



maxxima

labmed iml

Working with Maxxima

Temporary worker handbook

AHP/HSS/PT/Nursing

[maxximagroup.com](https://www.maxximagroup.com)

Temporary worker declaration

The following temporary worker handbook is designed to provide necessary information and documentation to work for Maxxima Ltd (trading as Labmed).

Please read the document carefully and sign below to confirm that you accept the contents of the temporary worker handbook.

I have received and agreed to abide by the contents of the Maxxima Ltd (trading as Labmed) temporary worker handbook.

I understand that any personal data (including DBS) held by Maxxima Ltd (trading as Labmed) is liable to be inspected by authorised bodies as part of audit procedures and I give Maxxima Ltd (trading as Labmed) consent to carry out status checks for my DBS update service.

Print name:

Profession:

Registration number:

Signed:

Date:

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Before you start a temporary assignment

Induction

All temporary workers in assignments within the NHS must provide documentation of annual training in the following subjects:

- + Equality, diversity and human rights
- + Health, safety and welfare
- + Conflict resolution
- + Fire safety
- + Infection prevention and control
- + Moving and handling
- + Safeguarding adults
- + Preventing radicalisation
- + Safeguarding children
- + Resuscitation
- + Information governance
- + Violence and aggression
- + Complaints handling
- + Counter fraud
- + Lone worker training

Mandatory training

All members must complete fire safety, moving and handling, health and safety, and CPR training on an annual basis. You must additionally complete the mandatory training in the 12 months prior to your registration with Maxxima.

If you decide on attending a practical course through our agency, we will cover the cost of the course, however, in case you fail to attend without giving the relevant notice, you agree that we reserve the right to deduct £70 from your pay or issue a charge of £70 as a cancellation fee. Certificates of attendance can be provided for a fee.

Risk incident reporting

Under the Management of Health and Safety Regulations of 1992 you have a legal duty of care to report all accidents, incidents and near misses. If during the course of your work you identify a risk to the health, safety and welfare of your own personal safety, and/or that of your colleagues/patients/clients, you have a duty to report this. In the first instance it should be reported to the person in charge of the establishment to which you are assigned, and to your Maxxima Branch Manager. An incident report form must be completed at the Maxxima Branch.

Lone workers information

Lone workers are those workers who work by themselves without close or direct supervision. Lone working is not governed by any specific legislation but a wide range of legislation may apply depending on the nature of the work involved. In all instances the Health

Before you start a temporary assignment

and Safety at Work Act 1974 and the Management of Health and Safety Regulations of 1992 will apply.

Generally, within the healthcare industry, lone workers can be regarded as those who work on a peripatetic basis such as community/district nurses, domiciliary homecare workers etc., or those personnel who work outside of normal hours e.g. domestics, porters, security etc.

In all cases where a worker is expected to work alone, a risk assessment should be performed and steps taken to reduce risk to the lowest practicable level.

The risk assessment should address:

- + Whether the work can be performed safely by a single person
- + What arrangements are required to ensure the lone worker is at no more risk than employees working together

If for any reason you consider yourself to be at risk working in a “lone worker” situation please contact Maxxima immediately so that a further risk assessment can be performed and arrangements can be made to ensure safe systems of work and your personal safety.

Violence and aggression

It has been recognised for some time that workers in a hospital setting work within an environment where there is potential for threat, aggression or violence. Violence and aggression can be defined as including the following circumstances:

- + Minor assaults including situations where physical contact and/or injuries occur which require first aid treatment
- + Threats with an offensive weapon without physical injury
- + Aggravated assault resulting in injury requiring medical assistance
- + Threatening behaviour which could include verbal abuse or threats, and fear arising from damage to the physical environment
- + Assault resulting in serious injury and/or death

Any violent, abusive or threatening behaviour is unacceptable.

You must report any incident immediately to the person in charge and also Maxxima. The establishment where you are working the assignment will have policies for dealing with such incidents, and an incident report form should be completed both at the place of work and at Maxxima.

Before you start a temporary assignment

The Caldicott protocols

The Caldicott review was commissioned due to the development of information technology and its capacity to disseminate information about patients/service users both rapidly and extensively.

