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General

1. Introduction and Welcome

A warm welcome to the OneCall24 team, where we wish you every success during your engagement with our group. Whether you're an existing candidate or you've just joined us, you'll find this staff handbook to be packed full of helpful information. We ask that you study this handbook carefully and regularly, as it will keep you up-to-date with our policies and procedures, along with the benefits that are available to you by working with us. General amendments to the Staff Handbook will be issued from time to time and the newest version will always be available in our downloadable documents section on our website: www.onecall24.co.uk

If you have any questions regarding the content of this handbook and wish to discuss this with a member of our team, please contact us on our 24-hour line: **03333 221122**

OneCall24 Limited

254 Edgware Road, London, W2 1DS
Tel: 03333 221 122
Fax: 0207 206 2024

2. Registration

2.1 Registration Deposit

Upon registration with OneCall24, a £54 deposit may be taken from you. This £54 deposit will be reimbursed in full after five assignments have been worked, this registration deposit only applies if a new DBS is required and is not applicable if your DBS is part of the updated service provided by gov.uk or the candidate holds a current DBS issued in the last 12 months.

3. Getting Paid

3.1 Timesheet Process and Deadlines

Timesheets are paid a week in arrears and run from Monday-Sunday. We are proud to be one of the few recruitment providers who can offer a next day pay service, subject to an administration fee.

Timesheets are to be received in our accounts department weekly by 5pm Monday.

Deadlines may change around Bank Holidays. We will inform all candidates in advance if this is the case via the notifications page on our website, by email, SMS, letter or verbally. Payments are made directly into your bank/building society/Limited Company accounts by BACS. It is your responsibility to please make sure that we have the correct details.

3.2 Payment Days

OneCall24 will pay all candidates on a Friday each week. However, this is dependent on the candidates complying with payroll

deadlines which are detailed in 4.1 of the Staff Handbook. You agree to pay OneCall24 a weekly administration fee. (subject to change).

As previously stated, if payment is required urgently, then OneCall24 will offer the candidate the opportunity of a "next day pay" service. For this to be available, the candidate must submit their timesheet and will be charged the administration fees outlined in our candidate Terms of Engagement. Having this service available provides you with the flexibility of obtaining your salary when required.

Please note this facility is dependent on the client that you worked for, please check with your consultant to determine if you are eligible.

Candidates wanting to take advantage of the "next day pay" facility, will incur a charge of £19.95 for the fast payment they require.

3.3 Payment Options

OneCall24 are able to offer three payment options

3.3.1 Pay As You Earn (PAYE)

The first option is pay as you earn (PAYE). Each timesheet is processed, the total payment will be taxed as per the tax code provided to us by HMRC, and the net payment will be paid via BACS payment directly into the bank account provided to us on your application. This will be paid weekly on a Friday.

3.3.2 Limited Company

The second option is to be paid via a limited company. The timesheet would be processed as normal, however the gross payment would be paid via BACS into the limited company business account, of which the candidate will have directorship. In this case it is the responsibility of the candidate to appoint a qualified accountant and submit their taxes as per the terms of HMRC.

You are professionally accountable for your practice. Indemnity insurance is necessary and we will ask for copies of this as part of the registration process.

3.3.3 Umbrella Company

The final payment option is to be paid via an Umbrella service. OneCall24 has created a list of preferred supplier's which you can select from. For our up-to-date list of Umbrella companies that we work with, please ask your consultant.

3.4 Public holiday deadlines and payments

The public holiday payroll deadlines are likely to differ from the standard terms, due to OneCall24 payroll department operating a shorter week. All deadlines will be communicated up to 14

days before the timesheet deadline for that week and available on our website.

3.5 Rates of Pay

OneCall24 do not have a standard set of pay rates due to your particular pay status PAYE, Limited Company and IR35. Pay rates can also differ across geographical locations and specific clients due to a high level of demand. To find out more information about pay rates, please speak to your consultant, and they will advise you further.

3.6 Statutory Sick Pay (SSP)

OneCall24 pay our candidates Statutory Sick Pay in line with current government guidelines. Please speak to your consultant to find out more.

