Agency Worker Handbook
Chapter 1

Introduction
**Induction**

Thank you for registering with Independent Clinical Services Ltd who trade as Thornbury Nursing Services/The Scottish Nursing Guild/Thornbury Midwives/Guild Midwives/Thornbury Paramedics (hereinafter known as The Agency).

The Agency provide a quality service to patients and clients by ensuring agency workers who are registered through The Agency meet its specific criteria and are of the highest calibre. The success of any organisation and that of its agency workers depends largely on the agency workers themselves, so The Agency look to you to play your part, as The Agency shall continue to play theirs.

To make your experience of working with The Agency a fulfilling one, the following information is designed to inform you of The Agency's way of working. The Agency hope it will assist you as fully as possible with any questions you may have relating to The Agency's processes, policies and procedures.

**History**

First established in 1983, Thornbury Nursing Services is a leader in the UK's independent nursing agency sector, providing experienced nurses, midwives, allied healthcare professionals and healthcare assistants throughout England and Wales. Thornbury’s sister operation, The Scottish Nursing Guild, founded in 1995, provides experienced nurses, midwives, allied healthcare professionals, healthcare assistants and nursing assistants throughout Scotland, Northern Ireland and the Republic of Ireland.

**How The Agency Operates**

Our team of recruiters interview applicants nationwide, at venues conveniently located for prospective agency workers. Our recruiters apply a strict set of criteria to all applicants to ensure that agency workers are suitably qualified, experienced and adaptable to clients needs. Workers become eligible to work following a successful face to face interview, and the completion of necessary checks, including but not limited to:

- ID Checks
- Right to work checks
- Qualifications and Professional Registration checks
- Police/ Disclosure checks relevant to the country
- Receipt of satisfactory references
- Work History
- Occupational health checks

In order to keep in touch with any changes the most up-to-date version of this handbook can be found on Quick Nurse; www.thornbury-quick-nurse.com and www.scottish-quick-nurse.com. Please see Chapter 4 for more details.

Our offices are regulated on a country-appropriate basis. In order to maintain a quality service The Agency may monitor and record telephone calls.
Chapter 2
Offices
Potential workers wishing to register with The Agency should initially apply online: www.jointns.com or www.nursingguild.com or contact the relevant office:

<table>
<thead>
<tr>
<th>Office</th>
<th>Address</th>
<th>Duty Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>TNS Bristol</td>
<td>Unit A Estune Business Park</td>
<td>0345 120 5305</td>
</tr>
<tr>
<td></td>
<td>Wild Country Lane</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Long Ashton</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bristol</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BS41 9FH</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duty Desk: 0345 120 5305</td>
<td></td>
</tr>
<tr>
<td>SNG Edinburgh</td>
<td>160 Dundee Street</td>
<td>0345 002 0936</td>
</tr>
<tr>
<td></td>
<td>Edinburgh</td>
<td></td>
</tr>
<tr>
<td></td>
<td>EH11 1DQ</td>
<td></td>
</tr>
<tr>
<td>SNG Inverness</td>
<td>2nd Floor Kintail House</td>
<td>0333 0037693</td>
</tr>
<tr>
<td></td>
<td>Beechwood Business Park</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inverness</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IV2 3BW</td>
<td></td>
</tr>
<tr>
<td>SNG Northern Ireland</td>
<td>6th Floor City Exchange</td>
<td>0333 323 0337</td>
</tr>
<tr>
<td></td>
<td>Gloucester Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Belfast</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BT1 4LS</td>
<td></td>
</tr>
<tr>
<td>SNG Republic of Ireland</td>
<td>Regus Pembroke House</td>
<td>01 902 3081</td>
</tr>
<tr>
<td></td>
<td>28-32 Upper Pembroke Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dublin</td>
<td></td>
</tr>
<tr>
<td></td>
<td>D02 EK84</td>
<td></td>
</tr>
<tr>
<td>TNS London</td>
<td>Caledonia House</td>
<td>0333 323 0309</td>
</tr>
<tr>
<td></td>
<td>223 Pentonville House</td>
<td></td>
</tr>
<tr>
<td></td>
<td>London</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N1 9NG</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duty Desk: 0333 323 0309</td>
<td></td>
</tr>
<tr>
<td>TNS Peterborough</td>
<td>Suite 255 East Wing Stuart House</td>
<td>0333 323 1175</td>
</tr>
<tr>
<td></td>
<td>St John Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Peterborough</td>
<td></td>
</tr>
<tr>
<td></td>
<td>PE1 5DD</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duty Desk: 0333 323 1175</td>
<td></td>
</tr>
<tr>
<td>TNS Leeds</td>
<td>2nd Floor, Fountain House</td>
<td>0333 200 0509</td>
</tr>
<tr>
<td></td>
<td>4 South Parade</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Leeds</td>
<td></td>
</tr>
<tr>
<td></td>
<td>LS1 5QX</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duty Desk: 0333 323 4029</td>
<td></td>
</tr>
<tr>
<td>TNS Cardiff</td>
<td>Floor 9, Capital Tower</td>
<td>0333 3233121</td>
</tr>
<tr>
<td></td>
<td>Greyfriars Road</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cardiff</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CF10 3AG</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duty Desk: 0333 323 4029</td>
<td></td>
</tr>
<tr>
<td>TNS Birmingham Recruitment</td>
<td>7th Floor, Lombard House</td>
<td>0333 200 0509</td>
</tr>
<tr>
<td></td>
<td>145 Great Charles Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Birmingham</td>
<td></td>
</tr>
<tr>
<td></td>
<td>B3 3LP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Recruitment: 0333 3233121</td>
<td></td>
</tr>
</tbody>
</table>
Facebook: Search Thornbury Nursing Services or The Scottish Nursing Guild

Personnel records are kept by The Agency in line with the Data Protection Act 1998.

The Agency may be required to process such data for the purposes of health and safety. Agency workers are required to consent to information being passed on to such persons as necessary for the purpose of assessing suitability for an assignment.

Your information will be held in digital format.
Quick Nurse

Introduction

Quick Nurse is our online platform exclusive to Thornbury and The Guild. It provides you with round the clock access to shift bookings, training support and various useful administrative tools. Originally only accessible on the website, Quick Nurse is now also available via the mobile friendly site or by using the new Quick Nurse app.

The benefits and features of Quick Nurse:
- Shift search/booking
- Availability diary - Site help
- Compliancy information
- Feedback forums
- Contact information
- Agency Worker Regulations information

My Details

The ‘My Details’ tab available on the full Quick Nurse website is where all online training can be found. Nurses can also use this tab to access and change personal details, turn shift text notifications on or off and even access hospital specific information and shift preparations such as hospital specific e-learning.

<table>
<thead>
<tr>
<th>Quick Nurse</th>
<th>Desktop</th>
<th>Mobile</th>
<th>App</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Shifts</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>View My Details</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Online Book Shifts</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Update Workbook</td>
<td>✔️</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View Training Courses</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Add Availabilities</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Request Change Password Email</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Change Password</td>
<td>✔️</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Request Timesheets</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Find Relevant Contact Info</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Confirm Shifts we have booked for you</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>
It is worth noting, that although the functions accessible through the app are fewer than those accessible through other versions of Quick Nurse, the app is considered a lot more user-friendly and readily available than other versions as it can be accessed almost anywhere.

**Access restrictions and security features**

You will receive your Quick Nurse login and password once you have completed the recruitment process. As an agency worker, it is your responsibility to ensure that you are fully compliant and have understood the rules and conditions of each shift booked.