An essential component of the clinical consultation in the provision of health care is confidentiality. All healthcare workers have stringent requirements with regard to confidentiality of patients within their care. However information given about patients underpins the efficient operation of the NHS, and it is important that confidentiality does not impede the provision of effective patient care. Therefore the Caldicott review devised protocols and recommendations, which assume the appointment of a Caldicott Guardian who is created to safeguard and govern the users of patient information within NHS organisations. Caldicott Guardians are senior health professionals.

All temporary workers are required to familiarise themselves with the local policy on confidentiality within the establishment/NHS Trust where they are on assignment.

Complaint Handling

During the course of a temporary assignment you may come across complaints from patients/clients. It is the policy of Maxxima to deal with any expression of dissatisfaction in a professional and precise manner. If you are on an assignment within an establishment, please report any complaints to a senior person and document all details of the complaint. You must also report the complaint to a Maxxima consultant. All complaints must be investigated within a specified time limit and resolved as soon as possible and this is the responsibility of Maxxima. You may be requested to put details of the complaint in writing on a complaint record form and/or attend an interview to investigate details further.

If you personally are the subject of a complaint you will also be asked to record details as part of an investigation and in some circumstances it may be necessary to suspend you from duty whilst the investigation is in process. Any complaints of misconduct against an individual will be reported to the HCPC or other relevant registration bodies.

Any complaints from individuals will be dealt with in a professional and confidential manner and Maxxima has a

Before you start a temporary assignment

“Whistleblowing” policy; please refer to page 22 of this book.

Should any temporary worker have cause to make a complaint regarding any aspect of their assignment or Maxxima, please see our website for our full complaints policy: www.maxximagroup.com/complaints

Fitness to Practice

It is important for your own health and of those in your care that you are fit to practice whenever you attend an assignment. You must declare your fitness to practice or otherwise when you accept an assignment, this includes the requirement not to declare oneself fit to work if suffering from vomiting, diarrhoea or a rash. All temporary workers must inform Maxxima if he/she becomes injured or diagnosed with any condition before or during the assignment. You must also let us know if you are pregnant. If you are concerned that your assignment involves unnecessary risk to your health or fitness, or that of your unborn child, please do not hesitate to contact Maxxima. Please note, you may be asked to undergo a medical examination by the Trust prior to the commencement of any shift or assignment.

Immunisation

All temporary workers must keep the following immunisations up to date:

- + Hepatitis B
- + Varicella (Chicken Pox)
- + Measles
- + Rubella (German Measles)
- + Tuberculosis
- + Diphtheria (EPP only)
- + Hepatitis C (EPP only)
- + Tetanus (EPP only)
- + Polio (EPP only)

Any boosters or new vaccinations should be recorded on your immunisation record. You need to disclose details on your application form and fax or post proof of vaccination to us. Documented proof is required for **Hepatitis B, Measles, Rubella, Tuberculosis and Varicella.**

Please be aware that in the event that the candidate does provide a negative result for mumps he/she will be asked to provide evidence that they have received two MMR vaccines. At least one of those doses must be received after the date of undertaking the immunity blood test.

Before you start a temporary assignment

MRSA

Methicillin Resistant Staphylococcus Aureus (MRSA) is the name given to a range of strains of antibiotic-resistant bacteria. MRSA exists on the hands or in the nose of around one third of the healthy population and is usually harmless. It can however prove fatal if it enters the bloodstream of an already weakened patient.

It is usually transmitted by touch. The single most effective measure for preventing MRSA contamination is washing hands before and after every patient contact.

In addition, please:

- + Use liquid soap and water or an alcohol-based hand rub when washing hands – make sure it comes into contact with all areas
- + Remove wrist and preferably hand jewellery at the beginning of each shift where you will be regularly decontaminating your hands
- + Wear disposable gloves and aprons when attending to dressings or dealing with blood and body fluids (sterile gloves should only be worn when performing aseptic techniques)
- + Dispose of gloves and aprons after use
- + Cover cuts or breaks in your skin or those of patients/clients with waterproof dressings

If you come into contact with a patient who is later found to be contaminated with MRSA, it may be necessary to attend screening sessions at the hospital's occupational health department. During this time and before you have been declared clear from MRSA, we may be restricted in the assignments we can offer you due to the risks of infection.