4. Incentives for all Grades of Staff

4.1 Referral Bonus Schemes

At OneCall24, we think that referrals are the best way of recruiting nursing professionals nationally, and as a way of saying thank you for your continued support in our growing portfolio of candidates, we offer a very lucrative referral scheme where you can earn upto £250 for every skilled candidate you recommend*. Referral fees are paid as a bonus in your pay.

*A referral bonus will be paid once the candidate referred has completed 100 hours of work with OneCall24. Please complete the short referral form on our website: www.onecall24.co.uk/referrals. All candidate referrals will be logged and recorded for our mutual reference.

4.2 Continuing Professional Development (CPD) Contribution

OneCall24 prides itself on the high level of assistance, support and service that we offer our candidates. Our aim is to provide our network of loyal candidates an annual contribution of £200 towards CPD to further develop their knowledge and clinical skills. To be eligible for the CPD Contribution, you must have completed 12 months engagement, working a minimum average of 200 hours per calendar month.

Please feel free to discuss your interest with one of our dedicated consultants on telephone: 03333 221122 or email: info@onecall24.co.uk

4.4 Candidate of the Month

In conjunction with the OneCall24 Loyalty Scheme, we are also running a Candidate of the Month competition, where you can earn yourself an extra £250 in your pay or in vouchers of your choice. To qualify for this, all you need to do is ensure that you get the "client feedback section" completed on your timesheet at the end of every shift.

The winner will be announced at the beginning of every month.

Please communicate with your consultant regularly for updates and your chances for this hugely popular incentive.

5. Legislation

5.1 Agency Worker Regulations (AWR)

Legislation came into force on 1 October 2011, giving agency workers the entitlement to the same basic employment and working conditions as if they had been recruited directly, if and when they complete a qualifying period of 12 weeks in the same job.

The AWR are principally focused on the "12-week Period" which primarily focus on basic pay and holiday pay and other basic working conditions (annual leave, rest breaks etc).

It is our preferred option to pay you through our PAYE system at OneCall24, but if you choose to operate under a limited company or through an umbrella company, then please note that we do not have any control over AWR in these cases.

Please note, AWR also does not apply to:

- a) Individuals who find direct employment with an employer through an "employment agency."
- b) Individuals who find work through a temporary work agency but are in business on their own account (where they have a business to business relationship or are operating through an umbrella company with the hirer who is a client or customer).
- c) Workers who have been placed on a permanent basis. The regulations do not cover employment agencies who introduce workers to employers for direct or permanent employment. Once a worker is placed with an employer they have no further contractual relationship with the agency.

Full detailed guidance on this regulation can be found on (www.gov.uk) but your consultant or the compliance department within OneCall24 can provide you with the brief entitlements.

5.2 Working Time Regulations (WTR)

5.2.1 A Working Week

The Working Time Regulations (WTR) for agency workers state that working time should not exceed 48 hours per week and should be averaged over a 17-week period. Working time does not include travelling time to and from work and shall include only the attendance period for each placement.

5.2.2 Annual Leave

You will start to accrue holiday entitlement as soon as your engagement with OneCall24 commences. You will accrue 2.3 days per month and you can request holiday at any time during your engagement. Our holiday year runs from 1st October - 30th September.

Holiday pay is available to all candidates, but it is mainly beneficial to the candidate that undertakes assignments for OneCall24 on a weekly basis.

5.2.3 Calculating Annual Leave

Annual leave is calculated as an average of your gross pay, taken over the 12-week period up until the dates of your annual leave. Annual leave cannot be requested on weekends unless weekend days are a normal working day. If annual leave has been requested and authorised, you cannot work on these days. Annual leave is a rest period and no work should be carried out during this time.

Annual leave must be taken within the company's financial year, and does not roll over to the next. It is the responsibility of the worker to request their annual leave, OneCall24 does not send out reminders, nor will OneCall24 be held responsible for any loss of payments for unclaimed annual leave.

