



# Members Handbook

12<sup>th</sup> Floor, Carolyn House, 22-26 Dingwall Road, Croydon  
CR0 9XF

**Tel:** 020 8681 1080 / 0845 475 5059 **Fax:** 0208 760 5034

**24-Hours on-call:** 07951 909 036

**Email:** [info@humanerecruitment.co.uk](mailto:info@humanerecruitment.co.uk)

**Website:** <http://www.humanerecruitment.co.uk>

Registered by CQC

## Confirmation of receipt of Members Handbook

Once you have read the content of this handbook, please sign and date the confirmation below.

I have received, read and understood, and agree to abide by the contents of Humane Recruitment's Members Handbook. The content of this handbook has been discussed in full with me during my induction.

**Signed:** .....

**Print Name:** .....

**Date:** .....

## Welcome

Humane Recruitment is a quality and a long established recruiter of Nurses and other Health and Social Care support workers.

The purpose of this handbook is to help members understand the way in which Humane operates and your role within it.

Some of the benefits to our staff include:

- ◆ Excellent rates of pay
- ◆ Ensuring Continuing Professional Development
- ◆ Personal development
- ◆ Work in your local area
- ◆ Flexible working hours
- ◆ Working and placements in some of the best NHS, Nursing and Residential Homes, and other Social Care organisations
- ◆ Equality and Diversity
- ◆ Family friendly employer

Members will receive information on the following topics as a supplementary part of the handbook:

- ◆ NMC Code of Professional Conduct
- ◆ NMC Guidelines for the Administration of Medicines
- ◆ NMC Guidelines for Records and Record Keeping

# CONTENTS

<b>1</b>	<b>Introduction</b>	<b>5</b>	<b>7</b>	<b>Guidance on Working With Vulnerable People</b>	
1.1	Legislation	5	7.1	Policy Statement	10
1.2	Equality and Diversity Statement	5	7.2	Abuse	11
			7.3	Who might be at risk	12
			7.4	Child Protection	13
<b>2</b>	<b>Confidentiality</b>	<b>5</b>	<b>8</b>	<b>Record Keeping Requirements</b>	<b>13</b>
<b>3</b>	<b>Code of Conduct / Safeguards</b>	<b>5</b>	<b>9</b>	<b>General Terms of Employment</b>	<b>14</b>
3.1	Standards of Dress and Courtesy	5	9.1	Induction	14
3.2	Attendance & Punctuality	5	9.2	Remuneration/Timesheets	14
3.3	Cancellations	6	9.3	Probationary Period	15
3.4	Handling Money and Gifts	6	9.4	Holiday Entitlement	15
3.5	Caring For People In Their Homes	6	9.5	Sickness/Absence	15
3.6	Smoking Policy	6	9.6	Maternity Leave	15
3.7	Alcohol and Drugs	6	9.7	Adoption Leave	16
3.8	Mobile Phones	7	9.8	Conduct of Assignment	16
			9.9	Quality Assurance	16
<b>4</b>	<b>Health and Safety</b>	<b>7</b>	9.10	Insurance	17
4.1	Lifting and Handling	7	<b>10</b>	<b>Training and Development</b>	<b>17</b>
4.2	Fire Procedures	7	<b>11</b>	<b>Disciplinary and Grievance Procedures</b>	<b>17</b>
4.3	Handling of Violence and Aggression	8	<b>12</b>	<b>Complaint Procedure</b>	<b>18</b>
4.4	MRSA	8	<b>13</b>	<b>Policies and Procedures</b>	<b>19</b>
4.5	Waste and Needlestick Disposal	8	<b>14</b>	<b>Notification of Personal Details</b>	<b>19</b>
4.6	RIDDOR	8	<b>15</b>	<b>Data Protection Act, 1998</b>	<b>20</b>
4.7	COSHH	9	<b>16</b>	<b>Useful Contact Details</b>	<b>21</b>
4.8	Stress Management	9			
<b>5</b>	<b>Administration of Medication</b>	<b>10</b>			
<b>6</b>	<b>Health and Immunisation Policy</b>	<b>10</b>			

## **1 INTRODUCTION**

### **1.1 Legislation**

At Humane, we comply with the Data Protection Act, 1998; the Nurses Agencies Regulations, 2002; the Care Standards Act, 2000; the Management of Health and Safety at Work Regulations, 1999; and the Health & Safety at Work Act, 1974.

