

- Is it necessary to share personal information in order to fulfill that purpose?
- Do the parties have the power to disclose personal information for the purpose?
- How much personal information will be shared in order to achieve objectives?
- Should the consent of the individual be sought before disclosure is made?
- What action is appropriate if the consent of the individual is not sought, or is sought but withheld?

3.6 Gifts and Gratuities

Care is provided in return for agreed fees. Under no circumstances should you seek any other money, gifts, favours, or rewards services rendered, either for yourself or for any third party.

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. The Company 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 the Company policy.

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

- All offers of gifts should be disclosed to the local office Manager who will discuss the matter with the Client, their personal carer, or other advocate as appropriate, to explain the Company policy.

Wherever possible, any offer of a gift should be politely refused, with an explanation that acceptance would be against the Company policy.

3.7 Record Keeping

Maintaining records is an essential and integral part of providing care. In establishment settings, i.e. Nursing Homes, Hospitals etc, it is usually the qualified nurse's responsibility to ensure that Client records are updated before the completion of each shift. However, untrained staff must ensure that they inform the qualified nurse of any relevant changes in the Client's condition, or of any other information that needs to be documented.

Registered Nurses and Doctors

All registered nurses and doctors are personally accountable for their own professional practice and must adhere to their Professional Code of Conduct.

SECTION 4 HEALTH AND SAFETY

4.1 Identification and Reporting Hazards

All locum staff need to look out for hazards at the establishment where they have accepted an assignment and report back to the local office manager via the complaints procedure anything they feel may present a risk to anyone's health and safety.

4.2 Accident Reporting

You are responsible for ensuring that all incidents or accidents that relate to the provision, control, and maintenance of a safe and healthy workplace are reported to the Client and your local Recruitment Manager.

It is also important that the internal reporting procedure of the establishment is carried out e.g. recording the accident report book. In addition to internal reporting through the accident report/home care book, the establishment/Client must ensure the following be reported to the appropriate enforcing authority, i.e. the local Environmental Health Officer.

- Fatal accidents
- Major injury accidents/conditions
- Dangerous occurrences
- Accidents causing more than three days incapacity for work
- Certain work related disease
- Certain gas incidents

The above should be reported immediately by the member by telephone to the local office and Person in Charge of premises being worked in.

4.3 Health & Safety and You

The law in general is aimed at employers. It is they who are most able to influence whether a place of work is safe. However, the law applies equally to the self-employed. Therefore, all Company locum staff (as self-employed persons) have a general duty to ensure that their work activities do not endanger themselves or others. This duty applies irrespective of where you are undertaking work and includes home care.

Section 7 Health and Safety at Work Act 1974 Places a legal duty on all employees: "to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Section 8 Health & Safety at Work Act 1974 States that "no person shall intentionally or recklessly interfere with or misuse any item provided in the interest of Health, safety and welfare.

Equally, the Client/establishment or owner of the house has a general duty to ensure that the work environment, which includes the home, is itself free from any dangers to health or safety. The Company, as your Agent, does not have any legal responsibility for your health and safety whilst you undertake an assignment through them,

It is imperative that you familiarise yourself with the policies and procedures of the establishment within which you are working, particularly those relating to fire and other emergencies.

So far as is reasonably practicable, the company will ensure that persons are not exposed to risks to their health and safety. The Company will notify you of any specific hazards relating to your place of work, which have been notified to us by the client.

4.4 Moving and Handling

All Agency Workers must not undertake any handling activity or use any handling equipment until they have been trained to do so safely. It is mandatory that moving and handling training is updated on an annual basis.

4.5 Infection Control

Infection control is the name given to a wide range of policies, procedures and techniques intended to prevent the spread of infectious diseases.

Sirona Healthcare request that all agency workers should:

- At all times, observe high standards of hygiene to protect themselves and their service users from the unnecessary spread of infection.
- Adhere to The Agency protective clothing policy and use the disposable gloves and disposable aprons which are provided for Agency Workers who are at risk of coming into direct contact with body fluids or who are performing personal care tasks.
- Attend training on infection control when organised by the agency.

SECTION 5 MISCELLANEOUS

5.1 Training and Development Requirements

Sirona Healthcare provides mandatory training which includes: Moving and Handling CPR/Basic Life Support Infection Control POCVA Recognition of the ill patient Health & Safety provide training- Moving and Handling and CPR on an ongoing basis.

5.2 Professional Accountability

Nurses/ Doctors - Code of Conduct To practice in the UK, all registered nurses and Doctors must hold a current registration with the NMC (Nursing and Midwifery Council) or GMC (General Medical Council) and must at all times abide by their Code of Professional Conduct. Locums not adhering to the above standards may be removed from the register and will not be eligible to practice.

NIGCC Registration All cares are required to update their registration annually.

As part of the Company's selection procedure for Locum Staff, all qualified candidates GMC and PIN numbers (Personal Identification Number) will be validated with the GMC/NMC, and the ability to practice and current registration will be confirmed. If the Company is unable to validate a current PIN, then no work will be offered until the matter is fully investigated and resolved satisfactorily. At interview, registered candidate will be required to produce their NMC PIN card and statement of entry onto the GMC/NMC for inspection. A photocopy of each is retained on file (originals must be shown).

