



BALMORAL HEALTHCARE MEMBERS HANDBOOK



Balmoral Healthcare Agency Limited
146 Malone Road, Belfast BT9 5LH

Tel: 028 9038 0808
Email: balmoral@balmoral.healthcare
Website: www.balmoral.healthcare

INDEX

Introduction	Page 3
Recruitment of our members	Page 4
Provide the work you want, when and where you want it	Page 4
Help you to maintain your compliance	Page 5
Operate effective processes for booking your work	Page 5
Assignment Briefings/Payment Process	Page 6
Before you start work	Page 7
Enhanced Criminal Record Disclosure	Page 9
Fitness to Practice/Professional Indemnity	Page 9
Cancellation of Shift	Page 10
Identification	Page 10
Personnel Appearance	Page 11
Time keeping	Page 11
Commencement of Assignment	Page 11
Code of Conduct	Page 12
Confidentiality	Page 13
Data Protection/Access to records/Right of Access	Page 13
Patient Record Keeping	Page 14
Computer Use	Page 14
Security	Page 15
Fraud Awareness	Page 15
Engagement/ Employment by a Client	Page 15
Equal Opportunities	Page 16
Equality Awareness	Page 16
Harassment/ Bullying	Page 16
Dealing with Allegations of Abuse	Page 17
Public Interest Disclosure	Page 19
Complaints Reporting, handling and management	Page 22
Gifts and Gratuities	Page 23
Health and Safety	Page 24
• Health & Safety Guidance Notes/ Safety Instructions	
• Identifying and Reporting Hazards	
• Accident Reporting	
• RIDDOR	
• COSHH	
Occupational Health Requirements	Page 26
The Agency Members Regulations (NI)	Page 27
Working Time Regulations	Page 28
Quality Evaluations	Page 28
Your Training & Development	Page 29
Financial Section	Page 31
• Balmoral App	
• Timesheets, Rates of Pay, Wages	
• Deductions, Overpayments, Breaks, Tax Codes, P60, Holiday Fund	
• Pension	
Queries	Page 35

INTRODUCTION

Welcome to Balmoral Healthcare. We are a very reputable healthcare agency established by Amanda McCully in 2001. We specialize in the provision of qualified Nurses, Paramedics and experienced healthcare assistants to the NHS Trusts, Nursing Homes and the Independent Sector. We aim to make your experience of working with Balmoral Healthcare as positive as we can.

Balmoral Healthcare is an agency that provides temporary and permanent assignments for Registered Nurses, Registered Paramedics and Care Assistants. Our recruitment procedure is thorough, but reflects the fact that we work within the UK healthcare field and due to the current legislation it can take some time to clear you for work. We have to adhere to these guidelines at all times. It ensures we maintain the highest of standards and uphold our professional reputation.

The agency will ensure that all members are provided with a copy of the staff handbook in accordance with Regulation 15 of the Nursing Agencies Regulations, 2005.

We have designed this handbook to give you an idea of what to expect from your time with us.

This handbook has been prepared to include –

- (a) The conduct expected of members, and disciplinary action which may be taken against them;
- (b) The role and responsibilities of Nurses, Paramedics and other members;
- (c) Record keeping requirements;
- (d) Recruitment procedures; and
- (e) Training and development requirements and opportunities

We have designed this handbook to give you an idea of what to expect from your time with us. You should read it thoroughly and familiarize yourself with the information provided. It includes a number of guidelines and standards required and the Framework Agreement we have with the NHS and Regulation and Quality Improvement Authority (RQIA). It is important that you fully understand everything covered in it. If there are any points which you do not fully understand or if you have any feedback on how we can improve the handbook for the next edition, please direct these to the office address.

AGENCY WORKERS ARE REFERRED TO AS MEMBERS THROUGHOUT THIS HANDBOOK.

NB – PLEASE NOTE

The terms and conditions document issued at the time of registration with us should be read carefully in conjunction with the information contained in this handbook. Any queries you may have can be raised with the Registered Manager.

As a member of the Agency, your employment status is an Agency worker. There is no obligation on the part of the Agency to offer you or provide you with temporary work. Equally, as a member, you are not obliged to accept any work which has been offered. However, if you accept a shift with Balmoral Healthcare, you must give 24 hours' notice to cancel. Balmoral Healthcare acts at all times for you and assumes no employer responsibilities. HMRC require us to collect Tax and National Insurance contributions on behalf of our members.

*** This does not affect your employment status.**

If you become inactive (i.e. you fail to work at least one shift in 6 months), you will be removed from our active register. You will have to complete the full application and registration process in order to reapply to receive the offer of shifts.

RECRUITMENT OF OUR MEMBERS

The following procedure will be followed when recruiting new members to Balmoral Healthcare:

- Applicants will have completed an application form via our website.
- Applicants will be asked to attend an interview. At the end of the interview the applicant will be informed of the outcome. Unsuccessful applicants will be provided with feedback; successful applicants will proceed with the remaining process.
- Criminal history disclosure level is sought from Access NI for the preferred candidate. Access NI disclosures are non-transferable. (**NOTE:** Agencies that tend to employ applicants from overseas will need to have suitable complementary arrangements in place in this regard);
- The applicant's identity is confirmed.
- The applicant must have at least six months' experience working within a hospital, pre-hospital or care home environment which is discussed in detail at interview.
- Any gaps in employment recorded are to be explored and any explanations recorded.
- Professional and vocational qualifications are confirmed; any further skills and qualifications demonstrated prior to interview are desirable.
- Successful interviewees then have to be cleared with two satisfactory references, linked to the requirements of the job, one of which must be from the applicant's current or most recent employer. All reference requests will be sent directly to the employer's work email / address.
- Evidence of ongoing learning, professional development and practice experience relevant to the areas of practice will be requested. As a member of Balmoral Healthcare it will be your responsibility to provide this evidence before it expires.
- Current NMC registration is confirmed for registered Nurses and HCPC registration for Paramedics. Current NISCC registration is confirmed for care assistants working in private nursing homes.
- Current status of work permit/ employment visa and right to work in the United Kingdom is confirmed.
- Communication skills are appropriate and assessed for the job.
- A pre-employment health assessment is obtained; this is usually a doctor's letter from the member's GP. Evidence of relevant vaccinations must also be provided by Care Assistants working within hospitals.
- Members are issued with a written statement of main terms and conditions prior to employment but no later than thirteen weeks after appointment.
- Job descriptions are issued on appointment.
- Once cleared and the recruitment process is complete all applicants are obliged to undertake mandatory training or produce evidence of valid mandatory training before they commence work and in order to become a Balmoral Healthcare member.
- Agency members are responsible for ensuring that their contact details are up to date and must provide evidence of any changes in contact details.

PROVIDE THE WORK YOU WANT, WHEN AND WHERE YOU WANT IT

Most agency members, who join an agency, say that they do so because they want flexibility in their work.

They want to work but they also want to choose where and when they do so, for a variety of reasons:

- To broaden their experiences
- To continue their careers around family life
- To plan their work commitments
- To earn additional money

We aim to:

- Get to know our Agency Members and understand how they like to work. We can offer very flexible shift patterns to fit in with your work and personal life commitments.
- Support our Agency Members in their work – we may call you after your first shift with the client for feedback and offer any assistance if required.
- Give people the opportunity, where appropriate, to work in different environments – hospitals (NHS and private), Industry, nursing and residential homes, prisons, schools and home-based nursing care.

We do our utmost to provide a personal and rewarding service for our Agency members. With the Balmoral Healthcare webapp, you can update your availability for shifts.

We may introduce you to companies and establishments, which have suitable permanent vacancies for you.

We can on occasion arrange interviews for suitable candidates, all you have to do is let us know the type of permanent work you are seeking and we can help in your search.

HELP YOU TO MAINTAIN YOUR COMPLIANCE

Once the application process (including satisfactory Access NI check, proof of qualifications, NMC Live Registration for Nurses, HCPC Registration for Paramedics, proof of Professional Indemnity Insurance, satisfactory references, Occupational Health & training requirements) has been fully completed - you will be contacted to come in to meet the staff, complete payroll paperwork and collect your uniform and ID badge.