### **1.2 Equality and Diversity**

Humane is committed to ensuring that all members are treated fairly and with dignity and respect. No patient, service user, client, or employee shall be discriminated against, harassed or treated less favourably on the basis of their gender, race, religion, sexual orientation, marital status or disability. This policy applies to placement/assignment, promotion, training, remuneration, grievance and disciplinary procedures and decisions. This policy also applies to recruitment of persons from outside the workplace and the treatment of contract workers.

Members should be aware that in certain circumstances should they be found guilty of discrimination they may be personally legally liable for their actions.

## **2 CONFIDENTIALITY**

All members must maintain the confidentiality of all matters and information relating to patients, clients, employees and the management of the company. Members will not disclose to any other party, or use for your own purpose, or with or for any other party, any confidential information; meaning any information relating to patients, our business affairs, and those of any of our clients.

## **3 CODE OF CONDUCT / SAFEGUARDS**

All members are expected to act in a manner that promotes and safeguards the interests and wellbeing of patients, service users, our clients and Humane Ltd. Members are also expected to familiarise themselves with any client-specific policies and safety procedures.

### **3.1 Standards of Dress and courtesy**

Members are expected to wear Humane-designated uniform and photo ID badge when on placement or assignment. Nurses and Midwives should carry their NMC PIN.

### **3.2 Attendance & Punctuality**

If a member accepts a booking, they must ensure that they arrive on time. If a member is unable to attend work, it is essential that they let Humane know as soon as possible. Humane is contactable 24 hours a day.

### **3.3 Cancellations**

Due to the nature of temporary work, the requirements of our clients may change resulting in the cancellation of a member's placement or assignment. In some cases, this can occur at very short notices. In the event of a cancellation, Humane will endeavour to contact you as soon as possible. Humane will also endeavour to find you another assignment.

If the placement is cancelled when a member has already arrived at a client's site, it is important that the member call Humane immediately and get a timesheet signed by the client.

### **3.4 Handling Money and Gifts**

Members must comply with client's procedures for the safe handling of money and property belonging to patients and service users. Under no circumstance will a member accept any gifts, loans or gratuities from patients, service users, relatives, or other interested parties. A member must not give any gifts or lend money to patients, service users or clients. A member must not agree to look after or safeguard any part of a patient, service user or client's property.

### **3.5 Caring for People in their Homes**

Humane may offer members assignments that involve working in a patient or a service user's own home. In such cases, *Service User Care Plans* that has been completed by a representative from Humane will be available to guide the required care. Members must ensure that they read this carefully on their first day of assignment.

At the end of each visit, members must ensure that the *Log Sheet* in the *Service User Care Plan* is fully completed to include: tasks performed during the visit; any medication given; and any changes in the service user's condition.

Members are reminded to familiarise themselves with Humane's *Lone Working Policy*.

### **3.6 Smoking Policy**

In order to provide a healthy and a comfortable working environment for patients and everyone else, Humane subscribes to a *No Smoking* policy with all of our clients and in all our placements, except where smoking is allowed in clearly designated areas.

### **3.7 Alcohol and Drugs**

The use of alcohol and drugs are strictly prohibited at placements and assignments, and during working hours for all members. If a member uses or is intoxicated by alcohol, drugs or any other such substances at work or during working hours, arrangements will be made for the member to be sent home. An investigation will then take place when the member has fully recovered.

A member who takes drugs which have not been prescribed on medical grounds will be deemed to have committed an act of gross misconduct and will be subject to requisite disciplinary action. The same shall apply to any member believed to be buying or selling drugs, or is in possession of unlawful (i.e. un-prescribed) drugs.

Members who recognise that they have a drink or drug problem, or that they are at risk of developing one, are encouraged to approach the company for confidential help. Help can also be obtained from the confidential telephone helpline of *Care First* on: 0800 174 319.

### **3.8 Mobile Phones**

Members are not allowed to use personal mobile phones whilst at work, at the detriment of the company. Personal calls should only be made or taken in an emergency or at the discretion of the line manager at members' placement. Failure to do so will result in disciplinary action being taken against the member.

