



# **Evergreen Healthcare Services Limited**

## **Agency Worker / Staff Handbook**

Evergreen Healthcare Services, 6 Bevan Court, Unit 5, Wellingborough, Northamptonshire, NN8 4BL

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## **1. INTRODUCTION AND WELCOME**

This Candidate Handbook is designed both to introduce you to our organisation and to be of continuing use during your assignment. We ask that you study carefully the contents of this Candidate Handbook as, in addition to setting out our rules and regulations, it also contains information on some of the main benefits that may be available to you and the policies and procedures relating to your assignment.

If you have any queries about the contents in this handbook, please contact your **Evergreen Healthcare Services Limited** using the contact details below:

Evergreen Healthcare Services,  
6 Bevan Court, Unit 5, Wellingborough,  
Northamptonshire, NN8 4BL  
Tel: 01933328006, Mob: 07904399762,  
Website: [www.evergreenhcs.co.uk](http://www.evergreenhcs.co.uk) E-mail: [info@evergreenhcs.co.uk](mailto:info@evergreenhcs.co.uk)

General amendments to the Candidate Handbook will be issued from time to time and the newest version will always be available from our website.

## **2. COMPANY INFORMATION**

Evergreen Healthcare Services is an agency that specialises in the provision of healthcare professionals for both temporary and permanent placement for healthcare service providers. Evergreen Healthcare Services has a reputation for ensuring an exceptionally fast, high-quality service at very short notice, when and where other agencies fail

Evergreen Healthcare Services is a leading provider of staffing solutions throughout the healthcare sector within the UK. We Pride ourselves on supplying only the best level of healthcare professionals to our clients. Our primary aim and focus are to supply the healthcare industry with the finest candidates 24 hours a day, 365 days a year.

## **3. PAYMENTS AND TIMESHEETS**

Timesheets run from Monday to Sunday. Please submit your timesheet to us by 10:00am Monday in order to be paid by the following Friday.

Deadlines may change around Bank Holidays – we will inform all candidates in advance if this is the case. Payments are made directly into your bank/building society/Limited Company accounts by BACS (please make sure that we have the correct details).

It is your responsibility to ensure your timesheet is legible, completed correctly, and has been authorised and signed by your manager – payment will be declined if this is not the case.

In particular, please ensure:

- You complete the correct week ending timesheet
- The date and times you worked, excluding any breaks taken are correct
- The total hours columns are correct
- Ensure your timesheet is signed and dated by your manager at the end of each shift
- You have signed the timesheet

If you have any problems with timesheets or payment, please contact your Recruitment Consultant.

## **4. TERMS OF BUSINESS**

All candidates are required to sign the Terms of business prior to placement.

## **5. RIGHT TO WORK**

Prior to the start of your placement, your right to work in the UK will be checked by the Compliance Team. We work closely with UK Border Agency and by law are required to verify immigration status of the non-EEU candidates placed in the UK. By signing this handbook, you agree on Evergreen Healthcare Services to contact UKBA regarding verifying the documents you provided us with.

Evergreen Healthcare Services follows a comprehensive guidance issued by the Home Office “Prevention of Illegal Working” (June 2012) and “Civil penalties for employers - code of practice” (February 2008) which can be downloaded from the UK Border Agency website.

Please inform Evergreen Healthcare Services immediately if your right to work status changes whilst you are working for us.

## **6. DISCLOSURE BARRING SERVICE (DBS) & ID CHECKS**

Evergreen Healthcare Services sees identity verification as the most essential for all pre-employment checks. We follow the NHS Employment Check Standards. These standards were developed with the Department of Health and employers in the NHS.

This standard outlines the legal requirements when considering candidates for any Healthcare positions that are eligible for a criminal record check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

The nature of the work undertaken by Evergreen Healthcare Services Workers is likely to have regular and ongoing contact with young people and/or vulnerable adults. For this reason, it is necessary for us to carry out Enhanced Disclosures, which include checks of the Children's and Adult's Barred Lists, as part of the recruitment process.