Due to the nature of the sensitive information stored on Quick Nurse, various security measures have been put into place ensuring both nurse and client information is secure. Access restrictions are implemented in certain scenarios such as long periods of inactivity. Restrictions may also be implemented when certain mandatory training has expired – this is also used as a way to encourage nurses to keep in contact with our team on the duty desk.

**Quick Nurse Clinic**

A Quick Nurse helpdesk is available during the week for any questions or support, open Monday - Friday, 9 - 5.

The contact details are as follows:
Telephone: 01275 395 415
E-mail: Quicknurse.help@tnsltd.com

In order to maintain a quality service The Agency may monitor and record telephone calls.

iPhone App: Quick Nurse
Android App: Quick Nurse

For access to Thornbury Quick Nurse, please visit www.thornbury-quick-nurse.com
For access to the Guild Quick Nurse, please visit www.scottish-quick-nurse.com
Chapter 4

Roles and responsibilities of Nurses, Midwives, Allied Healthcare Professionals, Healthcare Assistants and Nursing Assistants
Roles and Responsibilities of Healthcare Workers

Registered Nurses, Midwives, Allied Healthcare Professionals, Healthcare Assistants and Nursing Assistants

We apply a strict set of recruitment criteria to ensure that all agency workers are suitably qualified, experienced and competent. We will not place agency workers whose skills are inappropriate to the specific needs of the client. We retain the right to reassess your clinical experience in relation to the experience required for each placement.

When accepting placement with a client you are expected to undertake any tasks that might reasonably be required by the client within the scope of the role being filled, and you should not refuse to carry out particular tasks for which you are qualified and experienced. It is an expectation that you will cooperate with any request to move within the scope of your competency and within reason. Please remember; know your own limits and always ask if you are unsure of anything.

Likewise, clients are required not to request you to perform duties which contravene the NMC Code/HCPC Code or fall outside of the position into which you are placed, as originally specified by the client, even though you may be qualified or competent to perform such tasks. Any change in the client’s requirements should be communicated to and managed by the regional office, including a request to move to a different clinical area in line with your competencies.

Defined essential and minimum standards, codes of professional practice/conduct and statutory regulation take precedence at all times. Any concerns or conflicts of interest should be reported to the regional office.

We encourage and accept that many agency workers have augmented their skills by acquiring a number of extended competency based skills. Whilst The Agency encourages you to use your skills to their full extent you must be aware that not all clients allow agency workers to use these skills. Please ensure you follow local protocol, policies and procedures at all times.

We require all agency workers to inform us if you have obtained a qualification in Healthcare or gained any additional clinical experience since your initial registration.

Newly Qualified Nurses and Midwives

We support the Department of Health (DoH) ‘Preceptorship Framework for Nursing’ and only consider applications from newly qualified nurses following a 6 - 12 month post registration preceptorship period and midwives following an 18 month post registration preceptorship period. A strong preceptorship programme is vital for your development and will enable you to work independently as an agency nurse or midwife.

A newly registered practitioner refers to a nurse or midwife who is entering employment for the first time following professional registration with the Nursing & Midwifery Council (NMC).
This also includes those returning to practice and those entering a new part of the register. If you are a student nurse or midwife working via The Agency as a healthcare assistant or nursing assistant, and you intend to register with the NMC, please note that you will need to wait 6 months after registration before applying to work as a Registered Nurse or Midwife through the Agency.

During this period you will be unable to continue working for us as a healthcare assistant or nursing assistant and will need to complete a preceptorship programme.

When you have completed your preceptorship programme please contact the Training and Compliance team so they can update your qualifications. You will be asked to supply your NMC/NMBI pin and a reference from your mentor so we can confirm you have the knowledge and skills for safe and effective practice, without direct supervision.

You will also be asked to supply evidence of your Professional Body pin.

TNS - Regulation, Training and Compliance (RTC) Team: 0345 120 5251
SNG - Training Team: 0345 120 5253

In order to maintain a quality service The Agency may monitor and record telephone calls.
Chapter 5
Standards of Conduct
Standards of Conduct

We expect all agency workers to act in a professional and appropriate manner at all times. We constantly monitor and review the level of service provided for our clients, which may involve unannounced visits to ensure adherence to these standards. Should there be a significant decline in the level of service from agency workers, this could lead to the termination of the agency worker’s registration with The Agency.

We require all agency workers to comply with the following Standards of Conduct:

Roles and Responsibilities
Agency workers accepting placement with a client will undertake any tasks that might reasonably be required by the client within the scope of the definition or description of the role being filled.

Timekeeping and punctuality
Agency workers are required to be punctual and to work the hours required by the client, within the scope of the definition or description of the role being filled. If you book a placement with suitable notice, we expect all workers to make adequate arrangements to ensure they arrive at the specified time. Please ensure adequate time is given to address common issues associated with unfamiliar sites such as route planning, parking and location the unit/ward you are booked for. If you agree to a short notice booking with an amended time, we expect all workers to honour that commitment. If extraneous circumstances prevent you from attending your placement on time, it is essential that you contact the duty desk who can then update the client with a revised start time. Persistent lateness has a negative effect on our reputation and is viewed seriously. Our agency is known for its ability to fulfil late notice requests and we expect our workers to meet this expectation.

Pulling Out of Shifts
Recurrent failure to honour your commitment to shifts is viewed seriously and could lead to the termination of your registration with The Agency. Once you are booked in to a shift, you have an absolute commitment to fulfil your shift. We expect the same level of commitment and professionalism that you would give to a substantive post.

Nightshifts
It is necessary to be fully alert. Therefore it is not acceptable to make yourself available for a night shift either before or after attending any provider’s study day, if you have worked a day shift or had a demanding day.

Sleeping on Duty
Unless working a ‘sleeping night’, sleeping on duty, at night or day is prohibited. Any agency worker reported to be asleep on duty will be investigated and appropriate action will be taken. This could lead to the termination of your registration with The Agency and referral to the appropriate professional body.

Personal Computers (including laptops, tablets, smart phones)
Agency workers may use their own personal computers in a client area only with the express permission of The Agency and the client.
Working when Off Sick or any other Leave of Absence
Agency workers must not make themselves available for agency work when on paid leave of absence (due to sickness etc.) from another employer. Agency workers who hold a substantive post elsewhere, must only seek agency work out of normal working hours or during annual leave and should be aware not to violate contractual terms and conditions issued by their primary employer.

If it is discovered that you are working during this period you may be subject to an NHS Counter Fraud investigation, which could result in an NMC referral, potential prosecution, and the termination of your registration with The Agency.

Working with Relatives
The registration of relatives in the same area of a healthcare organisation may cause conflicts and potential problems with favouritism and employee morale; along with potential implications should a safeguarding matter arise. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

For clarification, a relative is any person who is related by blood or marriage, or whose relationship with the colleague is similar to that of persons who are related by blood or marriage. Relatives of persons currently registered with The Agency will be registered only if they will not be working directly with or supervising a relative. Relatives are not able to work on the same shift as their relative when working for The Agency, but are able to work in the same unit/ward or care package, however their shifts must oppose one another, and other agency workers or staff, not related to either agency worker must also be working in that environment.

If the relative relationship is established after registration with The Agency, the individuals concerned, in consultation with The Agency, will decide how the situation is to be managed.

Record Keeping Requirements
Agency workers accepting a placement with a client will adhere to the client’s method and standard of record keeping insofar as these should conform to published professional minimum guidelines.