It is your responsibility to ensure your annual training is up to date. You can use the Balmoral Healthcare app to track your training and when courses are due to expire. We will provide you with access to mandatory training courses and you should immediately take steps to ensure that these items are updated. In most instances many of our contracts do not offer any grace period so once a document has expired, you will be required to immediately stop working. For Registered Paramedics, additional professional indemnity cover is essential (it is also your responsibility to maintain such insurance. Any gaps or cancellation of indemnity cover will be considered as professional misconduct and referred to the Health and Care Professions Council). In the case of annual practical training, a refresher course should be booked in good time to ensure no gaps in your work placements. It is your responsibility to complete any expired training or provide outstanding documents on time.

NB – PLEASE NOTE

All nurses must have live registration on the NMC Register. Care Assistants must be registered with NISCC to work in PNH. All paramedics must have live registrations on the HCPC Register.

OPERATE EFFECTIVE PROCESSES FOR BOOKING YOUR WORK

Balmoral Healthcare has developed a sophisticated computer booking system, which enables your bookings team to identify assignments, which are suitable for you.

The most important thing is for you to communicate with your bookings team.

Keep your availability updated by logging into the web app and logging it (please visit <https://app2021.balmoral-healthworks.co.uk/> to access the web app). Completed timesheets should be submitted via the webapp or emailed to: timesheets@balmoral.healthcare. It is inevitable that the work will go to those Agency members that have updated their availability, as the first list displayed on our booking system are available Agency members, and they are the first Agency Members to be offered work.

We also ask you that you keep your contact details, including your mobile number and e-mail address, up to date so that we can always contact you at short notice and send you details of available assignments.

Self-booking is not permitted. Should a client wish to book you for a shift, this should be called through to a recruitment coordinator and confirmed. This is to ensure that you are compliant, covered by insurance, timesheets are issued, reference numbers are applied where appropriate and to ensure you are paid accordingly.

Failure to provide appropriate information for self-bookings, including a booking reference number, may result in payment being delayed or until this is received.

ASSIGNMENT BRIEFINGS

We will give as much notice as possible when offering and confirming your assignments. We will also provide you with a full briefing, which will include:

- The date and time of the shift with a booking reference if applicable.
- The duration of the assignment
- Details of additional any tasks/duties that you will be expected to undertake. All tasks/ duties are provided to you in the “job description” document during recruitment.
- Any other relevant information

PAYMENT PROCESS

Once the shift has been confirmed with a recruitment coordinator, the timesheet will be sent to you via email or made accessible on the web app. All timesheets will have your details, the client’s details, the date and time of the shift and a unique barcode.

Once you have submitted your barcoded timesheet, fully completed and authorized, payment is made by Bankers Automated Clearing Services (BACS) directly into your bank account. If we receive your timesheet by 11am on Friday, and payment will be made on the following Friday. For security reasons we are in the process of phasing out emailed payslips and have introduced the Sage HR payslip portal. You can download the Sage HR app onto your mobile device (available from app store or google play).

Please refer to the Financial Section for details regarding all aspects relating to timesheets, rates of pay, holiday requests, Statutory Sick Pay (SSP), maternity pay, tax and National Insurance.

BEFORE YOU START WORK

As an agency worker we deploy in the provision of services, you need to be aware that at all times whilst on the client premises, you:

- Are under the direction and control of the client at all times
- Must work as directed by the client and follow all reasonable requests, instructions, policies, procedures and rules of the client including any equality policies and procedures
- Shall not neglect, nor without sufficient cause, to discharge promptly and diligently required task within the terms of engagement
- Shall not make unnecessary use of authority in connection with the discharge of the provision of the services and engagement instruction
- Shall abide by the working Time Regulations of 1998
- Shall not act in a manner reasonably likely to bring discredit upon the client or agency
- Shall not unlawfully discriminate for any reason
- Shall not falsify records, timesheet, expenses or attempt to defraud the client in any way
- Shall not corruptly solicit or receive any bribe or other consideration from any person, or failure to account for monies or property received in connection with the duties performed and the provision of the service or on an engagement
- Shall maintain the highest standards of hygiene, customer care, courtesy and consideration when working in a health and service environment
- Shall keep confidential information however acquired whether relating to the client, its business relating to patients, including not limited to patient, identity, clinical conditions and treatment. This is outlined in our data protection policy which you will sign during the recruitment process.
- Shall be competent in understanding and using both written and oral English
- Shall be able to communicate effectively with a client staff, other healthcare members, patients, carers and the general public
- Shall have legible handwriting
- Have good telephone skills
- Be helpful, pleasant and courteous
- Shall be confident and able to deal with client staff at all levels
- Shall be able to work with minimum supervision where appropriate
- Shall be prompt and punctual
- Shall maintain proper standards of appearance and deportment whilst at work
- Shall be properly presented, dressed in Balmoral Healthcare uniform (where applicable) and protective clothing, or otherwise, as agreed between the parties. If you are not in uniform, you must always abide by the dress code advised by the Booking Consultant and referenced on page 10 of this handbook. You must never dress in a way that may reflect negatively on the Agency. We encourage and promote, where possible, agency members do not wear uniforms outside of their assignments, in line with Health and Safety, and the Northern Ireland Regional Infection Prevention and Control Manual ([see page 10 for further reference](#)).
- Please make sure that your hair is clean and tidy. Long hair must be secured in such a way so as not to pose an infection or safety hazard. False / gel nails should be removed prior to a shift
- As the nature of our work involves being in close proximity to clients and patients, please keep yourself personally fresh, free from odours and practice good oral hygiene
- Shall not wear the uniform protective clothing or ID badge when using the equipment on the client's premises unless fulfilling the terms of the agreed engagement
- Shall wear sleeves above the elbow

- Shall remove hand or wrist jewellery with the exception of one plain band ring
- Nails should be kept to ¼ inch in length. False nails, nail extensions, gel nails or nation varnish are **not permitted**.
- Shall display your photo ID badge on your clothing at all times during an engagement when they are on the client premises. You must bring a second form of ID (driver's license, electoral card, passport etc.) should there be any doubt regarding your Balmoral ID badge
- Shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment, bullying or otherwise, be uncivil to persons encountered in the course of work
- If a member becomes pregnant, you must inform Balmoral Healthcare immediately under the Health and Safety Act
- Shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs
- Shall not at any time be in possession of firearms or other offensive weapons
- Shall report to Balmoral Healthcare any injury or accident sustained and or witnessed whilst on the client's premises
- Shall on being charged or cautioned with any criminal offence, notify Balmoral Healthcare immediately
- Shall not misuse or abuse the client's property
- Shall not smoke while on the client's premises except in the areas where smoking is expressly permitted
- Mobile phones unless working in the Community **MUST** be switched off at all assignments. Under no circumstances should a member use their mobile phone during their shift for gaming, gambling or social media.
- Shall adhere to all other relevant obligations that the client shall reasonably require from time to time, including but not limited to, the obligations identified below:
 - You must obtain from the client, upon arrival at the client's premises, relevant information regarding the client's fire procedures, on-site security, information security, crash call procedures, and violence and aggression policies before you are involved in the provision of the services
 - You have an obligation to adhere to the client's policies and procedures including, but not limited to, those relating to fire, on-site security, information security, manual handling, cross infection and notifiable diseases and health and safety. Where the client fails to provide such policies or after Balmoral Healthcare has reasonably requested such information, it is acknowledged that Balmoral Healthcare is able to ensure that you are aware of such policies and procedures. You still have an obligation to adhere to the client's policies and procedures
 - You must inform Balmoral Healthcare if you are under investigation by your professional body including disciplinary procedures, but not limited to, investigations by the NMC or HCPC or if you are suspended from your professional register including, but not limited to, the NMC's or HCPC's professional register. You are required to participate in the investigation of any clinical complaints either during the provision or of the service subsequently. If you fail to participate, Balmoral Healthcare will not deploy you to any other client until such time that this matter has been fully and satisfactorily resolved
 - You are required to inform Balmoral Healthcare if you have been subject to any kind of investigation or prosecution by the police after the **Enhanced ACCESS NI** check was undertaken by Balmoral Healthcare
 - At all times the member will conduct themselves in accordance with their professional code and relevant regulatory requirements set down by legislation and if any issue conflicts with this, they should immediately advise Balmoral Healthcare in writing

ENHANCED CRIMINAL RECORD DISCLOSURE (ACCESS NI)

The nature of the work undertaken by Balmoral Healthcare Agency Members is likely to have regular and ongoing contact with children, young people and/or vulnerable adults. For this reason, it is necessary for us to carry out an Enhanced Disclosure (criminal records check), as part of the recruitment process, prior to the offer of any shifts.

