined as a person under the age of 18 years of age (The Children's Act 1989). For the purpose of this policy document:

- The term child will be used to describe all children and young people under the age of 18 years old.
- The term staff will be used to describe agency staff employed by Straight Forward Recruitment

Staff should implement this policy using the guidelines when conducting work that involves children. This will protect the safety and well-being of children and protect staff.

Children's Rights

All children have needs and rights:

- The need for physical care and attention
- The need for intellectual stimulation
- The need for emotional love and security
- The need for social contact and relationships
- The right to have their needs met and safeguarded
- The right to be protected from neglect, abuse and exploitation

Policy Statement

Straight Forward Recruitment recognises that the children, young people and their families who are supported by the nurses and carers have the right to be protected from abuse and harm at all times, regardless of gender, ethnicity, disability or sexual orientation. This is valid in all situations be they home, nursery, school, college or holiday venues. Straight Forward Recruitment are aware that children with disabilities have the potential to be more vulnerable to abuse than others.

Policy Aims

The aim of this policy is to inform agency staff of their responsibilities when working with children, promote good practice, providing children and young people with appropriate safety and protection.

The aim is to allow all workers to make informed and confident responses to specific child protection issues.

Straight Forward Recruitment will adhere to the guidelines of the following legislation:

- The Children's Act 1989
- The Protection of Children's Act(1999)
- The Human Rights Act(1998)
- Working Together to Safeguard Children
- Safe from Harm

All workers who care for children will understand the principles underlying child protection.

The guidelines cover three main areas:

- Staff recruitment, support and training
- Staff conduct
- Child Protection procedures

Staff Recruitment, Support and Training

Workers are selected on their suitability for the activity requirements and the responsibilities and their ability to demonstrate that they can work safely with children. Any offer of work must be subject to receipt of satisfactory disclosure information, completion of an application form and successful completion of a DBS check. Full disclosure through checks with the DBS will also check all relevant lists and identify those who are disqualified from working with children and young people.

Awareness of child protection issues will continue to be addressed through on- going training.

Straight Forward Recruitment will ensure that every worker knows the lead staff worker responsible for child protection issues and their role. Straight Forward Recruitment will ensure all workers are alert to the signs of abuse and are aware of their responsibility for referring any concerns they may have to the appropriate person. Staff should remember that they are not trained to deal with situations of abuse or to decide whether abuse has occurred.

Straight Forward Recruitment has a responsibility to develop links with relevant agencies and attend case conferences and to keep written records about concerns about children even when there is no need to refer the matter immediately. All records are kept securely in locked locations.

What is Abuse?

Abuse and Neglect – Somebody may abuse or neglect a child by inflicting harm or failing to act to prevent harm. Children may be abused in a family or in an institution or community setting by those known to them or more rarely by a stranger

Recognising the signs of abuse Guidance

Abuse can take many forms; physical, sexual, financial, psychological, social and neglect. It can also be carried out deliberately or unintentionally by any person who has contact with the Service User, there isn't a particular 'type' of person who abuses. Abuse can occur against children and adults.

Types and signs of abuse - children Physical Abuse:

Abuse:

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately cause ill health to the child they are looking after.

Physical signs:

- Injuries to any part of the body
- Children who find it difficult to walk, sit down, move their jaws or are in some kind of pain
- Injuries which are not typical of the bumps and scrapes usually associated with children's activities
- The regular occurrence of unexplained injuries

Behavioural Signs:

- Furtive secretive behaviour
- Uncharacteristic aggression or withdrawn behaviour
- · Compulsive eating or sudden loss of appetite
- The child that suddenly becomes ill co-ordinated
- The child that finds it difficult to stay awake

What to listen for:

- Listen for confused or conflicting explanations of how the injury occurred
- · Evaluate carefully what is said and preferably document verbatim
- Consider if the injury is in keeping with the nature, site and age of injury

Consider:

- Is there a family history of abuse?
- Has the family been under stress?
- Do you have concern about the family?

Emotional Abuse

Persistent or severe emotional ill treatment of a child which has a severe adverse effect on the behaviour and emotional development of the child is considered abuse.