Occupational Health
Agency workers are required to complete a comprehensive occupational health assessment when joining and on an annual basis thereafter. Ongoing assessments will take place where medically required.

It is important for your own health and that of those in your care that you are fit to practice whenever you attend an assignment. In particular, please report illness, especially vomiting or diarrhoea; ear, nose or throat infections or skin conditions to your regional office.

Training and Development
All agency workers are required to provide evidence of, and/or undertake annual mandatory training in manual handling, basic life support, and complete our annual mandatory training workbook; which includes, but is not limited to; health and safety, fire safety, infection control, food hygiene, safeguarding children and adults. Agency workers should also maintain up-to-date knowledge of best practice in their area.
While we will send you reminders it is your responsibility to ensure that your training is up to date at all times. You can access training expiry dates by logging in to Quick Nurse and clicking on “My Details” then clicking the “Training Record” button.

**Maintaining Registration with The Agency**
We require you to maintain all areas of compliance to remain registered. Basic compliancy will include:
- Mandatory training
- NMC registration
- Annual Occupational health assessments, exposure prone procedure health assessments where applicable
- Visas where applicable
- Disclosures are repeated annually for agency workers in England, Wales and Northern Ireland, three yearly for agency workers in Scotland and two yearly for agency workers in the Republic of Ireland
- Annual skills competence declaration and health declaration
- Child Protection Level 3 where applicable
- Annual Mandatory Training Workbook
- Indemnity Insurance

**Property of Patients and Clients**
Agency workers are required to recognise the dignity of each patient and client, to respect their wishes/directions and avoid any abuse of privileged access to their person or property.

**Use of Client Telephone**
If you must use a client’s telephone ensure you gain permission first. It is not acceptable to make personal calls during your shift whether using your own or a client’s telephone unless there is an emergency. Calls to The Agency should also be undertaken only in the client’s best interests.

**Emergency Procedures**
As an agency worker you are responsible for ensuring that you receive orientation on arrival and are aware of the emergency procedures of your work area at the start of each assignment. You must familiarise yourself with fire procedures, exits and precautions in each establishment. It is your responsibility as an agency worker to familiarise yourself with CPR procedures, and locate relevant contacts, telephone numbers and procedures for use in emergencies.

**Medicines**
Agency workers will only administer, assist or support the administration of medicines within their competence and will avoid any abuse of privileged access to medication or other drugs.

**Accidents and Incidents**
Agency workers will comply with all procedures locally in place insofar as such procedures should conform to published professional minimum guidelines. Any accidents or incidents should also be reported to The Agency. A copy of any incident/accident forms should be forwarded to The Agency.
Removal from Shifts
The Agency reserves the right to remove you from any booking if evidence exists of poor team dynamics, negative therapeutic relationships, unsatisfactory performance, unreliability and conduct issues.

Complaints
In the event of a complaint, all parties will be informed of The Agency’s complaints procedure and the agency worker will not enter into further discussion or dialogue with the client. For further information please refer to the Chapter on Complaints and Incidents Procedures.

Duty of Candour
All healthcare professionals have a Duty of Candour - a professional responsibility to be honest with patients/clients when incidents occur. As a healthcare professional, you must be open and honest with patients, colleagues and your employers. All workers should understand their responsibilities in regards to the Duty of Candour. Any concerns/incidents that come under the Duty of Candour should be reported to The Agency immediately. Please see the chapter on Complaints and Incidents Procedures for more information.

Complying with the Complaints and Incidents Team
Agency workers are expected to respond promptly to any contact made by the Complaints Team and Incidents Team. This includes complying with investigations and any requests made. Failure to cooperate and comply with requests made by the Complaints and Incidents Team may lead to your file being blocked until contact is made, or the termination of your registration with The Agency and referral to the appropriate professional body.

Confidentiality
Agency workers are required to protect information concerning patients or clients obtained in the course of professional practice. Breaches of confidentiality are regarded very seriously. For further information please refer to our Confidentiality Policy.

Statements to the Media
Agency workers will under no circumstances enter into any communication, provide or make any statements to the media relating to patients, clients, The Agency, other agency workers or any other matter in connection with their placement or registration with The Agency without the express permission of The Agency.

Gifts
Agency workers must not accept gifts, favours or hospitality from patients or clients, or benefit from any legacy or will. Small token presents which if refused may cause offence may be accepted. For further information please refer to The Agency Anti Bribery and Corruption Policy.

Equal Opportunities
Agency workers will not take part in or condone any discriminatory act, attitude or conduct with the public, patients, clients, agency workers or employees of The Agency.
Timesheets
Agency workers will comply with documented requirements in respect of timesheets, which will be valid, accurate and authorised. It is your responsibility to ensure that you know what the pay rate will be when you accept the shift. For further information please refer to the Chapter on Timesheets and Payments.

Dress and Appearance
Agency workers will maintain appropriate standards of dress and appearance as directed by the client within the scope of the definition or description of the role being filled. For further information please refer to the Chapter on Standards of Dress and Appearance.

Identity Badges
For security reasons all agency workers are supplied with a personal identification badge, via a smart card. All badges contain your name, qualifications, a recent passport photograph, current NMC/HCPC pin (where appropriate), your signature and a personal identity number. Please ensure you wear your badge at all times and keep it safe.

Report lost badges to:
TNS - Regulation, Training and Compliance (RTC) Team on 0345 120 5251
SNG – Recruitment Team 0131 229 9988

ID Badges should be renewed every three years. You will be contacted prior to the expiry date to request the following information:
- Your full name
- A recent passport photo
- Your Unique ID number
- Your signature

Smoking
The Agency discourage smoking whilst on duty. However The Agency recognises that people may want to smoke and if so, this must be done in a designated smoking area. The law prohibits smoking in enclosed public spaces. Agency workers should ensure they adhere to the law. Please note that this also extends to electric cigarettes.

Drug, Alcohol and Substance Abuse
The abuse of drugs and alcohol can interfere with the life of the agency worker, can impair the quality of their work and threaten the standards of care we strive to provide. Therefore from health, moral, legal and commercial points of view we take the abuse of drugs and alcohol by workers and those in our care very seriously.

We draw a distinction between the taking of drugs and alcohol at work and outside of work but consider the consequences of their damage to care standards equally. If you possess, supply or use drugs illegally on our premises and/or whilst on duty, we have a legal duty to notify the police and will do so. This could lead to the termination of your registration with The Agency.

We are entitled to terminate your registration if you are found to be consuming or distributing alcoholic beverages on client or The Agency premises. This also extends to arriving at a client or agency premises under the influence of alcohol or drugs.
Notifying The Agency of any Investigation Action
You must notify us in writing if you are involved in any court case, police investigation, NMC/HCPC investigation or any other formal investigation, disciplinary or dismissal proceedings at any time, this also includes an employment investigation. This applies whether the proceedings arise through connection with The Agency or elsewhere. You have a duty to inform us of any caution, conviction or reprimand that occurs during your registration with us. Failure to do so could lead to the termination of your registration with The Agency. The NMC/HCPC requires you to inform them if you have been cautioned or convicted of a criminal offence.

Driving Offences
You must notify us of any driving offences, which will be dealt with on a case-by-case basis. Failure to do so could lead to the termination of your registration with The Agency. We endorse and support the NMC/HCPC Code as issued by the Nursing and Midwifery Council and Health and Care Professions Council and require workers to comply with the principles of these codes.

Complaints Procedure
We operate a clearly defined complaint procedure, documented in this handbook, requiring all types of complaints to be recorded and investigated. Violations of The Agency’s standards may result in the termination of your registration with The Agency, with any contravention of the professional codes of conduct or instances of professional malpractice being reported to the relevant professional bodies and/or the police and the appropriate regulators.