AIDS/ HIV

Members should be aware of and abide by the requirements of HSC 1998/226 "Guidance on the Management of AIDS/ HIV Infected Health Care Workers and Patient Notification"

- + If you believe you may have been exposed to HIV infection in any way you should seek medical advice from your GP or occupational health department and, where appropriate, undergo diagnostic HIV antibody testing.
- + If you are found to be infected, you must again seek guidance from your GP or occupational health department
- + If you are found to be HIV positive and perform or assist with invasive surgical procedures you must stop this immediately and seek advice from your GP or occupational health department regarding what action, if any, should be taken

Before you start a temporary assignment

- + Please be aware that it is the obligation of all health workers to notify their employer and, where appropriate, the relevant professional regulatory body, if they are aware of HIV positive individuals who have not heeded advice to modify their working practice.

Please note the above guidance does not supersede current Department of Health guidelines (in particular HSC 1998/226) or local practices and procedures.

Medicals

Maxxima reserves the right to request a certificate of fitness to practice from a qualified occupational health service provider. You will be asked to complete a questionnaire before you commence employment. Our clients may also ask that you undergo a medical examination before commencing a temporary assignment. In these cases, assignments may be dependent upon your compliance with this request and its outcome, providing it was made with good reason.

Criminal convictions

NHS Employers and the Frameworks require agencies for the supply of allied health professionals to obtain relevant police certifications. Please be aware that our clients may insist we inform them in writing of any criminal convictions you may have before accepting you for an assignment. Maxxima cannot be held responsible should clients decline your services. Our own response to criminal record information will depend upon its nature and seriousness. If during an assignment, you are cautioned, bound over or convicted of any criminal or civil offence (except minor motoring offences) you must contact Maxxima in writing immediately, detailing the nature of the offence and/ or the findings of the court. Depending on its nature and seriousness we will decide (with your consent) whether to inform our client of the details. Failure to give consent may result in the position having to be terminated.

You should also advise Maxxima in writing should you be in dispute with the HCPC and other relevant professional membership bodies.

We also ask you to complete and date a “criminal convictions” declaration as part of your application form.

Assignments

Timesheets and agency workers' regulations (AWR)

If you are seeking a permanent role via the services of Maxxima, then we will act as an employment agency on your behalf and will endeavour to find you permanent roles that match your professional qualifications. Timesheets will not be required in this instance.

Timesheets run from Monday to Sunday, and are paid one week in arrears. The timesheet and invoice submission deadline is 16:00 - Monday, Tuesday, Wednesday and Friday, and 12:00pm (Noon) each Thursday. Payment will then be processed by BACS (please make sure we have the correct details) the following working day. Deadlines are subject to change around bank holidays.

It is your responsibility to ensure any timesheet is legible, completed correctly and has been signed by an authorised representative of the client. Payment may be delayed if this is not the case, however upon resolving any issues relating to the above you will receive payment regardless of whether monies have been received from the client.

You will receive payment calculated on/ above the national minimum wage rate for all hours worked. The actual rate will be notified on a per assignment basis, for each hour worked during an

assignment (to the nearest 5 minutes) to be paid weekly in arrears. Working Time Directive will be calculated at 28 days paid leave per year (this equates to 12.07% of your PAYE base pay rate, this may then change after 12 weeks continuous service with the same hirer under AWR).

Please ensure:

- + You complete the correct week ending date timesheet
- + The date and times you worked, excluding any breaks taken are correct
- + The total hours and basic pay columns are correct
- + There is the dated signature of the line manager at your assignment
- + You have signed the timesheet

If you have any problems with timesheets or payment, please the Maxxima finance department on 020 7749 9311.

The AWR is based on an EU directive and has become law in the UK from 1st October 2011. Rights under the AWR apply in two timescales; firstly, you have what are called Day 1 rights which means you will be entitled to access the same facilities as 'comparable' permanent employees and also have access to job vacancies. Secondly after a qualifying period of

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12 weeks, any agency worker will be entitled to the same basic working and employment conditions as they would be if they'd been recruited and hired by the end client directly to do broadly the same job at the same level. For more information on AWR and how it may affect you please contact your recruitment consultant.