The recognition of emotional abuse is based on observations over time of the quality of relationships between parent/carer and the child.

Watch for Parent / Carer Behaviours:

- Poor attachment relationship with the child
- Unresponsive or neglectful behaviour towards the child's emotional or psychological needs
- In appropriate or inconsistent developmental expectations of the child
- Parental problems which supersede the needs of the child
- Dysfunctional family relationships including domestic violence

Child Behaviours

- Emotional indicators such as low self esteem, unhappiness, fear, distress, anxiety
- Behavioural indicators such as attention seeking, opposing, withdrawn, insecure
- Physical indicators such as failure to thrive/faltering growth delay in achieving developmental, cognitive or educational milestones taking into account the individuals disabilities.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities whether or not the child is aware of what is happening.

Physical signs:

- Awkwardness in walking or sitting down
- Tummy pains
- Regression into enuresis (bedwetting)
- Tiredness

Behavioural Signs:

- Extreme variations in behaviour (e.g., anxiety, aggression or withdrawal)
- Sexually provocative behaviour knowledge that is incompatible with the child's age and understanding
- Drawings or written work that is sexually explicit
- Direct disclosure; It is important to remember that children have neither the experience nor the understanding to be able to make up stories about sexual assault

Neglect

Neglect is a persistent failure to meet a child's basic physical or psychological needs, likely to result in the serious impairment of the child's health or development.

Physical Signs:

- · Abnormal growth or failure to thrive
- Underweight or obese
- · Recurrent Infections
- Unkempt dirty appearance
- Smelly
- Inadequate/unwashed clothes
- Hunger
- Listlessness

Behavioural Signs:

- Attachment disorders
- Indiscriminate friendliness
- Poor social relationships
- Poor concentration
- Developmental delays
- Low self esteem

Confidentiality

Policy

It is the aim of Straight Forward Recruitment to maintain the confidentiality of client information. It is a necessary requirement that Straight Forward Recruitment receives detailed information regarding the

- Support needs
- Personal details of the client the privacy of this information and the need for confidentiality must be respected at all times.
- Guidelines and procedures
- Clients have a right to access their personal information held by Straight Forward Recruitment. Where service users have requested to view this information, contact the office directly.
- Clients have a right to expect that information given in confidence will be used only for the purpose for which it was given and will not be released to others without their consent. They have the right to agree that information may be passed on to others and no action will be taken for breach of confidentiality, as this consent would be a complete defence.
- Where it is appropriate to share information obtained in the course of professional work with other health or social workers the worker who obtained the information must ensure, as far as is reasonable, before its release that it is being imparted in strict professional confidence and for a specific purpose.
- Disclosure to authorised persons can only be made with the clients consent unless an emergency makes such permission unobtainable.

Authorised persons are those with direct need for information relating to the service users welfare for example:

- Health Care Professionals
- Office Consultants
- Care Managers
- Local Authority Inspectors
- Relatives, neighbours, family friends do not necessarily constitute authorised persons.

The main exceptions to maintaining confidentiality are shown below:

- Consent of the client
- Disclosure in the interests of the client
- Court order for disclosure
- Statutory duty
- The public interest

Disclosure in the Interests of the Service User

It is impractical to obtain the consent of the service user every time there is a need to share information with other health professionals or other staff involved in the health care of that person. It is important that the service user understands that some information may be available to others involved in the delivery of their care. They must know whom the information will be shared with.

Statutory Duty to Disclose

There are Acts of Parliament, which require the production of confidential information.

- Prevention of Terrorism Acts
- Road Traffic Acts
- Public Health Acts
- Police and Criminal Evidence Act 1984
- Misuse of Drugs Act 1971

It is essential that there is good justification to disclose confidential information when relying upon an Act of Parliament.

Public Interests

Public Health legislation requires the reporting of notifiable diseases. This information is normally reported by a doctor (see information in RIDDOR on Notifiable diseases).

Guidelines on Confidentiality for Carers/Support Workers/ Nurses

Personal information disclosed to your during the course of your work is to be

Personal information disclosed to you during the course of your work is to be treated as confidential and should only be disclosed with the consent of the person concerned unless the person is considered to be at risk.

