



maxxima

swim

# Working with Maxxima

Temporary worker handbook

Social Work

[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 Swim).

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 Swim) temporary worker handbook.

I understand that any personal data (including DBS) held by Maxxima Ltd (trading as Swim) is liable to be inspected by authorised bodies as part of audit procedures and I give Maxxima Ltd (trading as Swim) consent to carry out status checks for my DBS update service. I also give permission for Maxxima to obtain all references within the last 5 years.

Print name:

---

Profession:

---

Registration number:

---

Signed:

---

Date:

---

Opted out of WTD?    Yes    No    (please circle)

---

# Contents

## Before you start a temporary assignment

Induction	4
Risk incident reporting	4
Lone worker information	4
Violence and aggression	5
Caldicott protocols	5
Complaint handling	6
Fitness to practice	6
Criminal convictions	7
Medicals	7

## Assignments

Timesheets and agency workers' regulations	8
Information concerning methods of payment	10
Expenses	10
Fraud awareness	10
ID badges	11
Arriving for work	11
Notice period	11
Working Time Directive (WTD)	12
Evaluations of service	12

## Our policies

Professional standards	13
Safeguarding Children and Young People	13
Code of conduct	13
Equal opportunities	14
Health and safety	14
Smoking	15
Record keeping	15
Confidentiality	15
Data protection	16
Disclosure and Barring Service	16
Absenteeism	16
Computer use	17
General conduct	17
Attending and leaving a home visit	18
Carrying out assignments	18
Allegations of abuse	18
Social networking	19
Whistleblowing	20
Raising concerns	21

## HR policies for Agency Workers

Capability, performance and conduct	23
-------------------------------------	----

# Before you start a temporary assignment

## Induction

All temporary workers must provide documentation signed and returned back to us prior to your start date. 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

## 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 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

# Before you start a temporary assignment

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.

## 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

# Before you start a temporary assignment

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 “Whistleblowing” policy.

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](http://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

# Before you start a temporary assignment

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.

## 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.

## 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.



## Assignments

### **Timesheets, pay 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. Holiday pay 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). All entitlement to leave must be taken during the course of the leave year (the leave year commences on 6 April) 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).

When you join Maxxima, you will be informed of the different rates of pay available. You will be advised of the applicable rate of pay for each placement/shift, when you are offered that placement/shift. Your rate of pay will also include an element of holiday pay. This means that you will receive a payment in respect of your accrued holiday entitlement each time you are paid, irrespective of when you actually take the time off work. You will be informed of the amount of pay, and the amount of holiday pay you will also receive.

We are committed to staff wellbeing. We actively encourage and support staff to take their annual leave entitlement



## Assignments

as this is key for your Health and Safety and wellbeing . Although you will receive your holiday pay on a regular basis throughout the year, you must still, in accordance with employment legislation, ensure that you take time off work to reflect your accrued annual leave entitlement. You will be asked to confirm this at Appraisal and sign an annual declaration that you understand your holiday entitlement and that you have taken/will take appropriate periods of holiday.

It is important that you communicate regularly with us. When you wish to take your holiday, you need to let your consultant know your intention to take leave and the dates so that we can record when you are not available for work, and so that we can be sure you have taken sufficient time off work.

You must give notice of at least twice the length of the period for which you wish to take leave. Unless we inform you that it is not possible for you to take leave on the requested dates, you shall be entitled to take up your leave entitlement as notified. Maxxima reserves the right to require you to take any accrued holiday during any notice period on such dates as it may specify.

Please ask your consultant if you are in any doubt about your holiday entitlements.

### **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 contact 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 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.

# Assignments

## 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.

## Expenses

Should a temporary worker incur work related expenses previously agreed with the client, (for example travel between workplaces in order to carry out a service for the client) any claim must be submitted within a month of the expense taking place. It is also the 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](http://www.nhsbsa.nhs.uk)

# Assignments

## ID badges

If an ID Badge has been issued to you in advance of your first placement through Maxxima, 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 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.

# Assignments

## Working Time Directive (WTD)

- + Working time regulations aim to improve health and safety by controlling the hour's employee's work.
- + WTD applies to working hours, rest periods, annual leave and night work under the working time regulations.
- + 48 Hr WTD, should you wish to opt out, please sign the confirmation at the beginning of the handbook.

## 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](http://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

### Safeguarding Children and Young People

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

### 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.

# 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 may 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 yourself and any other people who might be affected by your acts or omissions
- + Co-operate with our clients 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 you to:

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

When on assignment, it is the client's responsibility to familiarise you with their own Health & Safety policy and procedures, and with locations of fire escapes, first aid contact person etc. At a client's request in writing, Maxxima will undertake to train Temporary Workers to be supplied in standard workstation safety. We cannot, however, be held responsible for the suitability of workstations used by our clients. If you express concern over the Health & Safety arrangements of our client, we 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 you another assignment without prejudice.

# Our policies

## 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. Any illegal drug use is strictly prohibited.

## 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 client or their carer where possible
- + Be written in terms the 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 GSCC or relevant professional membership bodies' guidelines.

## Confidentiality

Any client information obtained by you during the course of your duties is confidential and should not be disclosed to any third party.

Please take care with client records when on assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Client's information should only normally be shared with their consent – Temporary Workers should make sure clients understand that their information may be shared with various members of the team providing care.

Where a client is considered incapable of giving consent, please consult relevant colleagues. Where a client has withheld consent, disclosures of information may only be made if:

- + They can be justified in the public interest (normally where the disclosure is essential to protect the client or someone else from risk of significant harm).



## Our policies

- + 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](http://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.

### 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.

# Our policies

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 our clients grant you access to their computer systems, these must only be used as authorised and not to gain access to any other data or programs.

Any temporary worker must ensure that they:

- + **Keep 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

## General conduct

- + 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 clients should be supported and encouraged where possible through appropriate

## Our policies

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

- + You should announce your identity clearly on arrival and not enter a client's home without invitation
- + Upon arrival at a home visit, you should check whether your client has any specific needs for this visit
- + Please take full care securing a client'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 client, or to relatives and other carers where appropriate
- + You should not make use of a client's property (including, for example, their telephone) without their express permission

- + You should report any accident or emergency situations as soon as possible to the relevant authorities and to your Consultant
- + All visits, incidents, observations, care and, where relevant, financial transactions should be logged on records kept securely in the client's home
- + Records are kept for one month, or until the assignment is over, and are made available to the client, their relatives and representatives
- + If you are unable to attend any specific appointment, please notify not only us but also your client and line manager

### Allegations of abuse

Maxxima will take seriously any allegations of abuse by temporary workers whilst on assignment. If Maxxima receive complaints of this sort 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 severe, the incident may be reported to the HCPC and/or the police depending on the allegation.

## Our policies

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 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

## Our policies

- + 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
- + 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:

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

## Our policies

- + 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.

# Our policies

## Procedure

Temporary workers have a duty to support and maintain standards of care. If a temporary worker has any concerns 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](http://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.

**Thank you for working with Maxxima.**

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

**[maxximagroup.com](http://maxximagroup.com)**



**020 7749 8288**

**info@maxximagroup.com**

**maxximagroup.com**