5.2.4 Claiming Annual Leave

Claiming annual leave with OneCall24 is quick and easy and you can request it at any time. Simply go online to the downloadable documents page of our website: www.onecall24.co.uk and download a holiday request form. This form is a PDF which can be completed online and sent back to us via email, post, fax or by submitting it online via our website.

Email payroll@onecall24.co.uk
Post: Holiday Request
OneCall24, 254 Edgware Road, London, W2 1DS
Fax: 0207 206 2024
Website: www.onecall24.co.uk/submitdocument

Candidates must give OneCall24 a minimum of 14 day's notice of any holiday request. Any requests we receive will be acknowledged, and you will be made aware once they have been approved or rejected.

5.3 Disciplinary Procedure

The relationship between OneCall24 and its candidates is a contractual agreement between the agency and the worker and is classed as a "contract for services" which in effect, means the agency worker is working on a freelance basis and would be treated differently to that of a "permanent" full time employee of OneCall24.

Neither party are contractually obligated to work with one another and therefore it makes the "disciplinary procedure" a rather more complex one. However, in the event of a disciplinary procedure, each situation would be subjective and viewed as an individual case. All cases will be handled by either our complaints department or our HR department.

5.3.1 De-registration from OneCall24

OneCall24 reserves the right to have a candidate removed from our Register in the following circumstances:

- If a candidate has behaved in an unprofessional manner, OneCall24 reserves the right to remove you from all assignments and to not book any further assignments until the issue is resolved.
- In the event that the candidate's professional body (NMC/GMC) alerts OneCall24 of any investigations, cautions, suspensions or lapses.
- If a candidate's professional conduct or performance has become substandard to OneCall24's expectations.

5.4 Agency Worker Grievance Policy

In the event that during your engagement with OneCall24 you feel that our service has been substandard or you have a grievance with a OneCall24 employee, we invite you to write to our HR department, where the grievance will be logged and handled. This can be done in the following ways:

Email: complaints@onecall24.co.uk

Post: HR Department, OneCall24, 254 Edgware Road, London, W2 1DS

5.5 Complaints

We have a dedicated department within OneCall24 who are trained in complaints handling. In the event of a complaint or an incident being raised against you, the complaints department will assist and support you throughout the process.

The complaints department is run by our clinical nurse manager, who will be involved with all clinical complaints. The objective of the complaints department is to assist, support and act as a professional liaison between the agency and the end client.

You will be expected to comply with our complaints policy and assist and respond with the complaints department until final resolution. We would ask that we receive a response within 48 hours of any correspondence. Failure to comply with this may result in your work with the agency being temporarily stopped.

Both OneCall24 and our clients are duty bound to follow up on complaints until they are deemed resolved, and you are paramount to this process being resolved quickly and effectively. We appreciate your assistance with this.

5.5.1 Complaints Raised Against You

In the event of a complaint or incident raised, you will be shown all relevant and necessary information, which will facilitate you being able to respond accordingly with a reflective statement. The complaints department will assist you with a template should you be struggling with this. All communication will be done via email, letter or telephone and you will be kept up-to date with the progress on any current/open cases.

Please note that in some cases, and depending on the severity and nature of the complaint, it may be that OneCall24 has to impose an exclusion on you for an individual client, or company-wide until the case has been resolved.

5.5.2 Raising a Complaint Against the Client

In the event that you wish to raise a complaint against one of our clients for an incident that occurred whilst on assignment at this organisation through OneCall24, contact our complaints department in the first instance.

You will be asked to raise your concerns formally on one of our incident report forms. These can be requested via our complaints department. We will then raise the complaint on your behalf and take the necessary steps to resolve the issues.

If at any stage you are unhappy with the outcome of any complaints, whether they be made against you or you raising them about one of our clients, please bring your concerns to one of our Directors:

- Matthew Betteridge
- David Crewe
- Rasul Chatoo

If you raise a concern we will ask the client to investigate. If you decline an assignment because of risks, we will endeavour to find you other work, whilst investigations are being conducted/concluded.