Evergreen Healthcare Services processes all new criminal record checks for England electronically. This ensures that your initial check is processed extremely promptly, usually within a week or so for complete turnaround (assuming no issues with your application).

If you have entered the UK within the last 6 months, you must also provide us with a clear Police Check from your country of origin dated within the last 3 months. If you did not obtain this prior to entering the UK, please contact your Compliance Officer.

As you may be aware, the DBS introduced a system in 2013 allowing disclosure certificates to become portable. The process is currently called The Updating Service:

<https://secure.crbonline.gov.uk/crsc/check?execution=e1s1>

Please note a DBS update service check will need to be completed which would consist of inputting your disclosure number, surname and date of birth. Also, to accept the update service, we would require a copy of the DBS disclosure as this support the update service.

### **6.1. Acceptable documents of photographic personal identification for ID Checks include:**

Group 1 – Primary Trusted Identity Credentials

- Current valid Passport- Not denoted – it can be more than 12 months old

- Biometric Residence Permit (UK)
- Current Driving Licence (UK) (Full or provisional) Isle of Man /Channel Islands; Photo card only (a photo card is only valid if the individual presents it with the associated counterpart licence; except Jersey)
- Birth Certificate (UK and Channel Islands) - issued at the time of birth; Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. (Photocopies are not acceptable)

#### Group 2a – Trusted Government/State Issued Documents

- Current UK Driving licence (old style paper version)
- Current Non-UK Photo Driving Licence (valid only for applicants residing outside of the UK at time of application)
- Birth Certificate (UK and Channel Islands) - (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars – Photocopies are not acceptable)
- Marriage/Civil Partnership Certificate (UK and Channel Islands) • Adoption Certificate (UK and Channel Islands)
- HM Forces ID card (UK)
- Firearms Licence (UK and Channel Islands)

#### Group 2b – Financial/Social History Documents

Denoted with

\* - it should be less than three months old

\*\* - it should be issued within the past 12 months

- Mortgage Statement (UK or EEA) \*\* (Non-EEA statements must not be accepted)
- Bank/Building Society Statement (UK or EEA) \* (Non-EEA statements must not be accepted)
- Bank/Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (UK or EEA)\* (Non-EEA statements must not be accepted)
- Financial Statement \*\* - e.g. pension, endowment, ISA (UK)
- P45/P60 Statement \*\* (UK & Channel Islands).
- Council Tax Statement (UK & Channel Islands)
- Work Permit/Visa (UK) (UK Residence Permit) \*\*
- Letter of Sponsorship from future employment provider (Non-UK/Non EEA only – valid only for applicants residing outside of the UK at time of application)
- Utility Bill (UK)\* – Not Mobile Telephone
- Benefit Statement\* - e.g. Child Allowance, Pension
- A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands) \* e.g. from the Department for Work and Pensions, the Employment Service, Customs & Revenue, Job Centre, Job Centre Plus, Social Security
- EU National ID card
- Cards carrying the PASS accreditation logo (UK and Channel Islands)
- Letter from Head Teacher or College Principal (16/17-year-old in full time education – (only used in exceptional circumstances when all other documents have been exhausted)

## 6.2. Criminal Convictions

NHS Policy and the National Contract require Agencies for the Supply of temporary staff to obtain a Disclosure and Barring Service (previously CRB)/ a Disclosure Scotland (DS)/Access NI for all candidates.

Disclosures from previous employers are not acceptable. Please be aware that our clients may insist we inform them in writing of any criminal convictions you may have before accepting you for an assignment.

We will only provide this information with your consent. Evergreen Healthcare Services cannot be held responsible should clients decline your services following refusal to comply with this request or disclosure of a criminal conviction. Our own response to criminal record information will depend upon its nature and seriousness.

If during an assignment, you are cautioned, bound over, or convicted of any criminal or civil offence, you must contact Evergreen Healthcare Services in writing immediately, detailing the nature of the offence and/or the findings of the court.