## **4 HEALTH AND SAFETY**

The Employee's Responsibilities under the Health and Safety at Work Act, 1974.

It shall be the duty of every member while at work:

- To take reasonable care of their own health and safety, and that of other persons who may be affected by their acts or omissions at work
- To carry out a task or requirement imposed by Humane or by any of our clients under any of the relevant statutory provisions and to co-operate with the client so far as is necessary to enable that duty or requirement to be conformed or complied with
- Not to interfere with or misuse any equipment provided for their health and safety according to the law (see 7 and 8 of the Health and Safety at Work Act, 1974)
- To report to the Health and Safety Officer any occurrence or situation likely to pose a threat to your own or anyone else's health and safety

Additionally, the following health & safety information is directed specifically at meeting the needs of members when working in a healthcare-based environment:

### **4.1 Lifting and Handling**

As contained in the Manual Handling Operations Regulations, 1992, all lifting and handling should be avoided wherever possible. Where it remains the preferred option, a safe method of operation should be used. Members would have been trained and would be confident and competent in using lifting devices, slides, slings and hoists. If any member is not recently trained in lifting and handling within the last three years, or have not been practising in a clinical environment over the same period, the member should approach the company again to attend the relevant course.

### **4.2 Fire Procedures**

Members are expected to comply with the local fire safety procedures wherever they work. Members should ensure that they are familiar with more than one exit from their area of work, how to raise the fire alarm and where to assemble in the event of an evacuation. A member should NEVER tackle a fire unless they have been previously and specifically trained to do so and are formally versed in the use of the correct fire extinguisher for different fire types. In the case of a fire, raise the alarm and call the emergency services immediately.

### **4.3 Handling of Violence and Aggression**

Violence and aggression can be any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Verbal abuse and threats are the most common type of incident. The management of Health & Safety at Work Regulations, 1999 stresses that employers must assess the risks to employees and make arrangements for their health and safety by effective planning, organisation, control and monitoring. All of Humane's placements are in organisations and premises that have been approved and vetted. Additionally, it is recommended that members familiarise themselves with all the security measures and telephone numbers for each place of work. Members will also be advised of any special risk during ward hand over and in patients or service users' notes.

### **4.4 MRSA**

Methicillin-Resistant Staphylococcus Aureus (MRSA) is a super bacterial that is carried on the surface of the skin or in the nose without the carrier developing an infection. They can be treated with antibiotics at a higher dose and for a longer period. Maintaining a very high standard of hygiene, and the laid-down procedure at work should prevent infection.

### **4.5 Waste and Needlestick Disposal**

All members have a responsibility to comply with local waste disposal procedures wherever they work. These include the requirement to dispose off waste materials safely and correctly.

All used sharps and needlesticks should be properly and carefully disposed off in the labelled receptacles provided at work. No sharp items or needlestick should be included in normal domestic waste.

All sharps and needlestick injuries are RIDDOR reportable. If a member is injured, they must inform their line manager and the office immediately.

### **4.6 RIDDOR**

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulation (RIDDOR) 1995 places a legal requirement on employers, the self-employed, and people in control of premises to report work-related deaths, major injuries, injuries that result in more than three days off work, work-related diseases and dangerous occurrences (i.e., near misses) to the Health and Safety Executive (HSE).

If during the course of their work, a member identifies a risk to the health, safety and welfare to their person and/or to that of colleagues, patients or service users, the member has a duty to report this to their line manager and to the office at once.

To report an incident to RIDDOR's Incident Contact Centre:

By phone: 0845 300 9923

By fax: 0845 300 9924

By internet: [www.riddor.gov.uk](http://www.riddor.gov.uk)

By email: [riddor@natbrit.com](mailto:riddor@natbrit.com)

By post: Incident Contact Centre, Caerphilly Business Park, Caerphilly CF83 3GG

#### **4.7 COSHH**

Control of Substances Hazardous to Health (COSHH) regulations, 2002 requires employers to control at all times the exposure of persons to hazardous substances so that employees and service users are effectively protected. All members must adhere to the client's COSHH requirements at their workplace.