ACCESS NI checks from previous employers are non-transferable and therefore not accepted. Access NI checks must be completed by members on a yearly basis and you must declare any recent convictions / warnings. You will be required to sign the criminal convictions declaration upon your application and yearly throughout your membership. Between yearly Access NI checks, please advise Balmoral Healthcare if there has been an occurrence that may show on your Access NI check.

Fees for this process are payable by the member.

Rehabilitation of Offenders Act (1974)

By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the provisions of Sections 4.2 and 4.3 of the Act do not apply to "doctors, nurses, allied health and midwives and any employment which is concerned with the provision of health services and which is of such a kind as to enable the holder to have access to persons in receipt of such services in the course of his or her normal duties ". This means no conviction or caution can be considered spent and should be declared to Balmoral Healthcare. This requirement includes convictions, cautions etc., which occur during the Agency Members registration with Balmoral Healthcare, including between disclosure checks.

FITNESS TO PRACTICE

The Client may require you to declare before each occasion on which you are deployed in the provision of the Services that you are fit to practice at that time. Should you not be able to give this declaration truthfully, and then the Balmoral Healthcare will be required to provide an alternative Agency Worker. You should not declare yourself to be fit to practice if you are suffering from any of the following conditions: vomiting, diarrhoea, high temperature, new continuous cough or a rash. From the onset, you should inform Balmoral Healthcare if you have a history of back pain.

You should inform Balmoral Healthcare if you or members of your household are diagnosed with chicken pox or COVID19. If you test positive, you must self-isolate and will be unable to work for 10 consecutive days following a positive result.

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

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

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

PROFESSIONAL INDEMNITY COVER

All members **MUST** have their own professional indemnity insurance (union membership). For Registered Paramedics, you are required to supply evidence of enhanced professional indemnity.

CANCELLATION OF A CONFIRMED SHIFT

If a member has to cancel a shift, 24 hours' notice is required. Please phone Balmoral Healthcare immediately on 02890380808 (email and text messages are not accepted for cancellations) and inform us the reasons why you are unable to work. Last minute cancellations will have a significant impact on patient care. We will strive to cover the shift with a regular agency member to ensure the client's continuity of care is not compromised. Frequent shift cancellations are monitored by management and may result in membership archival.

IDENTIFICATION DURING A PLACEMENT

You may be asked to present your Balmoral Healthcare ID badge upon arrival to the client's premise. You must bring a second form of ID (driver's license, electoral card, passport etc.) should there be any doubt regarding your Balmoral ID badge. In addition you may be requested to produce a copy of your NMC or HCPC Annual Registration. You are also required to wear your Balmoral Healthcare ID badge, which will be issued to you once you have completed the compliance process. This ID badge will be valid for one year. If your current ID badge expires, is lost or your appearance changes, please arrange a new badge by calling our team on 02890380808. It is your responsibility to ensure your ID badge is up to date.

You MUST report any missing or stolen identity badges immediately to Balmoral Healthcare.

Failure to comply with any of these requirements could result in you being refused permission to work by the Client.

PERSONAL APPEARANCE

To meet the needs of our clients, please ensure that you follow the guidelines below.

- **Uniform:** You are required to report for work neatly and appropriately dressed. Where applicable, always start work in a clean and neat uniform. If you are not in uniform, you must always abide by the dress code advised by the booking consultant or in any dress code regulation advised to you from time to time.
You must never dress in a way that may reflect negatively on the Agency. You should not wear any items of clothing (such as loose jackets or high heeled shoes) that may be a potential safety hazard or that may prevent you from doing your job properly at all times. Uniforms can be obtained from Balmoral Healthcare office. Prices are determined by the supplier. You can also purchase your own uniform from elsewhere as long as it is the same style and colour as Balmoral Healthcare. Sleeves should be worn above the elbow.
- **Hair:** Please make sure that your hair is clean and tidy. Long hair must be secured neatly so as not to pose an infection or safety hazard. For male members, beards should be short and neatly groomed.
- **Nails:** Nails should be kept to a quarter inch in length. You are not permitted to wear false nails, nail extensions, gel nails or nail varnish in accordance with the Northern Ireland Regional Infection Prevention and Control guidelines issued by the Department of Health
- **Jewellery:** Jewellery can only be worn in accordance with the Northern Ireland Regional Infection Prevention and Control guidelines issued by the Department of Health. You must remove hand or wrist jewellery (with the exception of one plain band ring), as overuse can cause offence to clients and constitute a health hazard. The wearing of rings and watches increases the number of bacteria on hands and effective hand washing is difficult to achieve if watches and rings are not removed. Fob watches must be worn in preference to wrist watches. Piercings should be one pair of small studs in the ear only. Any other piercings are not permitted.

TIME KEEPING

Please make every effort to ensure you arrive and leave all bookings at the agreed time. If for any reason you are unable to attend a booking, 24 hours' notice should be given (except for exceptional circumstances). In this instance, you should call the office or out of hours' service on 02890380808 **(texts and emails are not accepted as notice)**. If in exceptional circumstances you expect to be late for duty, you should inform the office or the out of hour's service so they can inform the client.

COMMENCEMENT OF ASSIGNMENT

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

- Fire policies relating to the establishment
- Security issues relating to the establishment
- Moving & Handling policies relating to the establishment
- Any "Hot Spots" and "Violent Episodes" to be aware of and the establishment's policies for this
- The Crash Call procedure
- Any Health and Safety issues relating to your placement in the establishment
- Additional relevant policies, e.g. relating to Information Security/Confidentiality
- Receive a handover/ safety briefing of patients/residents

CODE OF CONDUCT

Purpose of Code of Conduct:-

- To inform all Agency Members of our clients expectations about their general conduct and approach to tasks
- To emphasise the importance of a professional approach to all clients and service users
- To highlight situations that Agency Members may have to deal with as follows:-
- **Discrimination:** Agency Members should not discriminate between people on the grounds of creed, colour, race, political preference, sexual preference, ethnic background, disability of whatever nature, age, marital status or gender
- **Reputation:** Agency Members are ambassadors of Balmoral Healthcare and must not say or do anything that may harm our reputation
- **Own duties:** Agency Members **must never** attempt to perform any duties of care or otherwise that may all outside their expertise/and or qualifications. Specifically, care staff **must not** attempt to perform the duties of nursing staff
- **Confidentiality:** Agency Members will at times become privy to information concerning a client or service use. This information must be treated with respect and remain confidential at all times under the Data Protection Act 2018 and GDPR 2018. At no time may any temporary worker discuss the confidential affairs of Balmoral Healthcare, a client, service user, other Balmoral members or pay rates without specific written permission to do so. The only exceptions to this requirement are cases where the law dictates otherwise or if silence may negatively affect a service user's wellbeing. You must ensure compliance in line with GDPR 2018.
- **Dignity:** Agency Members must not do or say anything that may put the dignity or health of their service users at risk
- **Professionalism:** Agency Members must at all times remain professional whilst on assignment, even if regular contact with service users or other members may engender personal relationships. Agency Members must take specific care to keep the professional nature of the relationships intact in the working environment. All members must comply with all Codes of Conduct practices as set out by Regulatory bodies such as the NMC, HCPC and NISCC
- **Keep updated:** Agency Members must at all times keep up to date with policies and procedures and changes to legislation that may affect them. Updates can be found under downloads on the Balmoral Healthcare webpage or by calling the office.
- **Respect:** Agency Members must always respect the working practices and demands of service users unless unreasonable or if a working practice may breach health & safety. Agency members must always demonstrate respect toward others
- **Keep to plan:** Agency Members must always, whenever applicable, keep to the requirements of a care service plan and/or any other agreed role requirement
- **Best interests:** Agency Members must always act with the best interests of the service user in mind
- **Notifications:** Agency Members should always in the first instance notify the manager of the Institution where they are working, of any concerns, incidents or complaints followed by a telephone call to a recruitment coordinator at Balmoral Healthcare
- **Own decisions:** Agency Members must always allow the service user to make the decisions about what is best for them and the patients. This includes decisions about treatment and personal affairs
- **Complaints:** Balmoral Healthcare has a Policy on how to report complaints. In the event of a complaint that may affect your duties and obligations please refer to our policy and notify a recruitment coordinator at Balmoral immediately

(Balmoral Healthcare policies and procedures are available to view on the web app)

CONFIDENTIALITY

All Agency members, whilst undertaking assignments, will at some point encounter information, which is of a confidential nature. Client details are a matter of a very high level of confidentiality and must not be disclosed to any third party.