For information on employing ex-offenders please see the following website:

<http://www.homeoffice.gov.uk/publications/agencies-public-bodies/dbs/dbschecking-serviceguidance/identity-checking-guidelines?view=Binary>

## **7. FITNESS TO PRACTICE**

As part of the registration process, we ask you to complete a health questionnaire to ensure you are fit to perform your duties. In line with current Department of Health guidelines, Evergreen Healthcare Services are required to obtain Fitness to Work Certificate prior to your assignment. We are required to update these health assessments on an annual basis, unless you have spent a period of 3 months or more outside of the United Kingdom, in which case we will need to update the health assessment before deploying you. Evergreen Healthcare Services and our Occupational Health Advisor will support you in achieving this.

You have a responsibility to provide evidence of immunity to the following:

- TB – BCG scar sighted/Mantoux test with a diameter reading of between 6mm and 15mm or Grade 2 Heaf Test
- Hep B antibodies blood test showing titre levels that are greater than 100
- Measles and Rubella – evidence of immunity or 2 MMR vaccinations
- Evidence of HIV, Hep C Screening and Hep B Antigen if you work in a EPP environment (Exposure Prone Procedure)-the EPP results must be IVS (Identified Validated Samples)

All Occupational Health Results must be verified by your GP, an Occupational Health Nurse or Practice Nurse. Please ensure they are stamped and signed before returning to us.

The Client may require you to declare before each occasion on which you are deployed in the provision of the Services that you are fit to practice at that time. Should you not be able to give this declaration truthfully, Evergreen Healthcare Services will be required to provide an alternative Agency Worker.

You should not declare yourself to be fit to practice if you are suffering from any of the following conditions: vomiting, diarrhoea or a rash.

You should inform the Client, and Evergreen Healthcare Services, if you become injured or diagnosed with any medical condition.

You MUST also let us know if you are pregnant. If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us.

The Client may request that you undergo a medical examination before any occasion on which you are involved in the provision of the Services. The Client shall instruct you of the circumstances and reasons for the medical examination. The Client shall be entitled to refuse to allow you to be involved in the provision of the Services unless the medical examination demonstrates that it is safe for you to work. The Client shall also be entitled to refuse to allow you to be involved in the provision of the Services if you decline to be examined.

## **8. MANDATORY TRAINING**

Evergreen Healthcare Services employees will endeavour to assist you to obtain training where required. Training is offered by various independent third-party suppliers at venues throughout the UK and via online courses.

You are also under no obligation to update your training through any of the providers that Evergreen Healthcare Services are affiliated with and you may provide evidence of training undertaken at your place of work or any other training establishment but in these instances, the training that you have undertaken will be verified to ensure it falls in line with the standard that is required by our clients.

Training must be aligned with skills for health and must have been completed during the past 12 months (unless otherwise specified) and thereafter you are required to re-new all training on an annual basis.

We regularly facilitate and provide subsidised courses and training, please contact our compliance department for more details.

In instances where Evergreen Healthcare Services has booked and paid for any training course that is subsequently not attended by you for whatever reason, Evergreen Healthcare Services is within its right to recover the associated cost from you.

### **8.1. Mandatory training required by the Department of Health for ALL health workers:**

- Basic/Immediate or Advanced Life Support (Practical) – Adult or Paediatric as appropriate. Must be compliant with the Resuscitation Council of the UK guidelines. Advanced Life Support is valid for 4 years. For details on available courses throughout the UK, please go to the Resuscitation Council UK web site at this link. [www.resus.org.uk](http://www.resus.org.uk)
- Manual Handling (practical)
- Complaints Handling
- Conflict Resolution
- Health & Safety, including COSHH & RIDDOR
- Countering Fraud
- Equality and Diversity
- Fire Safety
- Food Hygiene
- Infection Prevention & Control, including MRSA & Clostridium Difficile
- Information Governance (The Caldicott Protocols)
- Lone Worker
- Preventing Radicalisation
- Safeguarding Children
- Safeguarding Adults

Optional training or training appropriate to your qualifications:

Note: Many of our clients require current training certificates for the following training courses.