Overseas T2 and T4 Sponsorship
Overseas students have a responsibility to monitor the number of hours worked during term time and be aware of the limitations placed on them by the Border Agency. Restrictions are in place from the UK Border Agency to limit the number of hours students are allowed to work whilst studying; normally 10 to 20 hours per week during term time, dependent on what level of study you are undertaking. In addition if your position as a student changes you have a duty to inform The Agency.

Those that have been sponsored by their substantive post on a Tier 2 visa, will be able to work for The Agency, however there are restrictions set by the Border Agency on the number of hours and type of work conducted. You can work a maximum of 20 hours per week and this must be at the same grade as your permanent role. Please note we cannot sponsor you on a Tier 2 visa and if you leave your substantive post you must inform us immediately.

Conflicts of Interest
Agency workers should not own, manage, operate, consult or be internally employed in a business substantially similar to, or competitive with The Agency. Such conflicts of interest could lead to the suspension of your registration with The Agency in order to protect our commercial interests. Please note that this does not apply to agency workers working under agency worker terms with a business substantially similar to, or competitive with The Agency.
Chapter 6

Standards of Dress and Appearance
Standards of Dress and Appearance

The Agency requires you to maintain the high standards of professionalism and good reputation of The Agency through appropriate standards of dress and appearance whilst working at client premises.

The Agency-branded Uniform must be worn in full for all duties in hospitals, nursing homes, industry, etc. Uniforms include in-date identity badges and these must be worn and clearly displayed at all times. The appropriate logo is embroidered onto the uniform, which clearly identifies you as an agency worker. Uniforms must not have the logo of any other organisation or trust on them.

The Agency will monitor standards of dress and appearance with the assistance of clients. Non adherence to these standards may result in referral to the Complaints and Incidents Team.

In certain circumstances a client may request that agency workers do not wear their uniform for specific assignments, however identity badges must still be worn and be clearly visible. If no uniform is to be worn the following guidelines should be followed to maintain a ‘smart but casual’ approach
- No jeans, track suits or shorts to be worn.
- No sporting colours.
- Sensible shoes only (no open-toed shoes or excessively high heels).
- Clothing which allows freedom of movement whilst still maintaining decency.

The Agency recommends that:
- Only minimal to no make-up must be worn
- Nails must be kept short and no nail varnish is to be worn. Acrylic or gel nails are not permitted.
- You are permitted to wear a wedding band but all other jewellery should be removed whilst working for The Agency
- No other forms of visible body jewellery (including tongue, eyebrow, nose and labrets) are to be worn.

Information about the purchasing of a uniform is given at interview or can be obtained from the RTC Team if you wish to purchase additional uniforms.

Female RN:
Hospital Blue short-sleeved dress
Metro/Navy Scrub top, Hospital Blue Trim tunic
Sailor Navy Trousers

Female HCA:
Pale Blue short-sleeved dress
Pale Blue Trim tunic
Sailor Navy Trousers
Male RN:
Metro/Navy or Hospital Blue Scrub top/tunic
Sailor Navy Trousers

Male HCA:
Pale Blue Scrub top
Sailor Navy Trousers

Female Midwife:
White/Navy short-sleeved dress
White/Navy tunic
White/Navy Scrub Top
Sailor Navy Trousers

Male Midwife:
White/Navy Scrub top
White/Navy tunic
White/Navy Scrub Top
Sailor Navy Trousers

Female Paramedic/ Male Paramedic:
Ambulance Bottle Green Poloshirt
Ambulance Bottle Green Ambulance Shirt
Ambulance Bottle Green Trousers
HiVis Yellow and Bottle Green 3in1 HiVis Jacket
Ambulance Bottle Green Fleece

Footwear:
Black, Brown or White solid duty shoes. No backless shoes, flip-flops, etc.

The following guidance is given regarding the decontamination of uniforms:

It is not good practice to travel to and from assignments in uniform and we urge all agency workers to travel to and from shifts in mufti, if changing facilities exist.

- Agency workers must, if facilities exist, change out of their uniform promptly at the end of a shift.
- Agency workers must presume some degree of contamination, even on clothing, which is not visibly soiled.
- Uniforms must be carried separately from other items - clean and dirty uniforms must not be transported together.
- Hand washing clothing items is ineffective and unacceptable.
- Entering commercial premises, such as shops, in uniform/work clothing is unacceptable.
- Uniforms should be laundered in a washing machine, separately from other items, at 65°-71° centigrade, using the manufacturers’ recommended amount of cleaning agent.
Chapter 7

Codes of Practice
Codes of Practice

The relevant Codes of Practice can be obtained from the following websites:

NMC Code of Practice:
www.nmc-uk.org

NMBI Code of Practice:
www.nmbi.ie

HCPC Standards:
www.hcpc-uk.org

Social Care Councils Code of Practice:
England – www.hpc-uk.org
Scotland – www.sssc.uk.com
Wales – www.ccwales.org.uk
Northern Ireland – www.niscc.info/
Republic of Ireland – www.coru.ie
Chapter 8
Complaints and Incidents Procedures
Complaints and Incidents Procedures

Any failure to comply with The Agency’s Policies, Procedures, Standards of Conduct or relevant Professional Practice guidelines may result in further training or the termination of the agency workers registration with The Agency.

Incidents will be dealt with on an individual basis and in a manner appropriate to the complaint or incident as follows:

- Minor incidents may result in a verbal or written warning, detailing the incident and underlining any requirement to comply with The Agency, or relevant professional bodies’, Standards and Codes of Conduct.
- More serious or multiple incidents will result in a final written warning and possible referral to the relevant professional body for further investigation.
- Gross or ongoing violation of The Agency standards of conduct will result in the termination of your registration with The Agency and possible referral to the relevant professional body for further investigation.
- Gross violation of professional codes of conduct or malpractice will result in the termination of your registration with The Agency. The Agency will also provide any assistance as appropriate to any NMC/NMBI/HCPC inquiry, which may result in removal from the professional register.
- An individual case review will be completed to assess the suitability of an agency worker continuing to work through The Agency while an internal or external (including regulatory bodies) investigation is ongoing, this is to negate risk to all parties involved.

The Agency will endeavour in all cases to act with fairness, discretion and in confidence as far as appropriate, in respect of any complaint, investigation or incident involving agency workers. The Agency will liaise with any union or professional body who may be representing an agency worker.

Depending on the circumstances of an individual complaint or incident The Agency will not hesitate to act to protect patients, clients, or The Agency’s good name by involving the relevant professional bodies, the police and/or our Regulators.

Removal from The Agency

In the event of an agency worker being removed from The Agency register, no commitment is made by The Agency to reconsider any future application.

Complaints and Incidents Team:
Telephone: 01275 547 221
Email: complaints@tnsltd.com

In order to maintain a quality service The Agency may monitor and record telephone calls.
**Induction**

Induction should take place at the beginning of each shift. If this is not offered it is your responsibility to request that this happens. Local guidelines should be followed.

In the absence of any formal procedures, below sets out essential information that should be gathered at the commencement of each shift.