Paid Annual Leave

- + The temporary worker is entitled to 5.6 weeks' annual leave, per annum, pro rata. At the point of registering with Maxxima, the temporary worker will be informed of the different rates of pay available. He/she will be advised of the applicable rate of pay for each placement, when he/she is offered that placement. The rate of pay will also include an element of holiday pay. This means that the temporary worker will receive a payment in respect of his/her accrued holiday entitlement each time he/she is paid, irrespective of when the time off work is taken. The temporary worker will be informed of the amount of pay, and the amount of holiday pay he/she will also receive. Paid annual leave is calculated in accordance with, and in proportion to, the number of hours that have been worked on an assignment and is based on reference pay.
- + The leave year runs from 6th April to 5th April. All entitlement to leave must be taken during the leave year in which it accrues and none may be carried forward to the next year (unless you are prevented from taking holiday on account of sickness or maternity leave which must be communicated in writing with the appropriate certificates). The temporary worker must apply for leave – indicating the days that he/she wishes to take. A notice of at least twice the leave period must be given. Unless the temporary worker is informed by Maxxima that it is not possible to take the leave he/she shall be entitled to take this time. It is important that the temporary worker communicates regularly with Maxxima. When the temporary worker wishes to take holiday, he/she needs to let his/her consultant know the intention to take leave and the dates so that Maxxima can record when the temporary worker is not available for work, and so that Maxxima can be sure sufficient time off work has been taken.
- + Upon termination Maxxima shall not be obliged to make payment for accrued holiday pay other than the statutory minimum entitlement under the Working Time Regulations and shall be calculated in accordance with those Regulations. Maxxima

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is committed to staff wellbeing. Maxxima actively encourages and supports temporary workers to take their annual leave entitlement as this is key for their Health and Safety and wellbeing. Although the temporary worker will receive his/her holiday pay on a regular basis throughout the year, he/she must still, in accordance with employment legislation, ensure that the time off work has been taken to reflect his/her accrued annual leave entitlement. The temporary worker will be asked to confirm this and sign an annual declaration stating that he/she understands his/her holiday entitlement and that he/she have taken/will take appropriate periods of holiday.

Information concerning methods of payment:

Whilst undertaking assignments via Maxxima there are a number of ways you can be paid.

Maxxima work closely with a number of limited company providers, details of which are listed below:

- + [Ricson Services](#)
- + [CPS](#)
- + [Brookson](#)
- + [MyPay](#)
- + [Liquid Friday](#)

If you wish to work via any of the above providers please ask your recruitment consultant for contact details.

Alternatively you can instruct your own limited company provider or accountant to manage your own financial affairs. Please note we cannot accept Sole Trader or Limited Liability Partnerships (LLP).

All temporary workers that are engaged through a Limited Company must comply with current IR35 Legislation and Income Tax (Earnings and Pensions) Act 2003. As a Director of a Limited Company it is his/her responsibility to ensure that the appropriate tax and national insurance has been paid in accordance with HMRC Guidelines.

Lastly you can choose to be paid PAYE directly by Maxxima who will make all the relevant tax and National Insurance deductions on your behalf.

Should you have any questions, please speak to your recruitment consultant or the Maxxima finance department on 020 7749 9311 regarding payment methods. Please be aware we cannot offer financial advice.

Should a temporary worker incur work related expenses which previously have been agreed with the client, the claim must be submitted within a month of the expense taking place. It is also the

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temporary worker's responsibility to submit any claim via the mode agreed with the client. On no occasion will expenses be paid to the temporary worker without authorisation by the client.

Fraud awareness

All temporary workers needs to be aware of the risk of fraud at work and understand their role in preventing, detecting and responding to fraud related issues within the context of their working environment. For more information surrounding this topic please visit www.nhsbsa.nhs.uk

ID badges

An ID Badge will be issued to you in advance of your first placement through Maxxima – please ensure that you provide photos for this. It must be worn at all times with the accompanying lanyard. If you lose your badge, or it is damaged, please contact the compliance team for a replacement. New badges are issued annually.

Arriving for work

On commencement of a new temporary assignment, please take the opportunity to familiarise yourself with the local

policies and procedures. In particular, please be aware of the following, where relevant:

- + Crash call procedure
- + Hot spot mechanisms
- + Violent episode policy
- + Procedure for alerting security staff
- + Policy for administration & assistance with drugs
- + Complaints handling

If you have any queries regarding correct local procedures, or are uncomfortable carrying out any of the duties you have been asked to perform, please raise these issues with Maxxima.

Notice period

Temporary workers and clients, according to our terms of business, are asked to give at least one week's notice (except in special circumstances when each case will be looked at individually) and subsequently inform Maxxima of the end date. Temporary workers have no entitlement to more than one weeks notice.