Please check with your compliance officer if you are not sure what is needed.

- Control & Restraint (e.g. PMVA) – Mental Health Workers
- Mental Capacity Act – Mental Health Workers
- Mental Health Act – Mental Health Workers
- Resuscitation of the Newborn – Nurses/Midwives
- Interpretation of Cardiotocograph Traces – Nurses/Midwives

## **8.2. Record Keeping**

Keeping clear and concise records is essential. Records must be factual and legible. All reports must be written in black ink. Each entry should be dated and signed and written as soon after the event as possible. If mistakes are made a thin black line should be scored through and initialled. Keeping comprehensive records promotes better communication as well as continuity, consistency, and efficiency.

## **8.3. Appraisals**

We will appraise you on a regular basis or require the evidence of your appraisal depending on the contractual agreement. Appraisals give us an opportunity to discuss your performance at work. It is also an opportunity for you to raise any concerns or issues you may have. Appraisals are carried out based on feedback received from clients and the candidate's self-assessment.

At the end of every assignment Evergreen Healthcare Services provides a Candidate Performance Report to the Client for completion. Clients are asked to supply feedback on the service they have received from Evergreen Healthcare Services and provide references for the candidate.

Candidates are asked to give feedback on the service they have received from Evergreen Healthcare Services and any feedback regarding the assignment.

Both positive and negative feedback is actively encouraged so that Evergreen Healthcare Services can act upon it to improve quality of service.

## **9. TIME KEEPING**

Please make every effort to ensure you arrive at and leave all bookings at the agreed time, confirmed in your booking letter. If, for any reason, you are unable to attend a booking you should contact us, and if possible, your line manager, as soon as possible.

## **10. WORKING TIME REGULATIONS**

The Working Time Regulations 1998 require Evergreen Healthcare Services to limit your average weekly working time to 48 hours unless you agree with Evergreen Healthcare Services that the limit shall not apply to you.

## **11. ID BADGES AND UNIFORM**

ID badges will be issued to you prior to employment. You will be sent a new ID badge whenever it is due to expire, and this must be handed back to us on termination of employment with Evergreen Healthcare Services. The receipt of the ID badge must be confirmed via email.

The uniform requirements of some of our clients differ and will be stated prior to the assignment. If you are in an assignment where a healthcare worker uniform is not required or have any queries regarding dress code, please do not hesitate to contact your Recruitment Consultant. The uniform charges apply. Please check this with your Recruitment Consultant.

## 12. CODE OF CONDUCT

Purpose of the code of conduct:

To inform all Agency Workers of our client's expectations about their general conduct and approach to tasks

- To emphasise the importance of a professional approach to all clients and service users.
- To highlight situations that Agency Workers may have to deal with.

### What you must do:

**Discrimination:** Agency Workers should not discriminate between people on the grounds of creed, colour, race, political preference, sexual preference, ethnic background, disability of whatever nature, age, marital status or gender.

**Reputation:** Agency Workers are ambassadors of Evergreen Healthcare Services and must not say or do anything that may harm our reputation.

**Own duties:** Agency Workers must never attempt to perform any duties of care or otherwise that may fall outside their expertise/and or qualifications. Specifically, care staff must not attempt to perform the duties of nursing staff.

**Confidentiality:** Agency Workers will at times become privy to information concerning a client or service user, this information must be treated with respect and remain confidential at all times. At no time may any temporary worker discuss the confidential affairs of Evergreen Healthcare Services, a client or a service user without specific written permission to do so. The only exceptions to this requirement are cases where the law dictates otherwise or if silence may negatively affect a service user's wellbeing.

**Dignity:** Agency Workers must not do or say anything that may put the dignity or health of their service users at risk.

**Professionalism:** Agency Workers must at all times remain professional whilst on assignment, even if regular contact with service users or other workers may engender Personal relationships. Agency Workers must take specific care to keep the professional nature of the relationships intact in the working environment.