**General Information**
- Introduction to members of staff and explanation of individual roles
- General shift routine

**Building**
- General orientation
- Security systems – including alarms and key codes
- Telephone system
- Nurse call system
- Explanation of keys in use
- Fuse box – (care homes and patients own homes)
- Fire exits and points
- Location of oxygen and suction. Location of store room supplies
- Bleep system (if applicable)
- Emergency call/ cardiac arrest code

**Patient information (including residents and service users)**
- Policy manual
- Admission and Discharge Procedure
- Incident and accident books
- Location of care plans
- Each individual’s prognosis, medical history and any special needs/requirements
- Local escalation process e.g NEWS/PARS
- Do not resuscitate (DNR) procedure
- Medication administration system
- Policies relating to abuse and restraint
- Procedure in the event of death

**Equipment**
- Clinical equipment – including equipment for observations, pumps, syringe drivers, monitors, I.Vs, glucose monitoring
- Resuscitation equipment and crash call number
- Manual handling equipment and policy for use

**Administration**
- Contact number for person on call (if applicable)
- Record keeping system
- Diary dates and appointments
Advanced nursing practice
- It is the responsibility of all agency workers to check with the Nurse in Charge the responsibilities and limitations regarding extended roles. Each area will have its own policy for the scope of practice for agency workers.

Agency workers trained in the Prevention of and Management of Violence and Aggression (PMVA)
- Check with the Nurse in Charge the responsibilities and limitations for the use of PMVA. It is likely that each area will have different policies.
- Make sure that you are aware of which members in the team are trained to use these techniques.

Please ensure that you are given a handover report at the commencement of each shift. This may be verbal, written or taped. If a handover is not offered please request one is given prior to staff leaving.
Chapter 10

Policies and Procedures
Policies and Procedures

Below is a synopsis of key policies and procedures used by The Agency. Copies of the full policies are available upon request.

Safeguarding children
We are committed to the principles of safeguarding and promoting the welfare of children and young people. We work with statutory partner organisations to enable us to meet national policy requirements placed upon us, complying with timescales wherever possible. This policy contains all the relevant legislation and guidance, and the process for recognition of abuse and appropriate escalation.

Safeguarding adults
We are committed to safeguarding and protecting all vulnerable adults in our care. We ensure all workers have a clear understanding of their responsibilities in regard to safeguarding and protecting vulnerable adults from abuse and neglect. This policy contains all the relevant legislation and guidance, and the process for recognition of abuse and appropriate escalation.

Confidentiality
We exercise extreme discretion in the access and provision of information in all areas of our business. Information relating to workers and client records is considered to be confidential and utilised only for legitimate purposes by appropriate personnel. We are a registered data controller and endeavour to comply with the terms and principles of the Data Protection Act 1998.

Equality and diversity
Both as a provider of health services and employer of people, we are committed to the elimination of discrimination on the basis of gender, civil status, family status, sexual orientation, religion, age, disability, or race. We aim to provide accessible services, delivered in a way that respects the needs of each individual and client.

Whistleblowing
We have fostered an atmosphere of open communication and a commitment to high standards of service, with which criticism can be frankly made and thoroughly investigated. The policy complies with the Protected Disclosures Act 2014 in protecting and not victimising any worker who seeks to report a genuine and reasonable concern about any form of malpractice that they encounter in the course of their work.
Health and safety
We are committed to providing our workers with a safe place of work, safe equipment, safe systems of work, safe substances and competent fellow workers, along with adequate information, instruction, training and supervision. All agency workers are required to take reasonable care of their own health and safety, and that of others who may be affected by their acts or omissions. Workers have a duty to cooperate with us or any other person to enable legal obligations to be met.

Moving and handling
We recognise that hazards may exist related to manual handling involving patients and inanimate loads, and are committed to reducing, as far as is reasonably practicable, the risk of injury from any manual handling tasks. The policy contains the relevant legislation pertaining to manual handling.

Infection control
We believe that no risk is more fundamental than the risk of infection and therefore we place the prevention and control of Healthcare Associated Infections (HCAI) as a high priority. We expect all agency workers to promote patient safety by following the correct procedures when caring for people with diagnosed or potential infections, and promoting practice that reduces the risk of infection.

Violence in the workplace
We value our workers and will take all reasonable steps to secure the health and safety of workers who may be exposed to the risk of aggression, violence or abuse in the workplace. We will take action against offenders, where there is no medical condition or where the act is deliberate, which may result in withdrawal of treatment or care.

Clinical governance
This policy supports clinical governance which is a framework for continuous quality improvement. We have created a culture which ensures that, at every level, the quality of care for all patients/clients is at the heart of the way services are provided. Clinical governance is the primary means through which we discharge our statutory duty of providing quality care.

Complaints
We ensure all complaints are resolved in an open, timely and transparent manner and where possible will be resolved within 15 working days or within a time frame agreed with the client. Lessons are learned from the experience and changes made to improve services and the patient/client experience.

Management of incidents
You should report incidents, accidents, near misses and potential incidents to the Complaints and Incidents Team or the regional office, so that steps can be taken to improve the safety of the patients and workers. Through a dynamic system of reporting and managing incidents, we are able to identify areas of potential risk at an early stage and take action to improve working practice.
Medication
The purpose of this policy is to ensure that all agency workers dealing with medicines follow safe medicines management practice. Information is provided on:
- Compliance against the regulations and national minimum standards
- Routes of medications
- Storage and security of medications
- Rules for adults and paediatrics
- Disposal of medicines
- Training

Health Records Management
We employ a systematic and planned approach to the management of all records. These records provide evidence of actions and decisions, support daily functions, operations, policy formation and managerial decision making and in so doing protects the needs of the clients and workers.

We believe that every client has the right to have all information held about them to be kept securely, information to be accurate, used only by those who have a need to know and that their records are disposed of in accordance with national policies, procedures and monitoring requirements.
Chapter 11

Training and Development
Training and Development

We provide a quality service to our patients and clients by ensuring that agency workers meet our specific criteria and are of the highest calibre.

An ongoing programme of competency updates is made available to all agency workers who are unable to provide evidence of competency through another provider in such areas as Manual Handling, and Adult and Paediatric Basic Life Support. In addition we offer a portfolio of voluntary professional development study days and online courses to all agency workers, regardless of band, seniority or qualifications.

Our aim is to provide our clients with knowledgeable agency workers, which is facilitated by voluntary continuing professional development courses and updates. Courses are also available for nurses and healthcare assistants who do not work for The Agency and can be purchased through our training departments.

Details of the current programme of competency update and professional development study days are available on our websites. Details can also be obtained and places booked by calling our training team. A charge is taken for these courses, which includes a certificate of attendance.

Thornbury Nursing Services:
0345 120 5251
www.thornbury-nursing.com

The Scottish Nursing Guild:
0131 2217178
www.scottish-nursing-guild.com

In order to maintain a quality service The Agency may monitor and record telephone calls.
Chapter 12

Timesheets and Payments
Timesheets and Payments

We utilise timesheets as a primary system of record for the invoicing of clients and the payment of agency workers. There are a number of specific requirements for the correct and accurate completion of timesheets. All agency workers should adhere to these requirements in order to ensure prompt and accurate payroll processing.

Timesheets
- It is your responsibility to ensure you know what the pay rate will be when you accept the shift
- Each section of every timesheet is to be completed fully and accurately
- Agency worker numbers must be correctly entered on all timesheets
- One timesheet should be completed for every shift
- Timesheets may be sent by post, faxed or as a scanned image via a scanner or scanning app from your Smart phone. If you wish to use a scanning app it is essential you contact the payroll team for instructions on how to do this.