Each Client has an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with the Data Protection Act 1998, Human Rights Act 1999, GDPR 2018 and your agreement with the Balmoral Healthcare. Any concerns you may have regarding confidentiality should be discuss with the Balmoral Healthcare Nurse Manager.

GENERAL DATA PROTECTION REGULATION (GDPR) 2018

The Agency is a “Data Controller” for the purposes of the General Data Protection Regulation (GDPR 2018). This is because the Agency holds and uses both “personal data” and “sensitive personal data” about its employees, clients, members and other individuals. The Agency processes data, including your records and client/service user records. The information contained in members’ records is taken from your application for membership, as well as Access NI Checks, references, and Terms and Conditions of Membership. There may be occasions when your records could be disclosed to Clients, Regulatory Bodies, Quality Audit staff, and Balmoral Healthcare Service Users and Balmoral Healthcare staff in the course of their duties; in this instance permission / consent to share forms will be required.. Please visit <https://eugdpr.org/the-regulation/> for further information regarding GDPR 2018.

RIGHTS OF ACCESS (Subject Information) AND RIGHT TO BE FORGOTTEN

GDPR 2018 gives you the right on application in writing, to be informed in writing by the Agency whether the Agency is processing any personal data relating to you, and if so:

- The nature of the personal data held about you
- The purposes for which that personal data is being processed
- The persons to whom that information may be disclosed and the source of that personal data (where known)

All requests for disclosure received from you or those who claim to be data subjects must be referred immediately in writing to the Nurse Manager. This request will then be submitted to the Director for action, who will normally respond within one month.

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

The GDPR 2018 provides individuals with the right to have personal data erased. The right to erasure is also known as 'the right to be forgotten'. Members can make a request for erasure in writing to the Nurse Manger, who will normally respond within one month. Please note: records will be archived after one year then destroyed via shredding after two years.

PATIENT RECORD KEEPING

Record keeping is professional requirement of all Agency Members. Failure to maintain a record would cause considerable difficulties in respect of any legal proceedings, e.g. Allegations of negligence. Information is essential to delivery of high quality evidence-based health care on a day-to-day basis. Records are a valuable resource because of the information they contain. This information can facilitate clinical decision making, improved patient care through clear communication of the treatment rationale and process, and facilitate a consistent approach to team working. However, a record is easily accessible when it is needed. Everyone working in healthcare that records, handles, stores, or otherwise comes across information, must conform to 'The Common Law Duty of Confidentiality'

All patient attendance, non-attendance, refusal of treatment and advice must be noted. It is advisable to note that telephone contacts are made. This means the patient attendance is dated and signed either in the agency members' records or on a register, or both.

All patient records should be kept confidential in line with GDPR 2018.

Please visit <https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality> for more information on records management and 'The Common Law Duty of Confidentiality'.

COMPUTER USE

The client may, at its discretion, authorise you to gain access to certain computer systems and certain programmes and data within those systems. You should not attempt to gain access to data or programmes to which your authorisation has not been given.

Agency members deployed in the provision of the services must at all times when using such computer systems:

- Observe the client's computer security instruction in respect of the proper use and protection of any password used in connection with such computer systems or any computer, floppy disk, CD-ROM disk, removable hard drive or any other device from the storage and transfer of the data programs.
- Not load any program into any computer via disk, typing, electronic data transfer or any other means.
- Not access any other computer or bulletin board or information service including without limitation, the Internet except with specific prior consent of the client or as the case be from the client's representative.
- Not download any files connect any piece of computer equipment to any network or other item of computer equipment except with the prior consent of the client or the client's representative.
- Ensure that any user profiles have been logged off, locked or that the computer is shut down after use to ensure the security of data, programmes and sensitive information.

The client shall provide copies of its written computer security policy to Balmoral Healthcare and if supplied, would be available to you on reasonable requests.

SECURITY

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

The client shall have the right to carry out any physical searches on your possessions or vehicles used by the client's premises. The client or any person, firm or organisation who is responsible to the client for the security matters shall, whenever carrying out such searches must comply with the [Human Rights Act of 1998](#).

FRAUD AWARENESS

The 2006 Fraud Act recognises fraud as a criminal offence and a person is guilty of fraud if they are in breach of the following:

- Fraud by false representation
- Fraud by failing to disclose
- Fraud by abuse of position

Please visit <https://www.legislation.gov.uk/ukpga/2006/35/contents> for further information relating to the 2006 Fraud Act.

ENGAGEMENT/EMPLOYMENT BY A CLIENT

Our terms of business with our Clients include a requirement that the clients pay us an appropriate recruitment fee in certain circumstances if they employ any Balmoral Healthcare Agency Worker directly who has worked for them previously through Balmoral Healthcare. This applies equally to temporary or permanent posts, full or part-time.

EQUAL OPPORTUNITIES

Balmoral Healthcare recognises that discriminatory attitudes held by both institutions and individuals are widespread in our society, and that such attitudes hinder both equal opportunities for work and the effective provision of services to minority groups and communities.

In all aspects of work, Balmoral Healthcare operates a policy of equal opportunity and access to service. Equality of opportunity extends to all aspects of Healthcare registration, including recruitment and selection, assignment of work, pay rates, assessment of performance, and action in response to complaints by Clients. Equality of opportunity covers all Agency Members/potential Agency Members and you will be treated equally regardless of your sex, age, marital status, racial, ethnic or national origin, physical or mental disability, political or religious beliefs, sexual orientation or gender reassignment status.

Agency Members are encouraged to make known all special skills and/or knowledge, which may make you particularly suited to care for Clients from specific ethnic or cultural groups. Agency Members have the right to accept or refuse individual assignments but any indication that an Agency member has not acted, or will not act, in accordance with this policy will be investigated and this may result in removal from the staffing Register and /or referral to the relevant Regulatory Authority.

EQUALITY AWARENESS

Balmoral Healthcare is committed to promoting and developing every individual's right to be different. The Equality Act 2010 protects us from discrimination, and ensures that we have the right to individual beliefs and values.

At Balmoral Healthcare this means;

- Applications and placement opportunities are treated fairly and appropriately (nobody is rejected / excluded in relation to their race, gender, sexuality or any other biased reason)
- Members are offered just, courteous and equal opportunities
- Members continually feel valued, respected and appreciated

opportunity covers all Agency Members/potential Agency Members and you will be treated equally regardless of your sex, age, marital status, racial, ethnic or national origin, physical or mental disability, political or religious beliefs, sexual orientation or gender reassignment status.

HARASSMENT/BULLYING

Balmoral Healthcare is committed to creating a working environment where every Agency member is treated with dignity and respect and where each person's individuality and sense of self-worth within the workplace is maintained. All Agency members have a duty to treat those alongside whom they work with respect and dignity and to take all steps necessary to ensure that harassment does not occur. Whatever the form of harassment (whether by direct contact, written correspondence, the spoken word or by use of email/intranet), behaviour of this nature can be objectionable and will not be tolerated by the Balmoral Healthcare or any of the institutions we service.

Any Agency member, who is considered after proper investigation, to have subjected a client, another Agency member or anyone else alongside whom they work to any form of harassment or bullying will be dealt with in an appropriate manner under the Balmoral Healthcare complaints procedure. This includes removal from our staffing Register and /or referral to the relevant Regulatory Authority.