If before the first assignment, during the course of an assignment or within the relevant period the client wishes to employ the temporary worker direct or

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through another employment business, the temporary worker acknowledges that the employment business will be entitled either to charge the client a fee or to agree an extension of the hiring period with the client at the end of which the temporary worker may be engaged directly by the client or through another employment business without further charge to the client. In addition the employment business will be entitled to charge a fee to the client if the client introduces the temporary worker to a third party who subsequently engages the temporary worker within the relevant period.

Evaluations of service (EOS)

At the end of every assignment Maxxima obtains two types of evaluations of service (EOS). Clients are asked to supply feedback on the service they have received from Maxxima and also to provide a reference on the temporary worker.

Temporary workers are asked to give feedback on the service they have received from Maxxima and also feedback on the assignment. This information can then be used to advise future locums. Both positive and negative feedback is actively encouraged so Maxxima can act upon it to improve its quality of service.

Our policies

Professional standards

Whilst this booklet outlines Maxxima policies and standards, these do not supersede the national guidelines of the HCPC and other professional membership bodies such as the GPhC, RCCP, IBMS, CSP, COT, UKRC, BACP, BABCP, RCSLT and BDA.

Further information is available from the HCPC website, www.hcpc-uk.org

The HCPC can also be contacted at the address and numbers below:

Health & Care Professionals Council
Park House, 184 Kennington Park Road
London, SE11 4BU

Tel: 020 7582 0866
Fax: 020 7840 9684

All temporary workers must ensure their professional registration is up-to-date. It is the responsibility of the temporary worker to renew their professional registration should it near expiry. All workers practising a profession that is regulated by the HCPC, GPhC or NMC must be registered at all times during their assignments. Workers are not permitted to continue employment when their registration expires.

Code of conduct

Maxxima expects all temporary workers to act in a professional manner at all

times. We particularly ask you to pay special attention to:

- + Punctuality
- + Standards of dress and courtesy
- + Quality of care and clinical procedures
- + Consideration and respect for patients, colleagues and managers
- + Confidentiality and integrity

Temporary workers are responsible for your own actions when completing assignments, co-operating with colleagues and managers for the care of patients and clients.

They should comply with all reasonable requests, using their professional judgement at all times.

If they have any questions about locum work, they should attempt try to resolve these locally at first or seek advice from Maxxima.

They should not smoke at work or attend work under the influence of alcohol or any illicit substances.

Medication policy

It is the policy of Maxxima that no temporary worker is authorised to administer medication.

Our policies

Equal opportunities

Maxxima seeks to offer equality to all temporary workers and will treat any allegations of discrimination with the utmost seriousness. In accordance with these principles temporary workers must not discriminate on the grounds of:

- + Race
- + Ethnic origin
- + Nationality
- + Colour
- + Religion or belief
- + Gender
- + Sexual orientation
- + Marital status
- + Disability

Health and safety

Under the Health & Safety at Work Act 1974, it is the duty of the temporary worker to:

- + Take reasonable care for the health and safety at work of themselves and any other people who might be affected by their acts or omissions
- + Co-operate with the client and others to enable them to comply with statutory duties and requirements
- + Not intentionally or recklessly misuse

anything provided in the interests of health, safety or welfare

The Management of Health & Safety at Work Regulations 1992 further requires the temporary worker to:

- + Use any equipment, etc., provided in the interests of safety
- + Follow health & safety instructions
- + Report anything that is considered to be a danger
- + Report any shortcomings in the protection arrangements for health & safety

When on assignment, it is the client's responsibility to familiarise the temporary worker with their own health & safety policy and procedures, and with locations of fire escapes, first aider etc. At a client's request in writing, Maxxima provide training to temporary workers on standard workstation safety. Maxxima cannot, however, be held responsible for the suitability of workstations used by the client. If the temporary worker expresses concern over the health & safety arrangements, Maxxima will ask the client to investigate and, if possible, to make improvements.

If the temporary worker refuses to continue an assignment on health & safety grounds, we will attempt to find the temporary worker another assignment without prejudice.

Our policies

Sleeping on duty

Unless working a 'sleeping night', sleeping on duty, at night or day, is prohibited by Maxxima. Any temporary worker reported to be asleep on duty will be investigated and appropriate action will be taken. Action could include termination and referral to the HCPC or other appropriate regulating body.

Smoking

Temporary workers are not permitted to smoke except in places where it is expressly permitted. Smoking on duty is forbidden (including E-Cigarettes). It must be remembered that smoking causes the smell to remain on the temporary worker's clothing which many people find offensive.