**Keep updated:** Agency Workers must at all times keep up to date with policies and procedures and changes to legislation that may affect them.

**Respect:** Agency Workers must always respect the working practices and demands of service users unless unreasonable or if a working practice may breach health & safety.

**Keep to plan:** Agency Workers must always, whenever applicable, keep to the requirements of a care service plan and/or any other agreed role requirement.

**Best interests:** Agency Workers must always act with the best interests of the service user in mind.

**Notifications:** Agency Workers should always in the first instance notify the manager of the service where they are working, of any concerns, followed by a telephone call to Evergreen Healthcare Services.

**Own decisions:** Agency Workers must always allow the service user to make the decisions about what is best for them. This includes decisions about treatment and personal affairs.

**Complaints:** Evergreen Healthcare Services has a detailed policy on how to report complaints, in the event of a complaint that may affect your duties and obligations please refer to our policy and notify us immediately.

### **13. COMPLAINTS POLICY**

From time to time, it may be the case that you receive a complaint from a client, patient or other person. If you are on assignment, please report any complaints to a senior person in the department where you are working and document all the details of the complaint. You must also report the complaint to Evergreen Healthcare Services.

If you personally are the subject of a complaint, you will be asked to record details as part of an investigation and in some circumstances, it may be necessary to suspend you from assignments whilst the investigation is in process. Any complaints of misconduct against you will be reported to the NMC or other relevant Registration Body.

The Evergreen Healthcare Services complaint procedures are in accordance with the HSC 2003/012 - Maintaining high professional standards in the modern NHS. This will enable the Client to make complaints quickly and Evergreen Healthcare Services shall be required to investigate and resolve a complaint within the prescribe timeframes. The Client will, with due regard to the Data Protection Act 1998, provide Evergreen Healthcare Services with the necessary information in order for Evergreen Healthcare Services to thoroughly investigate the complaint.

#### **Making a Complaint:**

All internal and external complaints are to be referred to a Director. Complaints must be made in writing and directed to:

The Operations Director, Evergreen Healthcare Services, 6 Bevan Court, Unit 5, Wellingborough, Northamptonshire, NN8 4BL

#### **13.1 Complaints Procedure**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 working days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request.
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. The manager will then invite you to meet for discussion and hopefully resolve your complaint. This will be done within 4 days of the end of our investigation.
6. Within 2 days of the meeting the manager will write to you to confirm what took place and any solutions that has been agreed with you.

- If you do not want a meeting or it is not possible, the manager will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within 5 days of completing her investigation.

7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review Manager's decision within 10 days.

8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills.

If we have to change any of the time scales above, we will let you know and explain why.

**NOTE:** In any event, we will comply with any statutory procedures that may relate to your complaint

## **14. AVAILABILITY**

Let your manager know when you want to work by calling the office and giving us your availability.

What you should expect when given a placement

- The name of the client
- Details of the role
- The grade, specialty & pay rate
- Details of on-call hours if applicable
- The location and directions
- Start and finish times of the shift
- The expected length of the placement and hours of work
- The dress code
- Any special timesheet requirements and any placement reference number applicable

Remember to take a note of ALL the details of the shift, including any placement reference number and timesheet requirements.

## **15. COMMENCEMENT OF ASSIGNMENT**

At the start of each assignment in an establishment, or service with which you are unfamiliar you must request and receive a comprehensive orientation or induction including the following:

- Fire policies relating to the establishment
- Security issues relating to the establishment
- Moving & Handling policies relating to the establishment
- The Crash Call procedure
- Any Health and Safety issues relating to your placement in the establishment
- Additional relevant policies, e.g. relating to Information Security/Confidentiality.

### **15.1. Roles and Responsibilities**

Evergreen Healthcare Services expects all Candidates to act in a professional manner at all times.