DEALING WITH ALLEGATIONS OF ABUSE

Guidelines on dealing with suspicions of allegation of abuse in relation to safeguarding children, young people and vulnerable adults

1. Definition of abuse

Abuse under the policy on safeguarding children, young people and vulnerable adults includes;

- Physical abuse, including hitting, slapping, pushing, kicking or inappropriate sanctions
- Sexual abuse, including encouraging relevant individuals to look at pornography, harassing them by making sexual suggestions or comments, or sexual at where the individual has not consented, could not consent was pressured into consenting
- Psychological abuse, including emotional abuse, threats of harm or abandonment, deprived nation of contact, humiliation, blaming, controlling, intimidation, harassment, verbal abuse, isolation of withdrawal services supportive network
- Neglect and acts or omissions, including ignoring medical physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of necessities of life such as medication, adequate nutrition, heating, and fundamental delivery of personal care
- Financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance of financial transactions, or the misuse or misappropriation of property, possessions or benefit
- Discriminatory abuse, including racist, sexist, that based on a person disability, and other forms of harassment, slurs or similar treatment

2. Detecting abuse

There are a number of ways in which suspicions of abuse may be raised or actual abuse brought your attention

- A child/young person/vulnerable adult may confide in you that they are being abused
- A colleague may report to you that a child/young person/vulnerable adults have confided in them that they have been abused that they have a suspicion that a child/young person/vulnerable adult is being abused
- The child/young person/vulnerable adult may display signs of physical abuse
- The behaviour of, or a change in the behaviour of a child/young person/vulnerable adult, may suggest that they are being abused

3. Dealing with suspicion or awareness of abuse

If you have a suspicion or are aware that a child/young person/vulnerable adult are being abused, you must act quickly and appropriately and professionally. To assist in the reporting procedure please ensure that you -

Do

- Be accessible and respectful
- Listen carefully
- Take it seriously

- Reassure the child/young person/vulnerable adult that they are right to tell
- Negotiate getting help

- Find help quickly
- Make careful records of what was said using the child/young person/vulnerable adults all words as soon as is practicable following the disclosure. Date, time and sign the record. This record would be used in any legal proceedings

Do not

- Jump to conclusions
- Directly question the child or vulnerable adults or suggest words for him/her to use. Try to get the child/young person/vulnerable adult to disclose all the details
- Speculate or accuse anybody
- Make promises you cannot keep
- Express your opinion; just state the facts as reported to you
- If you suspect abuse has taken place or abuse has been brought to your attention you are obliged to take action but you must also ensure at all times that the welfare of the child/young person/vulnerable adult is paramount and the interest of the person against whom the allegation has been made are protected
- Leave details of the allegations on voicemail or email

Where practical, you should obtain the following information

- Contact details for the child/young person/vulnerable adult
- Details of the allegation suspicion including where known the name of the alleged abuser and the circumstances, which brought the alleged abuse to your attention

4. Reporting suspicions or allegations of abuse

You should immediately report any suspicion or allegations of the abuse to Balmoral Healthcare. Do not attempt to assess whether or not the allegation is true and do not attempt to deal with any suspicion or report of abuse yourself.

Balmoral Healthcare may

- Provide appropriate support for the child/young person/vulnerable adult
- Report the suspicion or allegation to the relevant agencies who may include the police and/or social services
- Make a written record of the contact at any of these agencies to which the case is reported
- Provide appropriate support for the person against whom the allegation has been made
- Confirm the person who originally reported the allegation that action has been taken

5. Follow up procedures

The Balmoral Healthcare will confirm to you what action has been taken. If you feel that insufficient action has been taken and you still have concerns for the safety and welfare of the child/young person/vulnerable adult. Report your suspicion or allegation again explaining why you feel the action taken is insufficient.

6. Data Protection

Under GDPR 2018, individuals have a right of access to personal data that relate to them. This right of access may include the right to require access to records (in whole or in part) relating to suspicions or allegation of abuse involving the person making the request. All such requests will be handled according to GDPR 2018.

PUBLIC INTEREST DISCLOSURE (Whistle Blowing)

Introduction

Balmoral Healthcare is committed to the highest standards of openness, probity and accountability. This policy is therefore designed to enable employees to raise concerns internally and at the appropriate level and to disclose information, which the individual believes shows malpractice. The policy is intended to cover concerns which are in the public interest including:

- **A criminal offence**
- **Failure to comply with legal obligations**
- **Financial malpractice**
- **A miscarriage of justice**
- **Danger to health and safety of persons/environment**
- **Significant damage to the environment**
- **Professional malpractice**
- **Concealment of information relating to the above**

Safeguards

The policy is designed to offer protections to those employees who disclose such concerns provided the disclosure is made:

- **In good faith**
- **In the reasonable belief of the individual making the disclosure that it tends to show malpractice**

The Agency will treat all disclosures in a sensitive manner, keeping the identity of the individual making the allegation confidential so long as it does not hinder or frustrate the investigation.

Anonymous Allegations

Individuals are encouraged to put their name to any disclosure made. Concerns expressed anonymously may be considered less credible. Factors considered will be:

- **The seriousness of the issues raised**
- **The credibility of the issues raised**
- **The likelihood of confirming the allegation from attributable sources**

Untrue Allegations

If an individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against the individual. In making a disclosure the individual should exercise due care to ensure accuracy of information. If, however, an individual makes malicious or vexatious allegations and particularly if he/she persists with making them, disciplinary action is likely to be taken against the individual.

Procedures for Making a Disclosure

All disclosures should be made in writing to the Managing Director of Balmoral Healthcare, or another senior member of the management team, who will consider the information and will take advice on the investigation routes, which could include:

- **investigating the matter internally**
- **involving Inspecting Authorities**
- **referring the matter to the Police**

Investigation

The investigation will be carried out in accordance with the Agency's Complaints Procedure and/or any existing Local Authority/Regulatory Guidelines. Where a disclosure is made the person or persons against whom the disclosure is made will be told of it. They will be allowed to comment before any investigation or any further action is concluded.

As a result of this investigation other internal procedures may be invoked, such as the Misconduct Procedure.

Feedback

The outcome will be to confirm what, if any further action will be taken or what, if any, further investigation is required.

The conclusion to the investigation will be communicated to the person or persons whom the disclosure is made and to the person making the disclosure.

A record of all disclosures made and subsequent actions taken will be made and retained for a specified period of time.

Should you need to report anything, the responsible bodies are listed below:

REGULATORY AUTHORITY

The Regulation and Quality Improvement Authority

7th Floor, Victoria House

15-27 Gloucester Street

Belfast

BT1 4LS

Telephone: 028 95361111

Email: info@rqia.org.uk

Website: www.rqia.org.uk

NMC

Nursing and Midwifery Council (NMC) 020 7637 7181

HCPC

Health and Care Professions Council 020 7582 5460

PSNI

Emergency 999

Non Emergency 0845 600 8000

General Enquiries 0845 600 8000

NISCC

Main Telephone Number 028 95362600

Email address for General Enquiries info@niscc.hscni.net

OMBUDSMAN

028 9082 8600 (Switchboard)

0845 601 2931 (Out of hours)

COMPLAINTS REPORTING, HANDLING AND MANAGEMENT

At Balmoral Healthcare, we are always happy to welcome our Clients/members comments, suggestions and complaints. By telling us what you feel, and about your experience of using our services, you enable us to provide a better service.

We endeavour to provide a high quality service, but of course things can go wrong. Any of our clients/members, or their representatives, are entitled to make complaints if they are unhappy about any aspects of care, which is provided by either qualified or unqualified personnel. All complaints logged will be dealt with in strictest confidence.

In the first instance the Client should make their concerns known to the Office regarding member(s) of staff or client concerned.

All verbal complaints are logged immediately by the Agency and passed on to the Registered Manager. To log a complaint, please contact the office via phone (02890380808), email or post, making the complaint for the attention of the Nurse Manager.

We hope that in most cases a discussion with the Agency will assist in resolving the matter quickly and to your satisfaction.

Minor – Major complaints

Any complaint which impacts on patient safety, where service users have been placed at risk or any form of abuse would automatically qualify as a serious or major complaint. Minor complaints would be generally being admin type issues, e.g. lateness, uniforms, use of mobile phones. However sleeping on duty would be a major complaint as it places service users at risk.