5.5.3 Client Complaints Procedure

OneCall24 requires that you inform us promptly if a complaint has been made against you or your work is unsatisfactory. If a patient complains about you, you must report it straight away to your line manager. Document accurately the details of the matter including time of incident and then sign and date.

All complaints will be dealt with in a timely supportive way, however you may need to be suspended from working during this process. If it is found that there has been a breach in your Code of Conduct, this information may have to be passed on to the relevant body.

6. Terms of Engagement

6.1 Terms of Engagement

Please ensure that you have signed and accepted OneCall24's Terms of Engagement. It is your responsibility to ensure that you have read and understood these in their entirety. You can also download these from our website at any time.

6.2 Uniform and Dress Code

You are required to report for work appropriately dressed and in the OneCall24 uniform provided. You are expected to attend each assignment in a clean uniform.

If you are not in uniform, you must always abide by the dress

code policy of each establishment. In the event of any doubt please contact your consultant for clarification.

The following is deemed unacceptable work attire, due to health and safety regulations:

- Jewellery (including rings, unless a small plain band)
- Have acrylic, false nails (nails must be kept trimmed and short)
- Open toed shoes

Please ensure that you wear comfortable black, flat soled shoes. Please make sure that your hair is tied back neatly as to not cause a safety hazard.

All candidates must attend their assignments wearing an in-date OneCall24 ID Badge (unless the establishment requires you not to).

6.3 Acceptance of Assignments

As a member of the OneCall24 team, you are representing our group at all times and in order for us to maintain the highest possible standards, we ask that you comply with the following:

- Arrive 10 minutes prior to your shift starting.
- Inform the OneCall24 office if you are running late for a shift.
- Wear a clean OneCall24 uniform, in-date ID Badge, and have at least two timesheets.
- Please remain professional at all times, ensuring you are friendly and approachable to both patients/residents and staff of the establishment you are working in.
- If on a new assignment, please ask for an induction. For your own protection and safety you are required to have an induction, so please call the office immediately if one is not given after asking.
- Adhere to the unit policies, e.g. drug policy.
- Maintain open communication with the office if you have any issues.
- Adapt to the requests of the organisation you are working at. E.g. On occasion you will be asked to move wards or departments to assist the client in regulating their staffing levels, please ensure that you accommodate this in a professional and helpful manner.
- You should be working in an environment that you are trained and comfortable in, ensuring that you are working within the parameters of your skills and capabilities.

6.4 Cancellation/Lateness/Non-attendance Policy

OneCall24 understands there may be occasions where you're unable to attend an assignment after accepting the shift, however you do have a duty of care and we ask you notify us at the earliest possible opportunity of non-attendance. Please do not notify the client directly, always contact OneCall24, and we will liaise with the client.

It is your job to ensure that once you accept a shift that you honour it where possible and only cancel in extreme circumstances.

es. OneCall24 operates a three strike policy which can include a fine and if you receive three cancellation warnings you will have an agency block placed on your file and a meeting with the nurse team will be required to review your status before recommencing any work with us. This rule also applies to 'lateness' or 'did not attend'. The three strike policy has been introduced to maintain OneCall24's high standards of service and to protect our candidates, to ensure they have consistent and continued work with our organisation.

Charges apply as follows:

Cancellation of an assignment less than 24 hours notice - £50

Failed to attend shift - £50

Late arrival for shift - £15

Cancellation of an assignment over 24 hours will be discretionally dependent on circumstances.

All of the above are applicable at the discretion of OneCall24 and dependent on correct communication procedures being followed.

6.5 Availability

Keeping in touch with the office is paramount to securing yourself work. We ask all candidates to keep us up-to-date with their availability on a regular basis. You can do this by logging on to our website www.onecall24.co.uk or by communicating with your dedicated consultant on a daily basis via email, WhatsApp, SMS, or by calling in. OneCall24 will call you regularly with work therefore updating your availability is extremely important to maximise the work we can give you.

6.6 Travel

OneCall24 rules state that travel allowances are not paid for general assignments.