Disclosure to authorised persons can only be made with the clients consent unless an emergency makes such permission unobtainable.

Authorised persons are those with direct need for information relating to the user's welfare for example:

- Health care professionals
- Office Consultants/Managers
- Care Managers
- Local Authority Inspectors

Relative, neighbours, family friends do not necessarily constitute authorised persons.

DO NOT leave client documentation in a place where an unauthorised person could gain access to it or discuss your service users in a public place.

Caldicott Protocol - The Sharing of Information

Sharing information about an individual patient between partner agencies is vital to the provision of care. The aim of the protocol is to ensure that patients receive the most effective and efficient care.

As stated in article 8 of the Human Rights Convention paragraph 8(1) and (2) The principals of sharing information is to:

- Deliver personal care and treatment
- Improve the quality of care and treatment
- Monitor and protect public health
- Clinical audit

The principals considered when deciding whether or not confidential information should be shared are:

- Justify the purpose for using confidential information
- Only use when absolutely necessary
- Use the minimum that is required
- Access should be on a strict need-to-know basis
- Everyone must understand his or her responsibilities
- Understand and comply with the law
- The duty to share information can be as important as the duty to protect patient confidentiality

All patient information, which is identifiable, is regarded as confidential. All staff must accept this duty of confidentiality and will not disclose such information without the consent of the person concerned, unless there are grounds for intervening in confidentiality e.g. where there is public interest. In requesting release and disclosure of information, staff will respect this responsibility, and will ensure that information is not disclosed illegally or inappropriately.

Patients' clinical details come under the category of sensitive personal data. This requires that information will not be processed or shared unless at least one of a range of criteria is met. The criteria that are particularly relevant are:

- The patient has given his or her explicit consent for processing personal data.
- The data protection is necessary for medical purposes and is undertaken by a health professional or a person who in the circumstances owes a duty of confidentiality, which is equivalent to that which would arise if that person were a health professional.
- In line with the Human Rights Act 1998, General Data Protection Regulation (EU)2016/679 and the Data Protection Act 2018 consent to disclosure of information should be on an informed basis. To obtain consent, a consent form should be used and should be sought at the earliest opportunity. All new patients / client's will be asked for consent at the point of referral. They will also be able to decide on what information can be shared with whom and what must remain confidential.

If consent is not given, because the person is either unable or unwilling to give their consent, then information will only be released if there are grounds for intervening in the rights of confidentiality where there is an overriding public interest. That is where there is a serious public health risk of harm to other individuals or for the prevention, detection or prosecution of serious crime.

If consent is refused, or limited, it must be documented on the consent form and kept on file highlighting the fact.

Staff should only have access to personal information on a need-to- know basis. Clinical and professional details should be available to all those, but only those involved in the care of the individual.

Caldicott Overview

Principle 1 - Justify Purposes(s)

Individuals, departments and organisations must justify the purposes(s) for which information is required. This includes justifying the purposes to the public for specific patients within each organisation. Every proposed use or transfer of patient - identifiable information within or from an organisation should be clearly defined and scrutinised, with continuing uses reviewed by an appropriate guardian.

Principle 2 - Do not use patient - identifiable information, unless it is absolutely necessary. This means assessing information flows and uses and ensuring that patient-identifiable information is removed unless a genuine case can be made for its inclusion and there is no alternative. The need for patients to be identified should be considered at each stage of satisfying the purposes(s).

Principle 3 - Use the minimum necessary patient-identifiable information.

Where use of patient-identifiable information is considered to be essential, each individual item of information should be considered and justified so that the minimum amount of identifiable information is transferred or accessible as necessary for each given function to be carried out.

Principle 4 - Access to patient-identifiable information should be on a strict need-to-know basis. Only those individuals who need access to patient- identifiable information should have access to it, and they should only have access to the information items that they need to see. This may mean introducing access controls or splitting information flows where one information flow is used for several purposes.

Principle 5 - Everyone with access to patient-identifiable information should be aware of their responsibilities. Action should be taken to ensure that those handling patient-identifiable information - both clinical and non-clinical staff are made fully aware of their responsibilities and obligations to respect patient confidentiality.