The complaints procedure is as follows:

- Balmoral Healthcare will acknowledge the receipt of a complaint within 3 working days
- We will ensure that all parties involved are advised of the complaint
- All reasonable endeavours will be made by Balmoral Healthcare to ensure that all complaints are resolved as soon as possible – *“Where the nature of the complaint requires additional information or action by a professional or Government organisation, all reasonable endeavours should be made to ensure that the complaint is resolved as soon as possible thereafter.”*
- An Agency member will be afforded the opportunity to state his/her version of events and will be given seven days to respond. Following all correspondence the Agency will conduct a full and thorough investigation into the incident
- All responses will be shared with the complainant and if appropriate, Balmoral Healthcare will take action to ensure there is no reoccurrence of the act or omission complained of
- A misconduct procedure may be necessary in the case of an agency member who behaves in a manner not befitting of their profession. The Agency has a primary duty to protect the interest of service users and the member maybe withdrawn from his/her duty and either reassigned, suspended or expelled if there is considerable risk imposed by allowing his/her allowing to work
- The client may at any time request Balmoral Healthcare to provide the client with an update as to the process of the resolution of the complaint
- Details on how the complaint has been resolved should be notified to the client in writing, as soon as possible after finalization
- Where there is evidence of malpractice, the agency worker shall be reported to the relevant professional body, by Balmoral Healthcare Registered Manager
- Balmoral Healthcare will be responsible for monitoring and following up such complaints with

the regulatory body until the outcome is reached. Balmoral Healthcare will discuss with the client whether an alert notice needs to be issued and Balmoral Healthcare will cooperate with any action required

- A summary of all complaints and action taken is provided to the RQIA on request
- A full written record of the nature of each complaint and details of the action will be recorded
- If you do not feel that your complaint has been dealt with to your satisfaction, we will refer you to the RQIA or Independent Arbitrators.

GIFTS AND GRATUITIES

Agency member services are provided in return for agreed fees. Under no circumstances should you seek any other money, gifts, favours, or rewards for services rendered, either for yourself or for any third party. You must refuse any gifts, favours or hospitality that might be interpreted as an attempt to gain preferential treatment.

It is not uncommon for a Client, their friend or relative, to offer a voluntary gift as a mark of appreciation for care they have received. Balmoral Healthcare believes that giving and receiving such gifts is not generally appropriate to the provision of professional care. Wherever possible, any offer of a gift should be politely refused with an explanation that acceptance would be against Balmoral Healthcare policy.

If refusal is likely to cause serious offence to your Client, the gift may be accepted under the following Important guidelines:

- All offers of gifts should be disclosed to your Balmoral Healthcare Manager who will discuss the matter with your Client, their personal carer, or other advocate as appropriate, to explain company policy
- A gift of money may only be accepted with the stated intention that it will be passed in full to a charitable organisation nominated by Balmoral Healthcare
- Gifts of consumables (e.g. flowers, chocolates), if unlikely to cause offence, should be left in the Client's possession, to be shared and enjoyed by all members of the nursing and care team
- Other gifts should be refused with the suggestion of an equivalent donation to charity
- Registered Nurses should also refer to the NMC guidelines on gifts (can be found under section 21 of NMC 'The Code')
- Failure to comply with this policy may result in removal from the Balmoral Healthcare Register and /or referral to the appropriate regulatory authorities

HEALTH & SAFETY

Health & Safety law applies equally to employers, employees and the self-employed and Balmoral Healthcare Agency Members have a general duty to ensure that their work activities do not endanger themselves or others. Equally, the client/establishment or owner of a private house has a general duty to ensure that the work environment is itself free from any dangers to health or safety.

HEALTH & SAFETY GUIDANCE NOTES

Balmoral Healthcare seeks to ensure the following in relation to Health & Safety:

- That you have the necessary qualifications, experience, skills and capability to carry out the assignments that you will be undertaking
- That any risks to health, in connection to the use, storage and handling of substances hazardous to health are identified through an assessment of their potential effects as required by the latest edition of The Control of Substances Hazardous to Health (COSHH) Regulations, and that necessary control measures are implemented
- That you are given sufficient information, instruction and training to ensure your own Health & Safety
- That consideration is given to Health & Safety factors when equipment is procured or new services obtained, or when changing procedures or work patterns and that all necessary safety precautions are taken and that necessary safety instructions have been understood
- You are responsible for your own personal Health & Safety and you have a duty of care to your fellow members.

Your responsibilities include:

- The duty to comply with all safety instructions and directions laid down.
- The duty to use the means and facilities provided for health and safety in a proper manner.
- The duty to refrain from the wilful misuse of, or interference with, anything provided in the interests of health, safety and welfare and any action that may be construed as dangerous
- The duty to report any potential hazards or dangerous occurrences that may cause harm to others

SAFETY INSTRUCTIONS

- Always familiarise yourself with the Health & Safety policies and procedures for the environment in which you are working and pay particular attention to fire and emergency procedures
- Never attempt a task without first ensuring that you understand the instructions and can carry them out safely
- Always maintain a clean and safe work area
- If you see, or believe you see, an unsafe act or condition, report it to Balmoral Healthcare as soon as possible, taking immediate steps to correct it or ask your branch to rectify it. You may be assumed to have agreed to an unsafe condition if you do not comment on it and if you continue working
- Certain jobs require you to wear protective clothing or to use equipment. If you are unsure, ask for advice before you start working
- You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labelled and are used in compliance with the manufacturer's instructions in order to reduce the risk of injury or danger to health. All waste or by-products must be properly disposed of
- Only use, adjust alter or repair equipment if you are authorised and trained to do so. If you, or the equipment you operate, are involved in an accident - regardless of how minor - report it immediately to Balmoral Healthcare and client. If necessary, get First Aid attention immediately. You should also report near misses to Balmoral Healthcare and client
- Ensure that all equipment (e.g. hoists) has been maintained properly and that documentary evidence is supplied
- Obey all health & safety rules, signs and instructions. If you are unsure as to what they mean – ask a care assistant or nurse in charge

IDENTIFYING AND REPORTING HAZARDS

Although within establishments, a Risk Assessment will have been carried out by a designated competent person, all Agency Members need to look out for hazards at the establishment where they have accepted an assignment and report back to Balmoral Healthcare and client, via the complaints procedure, anything they feel may present a risk to an individuals' Health & Safety.

A suitably trained Assessor will carry out a Risk Assessment for each client. Any Agency Worker, delivering care to people in their own homes, should also look out for hazards and should report them immediately. Hazards can occur at any time and can include broken doors and windows, carpets or rugs that present a tripping hazard, dangerous chemicals, and faulty electrical equipment such as exposed wires.

Call the bookings team and describe the hazard that you have identified. You may be asked to complete a Risk Assessment Form, which will be provided for the purpose.

ACCIDENT REPORTING

Agency Members are responsible for ensuring that all incidents or accidents that relate to the provision, control and maintenance of Health & Safety in the workplace are reported to the client and Balmoral Healthcare (and/or to the HSENI in the case of serious accidents and/or dangerous occurrences). It is also important that the internal reporting procedure of the establishment is carried out, e.g. recording the accident in the accident report book.

If you are working in a client's home, a written record (in the care plan and service records) must be kept of any accident or occurrence that happens in the workplace, however minor. In addition to internal reporting through the accident report/service records, the establishment/client must ensure that the following are reported to the appropriate enforcing authority, e.g. the local Environmental Health Officer:

- Fatal accidents.
- Major injury accidents/conditions.
- Dangerous occurrences.
- Accidents causing more than three day's incapacity for work.
- Certain work-related diseases.
- Certain gas incidents.
- If you suffer a needle stick injury you must attend for treatment immediately and report the incident to Balmoral Healthcare.
- Inform Balmoral Healthcare if you have been involved in an incident/ accident

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

Dangerous occurrences and serious, lost time injuries (over 7 days) must be reported to the Health and Safety Executive/Environmental Health Officer immediately and followed up by a Form 2508 within 10 days in line with RIDDOR. Failure to do so can result in a fine. Records must be kept. As a self-employed person you have legal duties under RIDDOR that require you to report and record some work related accidents. These include for example, deaths, major injuries, fractures, amputations, dislocations, loss of sight and lost time injuries over 7 days. They must be reported to the Health and Safety Executive Incident Contact Centre.

COSHH

The Control of Substances Hazardous to Health (COSHH) Regulations 2002 is the main piece of legislation covering control of the risks to people from exposure to harmful substances generated out of or in connection with any work activity. As with all other regulations affecting Health & Safety at work, legal duties under COSHH are laid primarily on the establishment in which you are working and it is their duty to see that proper systems of work and management are in place.

Duties on Agency Members include:

- Making proper use of any control measures
- Following safe systems of work
- Abiding by local rules and policies
- Reporting defects in safety equipment as appropriate

OCCUPATIONAL HEALTH REQUIREMENTS (Care Assistants Only)

Balmoral Healthcare are required by RQIA and DHSSPS legislation to ensure our Care Assistant members undergo comprehensive occupational health screening and have current health clearance and immunisation test results in accordance with the Department of Health guidelines and Trust Tender Contract Requirements.