Please refer to your Health & Safety training guidelines for more information about COSHH and your responsibilities therein.

Members should always report any incidents, accidents, or near misses to their line manager as soon as possible.

#### **4.8 Stress Management**

Stress at work can lead to poor health and well-being, lower productivity and increased sickness absence. The HSE has developed six standards for the management of work-related stress. The causes of work-related stress addressed by the standards are:

- Demands – this includes issues such as workload, work patterns and the work environment
- Control – how much say the worker has in the way they do their work
- Support – this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues
- Relationships – this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour
- Role – whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles
- Change – how organisational change (large or small) and its impact on staff is managed and communicated in the organisation

More information is available at: [www.hse.gov.uk/stress/standards/index](http://www.hse.gov.uk/stress/standards/index)

## 5 ADMINISTRATION OF MEDICATION

Members who are Nurses and Midwives should familiarise themselves with, and follow the latest version of NMC's Guidelines for Safe Practice in the Management and Administration of Medicines. This is available at: [www.nmc-uk.org](http://www.nmc-uk.org).

Furthermore, members must always adhere to the administration of medicines policy of the client, hospital/ward where they work.

Nursing Auxiliaries and Care Support Workers must NEVER be involved in the administration of any medication.

### **Disposal of Medication**

Members should always refer to the client's policy on the disposal of unwanted or surplus medication.

## 6 HEALTH AND IMMUNISATION POLICY

Members would have completed a *Fitness to Work* questionnaire and health screening to ensure that they are fit to carry out the duties required. In line with Department of Health guidelines, we also require up to date immunisation records before your first placement or assignment. This must also be updated on an annual basis. Where checks show that a member's immunisation has expired, they will be required to update this prior to carrying out further assignments.

Members are required to notify the office as soon as practically possible of any changes to their health, or any conditions which could affect their capability to carry out their tasks.

## 7 GUIDANCE ON WORKING WITH VULNERABLE PEOPLE

### 7.1 Policy Statement

Humane is committed to preventing the abuse of clients, patients and service users. Members are required to cooperate fully in the conduct of investigations relating to vulnerable patients/clients/service users. Such investigations will be carried out with due sensitivity to issues of race, religion, culture, gender, disability and sexual orientation.

Our objectives are:

- For all members to recognize the fundamental rights of patients, clients and service users to privacy, dignity, and the maintenance of self-esteem
- To reduce the possibility of abuse or exploitation to a minimum by developing high quality service delivery by our staff and by empowering service users and carers and by encouraging the role of independent Advocates where a client cannot express their own wishes
- To make all clients and members aware of our complaints procedure
- To promptly report and investigate any allegation or suspicion of abuse or exploitation

- To learn from all situations investigated and to use what we learn to protect vulnerable clients from abuse or exploitation in the future

## 7.2 Abuse

Abuse is the violation of an individual's human and civil rights by any other person or persons. It can be further described as the mistreatment of a person which causes suffering or distress. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological. It may be an act of neglect or an omission to act, or it may be the vulnerable person is persuaded to enter into a financial or sexual transaction into which they have not consented, or have consented on the basis of misleading or inaccurate information, or haven't got the ability to consent. Abuse can be in any relationship and may result in significant harm to, or exploitation of the person subjected to it.

Recognising the signs of abuse:

### ➤ Physical abuse

This may range from hitting to rough handling or slapping. It stems from acts of omission or commission on the part of others. The victim's body or bodily functions may suffer some level of pain as a result of any of the following:

1. Medical Health Maltreatment: The consequence of not receiving or being refused medication, receiving too much or too little medication, or receiving medication improperly
2. Body Impairments: Manifested in malnutrition, emaciation, poor hygiene, drug or alcohol addiction, sleep deprivation, failure to thrive, unexplained fatigue, hyper/hypothermia, or improper ventilation
3. Bodily Assaults: Resulting in injuries such as burns, bruises, abrasions, fractures, dislocations, welts, wounds, rashes, pressure sores or marks of physical restraint

With all physical abuse, the person may wince or withdraw from you when you approach them.

