



# Agency Worker Handbook

# Agency Worker Handbook Declaration

I confirm I have read a copy of the Agency Worker Handbook, which outlines the goals, policies, benefits and expectations of Urgent Response Healthcare Ltd and its Clients, as well as my responsibilities as an Agency Worker. I have familiarised myself with the contents of this Handbook and anything that I am unfamiliar with, I will query with my consultant at Urgent Response Healthcare.

I understand that this handbook is not intended to cover every situation which may arise whilst on assignment, but is simply a general guide to the goals, policies, practices, benefits and expectations of Urgent Response Healthcare Ltd.

I understand that the Agency Worker Handbook is not a contract of employment and should not be deemed as such.

Please take the below signature as confirmation that I have read through the Urgent Response Healthcare Agency Worker Handbook and that I am happy to comply with its contents.

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**(Sign and return)**

Candidate Name: \_\_\_\_\_

Candidate Grade: \_\_\_\_\_

NMC Pin Number (if applicable): \_\_\_\_\_

Candidate Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# 1

## Inductions and Assignments

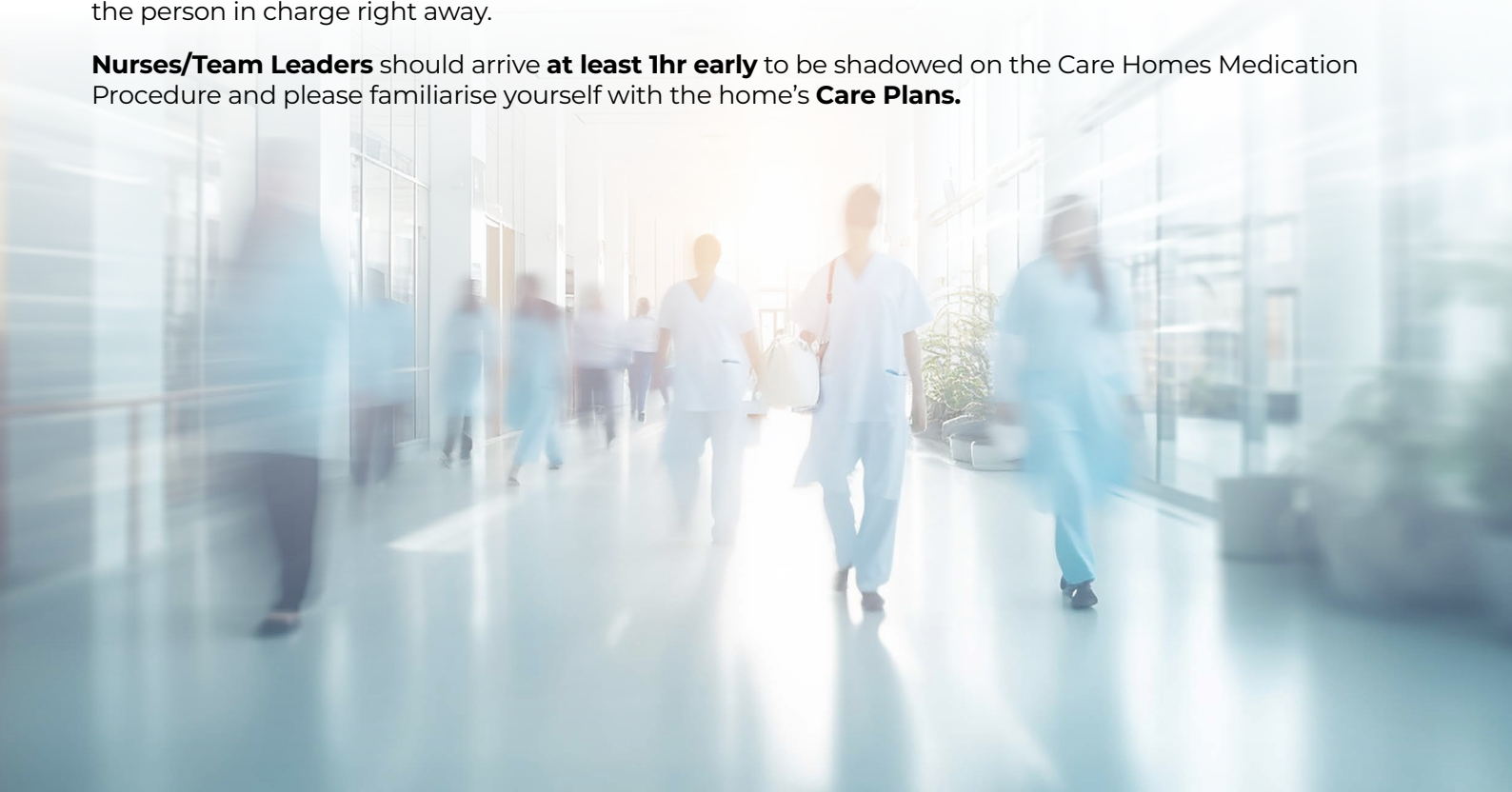
At the start of each assignment which you are unfamiliar with, you must request and receive a comprehensive induction, which must include the following:

- Fire Safety policy,
- Security procedures,
- Moving & Handling policy,
- Whistleblowing policy,
- Safeguarding policy,
- Any “Hot Spots” and “Violent Episodes” to be aware of,
- The Crash Call procedure,
- Any Health and Safety policies or procedures relating to your placement,
- Additional relevant policies e.g.: relating to Information Security/Confidentiality, Administration of Medication

You must familiarise yourself with any client’s specific policies and procedures. During induction, if fire escapes and risks are not identified to you, you must ask your line manager. If they are still not identified to you, you must inform your Urgent Response Healthcare consultant immediately. Please state on URH’s timesheet whether you have received your site induction, if it is your first time at the site.

Should you be travelling to a place that you are unfamiliar with, always allow yourselves plenty of time, as it is better to arrive early, than late. Please also check the Internet for regular traffic and transport updates, as this may save you a lot of time and hassle when travelling to and from work. Please ensure that you always arrive at least 10 minutes early for every shift. This will allow enough handover and will prevent other staff from having to stay on longer than necessary. On arrival at the workplace, please make yourself aware to the person in charge right away.

**Nurses/Team Leaders** should arrive **at least 1hr early** to be shadowed on the Care Homes Medication Procedure and please familiarise yourself with the home’s **Care Plans**.



## 2

# Shift Bookings and Cancellations / Communication

Please keep in touch with your consultants as often as possible and please provide your availability every Friday for the following week. Should your availability ever change, please ensure that you inform your consultant as a matter of urgency.

This way your time and theirs is not wasted. Shifts booked are to be confirmed via confirmation text message and email. Once the text message and email have been received by yourself, you should class yourself as working the shift in question.

If you are ever self-booked by a client, please inform your consultant as a matter of urgency. This enables us to update the system as soon as possible and it will also prevent double bookings, preventing no shows.

We appreciate that sometimes unavoidable circumstances do occur however, you must give us at least 4 hours' notice before cancellation, this allows us enough time to allocate replacement cover.

If you feel slightly unwell, but are unsure whether to cancel your shift, still advise us of the situation so we can be prepared if a replacement is required.

If you cannot reach your consultant please call the office on 020 3921 0167 to leave your message with one of the On-Call Team or email: [bookings@urgentresponsehealthcare.com](mailto:bookings@urgentresponsehealthcare.com). URH operates a three-strike policy regarding cancellations, if you cancel three shifts you will not be booked for any further shifts.

Please be accessible by your phone, when you have given your availability for any specific day.

If you ever feel you are running late, please inform your consultant as soon as possible before your shift has commenced by calling us on 020 3921 0167 or email: [bookings@urgentresponsehealthcare.com](mailto:bookings@urgentresponsehealthcare.com).

## 3

# Client Policies and Procedures

You are always required to adhere to the policies and procedures issued by the client. Please ensure that you are advised at induction of where these are kept. You should also be made aware of any significant changes in policy at the commencement of any duties.

Should any conflicts or confusions arise during your working assignment, regarding the interpretation of policies and procedures, we strongly urge you to seek advice from a senior member of staff or contact us at the time of conflict. Equally, should an occasion arise whereby you believe that you are being compelled to compromise your integrity and are instructed to breach your Code of Professional Conduct, we instruct you to seek guidance immediately.

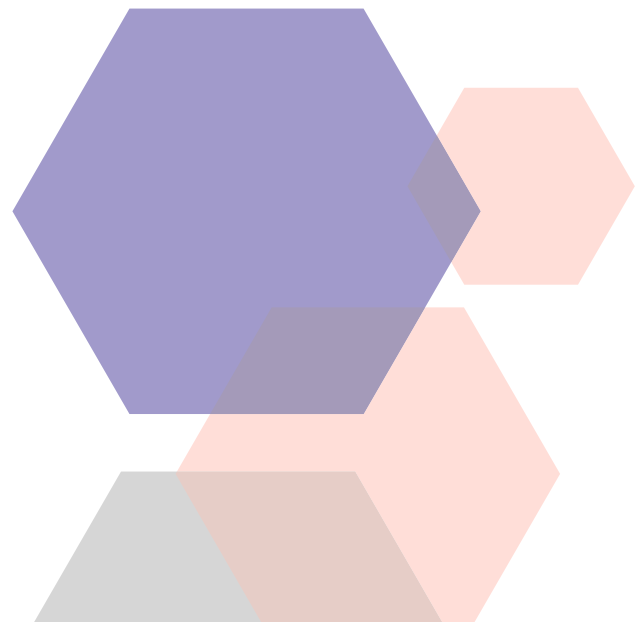
Always remember that you are personally & professionally accountable for your practice. This means that you are answerable for your actions and omissions, regardless of advice or direction from another professional.