Principle 6 - Understanding and comply with the law Every use of patient-identifiable information must be lawful. Someone in each organisation handling patient information should be responsible for ensuring that the organisation complies with legal requirements.

Principle 7- The duty to share information can be as important as the duty to protect patient confidentiality

Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by these principles. They should be supported by the policies of their employers.

Data Protection

Straight Forward Recruitment is registered with the Information Commissioners Office and complies with the General Data Protection Regulation (EU)2016/679 and the Data Protection Act 2018.

Guidelines

Each office holds personal data on both staff workers as covered under the General Data Protection Regulation (EU)2016/679 and the Data Protection Act 2018. The Office is responsible for ensuring that all information is held securely and in line with our Data Protection and Privacy Policy.

Therefore the Manager is responsible for ensuring that:

There is appropriate security measures against unauthorised access
to, or alteration, disclosure or destruction of, personal data and against
accidental loss or destruction of personal data. Authorised access
passwords are issued to all office staff and senior management; so that
if appropriate restricted access codes can be attached.

Whistle - Blowing

This means the disclosure to authority of any misdemeanours on the part of colleagues or employees of other organisations. If acting in good faith, any worker would be expected by Straight Forward Recruitment to report any misdemeanour or malpractice, whether it is a one-off occurrence, or something that is ongoing.

Examples of misdemeanour or malpractice are:

- · A criminal offence
- Failure to comply with legal obligations
- Falsifying records
- Endangering someone's health and safety
- Any type of abuse

Straight Forward Recruitment recognises the Public Interest Disclosure Act 1998, which gives statutory protection to all staff who discloses information. Protection is also given to staff where - if they have good reason for doing so - they raise the matter outside the organisation. The Act is not a means for pursuing a grievance about a personal situation.

Straight Forward Recruitment will endeavour to provide all the necessary assistance with regard to all aspects of whistle - blowing, ensuring there is open and honest communication without fear or reprisal.

Straight Forward Recruitment recognises that workers may be unwilling to make a complaint or to formally raise an issue for various reasons. These reasons may include: fear of retaliation or humiliation, fear that others will consider the act trivial or unacceptable or a fear that whistle - blowing will not be taken seriously and that no action will be taken.

- All disclosures will be taken seriously and treated in a confidential manner both in the reporting, recording and storing of all documentation.
- All matters of whistle blowing will be conducted in a fair, sensitive and confidential manner
- There will be no victimisation of any worker either making any whistle
 blowing activity, or assisting another staff worker.
- All steps will be taken to prevent victimisation, and proven acts of victimisation.
- Every effort will be made to provide regular feedback to the individual raising the concern.
- Disclosures are protected provided that the worker makes the disclosure in good faith, reasonably believes that the information and any other allegation contained in it are substantially true, and does not act for personal gain.

It is Straight Forward Recruitment policy that all workers should report any actions inconsistent with its provisions as soon as possible.

Staff workers should raise the issue with the Manager. However if your allegation concerns management, you should report it to the Director of Straight Forward Recruitment. If the alleged malpractice concerns a Director or the company as a whole, the Local Authority and if appropriate the Care Quality Commission should be contacted.

Harassment at Work

It is the policy of Straight Forward Recruitment that harassment will not be permitted or condoned.

Straight Forward Recruitment defines harassment as consisting of unwelcome, offensive, abusive, belittling or threatening behaviour. It is usually based on some real or perceived difference such as sex, race or disability, which may lead to the individual being offended, humiliated, intimidated or disadvantaged.

Straight Forward Recruitment's policy reflects the Criminal Justice and Public Order Act of 1994 which defines harassment as the user of 'threatening, abusive or insulting words or behaviour or displays or writing, signs or other visible representation which is threatening, abusive or insulting'.

Straight Forward Recruitment recognises the Protection from Harassment Act of 1997, whereby it is unlawful to pursue a course of conduct, which amounts to harassment of another and where the person in question knows or ought to know what amounts to harassment of another.

Straight Forward Recruitment deplores all forms of sexual and racial harassment and seeks to ensure that the working environment is sympathetic to all workers / clients / patients

Straight Forward Recruitment recognises that it is unlawful to treat someone unfairly because of their gender, skin colour, nationality or disability.