### ➤ Verbal/Psychological Abuse

This includes emotional abuse, threats of harm or abandonment, deprivation of contact, bullying, shouting, humiliation, blaming, controlling, intimidation, coercion, harassment, swearing, isolating or withdrawing client from services or support networks.

The person may appear frightened, nervous, irritable or withdrawn.

### ➤ Sexual Abuse

The involvement of a vulnerable person in sexual activity against their will to which they have not given informed consent, and / or which violates the taboo governing sexual contact between close relatives.

The person may present soreness or bleeding in the genitalia area.

### ➤ Financial abuse

This involves theft, fraud and exploitation. Also, includes putting someone under pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. Also includes the withholding of a person's money or their other valuables.

The person may appear worried or withdrawn.

➤ Racial Abuse

Includes victimisation and verbally insulting people because of their racial or ethnic origin. The person may appear fearful, nervous, hurt or withdrawn.

➤ Neglect and Deprivation

This includes ignoring medical or physical care needs of a person. Also involves failure to provide access to appropriate health, social care or educational services, withholding of the necessities of life such as medication, adequate nutrition, clothes, personal cleanliness and heating.

The person may appear dirty, malnourished or be inappropriately dressed for the time of year.

### **7.3 Who might be at risk**

- Children
- Any adult who depends on others for their care
- Older people who are dependent on others
- People with mental health problems
- People with learning, sensory or physical difficulties
- People who are socially isolated
- People with dementia

If abuse is witnessed and the situation is urgent, the member is advised to:

1. Immediately challenge the person who is abusing the client/patient/service user and try to persuade them to stop
2. Report the incident to the manager of the institution in which they are working (or to Humane)

If the immediate risk to the client has passed, the member witnessing the abuse is advised to report it immediately to the manager of the institution in which they are working (or to Humane).

At every new organisation or placement, the member should please familiarise themselves with any local policies and procedures related to abuse and be always mindful of the signs that indicate abuse or neglect. Any communications with outside agencies such as social Services, the Police and/or the Care Quality Commission should be logged, with date and time and noted in client's records.

## 7.4 Child Protection

In consonance with all the above, Humane recognises that “the child’s welfare is paramount and should be safeguarded and promoted by all staff.”

It is our policy therefore to:

- Ensure that all children are treated as individuals and to protect their rights to be treated as individuals
- Ensure that each child encountered in the course of providing services is protected from all types of abuse and neglect
- Ensure that we do everything possible to prevent, report and tackle abuse wherever it is encountered
- Comply with the Department of Health Guidance on multi-agency policies

## 8 RECORD KEEPING REQUIREMENTS

Good records are essential to safe and effective care. Nurses and Midwives should refer to NMC’s *Guidelines for Records and Record Keeping* already issued to members. This is also available at [www.nmc-uk.org](http://www.nmc-uk.org).

Generally, records should be:

- Clear and legible
- Factual and accurate
- Written as soon after the event as possible
- Written in black ink
- Signed, timed and dated
- Mistakes should NEVER be covered with correction fluid or scribbled out. One line should be scored through the mistake and your initials and date written next to it.

Furthermore, records should not include made up abbreviations, jargon, meaningless phrases, irrelevant speculations and offensive subjective statements.

## 9 GENERAL TERMS OF EMPLOYMENT

### 9.1 Induction

Humane is committed to ensuring that members are properly inducted prior to starting work. Part of this programme includes:

- Mandatory training in Manual Handling
- Mandatory training in Health & Safety
- Basic Life Support/CPR
- Infection Control
- Fire safety

Each location that members work in will have their own local procedures and policies, including a clinical protocols manual, and it is very important that members familiarise themselves with these

### CRB / DBS

As required by the Care Standards Act, all members are subjected to checks prior to starting work. This is done through the Criminal Records Bureau and the Disclosure Barring Service, which includes a POVA (Protection of Vulnerable Adults) and POCA (Proceeds of Crime Act) checks.

### Work permits

Members who require a work permit to enable them to continue working in the UK will be responsible themselves for initiating the renewal process of the work permit. Such members of staff should inform the office in writing that their work permit is due for renewal at least 3 months prior to the expiry date. Humane will then attempt to renew the permit as requested.