There may however be allowances for travel costs to candidates working in the community. When accepting assignments in this environment, please seek clarification on mileage allowances per mile (if applicable) as these can vary from client to client. The mileage rates and criteria for claiming travel allowances are set out clearly on our website as a guide only, to ensure that you get clarification from your consultant at the time of booking. OneCall24 are subject to audits, you should carefully check and record the distance for which you make a claim. If the claims are not recorded correctly, in-line with the client's policies on claiming mileage, OneCall24 reserves the right to retrieve any funds paid, as a result of this. (Examples of this include, not using the correct mileage form or having the timesheet signed off by someone who is not an authorised signatory).

Clinical and Practice

7. Ongoing Compliance

7.1 DBS

OneCall24 requires all staff to complete a DBS, prior to starting work. This will be renewed annually. You will be charged for the annual renewal of your DBS check. We strongly advise that you sign up to the DBS Update Service as this is a more cost effective and time saving method of maintaining your compliance. For more information on the DBS update service, please visit <https://www.gov.uk/dbs-update-service>

We are obligated by the Care Standards Act to ensure we hold a current DBS for you.

7.2 Visas and Right to Work

Alongside this we work very closely with the UK Border Agency, checking your eligibility to work in the UK.

We are required by law to verify the immigration status of all non-EU candidates. If your work status changes you are obliged to inform us immediately.

If you have arrived in the UK within the last six months, you must provide us with a clear police check from the country you have originated from. This needs to be dated within the last three months.

We adhere to the NHS Employment Check Standards.

For further information and documents needed please refer to www.homeoffice.gov.uk/agencies-public-bodies/dbs/

7.3 Occupational Health and Fitness to Work

We will require you to complete a health questionnaire. This is in line with the Department of Health guidelines, and so we can obtain a Fitness to Work Certificate.

It is your responsibility to provide up to date records of the following:

- TB-BCG Scar/Mantoux test with a diameter reading of 6mm and 15 mm, or a grade 2 Heaf test.
- Measles and Rubella-immunity or 2 MMR jabs.
- Hep B- ANTIBODIES blood test with titre levels above 100.
- HIV, HEP C and HEP B Antigen, if you are going to work in a EPP environment. These results must be identified Validated Samples.
- It is your responsibility to inform us if you are unwell at all times, you have sustained an injury or are diagnosed with a condition which may affect your work.
- You must inform us if you are pregnant, so we are able to conduct a pregnancy risk assessment and that care can be taken to offer you suitable assignments. We reserve the right to request a certificate of fitness to practice from your

GP or an Occupational Health service.

7.4 Mandatory Training

It is part of your Code of Conduct to keep updated annually:

- Manual handling
- Life support (BLS, AIS, PILS)
- Immediate Life Support (if applicable)
- Food Hygiene
- Safeguarding Children and Young People (POCA) Level 2
- Safeguarding Children and Young People (POCA) Level 3
- Protection of Vulnerable Adults (POVA)
- Complaints handling
- COSHH
- Fire Safety
- Health & Safety
- RIDDOR/Risk Incident Reporting
- Violence & Aggression
- Information Governance, Data Protection & Caldicott Protocol
- Infection Control (including Clostridium Difficile & MRSA)
- Lone Worker Training
- Equality, Diversity and Human Rights
- Radicalisation Prevention
- Conflict Resolution
- Violence and aggression

It is your responsibility to keep your training record updated and you should always update us after you complete new training, with certificates. We will review these annually, when we do your annual appraisal.

7.5 References

We require two references, one from a current employer. All employment gaps will be verified by OneCall24.

7.6 Appraisals

These will be carried out annually by a trained representative of OneCall24. This will be an opportunity to raise any issues and to appraise your performance and working relationship with our organisation over the previous year.

7.7 Updating Personal Records

It is the candidate's responsibility to keep OneCall24 informed of any changes of your personal records. You can be assured that these personal details will be handled in accordance with the Data Protection Act 1998. These details will not be used for any other purpose without your consent.