We particularly ask that you pay special attention to:

- Punctuality
- Standards of Dress and Courtesy
- Quality of Care and Clinical Procedures
- Consideration and Respect for patients, colleagues and managers
- Confidentiality and Integrity
- You must only smoke in permitted areas
- All policies and procedures that are in place with the Trust / Ward / Department

## **16. ENGAGEMENT/EMPLOYMENT BY A CLIENT**

Our terms of business with our Clients include a requirement that the clients pay us an appropriate recruitment fee in certain circumstances, if they employ directly any Evergreen Healthcare Services Agency Worker. This applies equally to temporary or permanent posts, full or part-time. You are required by your Terms of Engagement for Agency Workers to notify your manager if you wish to take up any post with a client of Evergreen Healthcare Services for whom you have worked previously, even if you have terminated your registration with Evergreen Healthcare Services.

## **17. CONFIDENTIALITY**

All Agency Workers, whilst undertaking assignments, will at some point encounter information, which is of a confidential nature. Client details are a matter of a very high level of confidentiality and must not be disclosed to any third party. As an example, even chatting to a client during your visit about whom you are going to see next is a serious breach of confidentiality.

Each Client has an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with the Data Protection Act 1998 and Human Rights Act 1999 and your agreement with Evergreen Healthcare Services. Any concerns you may have regarding confidentiality should be discuss with a Evergreen Healthcare Services consultant.

## **18. DATA PROTECTION/ACCESS TO RECORDS**

Evergreen Healthcare Services is a "data controller" for the purposes of the Data Protection Act 1998. This is because Evergreen Healthcare Services holds and uses both "personal data" and "sensitive personal data" about its employees, clients, Agency Workers and other individuals. Evergreen Healthcare Services processes data, including your records and Client/patient records. The information contained in your Agency Worker records is taken from your registration form, as well as criminal record check disclosure, references and Terms and Conditions for Agency Workers. There may be occasions when your records are disclosed to Regulators and Inspectors (e.g. NMC) and Clients (e.g. NHS England or Healthcare Service).

Evergreen Healthcare Services will use your personal details and information we obtain from other sources for assessing your suitability for employment with us and if your application is successful, we will use your information for personal administration and management purposes including carrying out appropriate security (or financial) checks and marketing. We may need to share your information for these purposes with our associated companies, our agencies and our clients.

You consent to our processing sensitive personal data about you, for example your health information or racial or ethnic origin information, for the purposes of your placement with us and to the transfer of your information abroad where necessary.

**Data Protection Compliance Officer** - In order to ensure that Evergreen Healthcare Services complies with its obligations under the Act, it has appointed a Data Protection Compliance Officer. You should refer to the Compliance Officer if you are in any doubt about any of Evergreen Healthcare Services obligations under the Act.

**Rights of Access (Subject Information)** - The Act gives you the right, on application in writing (and payment of a fee as appropriate), to ask for a copy of the information we hold on you and to correct any inaccuracies. For quality control, training and security purposes, we may monitor or record your communications.

Evergreen Healthcare Services is not obliged to provide information to you in all circumstances. A number of exemptions apply and Evergreen Healthcare Services may in certain circumstances be unable to disclose information, where that information also relates to another individual who could be identifiable from the information disclosed. However, in these circumstances Evergreen Healthcare Services will provide you with reasons why we believe such a decision to be necessary. All requests for disclosure received from you or those who claim to be data subjects will be submitted to the Director for action and they will normally respond within two weeks.

Upon receipt of such data, you should check its accuracy and inform the Director of any amendments required. It is in the interests of everyone that all information is accurate and up-to-date. Your cooperation and assistance are greatly appreciated.