### 9.2 Remuneration/Timesheets

#### Payment of Wages

Humane's working week runs from Monday to Sunday. Wages are paid to staff on a fortnightly basis. Wages will only be paid directly into a nominated Bank or Building Society account. Deadline for submission of Timesheets is the Friday following the last work week. Members are given a copy of our Payment Schedule at Induction.

Members should always use a separate Timesheet for each booking. Do not put the details of different clients, wards, or weeks on one Timesheet.

#### The Working Time Directive

Members are entitled to choose to work more than the 48-hour work week limit by opting out of the Working Time Directive.

#### Expenses

Humane will reimburse all reasonable expenses incurred by employees while engaged on the company's business. Members and staff are expected to minimise expense costs where possible.

Reasonable fares incurred on public transport while engaged on the company's business will be reimbursed. Taxis should be used only when there are no other available forms of public transport, if carrying heavy baggage, or the use represents a cost saving over other forms of transport. Bills for the reasonable cost of meals incurred during company's business will be met by the company. Expenses must be submitted on the correct forms.

### **9.3 Probationary Period**

There is a three-month probationary period after signing up with Humane. Employees will not be covered by the full provisions of the disciplinary procedure during this probationary period. Any performance problems will be addressed early on by the MD or Line Manager and steps will be taken to help the employee to improve in the relevant areas. Where after discussions with the MD or the Line Manager, performance does not meet expected levels; employment will be terminated by the MD, with notice as specified within the written statement of main terms and conditions of employment. In the case of inappropriate behaviour or conduct (e.g. insubordination, lateness), the Company may terminate the employee's contract, with notice as stated within the statement of main terms and conditions of employment. Employment may be terminated without notice in the case of gross misconduct.

Humane's policy in all cases is to treat employees, regardless of length of service, in a fair and appropriate manner.

### **9.4 Holiday Entitlement**

Members are entitled to paid 4 weeks annual leave, per annum, pro rata. This is calculated in proportion to the number of hours worked on assignment and is based on reference pay.

All entitlement to leave must be taken during the course of the leave year in which it accrues and none may be carried over to the next leave year.

For the purpose of calculating entitlement to paid leave, under the Working Time Regulation, 1998, members leave year commences on the date that they start an assignment or a placement.

### **9.5 Sickness/Absence**

Humane expects all members to report to work in full; however it recognises that a certain level of absence will occur due to sickness. If a member is going to be absent from an assignment on a date not pre arranged, the member must ring Humane no later than 2 hours before the assignment is due to start. Thereafter, the member must continue to notify the office on a daily basis unless a Doctor's medical certificate has been submitted.

#### **Sickness Pay**

In all cases of sickness absence, the member must submit a company Self Certification Form immediately on return. Self certification is for a maximum of 3 days absence. Thereafter, a medical certificate is required for statutory sick pay entitlement.

### **9.6 Maternity Leave**

In line with the Maternity and Parental Leave (Amendment) Regulations, 2002, pregnant members are entitled to take up to 26 weeks ordinary maternity leave. This can be followed immediately by up to 26 weeks additional maternity leave if you have been continuously employed or have been on assignment for 26 weeks or more by the end of the 15<sup>th</sup> week before your Expected Week of Childbirth (EWC). In addition, members may also qualify to be paid Statutory Maternity Pay (SMP) during their ordinary maternity leave period.

Pregnant members must inform the office of their status in writing no later than the end of the 15<sup>th</sup> week before their EWC. They must also provide a certificate of expected confinement form (MAT B) signed by their doctor or a registered midwife.

## **Paternity**

Members who are the natural or adoptive fathers of a child born or adopted, and who have been an employee or have been on assignment continuously for 26 weeks are entitled to up to 2 weeks paid paternity leave.

Members must self-certify their wish to take paternity leave no later than the 15<sup>th</sup> week of the expected baby using Form SC3.

## **9.7 Adoption Leave**

Under the Paternity and Adoption Leave Regulations, 2002, members are entitled to paid leave when a child is newly placed with them for adoption. Paid adoption leave will be available to members who have worked or have been on assignment continuously for 26 weeks or more by the end of the week in which they are notified of being matched with a child for adoption. Adopters may be entitled to up to 26 weeks ordinary leave followed immediately by up to 26 additional adoption leave. Statutory Adoption Pay will be paid for up to 26 weeks. The rate will be the same as the standard rate of Statutory Maternity Pay

Adoption leave and pay is NOT available in circumstances where a child is not newly matched for adoption; for example when a step-parent is adopting a partner's child or children.