7.8 Professional Body Registration (HCPC/NMC/GMC)

We will check your CV for any employment gaps and your professional qualifications. Clinical staff must register with the relevant regulatory body:

- NMC (Nursing Midwifery Council)
- HCPC (Health and Care Professions Council)
- GMC (General Medical Council)

- General Pharmaceutical Council

These are checked regularly and your placement will be stopped if your professional registration has lapsed. You must inform us of any cautions, reprimands or clinical investigations that you are, or have been, subject to.

7.8.1 Non-clinical Staff

Suitable experience with two professional references is required for all Non-clinical candidates.

An IELTS certificate (International English Language Testing System) is needed for those wishing to work here, if you are from the outside the EU.

The HCPC, the GMC and the NMC send monthly fitness to practice circulars, which highlight all practitioners who have been struck off, cautioned or suspended.

8. Criminal Convictions

The NHS policy and the National Contract require agencies who supply temporary staff to obtain a DBS for all staff.

Please inform OneCall24 immediately in writing if during an assignment you are bound over, cautioned, or convicted of a civil or criminal offence.

Our clients may insist we inform them in writing of any criminal convictions prior to you starting work. This will be with your consent.

OneCall24 does not accept any responsibility if your services are declined.

All applicants are exempt from the Rehabilitation of Offenders Act 1974. You are always required to declare convictions and prosecutions, including those that are deemed to be "spent".

9. Health and Safety

The Health and Safety Act of 1974 requires that it is your duty to take care of yourself and other people in the workplace.

Furthermore, the Management of Health and Safety at Work Regulations 1992 requires you to adhere to the following:

- Use all equipment safely
- Follow health and safety instructions
- Assess and report damaged or faulty equipment
- Report anything in writing that you consider a danger

When at work it is both the clients and your responsibility to be aware of fire exits, first aid contact, and their own particular Health and Safety procedures.

This is part of the Code of Conduct i.e. never knowingly cause harm.

10. Training and Professional Development

After your application is complete you will be required to undertake an induction training programme. This will be repeated annually and will include the following:

- Basic Life Support that is compliant with the Resuscitation Council both adult and paediatric
- Manual Handling
- Lone worker training
- The Caldicott protocols
- Fire Safety
- Equality and Diversity
- Conflict Resolution
- Health and Safety including COSHH and RIDDOR
- Infection control
- Complaints handling
- Safeguarding vulnerable adults and children. Level 2 + Level 3
- Confidentiality
- Consent - As healthcare professionals we cannot do anything without consent.
- Legislation
- Food safety
- Epilepsy and, if you work within the mental health field - Control and restraint.
- Midwives need resuscitation of neonates
- Interpretation of Cardiocograph traces.

When you arrive at your placement, it is your duty to receive an adequate induction no matter how busy they are, this should include the following:

- Fire exits and extinguishers
- Safety protocols
- Emergency equipment
- Emergency phone number
- Manual Handling procedures and where equipment is stored

As a registered professional, it is part of The Code of Conduct to keep your practice up-to-date.

Again, this can be discussed at your annual appraisal.

11. Fitness to Practice

11.1 Infection Control

Infection Control, including MRSA and C dif, are both hospital acquired infections. Therefore, please follow the below:

- Wash hands before and after patient contact.
- Wear gloves, aprons and masks
- Uniforms should be short sleeved so nothing below the elbow except for a plain wedding band is allowed
- Dispose of items in the correct coloured bins
- Cover up any cuts or breaks in the skin

11.2 Adhere to the hospitals infection control policy

11.3 HIV/Aids

The HSC1998/226 "Guidance on the Management of HIV infected health care workers and Patient Notification" must be adhered to. If you think you have been exposed to HIV in any way you must go straight to A & E or your nearest sexual health clinic.

OneCall24 must be informed immediately. You will be treated with respect, confidentially and support.

11.4 RIDDOR

The Health and Safety Regulations 1992 require you legally to report all incidents, accidents and near misses. It is the employer's duty to perform risk assessments on work activities. You have a duty to report any risk or injury to yourself, patients and other staff, to the person in charge initially, then duly document, sign and submit to you consultant.