Any change of circumstance with health should be notified immediately to the Registered Manager. Please note the above guidance does not supersede current Department of Health guidelines on local practices and procedures.

Balmoral Healthcare does not have an onsite Occupational Health Service but can refer any member to a locally based Private Occupational Health Provider. Any incurred costs are payable by the member.

VACCINATION REQUIREMENTS

In order to comply with **DHSSPS Legislative Requirements and Trust Contract Requirements**, all applicants must supply evidence of the following vaccinations or proof of immunity:-

BCG

Hepatitis B

Measles

Rubella

Varicella (Chicken Pox)

All results must be from an approved UK based laboratory.

We **cannot** accept applicants as cleared for shifts until these confirmations are made.

AGENCY WORKERS REGULATIONS (NORTHERN IRELAND)2011

These regulations, which come into force on the 5th December 2011, are designed to ensure that agency members receive, usually after a qualifying period, treatment no less favourable than their full-time employed equivalents.

Detailed guidance on the regulations is available online (www.delni.gov.uk/awrniguidance) and your consultant can help but in brief your entitlements include:

a) immediate access to facilities, etc. provided by the Client to equivalent employed members at the Client, and,

b) After a qualifying period of twelve weeks, equal basic working conditions. The working conditions referred to are principally pay and holiday pay.

For the purpose of entitlement to equal working conditions the definition of the twelve week "Qualifying Period" is important so when calculating whether any weeks completed with the Client count as continuous towards the Qualifying Period, where:

a) The Agency Worker has started working during an assignment and there is a break, either between assignments or during an assignment, when the Agency Worker is not working;

b) The break is:

(i) for any reason and not more than six Calendar Weeks;

(ii) wholly due to the fact that the Agency Worker is incapable of working in consequence of sickness or injury and the break is 28 Calendar Weeks or less; paragraph (iii) does not apply; and, if required to do so by the Employment Business, the Agency Worker has provided such written medical evidence as may reasonably be required;

(iii) related to pregnancy, childbirth or maternity and is at a time in a protected period, being a period beginning at the start of the pregnancy and ending at the end of the 26 weeks beginning with childbirth (being the birth of a living child or the birth of a child whether living or dead after 24 weeks of pregnancy) or, if earlier, when the Agency Worker returns to work;

(iv) wholly for the purpose of taking time off or leave, whether statutory or contractual, to which the Agency Worker is otherwise entitled which is:

1) ordinary, compulsory or additional maternity leave;

2) ordinary or additional adoption leave;

3) ordinary or additional paternity leave;

4) time off or other leave not listed in paragraphs (iv)i, ii, or iii above; or;

5) for more than one of the reasons listed in paragraphs (iv)i, ii, iii to iv above;

(v) wholly due to the fact that the Agency Worker is required to attend at any place in pursuance to being summoned for service as a juror and the break is 28 Calendar Weeks or less;

(vi) wholly due to a temporary cessation in the Client's requirement for any worker to be present at the establishment and work in a particular role for a pre-determined period of time according to the established custom and practices of the Client;

(vii) wholly due to a strike, lock-out or other industrial action at the Client's establishment; or

(viii) wholly due to more than one of the reasons listed in paragraphs (ii), (iii), (iv), (v), (vi) or (vii);

(c) the Agency Worker returns to work in the same role with the Client. Any weeks during which the Agency Worker worked for the Client before the break shall be carried forward and treated as counting towards the Qualifying Period with any weeks during which the Agency Worker works for the Client after the break. In addition, when calculating the number of weeks during which the Agency Worker has worked, where the Agency Worker has started working in a role during an Assignment and is unable to continue working for a reason described in paragraph (b)(iii) or (b)(iv) 1), 2), or 3), for the period that is covered by one or more such reasons, the Agency Worker shall be deemed to be working in that role with the Client for the original intended duration or likely duration of the relevant Assignment, whichever is the longer. For the avoidance of doubt, time spent by the Agency Worker working during an assignment before 1 October 2011 does not count for the purposes of the definition of "Qualifying Period".

WHAT ARE MY OBLIGATIONS UNDER THE AGENCY WORKER REGULATIONS?

In order to help us and any Client to provide you with comparable treatment then we will need to immediately know:

- a) if you work or have worked through any other agency at any Client where we place you. Your co-ordinator will ask you at the time of making any booking but if we are to help you, then you must please inform us of any bookings at any of our clients
- b) if you believe that you have not received the equal treatment to which you are entitled
- c) if you become pregnant or are otherwise entitled to maternity or paternity leave
- d) if you are returning to work after maternity leave, paternity leave, jury service or sick leave

WORKING TIME REGULATIONS

Under the Working Time Regulations (NI), Agency Members' working time (including Placements and services provided personally to anyone else) should not exceed 48 hours per week (averaged over a period of 17 weeks).

Night duty hours must not exceed 8 hours in 24 hours (averaged over 17 weeks). However, if Agency Members wish to waive this right, they are required to declare this on joining the agency by ticking the appropriate box on their (signed) Terms & Conditions for Temporary Members.

Agency Members can withdraw the option to work in excess of 48 hours per week at any time by providing 3 months' written notice to Balmoral Healthcare.

Working time shall include only the period of attendance at each individual Placement. It shall not include travelling time.

QUALITY EVALUATIONS

In order to comply with legislation, Balmoral Healthcare conduct quality audits at regular intervals. Clients are asked to supply feedback on the service they have received from Balmoral Healthcare and can also provide a reference on the agency worker.

Agency members are asked to give feedback on the service they have received from Balmoral Healthcare and also feedback on the assignment. This information can then be used to advise future assignments. Both positive and negative feedback is actively encouraged. This will enable Balmoral Healthcare to continually assess and improve the quality of service provided to clients and members where necessary.

Evaluation forms will be emailed to you by the compliance coordinator. Please complete and return for the attention of 'The Nurse Manager' to balmoral@balmoral.healthcare

YOUR TRAINING & DEVELOPMENT

TRAINING REQUIREMENTS

You should ensure that you maintain written proof for evidence of all your professional experience and attendance at professional development courses and mandatory training. We will also include a written and agreed personal development plan as agreed at the appraisal.

Mandatory training required by the Department of Health, the RQIA and the Trusts for Registered Nurses and Care Assistants as follows:-

- Basic immediate or advanced life-support; adult or paediatric as appropriate. Members must be compliant with the Resuscitation Council of the UK Guidelines. Advanced life-support is valid for four years but Basic CPR must be completed yearly
- Manual Handling - yearly
- Infection Prevention and Control (including HIV) – yearly
- Administration of Medicines – 3 yearly (Nurses and Senior Care Assistants)
- Administration of IV Medicines – initial training (Nurses)
- Fire safety – yearly
- Protection of Vulnerable Groups – 3 yearly
- Anaphylaxis – yearly
- Hyponatraemia (Nurses)
- Deprivation of Liberty – once
- Record Training – once
- Health and Food Safety - once

Training is provided by fully qualified and experienced trainers, either in Balmoral Healthcare or a location nearby. Course content and associated costs are available at our online booking system. All training must be certified showing the content that provides proof of course material.

ANNUAL APPRAISALS

The following are the requirements:-

- The appraisal will be carried out by senior practitioner of the same discipline (appraiser)
- The appraiser is required to supply documentary evidence to demonstrate that he has been appropriately trained in the conduct of appraisals, and has been regularly retrained as appropriate
- We are required to take into account when assessing your clinical practice, assessment questionnaires completed by our client's and the results of any reviews by Balmoral Healthcare of your clinical practices
- In addition to the above Balmoral Healthcare will request feedback from our clients this feedback will cover the following areas:-
- General levels of service including punctuality, attitude and ability to carry out practical tasks
- Clinical performance
- Training needs
- Any other issues, including progress since the last appraisal. Copies of the company to feedback request will be forwarded to you, giving you an opportunity to raise any concerns of issues you may have

CLINICAL SUPERVISION

Balmoral Healthcare believes that staff supervision plays an essential role in protecting both the client and staff member, in developing and maintaining high standards of care and in support and development of individual staff.

The agency adheres fully to the Nursing Agencies Regulations (Northern Ireland) 2005 and the Nursing Agencies Minimum Standards 2004.

The agency endeavours to ensure that the clients benefit from being well supported by experienced and supervised trained staff. All registered nurses employed by the agency will be offered the opportunity to attend clinical supervision sessions every six months or more frequently if needed as per RQIA Regulations.