## **9.8 Conduct of Assignment**

A member is not obligated to accept any assignment or placement, but if they do, during every assignment they will:

1. Co-operate with the client's staff and accept the direction, supervision and control of any person in the client's organisation to whom they are responsible and conform to the client's rules and regulations and standard of work and practice
2. Be present at such time that may be stipulated by the client and, unless arrangements have been made to the contrary, to conform to the normal hours of work in force in the client's organisation
3. Not engage in any conduct detrimental to the interest of the client
4. Be responsible for the provision of their own uniform and any necessary equipment

## **9.9 Quality Assurance**

Underpinning our quality assurance are annual audits and surveys. These are mandatory part of our Quality Management System. Humane regards the monitoring of performance and the continuous control of quality as a vital part of management, and we accordingly adopt the following procedures:

- Compliance with the registration requirements of the Nurses Agencies Regulations, Care Standards Act, 2000
- Compliance with the National Minimum Standards of the Care Quality Commission (CQC)
- Annual service and operational audits
- We invite our clients and service users to complete monitoring/survey forms about our members and to make suggestions for improvement to our service
- Regular visits to our clients to check their satisfaction with our service
- We make our complaints procedure clear and available
- CQC is kept informed of the services being provided to all Service Users.
- Our services are independently inspected and audited by CQC

## 9.10 Insurance

Humane Recruitment Ltd is covered by the following insurance coverage:

1. Employers Liability
2. Public and Products Liability
3. Professional Indemnity

## 10 TRAINING AND DEVELOPMENT

Humane Ltd will ensure that all members receive appropriate and high-quality induction, training and development programmes (which may be delivered in-house or from outside sources) that will enable our members to continue to acquire the skills and competencies that are required by the company, our service users and for member's own development.

In order to achieve this aim, the company undertakes to:

- Continuously identify members' training and development needs to meet statutory requirements, innovation, and personal development
- Set annual priorities in light of identified needs
- Carry out annual Staff Appraisals
- Monitor and evaluate the effectiveness of induction, training and development programmes with a view to continued improvement
- Keep a record of the training received by each member

Additionally, Humane will facilitate these mandatory training and subsequent refresher courses:

- Manual Handling
- Health & Safety
- Basic Life Support/CPR
- Infection Control
- Fire safety
- COSHH
- RIDDOR

Members will always be encouraged to maintain their Continuing Professional Development (CPD).

## 11 DISCIPLINARY AND GRIEVANCE PROCEDURES

Humane recognises that sometimes members may have grievances relating to their employment or placement. Our policy is to encourage free communication between members and Humane to ensure that questions and problems arising during the course of their placement, assignment or employment are aired and are quickly resolved.

Most routine complaints and grievances are best resolved informally through discussion with members. Dealing with grievances this way often leads to a speedy resolution and is recommended as the first option. If the informal approach does not resolve the issue, or if the member wishes for a more formal approach, then they should put their grievance in writing.

Whatever the approach, Humane's policy is to ensure that there is a fair and systematic approach to all grievance and disciplinary matters. Disciplinary procedure will be invoked by management in circumstances where it is proven that a member has fallen below the minimum standards of capability, performance, conduct or behaviour. No disciplinary action will be taken against a member until the case has been fully investigated.

At every stage in the procedure, the member will be advised of the nature of the complaint or grievance against them and will be given the opportunity to state their case before any decision is made. Consideration will be given to any mitigating circumstances.

Any disciplinary action taken against a staff member is appealable. And a record of any disciplinary action taken will remain on the member's personal file.

## 12 COMPLAINT PROCEDURE

Humane takes all complaints seriously, and will investigate them fully before taking any action. Our complaints procedure takes into account the needs of service users and that of our members. We believe that complaints and feedbacks help us to improve our standards.