Payroll Telephone: 0345 1205333
Payroll Email: payroll@tnsltd.com
Fax Numbers: SNG 0333 003 7694 | TNS 0333 323 1267

- To ensure you are paid accurately and on time, it is important that you submit your timesheet for any shift within 7 days of working the shift for which payment is required
- The back (pink) copy of 4-part timesheets should be detached and retained for your records. The third (yellow) copy should be detached and left with the client for their records
- Timesheets sent by post must be originals. Copied timesheets will not be accepted, nor should any other form of paper be used as a timesheet.

Mileage
- Mileage will not be paid on timesheets that have been received more than a week after working your shift
- Mileage claims must be accurate and submitted on the timesheet to which they apply. Mileage claims will be subject to audit in addition to our preprocessing checks. A number of clients apply a mileage cap on the number of miles that can be claimed and it is your responsibility to check if a mileage cap applies when you accept the shift. Mileage claims cannot be backdated
- Mileage cannot be claimed in lieu of other costs, eg accommodation.

Breaks
- If breaks other than the standard ones are taken, be it more or less than standard, this must be accurately documented on the ‘break’ box and authorised by the client. For shifts up to 6 hours in length no break is deducted. For shifts of 6 to 6.5 hours, 20 minutes will be deducted
- Breaks appropriate to the shifts worked will be automatically deducted from timesheets unless otherwise noted on the timesheet. A line through the ‘break’ box is not acceptable; it must be documented as none, nil, or no break
- For shifts of 6.5 to 9 hours, 30 minutes is deducted
- For night duty and day shifts of more than 9 hours, 1 hour is deducted. If the client offers a break it will be deducted.

**Payable Shifts**
A premium of 10% is payable if you self-book future shifts which are communicated directly to the duty desk by yourself and the client concurrently, whilst you are on duty. You must inform the call centre yourself of such booked shifts as soon as you are asked, giving the name of the person who booked you.

- Self-booking premium is not payable if you are in a ‘Block Booking’ or if you advise us of the shift after it has been worked.
- Ensure the call centre is aware of all the shifts you work. If your shift is not listed on our database, and is not visible on your Quick Nurse online diary page your pay will be delayed.

We employ a four times a week payrun, details are shown below:

<table>
<thead>
<tr>
<th>Timesheet submitted on or before:</th>
<th>For payment:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midnight Sunday / Monday 00:00</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Monday 12pm</td>
<td>Thursday</td>
</tr>
<tr>
<td>Thursday 12pm</td>
<td>Monday</td>
</tr>
<tr>
<td>Midnight Thursday/ Friday 00:00</td>
<td>Tuesday</td>
</tr>
</tbody>
</table>

As timesheets are used to calculate charges and generate invoices for clients, it is important to stress to clients their responsibility for ensuring the accuracy and validity of all timesheets that they sign. Clients are required to ensure that timesheets can be appropriately authorised to allow the submission, processing and subsequent payment of agency workers in a timely fashion. In the event of any error or omission, the agency worker should NOT make retrospective changes to timesheets once they have been authorised by the client. In such circumstances a new timesheet should be completed for authorisation and the original destroyed.

We have implemented an ongoing system of internal controls in order to minimise the processing of invalid or inaccurate timesheets. Any falsification of timesheets by agency workers is regarded seriously. Timesheet details may be checked before the timesheet is paid and we will cooperate with any organisation/investigation in respect of the timesheet.

The Inland Revenue rules that if we have not made a payment to someone registered with us for a period of 12 weeks, then we must issue the worker with a P45. This does not mean that you cannot continue to be registered with The Agency. We can continue to offer work that is available whenever you are free. Please contact the regional office with your availabilities or update on Quick Nurse.

For more information and help with the payroll process, please visit our online platform, Quick Nurse:

In order to maintain a quality service The Agency may monitor and record telephone calls.
**NHS Professionals (NHSP) Shifts and Timesheets**

We work closely with NHSP to support shift vacancies in NHS trusts across England. NHSP have introduced an e-timesheet system which all agency suppliers must accommodate. They also operate a mandatory break policy and will deduct breaks automatically from your timesheet.

**What you need to do**

At the end of every shift, NHSP release an electronic timesheet to The Agency which will include details for your shift and will confirm that you have worked. NHSP send all timesheets to The Agency so we can process your payment.

Some wards may ask you for your personal email address to release the timesheet to. Please DO NOT give out your personal email address and always direct the client to send the timesheet to: tnsdutydesk@tnsltd.com.

You must still submit a Thornbury timesheet as usual, including any mileage claims, but for NHSP SHIFTS ONLY it is not essential that you obtain a signature from the client.

To ensure you are paid on time and accurately, it is important that you submit your timesheet for any shift within 7 days of working the shift for which payment is required. Please email all timesheets to: timesheets.tns@ukics.com using an appropriate black and white PDF scanning app on your mobile or tablet device.

If there have been any changes to your shift e.g. a change in hours, ward or grade i.e. you have been asked to work in a more senior role, then you must inform the booking team as soon as possible. This will mean we can make the relevant changes on our booking system to ensure you are paid on time.

**Pensions:**

For all information regarding the new pension auto enrolment legislation, please contact ‘The Peoples Pension’ who can offer you advice:

Telephone: 0300 2000 555
Website: www.thepeoplespension.co.uk
Entitlements

Current UK employment legislation provides all workers with an entitlement to paid holidays. In summary, this statutory entitlement provides 5.6 weeks of paid holiday to include the eight bank holidays in a 52-week working year pro rata.

By accepting our terms, you agree that any such sums paid to you as holiday pay in addition to your hourly rate may be set off against any entitlement to receive statutory holiday pay during periods of annual leave.

Due to the nature and flexibility of work provided through The Agency with the associated need for The Agency to administer and maintain accurate records of hours worked and holiday taken, The Agency discharge this statutory obligation by the addition of a holiday pay element to the basic hourly rate paid to all agency workers. This holiday pay currently equates to an additional 15.56% pay for every hour worked.

Paying holiday pay ‘up-front’ in this way allows agency workers flexibility to take holiday breaks as and when they choose.

We urge all staff to take their agency paid holiday entitlement in full.

Agency Workers Regulations

What are the Agency Workers Regulations?
The Agency Workers Regulations (AWR) give temporary agency workers equal treatment, with regards to pay and certain working conditions. The worker must complete 12 weeks of service, which must be with the same client, in the same role, in order to qualify (“The Qualifying Period”).

What does this mean for you?
From Day 1 of every assignment you undertake you are entitled to information on relevant vacancies at the client where you are working. Ask your regional office how to access this. Also if the client organisation where you work offers employee’s collective amenities and facilities (such as canteen, childcare facilities, etc) you will be able to get the same access to some of these (unless there is a good reason why you should not). Again, your regional office will let you know how to find out about what is available.

When you start working at a client, this will count towards your 12 week Qualifying Period. The 12-week Qualifying Period is not necessarily a continuous period of 12 weeks. There are certain breaks that pause, stop or re-set the clock so it very much depends on your job roles and working patterns. Agency workers who reach their Qualifying Period will be entitled to the same basic pay and certain working conditions as if the client had directly recruited you to do the same role. Your regional office will be able to advise you on this with more detail based specifically around your job role(s) and conditions.
We will need to ask you some questions when you are being booked into a shift about any recent assignments or shifts you have worked at the same client. This is because we need to keep a track of your 12 week Qualifying Period so it is really important that you answer the questions accurately.

The Regulations state that if you change into a different role we must notify you of your new duties, so you may receive additional communication from us via text or email.

The Regulations state that you must not work more than 48 hours in a working week. This includes work via your substantive post.