## **19. SERVICE USER OR PATIENT RECORD KEEPING**

Record keeping is a professional requirement of all Agency Workers. Failure to maintain a record would cause considerable difficulties in respect of any legal proceedings, e.g. allegations of negligence. Information is essential to the delivery of high-quality evidence-based health care on a day-to-day basis. Records are a valuable resource because of the information they contain. This information can facilitate clinical decision making, improved patient care through clear communication of the treatment rationale and progress and facilitate a consistent approach to team working. However, a record is only of use if it is correctly recorded in the first place, regularly updated, and easily accessible when it is needed. Everyone working in healthcare that records, handles, stores, or otherwise comes across information, has a personal common law duty of confidence to comply with this. All patient attendance, non-attendance, and refusal of treatment and advice must be noted. It is advisable to note when telephone contacts are made. It is imperative that the Agency Worker dealing with a particular patient on a specific day can be identified; this means the patient's attendance is dated and signed either in the Agency Workers records or on a register, or both.

All patient records should be kept confidential in line with the Data Protection Act 1998.

## **20. COMPUTER USE**

The Client may at its discretion authorise you to gain access to certain computer systems and certain programs and data within those systems. You shall not attempt to gain access to data or programs to which authorisation has not been given.

Agency Workers deployed in the provision of the Services, must at all times when using such computer systems:

- 1) observe the Client's computer security instructions in respect of the proper use and protection of any password used in connection with such computer systems or any computer any floppy disk, CD ROM disk, removable hard drive or any other device for the storage and transfer of data or programs
- 2) not load any program into any computer via disk, typing, electronic data transfer or any other means
- 3) not access any other computer or bulletin board or information service (including, without limitation, the Internet) except with specific prior consent of the Client or as the case be from the Client's representative; and
- 4) not download any files or connect any piece of computer equipment to any network or other item of computer equipment except with the prior consent of the Client or the Client's representative.

The Client shall provide copies of its written computer security policy to Evergreen Healthcare Services and if supplied, will be available to you on reasonable request.

## **21. SECURITY**

Whilst on the Client's premises, you must comply with all security measures of the Client. The Client shall provide copies of its written security procedures to Evergreen Healthcare Services, and these are available to you on reasonable request.

The Client shall have the right to carry out any physical searches, or your possessions or of vehicles used by you at the Client's premises. The Client or any person, firm or organisation who is responsible to the Client for security matters shall, when carrying out such searches, comply with the Human Rights Act 1998

## **22. FRAUD AWARENESS**

In 2006 the Fraud Act came into effect, which recognises Fraud as a criminal offence. A person is guilty of fraud if they are in breach of the following:

1. Fraud by false representation
2. Fraud by failing to disclose information
3. Fraud by abuse of position

Types of Fraud within the Healthcare Service:

- Payroll Fraud - payments made to fictitious employees or fraudulent manipulation of payment; false or inflated travel, expense claims, overtime or unsocial hours claims, timesheet fraud claiming for hours that have not been worked or putting in duplicate timesheets.
- Requisition and Ordering Fraud - accepting inducements from suppliers; ordering goods and services for personal use and collusion with suppliers to falsify deliveries or order supplies not needed.
- Overseas Patients Fraud - People not resident in the UK who come to the NHS for treatment must pay for their treatment before they leave the UK.

## **23. WORKING TIME REGULATIONS**

- Under the Working Time Regulations (WTR), Agency Workers' working time (including Placements and services provided personally to anyone else) should not exceed 48 hours per week (averaged over a period of 17 weeks).
- Night duty hours must not exceed 8 hours in 24 hours (averaged over 17 weeks).

- However, if Agency Workers wish to waive this right, they are required to declare this on joining the agency by ticking the appropriate box on their (signed) Terms & Conditions for Temporary Workers.
- Agency Workers can withdraw the option to work in excess of 48 hours per week at any time by providing 3 months' written notice to the Evergreen Healthcare Services Compliance Officer.
- Working time shall include only the period of attendance at each individual Placement. It shall not include travelling time.

Thank you for choosing Evergreen Healthcare Services and we wish you every success as an Evergreen Healthcare Services Agency Worker and hope that joining Evergreen Healthcare Services will prove to be a rewarding and positive experience for you.

**Agency Worker / Staff Handbook**

**Printed Names:**

**Date:**

**Signature**

Evergreen Healthcare Services Limited