The following procedures inform staff of the type of behaviour that is unacceptable and provides staff workers and users who are victims of harassment with a means of redress.

It is the duty of the Manager to ensure that all staff adheres to the guidelines of harassment.

Sexual Harassment

Sexual harassment at work is unlawful, the harasser may be held liable for any unlawful actions, and may be required to pay damages. Women and men have the right to work in an environment free from sexual intimidation.

Sexual harassment takes many forms, from relatively mild sexual banter to actual physical violence. Staff may not always realise that their behaviour constitutes sexual harassment but they must recognise that what is acceptable to one person, may not be acceptable to another. Sexual harassment is described as any form of behaviour, which makes a reasonable person feel that someone else is treating them as a sexual object or demeaning that person because of their sexual orientation.

Some examples include:

- Insensitive jokes or pranks
- Lewd comments about appearance
- Unnecessary body contact
- Displays of sexually offensive material
- · Requests for sexual favours
- Speculation about a person's private life and sexual activities
- Threatened or actual sexual violence
- Threat of dismissal, loss or promotion etc for refusal of service

Racial Harassment

Racial harassment at work is unlawful and, as sexual harassment, the harasser may be held liable. All staff have the right to work in an atmosphere free from racial intimidation. Racial harassment is described as any hostile or offensive act of expression (or incitement to commit an act or expression) by a person of one racial or ethnic origin against a person or another, where the grounds for such behaviour are racial.

Grounds for racial harassment are identified by Equality and Human Rights Commission as the grounds of race, colour, and nationality including citizenship or ethnic or national origins intentional racial harassment is a criminal offence.

Examples of racial harassment:

Racial harassment can take many forms, from relatively minor abuse to actual physical violence.

Examples of harassment include:

- Insensitive jokes related to race
- Pranks
- Deliberate exclusion from conversations
- Abusive or insulting words or behaviour
- Displaying words or pictures

Workplace Bullying

Workplace bullying or harassment is behaviour, which is intended to create, or which results in a working environment, which is offensive, hostile or intimidating. Although typically the initiator of such behaviour is in a position of power or authority this does not have to be the case.

Workplace harassment or bullying can occur to, or be initiated by, a single person or a group of people. Straight Forward Recruitment seeks to create a working environment in which people are able to realise their full potential and therefore cannot condone workplace bullying. Complaints of bullying or harassment will be dealt within accordance with the procedure set out under this code.

Guidelines

Workers will be given training regarding harassment, discrimination and equal opportunities. Workers will be given the information on the correct procedures to take if they wish to make a complaint. If the staff worker feels that they are being subjected to harassment in any form, they should not be made to feel that it is their fault or that they have to tolerate such behaviour. The following quidelines should be adhered to:

- Staff workers who are victims of minor sexual or racial harassment are advised to make it clear to their harasser that the behaviour is unacceptable and must stop. If a worker is unable to do this verbally, the worker should be assured that this does not constitute consent to the harassment. A written request, explaining the distress, which the behaviour is causing should be handed to the harasser and may be effective. The Manager should assist in taking action.
- It is important to keep a record of events, which have caused distress and the effect that they have had on the individual.
- It is advised to make a note of any witness to the incident(s) and ask them if they would be prepared to give evidence.
- If verbal and written action is not effective, confidential advice and help should be sort from the Manager.
- The complaint should be made in writing and, where possible should state:
- The name of the harasser
- The nature of the harassment
- Dates and time when harassment occurred.
- Names of witnesses
- Any action already taken to stop the harassment

No individual should be deterred from making a genuine complaint. If it is found that an individual has made a purely mischievous or malicious false complaint, they will be liable to disciplinary procedures and will run the risk of being sued by the subject of the complaint in law. If the Manager is the alleged harasser, the complaint should be sent, in confidence to the:

Insurance

Straight Forward Recruitment always ensures that all staff working are covered in respect of:

- Employers Liability insurance this cover is required by law where Straight Forward Recruitment as the employer must be able to meet any claims where negligence by Straight Forward Recruitment has occurred.
- Professional Indemnity Insurance £5m cover this covers circumstances arising from negligence on the part of one of our workers in carrying out professional aspects of their duties.
- Public Liability Insurance £5m cover this covers injury to third parties, or damage to their property. (Third parties are service users or anyone other than workers of Straight Forward Recruitment).