12. Whistle Blowing Policy

Following the introduction of the Public Disclosures Act 1998, all workers have legal protection from any type of victimisation, retribution or detriment following a public disclosure of serious allegations or malpractice.

OneCall24 encourages openness and will offer support to all its candidates where the disclosure is seen to be in good faith and genuine. These may include the following:

- A person is failing or failed to comply with 'the Code of Conduct'
- A criminal offence has been committed
- The health and safety of any individual has been compromised
- A miscarriage of justice has occurred
- The environment is unsafe
- Information tampered with or attempted to be covered up

These issues must be brought to the attention of OneCall24, where they will be investigated, if necessary, and treated with respect and confidentially. If a disclosure is unfounded and disruptive, disciplinary measures may follow, possibly leading to dismissal.;

13. Fraud

2006 saw the introduction of the Fraud Act which includes:

- False representation
- Failure to disclose information
- Abuse of power

If fraud is suspected then it must be reported to the Local Counter Fraud Specialist, the NHS FRAUD and corruption reporting Line - 0800 028 4060 or 0800 015 1628 (Scotland).

It is also necessary to report it to your governing body i.e. NMC/GMC.

NHS FRAUD includes the following:

- Payroll fraud
- Requisition and ordering fraud
- Overseas patients fraud

If you have any suspicion of fraud, always inform OneCall24 immediately.

14. Safeguarding Vulnerable Adults and Children/Adolescence

All candidates will attend training annually.

It is essential to understand the following:

- What is child abuse?
- How to recognise the signs of abuse.
- Have an understanding of the different forms abuse can take:
 - A. Physical
 - B. Mental, emotional
 - C. Sexual
 - D. Neglectful
 - E. Financial

It is essential you understand how to raise concerns. Never be fearful, it is your duty and even if found to be wrong, if reported in good faith you have adhered to your Code of Conduct.

In the first instance inform your line manager, who will refer the case to Assess Point so a social worker will be informed. Failing this inform the police.

Always inform OneCall24, who will be supportive and offer you further guidance.

15. Accident and Incident Reporting

If an incident or accident occurs it needs to be reported verbally and written, firstly in the client's accident book, followed by an incident report to your consultant.

This must be written in black ink, be legible and signed by yourself using your full name, then your initials and status i.e. RN.

This must be done as soon as possible after the incident has occurred.

16. Medication Policy

Primary legislation regarding administering of drugs is included in the Medicines Act 1968 and the Misuse of Drugs Act 1971. Hospitals and Nursing Homes may have their own policies in place. It is your responsibility to make yourself aware of these.

OneCall24 expects you to administer medication as guided by your professional body.

You must always check the prescription has the following details:

- Patients name
- DOB
- Any known allergies
- Dose
- Medication name
- Route
- Date and administration times

You must keep updated about the patient's condition and any contraindications.

Always check the patient's identity using the wrist band.

If the medicine is not available this needs to be coded on the drug chart.

All medicines given must be signed for.

Consent is required to give any medication, if refused, this must be coded and signed and the Doctor informed.

Select the drug and expiry date. Remain with the patient whilst he/she is taking it.

17. Administration of Controlled Drugs

Controlled Drugs - Hospitals may have different policies. Always check.

- The drug chart must be checked, named stock counted, required dose removed and remainder replaced in CD cupboard. This must be recorded and signed for in the CD book - Name, date, time and dose.
- Lock the CD cupboard.
- You must administer this immediately.
- Sign the drug chart once given.
- If you need to destroy the CD this must be witnessed and signed by you and the nurse in charge.
- You are obliged to report to the nurse in charge and document if there are any problems.
- Healthcare assistants must not administer medication, but can assist the patient with this.
- All medication must be signed for.

Drug Errors:

- If you make a drug error you must inform the nurse in charge, the doctor and the patient.
- The seriousness of the error will depend on outcome of observations.
- Incident reporting is a duty under your professional body.
- Clearly written and signed.
- You must apologise to the patient.

Verbal Orders:

- Each hospital will have a policy on this. Do not expect a verbal order until you are sure of this.
- Never take a verbal order for a controlled drug.
- If you do take a verbal order, make sure it is witnessed and prescribed ASAP.

