

AustinDean

HEALTHCARE RECRUITMENT

Care Assistants | Support Workers

AGENCY STAFF HANDBOOK



www.austindean.co.uk

Welcome

Welcome to Austin Dean Recruitment. Our aim is to provide a first class exemplary service to the temporary healthcare recruitment market where you would develop your career.

Austin Dean Recruitment observe the highest principles of ethics, equity, integrity, professional conduct and fair practice in dealing with recruitment and will conduct the business in a manner designed to enhance the operation, image and reputation of the recruitment industry, where we are members of the Recruitment and Employment Confederation (REC).

Our Commitment

Austin Dean Recruitment is the main supplier of all healthcare recruitment to the NHS and Private Sectors. Austin Dean Recruitment pledges to offer you more jobs than any other agency. With the largest portfolio of urgent contracts you will get access to jobs no other agency can offer.

We pride ourselves in being able to provide a level of personalised service which is unrivalled by our competitors and we are proud of our track record in finding our candidates the right types of assignments that match, not only skills, but also personalities and individual preferences.

Our commitment to you

We firmly believe that the success of our business centres on a three-way partnership, where you (our candidates), our clients (the firms we work with) and our own staff are of equal importance. Our promise is to treat you how we like to be treated ourselves with honesty, professionalism and respect.

This handbook contains summaries of policies, procedures and statements that are informative and which will be of assistance to you during each assignment you undertake. A full copy of the policies can be obtained from the HR Department. It is not practical for such a handbook to cover every situation, which may arise during the course of your assignments, nor does its content replace any policies and procedures, which may be in place at the hospital, Trust, Day Care Centre, or residential care home to which you are assigned.

This handbook outlines Austin Dean Recruitment's own policies and standards, these do not supersede the national guidelines of the NMC and any other professional membership bodies such as the HCPC. The aim of this handbook is to provide general information to agency staff. It is not intended to cover every situation or to explain everything about the employment of our agency staff. There is no obligation on the part of the Company to offer you or provide you with temporary work equally you are not obliged to accept any work, which has been offered.

Queries about the contents of the staff handbook

If there is anything in the handbook that you do not understand or which you require further clarification, then you should speak to your Recruitment Consultant.

The organisation welcomes any comments or suggestions as to how the handbook could be improved.

Changes to the handbook

The organisation reserves the right to amend this handbook, but will make every effort to notify you when there is an official change to a policy that it contained.

For example, the handbook may need to be changed where there is a change to:

- **the way in which the organisation operates because of market conditions;**
- **employment law that requires a policy to be amended.**

In any event, the HR department will carry out quarterly reviews of this handbook, in April, July, October and January.

However, you are responsible for your own up-to-date knowledge about Austin Dean Recruitment's policies, procedures, benefits, and working conditions. The handbook is contained on the organisation's website and a hard copy is also available from the HR department.

Place of work

The organisation's headquarters are located at:

Austin Dean Recruitment: Hillcrest House, 49A Vicarage Road, London, E10 5EF

Change of address or personal circumstances

It is very important that you inform the organisation, through your Recruitment Consultant line of any changes to your personal circumstances such as:

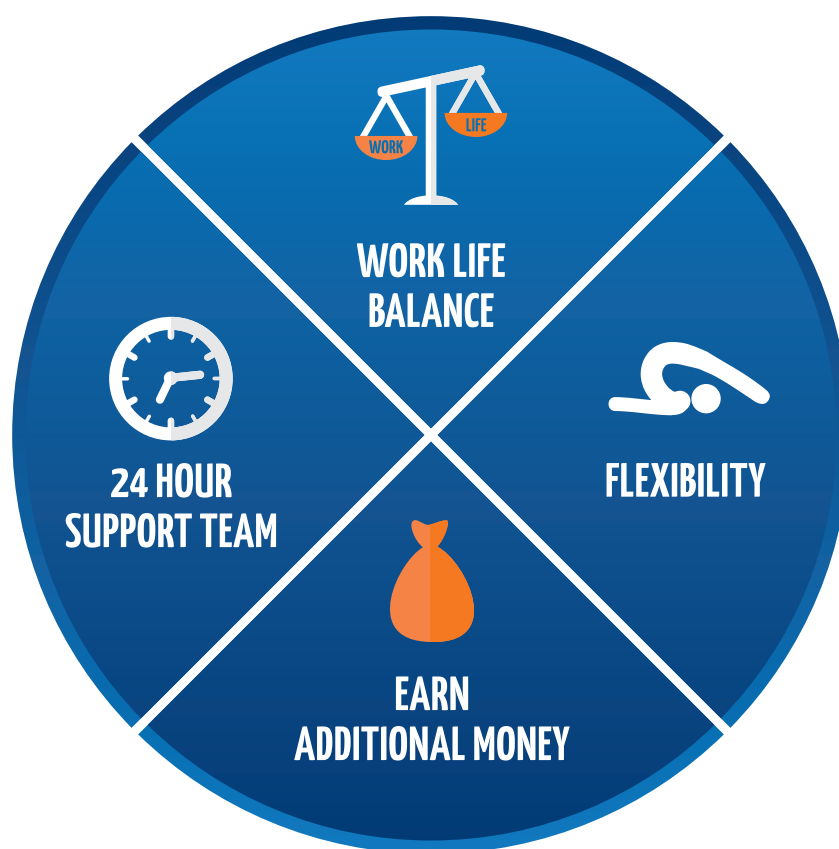
- **address or telephone number;**
- **next of kin to contact in an emergency;**
- **bank or building society details;**
- **gain or loss of relevant qualifications or licences, such as loss of driving licence; and**
- **loss of right to work in the UK.s**

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Austin Dean Recruitment

Austin Dean Recruitment is the main supplier of all healthcare recruitment, including Locum Doctors, Locum GPs, Nurses and AHP's and Care staff to the NHS and Private Sectors. This handbook is to support our agency staff who work as a **Support Worker or a Care Assistant**. Most agency workers who join an agency say that they do so because they want flexibility in their work, they also want to make a difference in the Health and Social Care industry. They want to work, but they also want to choose where and when they do so, for a variety of reasons:



At Austin Dean we aim to:

- Get to know our Agency Workers and understand how they like to work. We can offer very flexible shift patterns as well as contract work.
- Support our Agency Workers in their work - we call you after your first shift with the Client, for feedback and for any assistance if required.
- Give people the opportunity to work in different environments – hospitals (NHS and Private), industry, Ministry of Defence establishments, nursing and residential homes, prisons, schools and home-based nursing care.

1. Compliance

As a provider of Healthcare Professionals to the NHS and Private Sectors, we are governed by legislative requirements as well as those governed by the necessary regulatory bodies. The following documents are required for registration and compliance purposes:

- Your updated CV or a completed application form (if required)
- 2 forms of photo ID - Passport & UK Full or Provisional Driving Licence.
- 2 forms of address – Utility bill or bank statement dated within the last 3 months.
- 2 References – Cover period of 5 years, if you don't have this, we can request this for you, please provide your recruitment consultant with two names and email address so s/he can approach them
- Proof of national insurance.
- Recent P45 or Pay slip.
- Training certificates – Within the last 12 months.
- All qualifications as stated on your CV.
- DBS / with updated service
- Occupational Health clearance (if required)

2. Allocation of Work

During an Assignment Austin Dean Recruitment will engage you on a contract for services. For the avoidance of doubt, you are not an employee of Austin Dean Recruitment although the company is required to make the Deductions from your pay (if you are not supplying via a Limited Company or an Umbrella organisation). This shall not give rise to a contract of employment between Austin Dean Recruitment and you, and the Hirer. You will be supplied as a worker, and you are entitled to certain statutory rights as such, but nothing in these Terms shall be construed as giving you rights in addition to those provided by statute except where expressly stated.