Upon expiry of PIN cards and subsequent re-registration with the NMC, every qualified nurse is required to take their new PIN card (N.B originals only) into their local office for re-inspection, photocopying and statement of entry Failure to do so will result in an immediate halt to shifts being offered.

The Company is a Member of REC (Recruitment and Employment Confederation), the association for private recruitment services, and complies with its Code of Conduct and Code of Practice.

A registration pack is sent to each candidate upon registration with Sirona Medical and is expected to be completed before accepting any locum shifts. Proof of registration will be sought during the interview process.

5.3 Disclosure of patient information

You must treat information about patients and clients as confidential and use it only for the purpose for which it was given. You must guard against breaches of confidentiality by protecting information from improper disclosure at all times.

Where there is an issue of child protection you must act at all times in accordance with national and local policies.

Each client has an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with Data Protection Act 1998 and Human Rights Act 1999 and your agreement with the Company. Any concerns you may have regarding confidentiality can be discussed with your local office Manager.

5.4 Comments and Complaints

The company welcomes comments from Clients, and locum staff, as knowing their views helps us to improve our service.

If a Client or locum candidate is unhappy with any aspect of the service they receive and wishes to complain they should contact their local office Manager. This can be done in person, by telephone or in writing.

It is important that complaints are made as soon as possible after the event in order that an effective investigation can take place.

Please help us to respond quickly to your complaint by providing as much information as possible, particularly:

- What the complaint is about
- What happened
- Where it happened
- Who was involved
- When it happened

The investigating Manager will do their best to sort out the problem, as quickly as possible and in many cases they will be able to resolve the issues straight away. Any written or serious verbal complaint will be dealt with as follows:

- If you have not already done so, you will be asked to confirm the complaint in writing
- As soon as the complaint is received, it will be logged and you will receive acknowledgement or receipt of the complaint within 14 working days, this may be by telephone or in writing
- We may contact you to clarify the detail of the complaint and to discuss it with you and we will follow up any conversation with you in writing
- We will keep you informed at least every two weeks on the progress of our investigations
- The Manager will seek agreement from you that the complaint has been resolved to your satisfaction Throughout the investigation we will be careful to ensure that any information about you is kept confidential
- Steps will then be taken, where possible, to prevent a reoccurrence.

If you are not satisfied, the Manger will seek to agree further action to resolve the complaint. If no such action can be agreed, the complaint will be referred to the Operations Director of the Company.

You also have the right to refer your complaint to the Trading Standards Office of the Licensing Authority.

A full copy of the Complaints Policy can be requested from Sirona if/when required.

5.5 Complaint against a Member

Where a complaint is received against a member, you will be given notice to attend a meeting to discuss the matter in detail, a written statement of event will be requested and a full investigation carried out.

Locum staff will be given the opportunity to bring a work colleague or Trade Union Representative. You will learn of the outcome of the meeting within 2 working days and be given the opportunity to appeal. If after investigation the complaint is deemed to be founded and is of a serious nature, it may result in your removal from the Company's register and be reported to the appropriate professional body as well as the Group's clinical alert register.

5.6 Data Protection/Access to Records

Sirona Medical complies with the principles of data protection as provided for in the Data Protection Acts 1984 and 1998.

Requests for will normally attract a charge of £10 per application.

5.7 Criminal Convictions

Rehabilitation of Offenders Act (1974) This act makes it unlawful to take into account any offences of a person who is considered to have undergone a satisfactory period of rehabilitation. There are a number of situations where the act does not apply, including "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."

As such it is a requirement that all applicants for Sirona Medical to provide details of previous, pending convictions or new convictions. You must also inform us if you receive any new convictions whilst on Sirona Medical registration. Denial or non-disclosure of any relevant conviction, which is subsequently shown to exist shall lead to the immediate removal from the Company Register.

Dealing with Locum Staff Criminal Convictions

As all convictions must be declared, either the Managing Director or Operations Director will decide whether the offence gives rise to a risk to Clients and Patients and whether the applicant should be offered future locum shifts. As convictions may include relatively minor motoring offences, there may be situations where a conviction will not affect the application.

The Company undertakes to judge such matters carefully and responsibly with over-riding consideration to the care, safety and protection of Patients and Clients. Should there be, in the opinion of the Company, a risk to Clients then candidates will be refused, or assignments restricted.

Disclosure of Convictions to Clients

The Company undertakes to disclose information concerning a member's criminal conviction(s) to Clients where such information is specifically requested, but only with the prior written approval of the candidate.

5.8 Income Tax and You

Although Locum staff are self-employed, the Company is required by law to treat you as though you were employed for the purpose of PAYE and Class 1 National Insurance Contributions only. Therefore, 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).

5.9 Statutory Sick Pay (SSP)/ Sickness Benefit

Because your “contract” only exists for the period of each duty, the Company does not usually pay sick pay. You should make enquires at your local DSS office with regard to sickness benefit. If you do have an assignment booked and you are unable to complete the assignment, please contact your Recruitment Manager as soon as possible to report this so that a replacement member can be supplied.

Declaration

I hereby agree to comply fully with Sirona Medical’s policies/ procedures/ guidelines detailed within this handbook.

Print name

Signature

Date

***Please send this document back signed by hand via email to your Recruitment Manager or Fax to:
0208 050 2936***

Sirona Medical Limited