Agency Workers positioned in the provision of services always need to be aware that whilst on a client's premises that they:

- Are always under the direction and control of the client,
- Must work as directed by the client and follow all reasonable requests, instructions, policies, procedures and rules of the client (including any racial discrimination and equal opportunities policies),
- Must not neglect, nor without due and enough cause omit, to discharge promptly and diligently a required task within the terms of the engagement,



- Must not make unnecessary use of authority in connection with the discharge of the provision of services and engagement instructions,
- Must abide by the Working Time Regulations 1998 and where applicable, New Deal requirements,
- Must not act in a manner reasonably likely to bring discredit upon the client,
- Will not unlawfully discriminate for any reason,
- Must not falsify record, timesheets, expenses or attempt to de-fraud the client in anyway,
- Must not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of services on an engagement,
- Must observe the highest standards of hygiene, customer care, courtesy and consideration when working in a health service environment,
- Must keep confidential information howsoever acquired whether relating to the client, its business or relating to patients, including but not limited to patient identity, clinical conditions and treatment,
- Must be competent in understanding and using both written and oral English,
- Shall be able to communicate effectively with the client's staff, other healthcare workers, patients, carers and the public,
- Must be helpful, pleasant and courteous,
- Must have good telephone skills,
- Must have legible handwriting,
- Must be confident and able to deal with client's staff at all levels,
- Must be able to work with minimum supervision, where appropriate,
- Shall be prompt and punctual,
- Must maintain proper standards of appearance and deportment whilst at work,
- Must be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties,
- Will always display their photo ID badge on their clothing during an engagement when they are on the client's premises,
- Shall not wear the uniform, protective clothing, photo ID badge or use the equipment on the client's premises unless fulfilling the terms of the agreed engagement,
- Will not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered during work,
- Will not at any time be, or appear to be, on duty under the influence of alcohol or drugs,
- Will not at any time be, or appear to be, in possession of firearms or other offensive weapons access will prevail,
- Must report any injury or accident sustained and or witness whilst on the client's premises,
- Must on being charged or cautioned with any criminal offence or on being investigated by any professional or statutory body, notify Urgent Response Healthcare immediately,
- Will not misuse or abuse the client's property,
- Will not smoke while on the client's premises except in those areas where smoking is expressly permitted,
- Shall adhere to all other relevant obligations that the client shall reasonably require from time to time.



# 4 Day 1 working rights

**Day one** and 12 week **rights** for agency workers. From Day one of their employment, an agency worker will be entitled to: the same access to facilities and rights as your permanent colleagues which is to use any shared facilities and services, for example: a canteen and drinks machine, car parking or transport services, like a local pick-up service or transport between site dependent place of work.

**After a 12-week qualifying period**, an agency worker will be entitled to the same basic conditions of employment as if they had been directly employed by the place of work on day one of the assignment, specifically:

- Pay - including any fee, same type of pay equal to permanent colleagues doing the same job, it does not include redundancy pay, contractual sick pay, and maternity, paternity or adoption pay.
- Automatic pension enrolment,
- Working time rights - for example, including any annual leave above what is required by law.
- Agency Workers (regardless of their employment status) will also be entitled to paid time off to **attend ante natal appointments** during their working hours.
- If an agency worker is working on more than one assignment the agency worker will have two or more assignments that need to accrue separately. In other words, if an agency worker has assignment A and assignment B, they would need to work for 12 weeks on assignment A before their rights apply to assignment A and 12 weeks on assignment B before their rights apply to assignment B.
- The regulations require that a new assignment would need to comprise 'substantively different work or duties' for the qualifying period to start again.
- The qualifying period will pause for sick leave or breaks. Don't count the days when:
  - You take a break of 6 weeks or less,
  - You're on leave due to sickness or injury for up to 28 weeks,
  - You take annual leave you're entitled to,
  - The workplace closes, for example for Christmas or industrial action,
  - You're on jury service for up to 28 weeks,
- Start from zero for a new job or role,
- Your 12 weeks will start again if you:
  - Get a new job at a different workplace,
  - Have a break of more than 6 weeks between jobs at the same workplace,
  - Stay at your workplace but take a new role that's 'substantively different',
  - A substantively different role is one that's completely new, different work. It could be a combination of different:
    - Skills, or requiring new training,
    - Pay rate,
    - Location,
    - Working hours.