**Pregnant and “New Mother” Agency Workers Under the Regulations**

There are some additional provisions in the Regulations around pregnancy and childbirth. Please let your regional office know if you are pregnant or have recently given birth so The Agency can ensure you have the information relevant to you.
Chapter 14

Injury or Illness Notification Procedure
**Injury or Illness Notification Procedures**

The Agency places the health, safety and well being of agency workers as an utmost priority. The Agency takes all reasonable steps to have in place policies and procedures in respect of recruitment and work placement to ensure, as far as possible, the protection of agency workers from injury or illness. Agency workers placed with a client will be covered by that client’s obligations under the terms of the Health and Safety at Work etc Act 1974*.

In the unfortunate event of an agency worker suffering a work related injury or illness including needlestick injuries, they should observe the following procedures:

Any injury or illness should be reported to the client and documented in line with the client’s own policies and procedures. Injuries or illness should also be reported to The Agency via the regional office. Notification to the client and The Agency should be as prompt as possible depending on the individual circumstances.

In the event of accident or injury, agency workers should endeavour to obtain details and signatures of any witnesses. Specific illness, accidents or injuries will be subject to the regulations covering control of hazardous substances (COSHH) and/or injuries, diseases and dangerous occurrences (RIDDOR). The client’s internal procedures should cover such instances, however The Agency can provide guidance via the regional office.

Following a period of unavailability through sickness or injury, you should contact The Agency who may require evidence, in the form of a Statement of Fitness for Work or a return to work assessment by an authorised occupational health consultant, to confirm fitness to work prior to placement of agency workers with a client.

In certain circumstances agency workers may be eligible to receive statutory sick pay. Eligibility is dependent on a number of factors and will need to be determined on an individual basis by contacting the Payroll Department during office hours at the commencement of your sickness. In order for The Agency to consider this for an individual agency worker and to comply with the Statutory Sick Pay regulations, it will be necessary for the worker to submit a self-certification for the first seven days of sickness. Should SSP be due to be paid by The Agency, then sick notes must be submitted to cover the whole period of sickness after the first seven days.

We will endeavour to provide advice, assistance and support to agency workers who suffer an illness or injury at work. Further help is available from the following organisations:

**Royal College of Nursing:**
Telephone: 0345 772 6100
Website: www.rcn.org.uk/get-help

**The Cavell Nurses Trust:**
Telephone: 01527 595 999
www.cavellnursestrust.org/get-help

**Unison:**
Telephone: 0800 0 857 857
https://www.unison.org.uk/get-help/
Chapter 15

Pregnancy and Maternity
**Pregnancy and Maternity Leave**

Pregnancy should not automatically present any particular constraints on the type of placement offered to agency workers. We recognise that pregnancy can affect different people in different ways, and aim to support agency workers who become pregnant by finding them work in suitable areas. It is important that agency workers who become pregnant inform us in a timely manner so that we can continue to place workers in appropriate roles.

We will carry out a Pregnancy Risk Assessment on any pregnant worker prior to placement.

The Agency places the health and wellbeing of agency workers as an utmost priority. Agency workers have a responsibility to ensure that they are fit and able to work and should continue to update The Agency and we will contact any clients with whom you may be placed. Specifically, agency workers should notify us of any restrictions advised by their doctor or Midwife, etc.

Prior to your return to work we are required to complete a further risk assessment. This may result in a formal Occupational Health referral.

In certain circumstances agency workers may be eligible to receive maternity pay. Eligibility is dependent on a number of factors and will need to be determined on an individual basis by contacting the Payroll Department during office hours. It may be possible to accept shifts whilst on paid maternity leave with the express permission of your substantive employer.

**‘Keeping in Touch days’**

Agency workers may, by agreement with The Agency, work up to ten days - known as ‘Keeping in Touch days’ - during their maternity leave period for which they will be paid. This only applies to agency workers who do not have another ‘Employer’.

Any work carried out on any day during the maternity pay or maternity leave period will count as a whole ‘Keeping in Touch day’, up to the 10-day maximum. In other words if a shift is 4 hours in length and you do no other work that day you will have used one of your ‘Keeping in Touch days’.

Work during maternity leave may only take place by agreement with both The Agency and the agency worker. The Agency cannot require a worker to work during maternity leave if she does not wish to, nor does a worker have the right to work ‘Keeping in Touch days’ if The Agency does not agree to them.

If The Agency offers a worker the opportunity to work a ‘Keeping in Touch day’, she is entitled to turn the opportunity down without suffering any consequences as a result.
Chapter 16

Indemnity Insurance
Indemnity Insurance

We strongly advise all agency workers to obtain their own Professional Indemnity Insurance and if you declare that you hold insurance you will be expected to show this at registration.

It is a mandatory NMC/HCPC requirement for all nurses, midwives and allied health professionals to have current indemnity insurance. Agency workers who do not have adequate indemnity insurance may find themselves personally liable to meet the cost of any legal actions or damages in the event of claims being found against them.

Members of certain professional bodies and/or trade unions may automatically benefit from a ‘Public Products and Medical Malpractice Liability Insurance’ which includes legal expenses. Agency workers should confirm with any professional bodies or unions of which they are members the availability, level and extent of any indemnity insurance cover.
Chapter 17

Changes to Personal Details and Use of Staff Data
Changes in Personal Details and Use of Staff Data

The following policy governs how we collect, store, use and disclose the personal information of our agency workers. By agreeing to the initial Application Form an agency worker confirms that he/she has read, understood and agreed to this policy and expressly consents to the collection, storage, use and disclosure of his/her personal information as set out below.

The Agency respects the right to privacy of its agency workers and will only process personal information which it collects from them in accordance with the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and other applicable privacy laws.

We may collect from our workers personal and sensitive information, which may include information relating to:
- Name, residential address and status
- Age, gender, race and ethnicity
- National Insurance number, NMC details and other regulatory bodies
- Skills, experience and qualifications
- Placement preferences
- Employment status
- Mental and physical health
- Immigration status
- Trade union membership details
- Work performance
- Details of any proceedings or allegations
- Identification documents, including but not limited to; passports, drivers licenses, birth certificates and marriage certificates.

The information we collect is stored securely and held in the strictest confidence in our computerised database system, with password access restricted only to specific individuals within the organisation or to third parties as detailed below.

Information regarding an agency worker will only be transferred outside of the European Economic Area - in compliance with European law.

The Agency uses the information collected from its workers to match the requirements of its clients to the resources of The Agency. Information relating to the mental and physical health of an agency worker is used for the following purposes:
- To ensure that the worker is physically and psychologically capable of carrying out the work proposed by us, taking into account any current or previous illnesses; and
- To provide workers with a confidential and impartial Occupational Health service, with proactive advice and support
- We may, to the extent that such information is relevant and necessary, disclose the information collected from our workers to the following third parties: Hospitals, Health Trusts and other organisations in which the agency worker operates;
- National Health Service auditors and other health service administrative bodies;
- Providers of health and safety assessments, security and criminal record checks; and
- As we are required to do so by applicable law, by a statutory body or by a law
  enforcement agency.

We observe the following Caldicott Principles:

**Principle 1** – Justify the purpose(s) for using confidential information
**Principle 2** – Only use it when absolutely necessary
**Principle 3** – Use the minimum that is required
**Principle 4** – Access should be on a strict need to know basis
**Principle 5** – Everyone should understand his or her responsibilities
**Principle 6** – Understand and comply with the law
**Principle 7** – The duty to share information can be as important as the duty to protect
  patient confidentiality

In order that we best meet the joint requirements of both client and our workers it is
important to ensure our records are accurate and correctly maintained.