The procedure is as follows:

1. All reported complaints either verbal or written will be acknowledged within 3 working days. Every effort will be made to resolve the complaint and to provide a full response to the complainant within 21 days
2. If the manager on duty is unable to investigate a complaint, either because of its seriousness or any other reason, the complaint will be passed on to the Registered Manager
3. If the complaint for whatever reason is not resolvable within 21 days, the complainant will be sent a written update
4. Upon completion and resolution, a comprehensive report will be sent to the complainant
5. Corrective action(s) will be implemented
6. Records of all complaints, investigations and subsequent actions are kept

Complaints should be directed to:

**The HR Manager, Humane Recruitment, 12<sup>th</sup> Floor, Carolyn House, 22 - 26 Dingwall Road, Croydon, CR0 9XF.  
Telephone: 0845 475 5059. Email: [info@humanerecruitment.co.uk](mailto:info@humanerecruitment.co.uk)**

If complainants are unsatisfied with our resolution, or if a complaint remains unresolved, complainants can contact the CQC using the contact details given at the end of this booklet.

Where members encounter complaints from patients, service users and their relatives during the course of their assignment, they should immediately advise their line-manager in order for the client to invoke their own complaint procedure.

### Compliments

When a written compliment is received by a member, a copy will be passed onto the person and a copy will be kept in their file. Where a verbal compliment is received, this will be passed onto the member by their manager and a note will be made in the staff's file.

We may on occasion ask if Human can use Service Users' comments, compliments or complaints on our website or for other publicity purposes. This would only be done with the consent of the Service User and/or their chosen representative and done in accordance with the Data Protection Act.

## **13 POLICIES AND PROCEDURES**

Our policies and procedures cover the following areas:

- Statement of purpose - aims and objectives of the organisation
- Conditions of engagement for staff
- Staff contracts and job descriptions
- Personal safety of staff at work
- Quality Systems Management
- Infection Control
- Environment
- Confidentiality
- Non-discriminatory practice
- Equal opportunities and Diversity
- Lone Working
- Health and safety
- Moving and Handling
- Dealing with accidents and emergencies
- Dealing with abuse and bad practice
- Data protection and access to records
- Assisting with medication
- Handling money and financial matters
- Maintaining service users' records in the home
- Gifts and legacies
- Dealing with violence and aggression
- Entering and leaving the Service User's home
- Safe keeping of keys
- Whistle Blowing
- Complaints and compliments
- Discipline and grievances
- Training and Development

Our policies and procedures are reviewed annually and may be updated at any given time as necessary. Members and service users will be notified immediately of any changes. All Policies and Procedures are in hardcopy and are also in electronic form and are kept at our office. They can be viewed by service users, their representatives and others who may need the information as relevant.

## **14 NOTIFICATION OF PERSONAL DETAILS**

It is members' responsibility to notify the company of any change to personal circumstances which affects the personal details held about them by Humane. Such personal details may include change of address, change of name, change of bank details, etc. Such information should be passed to the office's Admin.

## **15 DATA PROTECTION ACT, 1998**

Humane stores and processes personal data relating to our staff and members for personnel administration and management purposes strictly in accordance with the Data Protection Act, 1998.

Examples of such data include employment application, references, bank details, performance and development reviews, holiday and sickness records, emergency contact details and ethnicity.

Members have the right to see information held about them except certain specifically defined items (e.g. references from third parties, child support, and so on). All requests must be given in writing and in line with the legislation. An administration fee of £10 will be charged. All requests will be granted within 40 days.

## 16 USEFUL CONTACT DETAILS:

### 1. Nursing and Midwifery Council

<http://www.nmc-uk.org>

Email: [UKenquiries@nmc-uk.org](mailto:UKenquiries@nmc-uk.org)

Telephone Monday to Friday

- General enquiries:  
020 7637 7181
- Registration enquiries:  
020 7333 9333
- International enquiries:  
020 7333 6600
- Fitness to practise:  
020 7462 5800 / 5801

### 2. Care Quality Commission

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

### 3. CQC-London Office

Finsbury Tower

103–105 Bunhill Row

London

EC1Y 8TG

### 4. Health and Care Professions Council (HCPC)

Park House

184 Kennington Park Road

London

SE11 4BU

Tel: 0845 300 6184

Fax: 0207 820 9684