For more information on your rights please refer to the Key Information Document (KID) that is aligned to the latest Employment Agency Standards inspectorate guidance.

To access please visit:

[www.gov.uk/government/publications/providing-a-key-information-document-for-agency-workers-guidance-for-employment-businesses](https://www.gov.uk/government/publications/providing-a-key-information-document-for-agency-workers-guidance-for-employment-businesses)



# 5

## Timesheets

You are required to put your Full Name, Establishment Name and your Grade, which could consist of any of the following:

- HCA
- RN
- RGN
- Team Leader
- RMN
- ODP

All candidate Timesheets are to consist of at least 2 signatures. The first signature (Agency Worker) is to be signed by yourself. The second signature (Authorised by) is to be signed by a representative of the Client / Establishment that you are working at. Any timesheet received, which doesn't have both signatures, **will not be paid.** For any Candidates who are working at one Client and using the same timesheet for the full week, you are required to have the right-hand side of the grid, initialled by the authorised signatory.

All Candidate Timesheets are to be completed in full. Any timesheets not fully complete, **will not be paid.**

Urgent Response Healthcare's timesheet deadline is every **Monday before 12pm.** If your timesheet has been received at our offices by this time, you will receive your weekly wages on Friday of the same week by latest 5pm. Any timesheets which do not meet this deadline, **will not be paid until the following Friday.**

Please ensure that you always leave a photocopy version of your timesheet with the Client at the end of every shift.

Urgent Response Healthcare accepts timesheets in the following methods only:

» Post – Urgent Response Healthcare,  
27 Old Gloucester Street, London WC1N 3AX,  
United Kingdom

» Email –  
Timesheets@urgentresponsehealthcare.com

If you choose to put more than 2 timesheets in a normal sized envelope, we advise you to use two 1st class stamps or take it to the post office to be weighed. If you do not put enough postage on your timesheets, they can be delayed for up to 4-6 weeks.

Should you ever be short of timesheets, please call the office and someone will be more than happy to provide you with some more. Alternatively, they are available to download from our website under the "Candidates" tab at [www.urgentresponsehealthcare.com](http://www.urgentresponsehealthcare.com)



## 6

### Offered 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 directly any Urgent Response Healthcare Agency Worker, who has worked for them previously through Urgent Response Healthcare. This applies equally to temporary or permanent posts, full or part-time. You are required by your Terms of Engagement for Agency Workers to notify your consultant take up any post with a client of Urgent Response Healthcare for whom you have worked previously.

The candidate cannot engage in any work with a competitive agency with the same client as worked through Urgent Response Healthcare, if the candidate wishes to engage permanent and/or temporary employment with the same client under competitive agencies, they hereby have the option to elect written notice and to wait a minimum term of 6 months, to utilize the services of the client(s). If the candidate has been alleged to have joined a competitive agency working for the same client(s) without waiting the agreed term of 6 months, they shall forfeit any outstanding payments payable to them after they have completed any shifts with Urgent Response Healthcare and, they will also receive negative references to both the client and competitive agency.

## 7

### Continuing Professional Development

Urgent Response Healthcare provides only the highest quality of staff to our clients. As such we expect our agency workers to continually improve their clinical knowledge and skills to not only further their own careers but to also service our clients in a manner that they would expect. It is also imperative that our agency workers have the knowledge to provide the highest quality of care to our clients' patients and to practice safely, as per the professional code of conduct. As a company we will be committed to helping you in certain ways to improve your clinical knowledge. Please contact your consultant or the compliance for more details.

## 8

### Compliance Updates

As per legal guidelines, you are required as a health care professional, you need to update various documents (DBS, References, Mandatory Training, Occupational Health, etc.) annually to work. Failure to comply will result in Urgent Response Healthcare not being able to offer you any work until the documents are in date and legally acceptable. Our compliance team will update you in advance of any upcoming expiries.

## 9

### Complaints

Your feedback is crucial for us to ensure we provide excellent service to you and to our clients. Nothing is too little to discuss with one booking consultants or managers. If you have any concerns about the shift, the client, the service you have been provided by URH member of staff please contact us as soon as possible.

- A. If you feel compelled to make a complaint against a client, please contact your recruitment consultant or booking consultant as soon as possible.
- B. If you feel compelled to make a complaint against your recruitment consultant or any other member of staff, please call the office and request a senior manager who will deal with the matter urgently.

In matter of client complaint or negative feedback you might be asking to provide statement of incident or brief description of the shift in question.