Record keeping

Good records are essential to safe and effective patient care and should be:

- + Clear, legible and indelible
- + Factual and accurate
- + Written as soon after the event as possible
- + Signed, timed and dated

Records should:

- + Be written with the involvement of the patient, client or their carer where possible
- + Be written in terms the patient or client can understand
- + Be consecutive
- + Identify problems that have arisen and action taken to rectify them
- + Show care planned, decisions made, care delivered and information shared

Please be aware that full records are essential should any questions be raised about the care and standards of care delivered.

For more detailed information, please see the HCPC's or relevant professional membership bodies' guidelines.

Confidentiality

Any patient information obtained by the temporary worker during the course of their duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation.

The temporary worker must take care with patient records when on assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Our policies

Confidential information should only be shared with the consent of the patient/client –temporary workers should make sure patients/clients understand that their information may be shared with various members of the team providing care. It is only their decision to share information with their family or others.

Where a patient/client is considered incapable of giving consent, relevant colleagues must be consulted. Where a patient/client has withheld consent, disclosures of information may only be made if:

- + They can be justified in the public interest (where the disclosure is essential to protect the patient/client or someone else from risk of significant harm)
- + They are required by law or court order

You should act in accordance with local and national policies if there is an issue of child protection.

Data protection

In addition to the above, all temporary workers must adhere to the requirements of the Data Protection Act 1998.

Anyone processing personal data must comply with the eight enforceable principles of good practice.

Data must be

- + Fairly and lawfully processed
- + Processed for limited purposes
- + Adequate, relevant and not excessive
- + Accurate
- + Not kept for longer than necessary
- + Processed in accordance with the data subject's rights
- + Secure
- + Not transferred to countries without adequate protection

For further information, please see www.gov.uk

Disclosure and Barring Service

Under the Rehabilitation of Offenders Act 1974, Maxxima will consider which posts require Disclosure and at what level. All prospective temporary workers will be informed of the requirement, and where applicable, to carry out a Disclosure for the position. During the recruitment process the nature of convictions and cautions that the temporary workers may have will be assessed in relation to the job.

Temporary workers must inform Maxxima if they receive any warnings, cautions or convictions at any time.

Our policies

Absenteeism

If the temporary worker is absent from work on any day not pre-arranged he/she must call his/her Maxxima consultant no later than one hour before the assignment was due to start.

The temporary worker must state the reason for the absence, what action he/she is intending to take to ensure return to work as soon as reasonably practicable and when he/she hopes to return to work. Thereafter the temporary worker must continue to notify his/her Maxxima consultant of the absence on a daily basis unless a medical certificate from a doctor has been submitted to Maxxima.

Where a temporary worker is absent through sickness (or sickness is given as the reason) or any other combination of days which clearly reflect an ad-hoc attendance pattern or where the absence record is cause for concern, the temporary worker may be asked to attend a meeting to discuss his/her attendance record.

Maxxima reserves the right to arrange for a medical examination by an independent medical practitioner, or to request a report from the temporary worker's own doctor/ specialist, in order to ensure that he/she is fit to continue or undertake the job, or to determine

his/her current state of health. Full consultation will take place with presence of the temporary worker in this event.

Computer use

Where Maxxima's clients grant the temporary worker access to their computer systems, these must only be used as authorised and not to gain access to any other data or programs.

The temporary worker must ensure he/she:

- + Keeps any passwords safe
- + Complies to the client's policies and procedures
- + Is logged off immediately after use
- + Follows any local policies and procedures regarding passwords, removable media and data storage/ transfer
- + Does not load or introduce any programs onto the computer systems
- + Does not access any information service including the Internet without specific prior authority from your line manager
- + Does not download any files or connect to any network or other computer equipment without prior authority as above

Our policies

Consent

In accordance with the HCPC and relevant professional membership bodies, temporary workers must obtain the consent of a patient before giving any treatment or care.

Consent must be:

- + Given by a legally competent person
- + Given voluntarily
- + Informed

Patients/clients are assumed to be legally competent (that is they can understand and retain treatment information and use it to make an informed choice) unless otherwise assessed by a suitably qualified practitioner.

The exception to this rule is in the case of an emergency where a treatment is necessary to preserve life and the patient/client is unable to give consent. In all cases, it must be able to demonstrate the temporary worker is acting in the patient's best interests.