3. Availability and Booking Shifts

Austin Dean Recruitment has an advanced booking system, which enables us to identify which bookings are suitable for you. All agency workers must keep their Recruiter notified of their availability and should be updated via email or by phoning the office. Agency workers who have updated their availability will inevitably be contacted first.

Agency Workers are to keep us informed of any changes in contact details at all times including mobile number, and e-mail address so that we can always contact you at short notice and send you details of assignments. Contact details and be quickly and easily amended on our booking system.



Self-booking is permissible and very much welcomed by some clients. However, you should ensure you inform us before working your next shift, giving appropriate reference number, where applicable, in order that your timesheet can be processed correctly. We are required to maintain records of when and where you are working to ensure we give you the best possible service.

4. Standards of conduct

We constantly monitor and review the level of service that we are providing for our clients and will request feedback on your performance and general attitude.

The Company expects all agency workers to act in a professional manner at all times. You will need to ensure that you put the interests of people using or needing nursing services first. You will make their care and safety your main concern and make sure that their dignity is preserved and their needs are recognised, assessed and responded to. You will make sure that those receiving care are treated with respect, that their rights are upheld and that any discriminatory attitudes and behaviours towards those receiving care are challenged.

Austin Dean Recruitment will endeavour to provide you with work, however cannot guarantee the number of shifts available, as the demand fluctuates on a weekly basis. We encourage you to inform your Recruitment Consultant on a weekly basis of your availability so you can maintain your work life balance.

5. Reporting on Duty

The Company prides itself on the fact that our agency workers maintain a high professional standard whilst carrying out their assignments. Reliability and punctuality are of prime importance. For handover and induction purposes, try to arrive early for an assignment and report to the person as advised by your Recruitment Consultant. If this person is not available report to the person in charge.

If, in exceptional circumstances, you expect to be late for duty, you should inform your Recruitment Consultant so s/he can inform the Client. If you are unable to fulfil an assignment, your Recruitment Consultant needs as much notice as possible, as many of our Clients are vulnerable and, as a member, when you have accepted an assignment you have a duty of care. If you cannot attend an early assignment please contact the office.

6. Identity Cards

The purpose of an identification badge (ID badge) is to ensure that all agency workers of Austin Dean Recruitment when on duty are easily identifiable as a member of agency worker either to other members of staff, to patients or to visitors.

From our clients patients' perspective, a need to be aware of whom they are being assisted by or spoken to is a fundamental part of good customer service. The presence of an ID badge promotes an organisation of openness and builds confidence in the services we deliver and the care we provide. The ID badge should not detract agency workers from communicating positive greetings or introductions to our client's patients or visitors.

It is the responsibility of each agency worker to ensure that an ID badge is worn and visible at all times whilst on duty unless this is not possible for safety reasons.

Photograph ID badges must not be left unattended; they at all times should either be locked away or kept upon the person. Photograph ID Badges or name badges must not be lent to any other person.

Stolen or lost photograph ID badges must be reported to your Recruitment Consultant.

7. Uniform

In most establishments, you will be issued with a Healthcare uniform. You should wear In all circumstances when working through the Company, you are expected to portray a professional image for the client and yourself. However, some clients do not require uniform.

8. Communicable Diseases

Helping Clients with personal care involves the risk of exposure to communicable diseases (e.g. HIV, Aids, Hepatitis B and MRSA). It is therefore important to be familiar with the measures available to minimize the risk. It is also advisable to speak to your General Practitioner regarding immunizations, if appropriate.

Application for agency workers requires the declaration of any communicable diseases. Good practice requires that you also disclose any subsequent contraction of, or exposure to, such disease. Having an infectious disease will not be grounds for refusal or termination of the Company agency staff, but may make you temporarily unsuitable for certain assignments through the Company or restrict the types of work to which you may be assigned.