The level of cover will be adjusted from time to time in line with legislative requirements

Qualified nurses are required to access individual professional indemnity insurance via an agent or membership of a trade union.

Straight Forward Recruitment DO NOT cover:

- Personal Accident Insurance all staff are advised to take out such cover to cover themselves whilst working.
- Motor Insurance for Homecarers or nurses all staff are responsible for their own motor insurance, and if they are intending to drive between service users premises in the course of their work they must ensure that their cover is Class 1 Business cover.

Malpractice and Public Liability

Straight Forward Recruitment has Malpractice and Public Liability Insurance on behalf of all of its workers giving cover for claims up to £5 million per incident. A copy of the certificate confirming the insurance is available for inspection at the Straight Forward Recruitment Office. Further details are available upon request to your Manager. It is a condition of registration with Straight Forward Recruitment that you have this insurance. If any incident arises which could give rise to a claim, you are strongly advised to complete an incident report form available from your office. You are free of course to take out additional insurance individually should you wish.

Insurance against Personal Accident and Illness

Workers only receive fees for work, which has been undertaken, and it follows therefore that should you for any reason be unable to undertake work you may well suffer financially as a result. The normal risk preventing workers from working are accidents either at work or at home, or illness and you are advised to seek and obtain insurance cover against such risks and at a level which protects your income during periods when you cannot work.

Motor Insurance

The use of a private motor vehicle travelling to from or during an assignment is 'own business use' and you are advised to check with your motor vehicle insurance companies to confirm that you are covered for such risks and to arrange such cover where this is necessary.

Gifts and Gratuities

Care is provided in return for agreed fees. Under no circumstances should you seek any other money, gifts favours or reward for service rendered, either for yourself or for any third party.

It is not uncommon for a client or patient, friend or relative, to offer a voluntary gift as a mark of appreciation for care they have received. Straight Forward Recruitments policy is that giving and receiving such gifts is not generally appropriate to the provision of professional care.

Wherever possible, any offer of a gift should be politely refused, with an explanation that acceptance would be against Straight Forward Recruitment policy. You should also check and comply with the policy of the establishment in which you are working on the receiving of such gifts, if appropriate. If you are working for someone in their own home and refusal is likely to cause serious offence to your client, the gift may be accepted under the following rules.

- All offers of gifts should be disclosed to your Manager, who
 will discuss the matter with your client, or other advocates as
 appropriate, to explain the Straight Forward Recruitment policy.
- Gifts of consumables (e.g. chocolates) or flowers should remain in your clients' home, to be shared and enjoyed by your client and all workers of the care team.
- Other gifts should be refused with the suggestion of an equivalent donation to charity.
- Your Manager will acknowledge all gifts in writing.

You are expected to adopt this policy as a Code of Conduct. Failure or refusal to do so may result in you not being offered further placements with Straight Forward Recruitment clients.

Wills and Bequests

Under no circumstances should you seek, invite, or accept an offer of any bequest or consideration in a client's will, either for you or for any third party. Unsolicited offers should be disclosed to your Manager, who will discuss the matter with your client, or other advocates as appropriate, to explain Straight Forward Recruitment policy.

If a bequest of money is made to you without your prior knowledge, it should be disclosed to your Manager. Following discussion with you and the heirs of your client, if your Manager is satisfied that this policy has been complied with, the bequest may be accepted.

If a bequest of money is made to a Straight Forward Recruitment worker or office, it will be used to fund training for Straight Forward Recruitment workers.

Those providing care to vulnerable people may acquire an unusually strong position of influence over them. To avoid accusations of improper conduct, you should politely refuse to advise your client on the making of the will and its content of provisions. You should also avoid acting as a witness to the signature of a will, as doing so may make the will invalid.

Clients should be referred to a solicitor or other independent advisor. You are expected to adopt this policy as a Code of Conduct. Failure or refusal to do so may result in you being offered no further work with Straight Forward Recruitment clients.