If a patient/client is no longer legally competent, decisions should be based on previous consent/non-consent in a similar situation (providing there is no reason to believe he/she has changed his/her mind) or the individual's known wishes. Otherwise, treatment should be in their best interests.

In the case of children (those aged under 16 in England and Wales), the involvement of those with parental responsibility is usually necessary – the temporary worker should be familiar of legislation and local protocol.

Temporary workers are allowed to perform only procedures that they have been professionally trained for. Obtaining a consent for any areas of practice is not sufficient.

All discussions and decisions relating to consent should be documented in the individual's records. Where consent is withheld, the temporary worker should enforce local policy.

Caring for patients in their own homes

Please see below for general guidelines relating to assignments carried out in an individual's private home. For further information please refer to the HCPC or relevant professional membership bodies' guidelines.

–Safeguarding children and young people

All agency workers should be aware of the competencies required to safeguard children. [Please refer to the information contained within this link.](#)

Our policies

– General conduct

- + Patients/clients should at all times be treated with dignity and respect and due consideration should be taken of their religion, culture and any other preferences
- + Clients should be addressed using their preferred name
- + Care and support should be offered in the least intrusive manner possible
- + The independence of patients/clients should be supported and encouraged where possible through appropriate communication about, and involvement in, their own care. This independence should only be curbed where it is in the client's best interests and the reasons recorded

– Attending and leaving a home visit

- + The temporary worker should announce their identity clearly on arrival and not enter a individual's home without invitation
- + Upon arrival at a home visit, the temporary worker should check whether their patient/client has any specific needs for this visit
- + Please take full care securing an individual's home when leaving (including, where appropriate, doors and windows and the safeguarding of keys)

– Carrying out assignments

- + Medication should be kept in a safe place, known and accessible to the patient/client, or to relatives and other carers where appropriate
- + The temporary worker should not make use of an individual's property (e.g telephone) without their express permission
- + The temporary worker should report any accident or emergency situations as soon as possible to the relevant authorities and to his/her recruitment consultant
- + All visits, incidents, observations, care and, where relevant, financial transactions should be logged on records kept securely in the individual's home
- + Records are kept for one month, or until the assignment is over, and are made available to the individual, their relatives and representatives
- + If the temporary worker is unable to attend any specific appointment, Maxxima and his/her line manager must be notified promptly

Allegations of abuse

Maxxima will take seriously any allegations of abuse by temporary workers whilst on assignment. If Maxxima receive complaints of this sort

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against the temporary worker, Maxxima may not be able to assign him/her whilst a full investigation is performed.

Ultimately, if allegations are well founded, Maxxima may not be able to offer the temporary worker assignments. Where allegations are sever, the incident may be reported to the HCPC and/or the police depending on the allegation.

Appeals against any decisions made by staff in these matters can be made to the managing director, whose decision will be final.

If the temporary worker suspects that abuse is taking place, the temporary worker should inform their line manager immediately. In the case of caring for service users in their own homes, the temporary worker must report any suspicions of allegations of abuse to Maxxima. There are strict guidelines to be followed in reporting abuse under the Department of Health guidance “No Secrets” and a full report will need to be made prior to investigation.

There are many different forms of abuse:

- + Physical, including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanction

- + Sexual, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting
- + Psychological, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks
- + Financial or material abuse, including theft, fraud, exploitation, and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- + Neglect or acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- + Discriminatory abuse, including racist or sexist abuse or that based on a person’s disability and other forms of harassment, slurs or similar treatment

Social networking

Social Networking has the potential to put the temporary worker, the patient

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and the company at risk. Key Points to remember about social media:

- + Social media can blur the boundary between a healthcare workers public and professional life
- + The ethical and legal duty to protect service user/client's confidentiality applies equally on the internet
- + It is highly inappropriate to post informal, personal or derogatory comments about service user/client's on social media
- + Maxxima recommends that temporary workers should not accept friend requests from current or former service user's/patients
- + Healthcare workers should be conscious of their 'online image' and how it may impact on their professional standing

If the temporary worker is concerned about the online behaviour of someone who is registered with Maxxima, he/ she should take steps to raise the concerns with Maxxima. In the most serious circumstances, for example if someone's use of a social networking site is unlawful, the incident should also be reported to the police.