It is your responsibility to take adequate precautions to protect yourself from communicable diseases. If you are unsure of the appropriate steps to be taken, you should discuss the assignment with your local office Manager or the Ward/Homes Manager. All information regarding a Client's condition or circumstances will be treated as confidential.

To avoid risks of cross infection, it is essential that all incidents that may result in the spreading of a disease be reported. Incidents in a hospital, nursing home, or other institutional setting should be reported in accordance with the policies of that institution. All incidents should also be reported to your local office Manager who will give advice on any appropriate further action.



9. Equal Opportunities

Austin Dean Recruitment will not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers. Austin Dean Recruitment will ensure that each candidate is assessed in accordance with the candidate's merits, qualifications and ability to perform the relevant duties for the role. Agency Workers must not discriminate on any grounds and must abide by and adhere to this general principal and to the requirements of the Code of Practice laid down by the Equality Act.

10. Health & Safety

All employees and workers have a duty in law to act responsibly and to take reasonable care for the health and safety at work of both themselves and their colleagues. This duty can be carried out by:

- working safely and efficiently;
- using any protective equipment provided and meeting statutory obligations;
- adhering to the Company procedures for securing a safe workplace. Individuals will be nominated to undertake health and safety duties as required.
- reporting incidents that have led to injury or damage;

All such incidents must be recorded and reported to your Recruitment Consultant using the internal report form, which is available from the HR Department. Any failure to adhere to this policy and the procedures set out in it will be considered a serious disciplinary offence and is one which may lead to dismissal.

11. Harassment/Bullying

Austin Dean Recruitment committed to creating a working environment where every member is treated with dignity and respect and where each person's individuality and sense of dignity within the work-place is maintained. You have a duty to treat colleagues with respect and dignity and to take all steps necessary to ensure that harassment does not occur. One who is considered, after proper investigation, to have subjected a client, or colleague to any form of harassment/bullying will be disciplined and also informed to the relevant regulatory body.

12. Mobile phones

Mobiles and texting are an advantage, enabling the local office to contact you at short notice, however, your mobile phone should be switched off whilst at work.

13. Remuneration

Austin Dean Recruitment shall pay you the hourly rate during periods when you are carrying out assignments. The exact amount of your pay (the Actual Rate of Pay) will be notified on a per assignment basis and as set out in the relevant assignment details form or by email.

14. Timesheets

At the end of each week of an Assignment (or at the end of the Assignment where it is for a period of 1 week or less or is completed before the end of a week) you shall deliver to Austin Dean Recruitment a timesheet duly completed to indicate the number of hours worked during the preceding week (or such lesser period) and signed by an authorised representative of the Hirer.

Please ensure your completed timesheet is submitted to Austin Dean Recruitment by Monday 12:00PM otherwise there may be a delay in your payment.

15. Method of Payment

Payments are made by BACS every Friday.

Payment will be made by Banker's Automated Clearing Services (BACS) directly into your bank/building society account on a weekly basis. If you any questions in relation to your pay, please contact your Recruitment Consultant who will support you in resolving your query. Any overpayments will be automatically adjusted in your next payments.

16. Travel

The general rule is that travel allowances are not paid for NHS assignments. You may find, however, that travel allowances will be payable for non-NHS assignments, where a set distance is exceeded and if so this will have been discussed at the time that the booking was made. The mileage rates and criteria for claiming travel allowances are set out clearly on the assignment confirmation and, given that they are subject to audit, you should carefully check and record the distance for which you make a claim.

17. Gifts

You must not accept gifts or hospitality from service users or their relatives except small token presents such as a small box of chocolates or bunch of flowers on an occasional basis such as Christmas or your birthday. You must notify your line manager / Recruitment Consultant if you accept gifts or hospitality from service users or their families. You must not be involved in drawing up the Wills of service users or their families, and you must not accept or receive gifts or legacies from their wills.

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