- Document this in the patient's notes.

18. Patient Confidentiality and Data Protection Act

- It is essential to maintain patient confidentiality at all times.
- No information should be disclosed without consent, except that shared by the multidisciplinary team caring for that person.
- It is a patient's right to disclose to family and friends, not the health care professional.
- Breaking confidentiality is a serious event. Your governing body would be informed.
- Disciplinary actions may follow.
- Never discuss patients outside of the working environment.
- The Caldicott review was instigated due to the advancement of technology with its ability to have copious amounts of information, quickly accessed about all patients.
- Caldicott revised protocols and made recommendations to protect patient's confidentiality.

All health care professionals must be aware and trained in the following:

- Data Protection Act
- NHS Code of Confidentiality
- The Caldicott Principles
- Freedom of Information Act
- Records Management
- Information Security

You are required to familiarise yourself with each organisations individual policies.

19. Equal Opportunity and Diversity

All candidates will be treated equally. Any discrimination will be taken seriously.

You have the right not to be discriminated against on the basis of:

- Disability
- Nationality
- Gender
- Sexual orientation
- Marital status
- Ethnic Origin
- Religion or beliefs

Nor must you discriminate against others on any of these grounds. If you feel you have been discriminated against please contact our complaints department.

20. Record Keeping

It is part of your Code of Conduct to keep clear, accurate timely records. They must be legible and factual. Always written in black ink.

Each record must be signed with your printed name, signature and title i.e. RN.

If errors are written they must be scored through with a single line so they are still legible. Again signed as above.

This is a requirement of all professional bodies. It allows for re-inforced communication, thus leading to better, consistent care.

21. Violence and Aggression

It is possible to come across violence and aggression in any environment you may be working in. If you encounter any of the following:

- Threats with an offensive or non-offensive weapon.
- Aggravated assault requiring medical attention.
- Minor assaults which require first aid.
- Threatening behaviour including verbal abuse or potential physical injury.
- Assault resulting in serious injury or death.

You must report this to your Consultant immediately and to the person in charge. An incident form must be completed ASAP both at work and at OneCall24.

No violent, abusive, or threatening behaviour will be tolerated. Always check with each organisations policies covering Violence and Aggression.

Under the Health and Safety Act 1974 all candidates are obliged to take steps to protect their own health, safety and general welfare, alongside that of their colleagues and patients.

22. Lone Workers Information

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

A Lone Worker is defined as someone who works unsupervised. Those who work alone like Community / District Nurses and domiciliary homecare workers, and those who work outside normal working hours like cleaners, porters and security all fall under this category.

Risk assessments must be undertaken by the clients to ensure any risk is minimised, as necessary.

The risk assessment should cover simply whether a specific task is safe for one person.

It is essential that you contact your Consultant immediately if you feel at risk, to enable further assessments to be done.

23. Useful Contacts

Nursing Midwifery Council (NMC)

23 Portland Place, London W1B 1PZ

0207 333 9333

www.nmc.org

Health and Care Professions Council (HCPC)

Park House, 184 Kennington Park Rd, London SE11 4BU

0845 300 4472

www.HCPC-uk.co.uk

General Medical Council (GMC)

3 Hardman St, Manchester M3 3AW

0161 923 6602

www.gmc-uk.org

General Pharmaceutical Council

129 Lambeth High St, London, SE1 7BT

020 3365 3400

www.pharmacyregulation.org

General Dental Council

37 Wimpole St, London, W1G 8DQ

0845 222 4141

www.gdc-uk.org

Department of Health occupational health guidance, including the Green Book

www.nhshealthatwork.co.uk

UK Border Agency

www.gov.uk/government/organisations/uk-visas-and-immigration

Disclosure and Barring Service Code of Practice

www.gov.uk/government/organisations/disclosure-barring-service/about

NHS Employers – NHS Employment check standards from NHS Employers

<http://www.nhsemployers.org/your-workforce/recruit/employment-checks>