If the temporary worker is found to be:

- + Sharing confidential information online

- + Posting inappropriate comments about colleagues or patients
- + Using social networking sites to bully or intimidate others
- + Pursuing personal relationships with patients or Service Users
- + Distributing sexually explicit material
- + Using social networking sites in any way which is unlawful

This may lead to disciplinary action taken against the temporary worker by Maxxima and possible referral to the relevant registered body and/or the police.

Whistleblowing

Maxxima operates a "whistleblowing" policy, which encourages a culture of transparency within Maxxima and aims to prevent malpractice. With the introduction of the Public Interest Disclosure Act 1998 all workers now have legal protection from any form of retribution, victimisation or detriment as a result of publicly disclosing certain serious allegations of malpractice.

The policy will apply in cases where a temporary worker genuinely and in good faith believes that one of the following sets of circumstances is occurring, has occurred or may occur within their line of duty:

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- + A criminal offence has been committed, is being committed or is likely to be committed
- + A person has failed, is failing or is likely to fail to comply with any legal obligation to which he/she is subject
- + A miscarriage of justice has occurred is occurring or is likely to occur
- + The health & safety of any individual has been, is being or is likely to be endangered
- + The environment has been, is being or is likely to be damaged
- + Information tending to show any matter falling within any one of the preceding paragraphs has been, is being or is likely to be deliberately concealed

Anyone who wishes to raise or discuss any issues which might fall into the above categories he/she should contact Maxxima in the first instance, all cases will be treated in confidence. It is likely that a further investigation will be necessary and he/she may be required to attend a disciplinary or investigative hearing as a witness.

Everyone should be aware that if any disclosure is made in bad faith (e.g in order to cause disruption within the organisation), or concerns information

which the temporary worker does not substantially believe is true, or if the disclosure is made for personal gain, then such a disclosure may constitute gross misconduct for which summary dismissal is the sanction.

Raising concerns policy

Maxxima is committed to achieving the highest possible standards of service. In order to achieve this standard Maxxima encourage staff to use the “whistleblowing” policy to report any malpractice, illegal acts or omissions by people working within hospitals.

Maxxima encourage temporary workers to raise concerns about wrongdoing, misconduct, poor practice etc and assures that this can be done safely. Any individual who raises matter under the “raising concerns” policy will not be at risk of losing their job or suffer any form or retribution as a result. Maxxima will not tolerate the harassment or victimisation of anyone raising a genuine concern and will undertake the appropriate action in line within Public Interest Disclosure Act 1998.

Procedure

Temporary workers have a duty to support and maintain standards of care. If a temporary worker has any concerns

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regarding inappropriate behaviour, unlawful conduct, poor practice or behaviour he/she are expected to raise concern. The following guidelines provide the steps for temporary workers to follow:

1. Concern must be raised in the public interest – it should be something that needs to be reported for the public good
2. As a matter of urgency the issue must be discussed with the relevant recruitment consultant
3. If you feel that your concern is not being dealt with you should speak to the Manager of the relevant division at Maxxima
4. If you are still not satisfied with the way the case was handled, contact Dominic Webster, Managing Director at Maxxima
5. If you still feel that your concern has not been dealt with to your satisfaction you can contact the regulatory body the Care Quality Commission on their disclosure line 03000 616161 or via their website www.cqc.org.uk You need to have reason to believe that the information you give and any allegation you make is substantially true (suspicion is not enough)
6. You should always seek to resolve the problem internally and exhaust all internal procedure before raising your concern more widely. In circumstances where you feel that your concern has not been dealt with in a satisfactory manner by Maxxima or the Care Quality Commission you may be able to raise your concern more widely, for instance with the police or your M.P. Caution should be taken as this is strictly regulated by the law. You should seek advice prior to taking this step

HR policies for Agency Workers

Capability, performance & conduct

In situations where it is alleged that a worker has fallen below the minimum standards of capability, performance, conduct and behaviour, appropriate action will be taken.

In most cases of minor misdemeanours, or shortcomings, the matter can and should be dealt with informally by the Maxxima consultant.

There will be instances however where informal counselling does not change the workers behaviour or improve their performance or a more serious breach of conduct, capability, performance or behaviour standards may be alleged. It is in these circumstances where formal action needs to be taken which could include termination.

For further details a copy of the Agency workers Employee Working Parents Policy can be requested from any Maxxima consultant.

Thank you for working with Maxxima.

We're a different kind of recruiter. We think you'll really like working with us.



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