TYPES OF SUPERVISION

There are many different models and approaches to clinical supervision;

- One-to-one supervisor (supervisor-supervisee)
- Group Supervision (Supervisor-Supervisees)
- Peer Group Supervision (Dual Roles: Supervisors/Supervisees)

Clinical Supervision should not be confused with other 'supervisory' activities, such as the appraisal system, or mentoring. Registered Nursing Staff will be sent an invite on a 6 monthly basis inviting them to make an appointment for supervision to take place. Please ensure you avail of this very valuable service and receive the support you need.

If you are unable to attend our clinical supervision or appraisal, please provide Balmoral Healthcare with evidence of completion with another body.

FINANCIAL SECTION

Payment of the services is paid by those weekly in arrears on receipt of a barcoded and signed timesheet. **Paper timesheets** must be received by **no later than 11 am on Thursday** for payment the following Friday. **E-timesheets** must be received by no later than **10am on Monday** for payment the following Friday. Deadlines may change around bank holidays (details of changes will be communicated via email). Payments are made directly into your bank/building society by BACS (please make sure we have the correct details). It is your responsibility to ensure your timesheet is legible, completed correctly and has been authorised and signed by the line manager at your assignment.

In particular, please ensure:-

- You complete the correct barcoded timesheet (non-barcoded timesheets are no longer permitted)
- You include date and times you worked, including any breaks taken. If the time worked and breaks taken are different from what is printed on the timesheet, please use the section below to indicate in the actual times.
- The total hours
- The dated signature of the line manager at your assignment

Timesheets should be sent directly to our office via the web app or email (these details can be found on the timesheet).

BALMORAL APP

We strongly recommend that you use the Balmoral app. To download it onto your mobile device, copy the link below, open your web browser on your phone and then paste the link in to the web browser.

<https://app2021.balmoral-healthworks.co.uk>

Your web browser should then bring up the login screen. And you should see 2021 in the top left as well, meaning that it's the new version. At the same time, a little banner should appear across the bottom of the screen asking you to "install" the app. This is what makes the little icon appear on your phone main screen. If everything works as above, you can then login and start using the app. It will show completed shifts in the Timesheets section and these are the ones that you can get signed by your person in charge, directly on the phone.

Our payroll department will endeavour to deal promptly with any queries that you may have regarding your pay. Any pdf timesheets emailed must be clear otherwise payment may be delayed. We advise that you phone when sending a fax to confirm as sometimes these get distorted.

You are always advised to retain a copy for your own records to assist if you have a query.

TIMESHEETS

As the possibility of timesheets being missed is significantly reduced through the use of e-timesheets we strongly recommend that members use our e-timesheets.

The use of e-timesheets will become mandatory in the near future, except in very limited circumstances. It is therefore essential that you familiarise yourself with these and contact us in the event of any difficulties.

Instructions for using e-timesheets can be found on the following link:

<https://app2021.balmoral-healthworks.co.uk/digital-timesheets.html>

When you submit a timesheet to us, please check the Balmoral App to ensure it has been processed before 10am on Mondays.

Where it is not possible to submit an e-timesheet to us, please email your timesheet (as a PDF or JPG attachment) to timesheets@balmoral.healthcare by 11am on Thursdays for payment the following Friday.

We strongly discourage submission of timesheets by post or delivery to our premises.

RATES OF PAY

Different pay rates (which include WTD), apply to different assignments and details of pay rates are given to you when you join Balmoral Healthcare.

Your clinical grade will be clearly marked on your pre-generated timesheet and this will be the rate of pay processed for the shift (grade cannot be changed). This ensures that you can complete your timesheet accurately before asking the person in charge to sign it.

Rates of pay should not be discussed in the workplace. To do so is considered a breach of confidentiality.

WAGES

Wages are paid every Friday and you will receive 2 documents relating to these 3-5 days prior to their payment. These are your pay breakdown (that lists the details of the shifts you are being paid for) and your payslip (that shows your tax code, gross wage, deductions and net wage).

For security reasons we are in the process of phasing out emailed payslips and have introduced the Sage HR payslip portal. You can download the Sage HR app onto your mobile device (available from app store or google play).

If you have not received an email from Sage with instructions on how to access the payslip portal, please email cathy.kelly@balmoral.healthcare so that the invite can be reissued to you.

DEDUCTIONS

The following deductions will normally be made from your gross pay – Tax, Employee National Insurance, Employee Pension, Student Loan and Holiday Fund.

OVERPAYMENTS

Any overpayments made to you in error will be deducted at the earliest opportunity.

BREAKS

Breaks should be taken during shifts and are unpaid. If no break is taken during a shift, it is important that we receive email confirmation of this from the management of the facility you are working in.

TAX CODES

Tax codes are allocated on the basis of the information you provide in your Starter Checklist/P46 or P45. Please note that we can only accept P45's that are submitted to us within 6 weeks of the leaving date included on these forms.

We can only change tax code if we receive a P6 notice from HMRC.

If you believe that your tax code is incorrect you should contact HMRC's employee helpline. Alternatively, you can create an online personal tax account with HMRC. Details of both forms of contact can be found online.

P60

Your P60 is available for download on the Sage HR app.

Holiday Fund

12.07% of your gross pay is put into your Holiday Fund to ensure you receive the annual leave you are legally entitled to. It is not possible to opt out of this scheme.

On your payslip "Holiday Fund Accrued" is the amount of Holiday Fund for that week whilst "Holiday Fund c/f" is the total Holiday Fund accrued.

To withdraw your holiday fund, please complete the Holiday Fund Request Form that can be found on the downloads section of our website and send to timesheets@balmoral.healthcare
We usually require 2 weeks' notice for payment of these funds, which are paid on Fridays.

Please submit each Holiday Fund request to us separately and do not submit multiple Holiday Fund Requests within one document.

Please do not submit Holiday Fund requests to us with any other documents.

All funds must be withdrawn by the end of the tax year (5th April) and if you want to withdraw all of your fund at any time, please write "maximum" beside "amount" on the form.

PENSION

Under the Pensions Act 2008, every UK employer must put certain staff into a workplace pension scheme and contribute towards it.

This is called "automatic enrolment" and you will be enrolled into our Nest pension scheme if you earn over £10,000 per year, are over 22 years old and under state pension age.

If you want to stay in the pension scheme you don't have to do anything. However, if you wish to opt out you must contact Nest directly on 0300 020 0090 to inform them of your decision. If you contact them within one month, any contributions you have made will be refunded to you. If you contact them after the month long opt out period, your contributions may not be refunded but will be set aside in the scheme for you until retirement age.

Anyone who opts out of the pension scheme will be automatically enrolled back into the pension scheme at a later date (usually every 3 years).

This is because your circumstances may have changed and it may be the right time for you to start saving. We will contact you at re-enrolment time and you can opt out if you wish.

QUERIES

Agency Members are classed as workers. Balmoral Healthcare is required by law to deduct PAYE and Class 1 National Insurance contributions in line with HMRC guidelines.

- You are required to pay income tax on your earnings (if they exceed the threshold for the current financial year). The rules affecting people working through agencies are contained in Section 134 TA 1988 (formerly Section 38, Finance (No. 2) Act 1975)
- Deductions in respect of Class 1 National Insurance will normally also be made by Balmoral Healthcare on your behalf, if earnings exceed the National Insurance threshold
- If you are entitled to pay reduced National Insurance or are exempt from paying contributions, you must produce the appropriate certificate, before undertaking any assignments
- If you have any queries regarding your tax code or feel that you may be entitled to additional allowances, please contact the tax office directly. They can adjust your tax code if appropriate.
- If Balmoral Healthcare is not your main source of work for tax purposes and there are issues with overpayment of tax and other income issues, it is also advisable to discuss these with your tax office

If you have made sufficient N.I. contributions you may be eligible for certain Social Security Benefits.

All Balmoral Healthcare policies are available on the Balmoral web app or in the Balmoral office. These can be accessed at any time by contacting reception.

THIS DOCUMENT IS SUBJECT TO CHANGE.

PLEASE ENSURE YOU ARE VIEWING THE MOST RECENT ISSUE

ALL MEMBERS MUST SIGN THAT THEY HAVE READ AND UNDERSTOOD THIS HANDBOOK.

PLEASE CONTACT THE OFFICE WITH ANY QUERIES YOU MAY HAVE.