Record Keeping

It is Straight Forward Recruitment Policy that all staff ensure that the required records are properly completed and maintained. The Manager is responsible for ensuring that all staff understand the care instructions, any hazards or difficulties highlighted in the documents.

Record keeping is an integral part of caring, nursing and midwifery practice. All records are official documents that could be used in a court of law. All documentation should be completed accurately and legibly with a black pen. When recording notes, there are a number of factors that contribute to effective record keeping.

Patient / client records should:

- be written objectively and state what you have actually done
- be written as soon as possible after an event has occurred, providing current information on the care and condition of the patient / client / service user
- be written clearly in such a manner that the text cannot be erased
- be accurately signed, with the date and time included
- be written in such a manner that any alterations or additions show the times of amendments, show the date and signature and is written in such a way that the original entry can still be clearly read.
- not include abbreviations or jargon, or irrelevant speculation and offensive subjective statements
- be readable on any photocopies

In addition, records should:

- be written, wherever possible, with the involvement of the patient / client or their carer
- be written in terms the patient / client can understand
- identify problems that have arisen and the action taken to rectify them

New or Expectant Mothers

Policy

It is the policy of Straight Forward Recruitment to provide a risk assessment in respect of

new or expectant mothers in accordance with the Management and Safety Regulations 1999.

Procedure

Managers are responsible for carrying out a risk assessment where:

- The work is of a kind which could involve risk, by reasons of her condition, to the Health and Safety of a new or expectant mother, or to that of her baby.
- Any working conditions, physical, biological or chemical agents could be encountered.

We invite measures to encourage improvements in the Safety and Health at work of pregnant staff and those staff who have recently given birth or are breast - feeding.

It is the staff worker's responsibility to inform the Manager of the pregnancy and to report any other undue pressure, which may arise. The Manager will also inform clients of the worker's pregnancy.

Assessments will be made in relation to risk from any infections or contagious diseases, which a new or expectant mother may be exposed to within the work place.

A certificate from a registered medical practitioner is required where a new or expectant Mother wishes to work night shifts.

Workers of staff are required to notify Straight Forward Recruitment Ltd. in writing that she is pregnant, has given birth within the previous six months or are breast - feeding.

I hereby confirm I have not paid any monies to Straight Forward Recruitment or any company associated to Straight Forward Recruitment to gain employment in the UK and agree to inform Straight Forward Recruitment should I be approached by any person in the future asking for similar requests. I understand I may have to pay UK government agencies such as the Home Office to gain a workers permit in the UK which I am required to pay a fee for.

Signed
Print Name
Dated
I have been charged to gain work in the UK below are all the detail of the charge and the person I have paid:
Name of person I paid:
Name of Agency I paid:
Date paid:
Amount paid in GBP: $\mathfrak L$
Address of person or agency I paid:
Contact telephone numbers and email for the person or agency I paid
Tel:
Email:
I hereby give Straight Forward Recruitment permission to disclose this information to the authorities and contact the above parties to follow up and investigate on my behalf.
I confirm information above was supplied/explained in my native language by Straight Forward Recruitment.
Signed
Print Name
Dated

Declaration

l
having read and understood the contents of this handbook, do hereby agree to comply fully with the policies/procedures/guidelines detailed.
Signature:
Date:
Grade:
Office:

ONCE COMPLETED PLEASE SIGN, DETACH AND HAND TO YOUR MANAGER TO BE KEPT ON FILE

Contact Details

CALL HEALTHCARE RECRUITMENT TEAM

01603 764 030

EMAIL

healthcare@sfrec.co.uk

OFFICE ADDRESS

27 Prince of Wales Road, Norwich, Norfolk, NR1 1BG

If you need to check anything pop to:

https://straightforwardrecruitment.co.uk/contact-us/



If you or someone you know is being abused then we can help...



United against abuse

www.norfolk.gov.uk/speakup



STRAIGHT FORWARD RECRUITMENT

Straight Forward Recruitment Ltd 27 Prince of Wales Rd, Norwich, Norfolk, NR1 1BG

Tel: 01603 764030