Any changes in personal details should be passed to us in a timely manner, which will
allow appropriate updates to be made to our records and will ensure appropriate place-
ment. You can review the information we hold via Thornbury Quick Nurse or Scottish
Quick Nurse on the ‘My Details’ page.

You have the right to request copies at any time of your personal information which we
hold and to request that we update or correct any out-of-date or incorrect information as
necessary.

To update your details contact:
Thornbury Nursing Services: 0345 120 5251 or email rtc@tnsltd.com
Scottish Nursing Guild: 0345 120 5253 or email callcentre@nursing-guild.com

In order to maintain a quality service The Agency may monitor and record telephone calls.
Chapter 18

Computer, Mobile Phone and Social Media Misuse
Computer Mobile Phone and Social Media Misuse

It is anticipated that clients will operate their own clearly defined policies and procedures in respect of access to, operation and use of computer equipment.

However where such policies do not exist and in order to determine a minimum standard The Agency operates the following computer misuse policy:

User Access and Passwords
If you are using a system that requires a login, you must ensure the following:
- Your username and password should remain private at all times
- Do not disclose your passwords to anyone
- Do not write down any login information
- Do not allow others to use your logins/ accounts
- If you suspect that your login has been compromised in any way, please ensure you report it
- Please ensure that you follow the recommended guidelines when setting passwords, they should include uppercase, lower case, numerical and special characters and should not be easily guessed. (ie. Date of Birth etc).

We do not condone the use of generic agency user logins, however if the clients requires you to use a generic agency user log in, the following guidelines also apply:
- Proceed with utmost caution and double check all entries made
- Adhere to local policy and guidelines at all times
- Be careful not to disclose your log in or password to any outside person, including patients
- You must notify the ward manager and the Complaints and Incidents Team of any observed mis-entries as soon as safely possible
- Please notify us if you are required to use a generic login without being previously advised by the operations team.

Virus Protection
In order to prevent virus contamination of IT systems the following must be observed:
- The loading, installation or other use of unauthorised software and data, including public domain software, ‘magazine cover’ or Internet/World Wide Web downloads is not permitted.
- All software must be virus checked using standard testing procedures before being loaded, installed or used.

E-mail
There are a number of complex issues that can arise out of the use of e-mail. In order to protect the interests of clients, patients, The Agency and other agency workers, you MUST NOT:
- Open links/email attachments from unknown sources
- Respond to ‘junk mail’
- Forward or respond to ‘chain letter’ type e-mail
- Create or send e-mails which make comment, or statements which could in any way be contrived to be defamatory
- Include anything within an e-mail which is protected by copyright without the explicit consent of the author
- Initiate or forward e-mail which contains obscene or pornographic material.
- Initiate or forward e-mail which could be considered to constitute an act of harassment or discrimination on any grounds
- Disclose information which is embargoed or could in any way be considered confidential
- Make any statements which intentionally or unintentionally create a binding contract, or make negligent statements.

**Internet Usage**

Access to the Internet should be for business purposes only. Use must be appropriate to the requirements and instructions of the client and/or The Agency.

Please understand that there is a variation in the quality of information that is available on websites. Information stored on the internet should be used with caution and never as a means to provide guidance for care.

**Computer and the Law**

The Computer Misuse Act identifies and classifies a number of specific activities which are deemed to be criminal offences in respect of the access to and use of computer systems. These include:

- The unauthorised access or attempted unauthorised access to computer systems, data or software. This applies, but is not limited to; logging in to client approved applications for storing data
- The attempted, unauthorised or malicious alteration, manipulation or destruction of computer systems, software or data.

**Social Media**

The standard of your conduct as a nurse, midwife or healthcare worker, both online and offline is important. The way you act online can jeopardise your registration with both The Agency and your professional body. This includes but is not limited to:

- Sharing confidential information about patients and service users
- Posting or sending pictures of service users
- Posting inappropriate comments about patients or service users
- Bullying, intimidating or exploiting people
- Building or pursuing relationships with patients or service users
- Stealing personal information or using someone else’s identity
- Encouraging violence or self harm; and inciting hatred or discrimination
- It is important to realise that even the strictest privacy settings have limitations.Presume that everything you post or send online will be permanent and shared.
- If you are concerned about the online behaviour of someone who is registered through us, you should take steps to raise your concerns with our Complaints and Incidents team.
Mobile Phone Misuse
There are a number of complex issues that can arise out of the use of mobile phones. In order to protect the interests of clients, patients, The Agency and other agency workers you MUST NOT:

- Give your contact telephone number (mobile or other) to the client or service user
- Disclose the telephone numbers of other agency workers to clients or service users
- Use your mobile phone to photograph clients or service users
- Create or send mobile phone messages which make comment or statements which could in anyway be contrived to be defamatory
- Create or send mobile phone messages or post to networking sites, photographs or images of clients or service users
- Create or send mobile phone messages containing information confidential or otherwise, regarding clients or service users
- Initiate or forward mobile phone messages that could be considered to constitute an act of harassment or discrimination on any grounds.

Any failure to comply with The Agency’s policy may be regarded as misconduct and lead to the termination of your registration with The Agency.
Useful Addresses
Usefull Addresses

NMC (Nursing & Midwifery Council)
23 Portland Place
London
W1B 1PZ
020 7637 7181
www.nmc-uk.org

Health & Care Professions Council
Park House
184 Kennington Park Road
London
SE11 4BU
0845 3006184
www.hcpc-uk.org

NMBI (Nursing & Midwifery Board of Ireland)
18/20 Carysfort Avenue
Blackrock
Co. Dublin
353 1 6398500
www.nmbi.ie

Care Inspectorate
Compass House,
11 Riverside Drive, Dundee, DD1 4NY
0345 600 9527
enquiries@careinspectorate.com

Care Council for Wales
South Gate House
Wood Street
Cardiff
CF10 1EW
0300 3033444
www.ccwales.org.uk

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
0300 0616161
www.cqc.org.uk

Care and Social Services Inspectorate
Wales
Welsh Government Office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
0300 7900126
www.cssi.w.org.uk

Scottish Social Services Council
Compass House
11 Riverside Drive
Dundee
DD1 4NY
0845 603 0891
www.ssssc.uk.com

Northern Ireland Social Care Council
7th Floor
Millennium House
Great Victoria Street
Belfast
BT2 7AQ
028 9041 7600
www.niscc.info/

The Regulation & Quality Improvement Authority
9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT
028 9051 7500
info@rqia.org.uk

NMBI (Nursing & Midwifery Board of Ireland)
18/20 Carysfort Avenue
Blackrock
Co. Dublin
353 1 6398500
www.nmbi.ie

Care Inspectorate
Compass House,
11 Riverside Drive, Dundee, DD1 4NY
0345 600 9527
enquiries@careinspectorate.com

Care Council for Wales
South Gate House
Wood Street
Cardiff
CF10 1EW
0300 3033444
www.ccwales.org.uk

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
0300 0616161
www.cqc.org.uk

Care and Social Services Inspectorate
Wales
Welsh Government Office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
0300 7900126
www.cssi.w.org.uk

Scottish Social Services Council
Compass House
11 Riverside Drive
Dundee
DD1 4NY
0845 603 0891
www.ssssc.uk.com

Northern Ireland Social Care Council
7th Floor
Millennium House
Great Victoria Street
Belfast
BT2 7AQ
028 9041 7600
www.niscc.info/

The Regulation & Quality Improvement Authority
9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT
028 9051 7500
info@rqia.org.uk