

**Information to be obtained from a hirer process**

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**Onecall24 Registration and Compliance Process**

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## **1. Recruitment**

OneCall24 Limited (OneCall24) ensures that all relevant information is obtained from the client in order for the most suitable candidate to be identified and placed into the job role. It is also key that the candidate applying for a vacant post is fully aware of the requirements they need to meet, as well as what they can expect from the agency and client.

To promote transparency and compliance with current UK employment legislation, all job advertisements issued by OneCall24 will include the following details:

- Agency name, logo and location
- Job title including Band (where applicable)
- A clear and concise job description
- Expected pay structure, specifying whether PAYE, LTD, or Umbrella applies
- Job location, including the full address and ward/unit details
- Person Specifications, including (but not limited to); Training; Skills; Expertise, Qualifications and other personal qualities
- Any additional job-specific requirements
- Instructions on how to apply
- Application deadlines, including closing dates

All job advertisements will be written in accordance with the Equality Act 2010, ensuring they are free from discrimination based on sex, race, disability, age, religion or belief, sexual orientation, gender reassignment, or any other protected characteristic.

To attract the most qualified candidates, OneCall24 utilises a range of recruitment channels, including:

- The **OneCall24 website**
- **Online job boards** and recruitment platforms
- **Print media**, such as newspapers and magazines
- **Referrals** and professional networks

All advertising will be clear, accurate, and non-misleading, helping to manage candidate expectations effectively.

Candidates must have a minimum of six months' UK-based work experience in their relevant field—whether trained or untrained—to be eligible for recruitment.

Following an initial screening via phone or email, candidates will be sent (or directed to download) an application pack, which includes the application form and a checklist of required documents for a face-to-face interview.

Once the interview is completed and all required documentation (as outlined in the compliance checklist) has been collected, the candidate's file will be submitted to the Compliance Team for review. Any files that do not meet the compliance criteria will be rejected.

## **2. Registration Process**

OneCall24 is committed to providing only the most suitable and qualified temporary staff to its clients. This is achieved through a robust recruitment and vetting process, ensuring that clients receive carefully selected, fully trained, referenced, and competent professionals who meet the standards set by relevant authorities and regulatory bodies.

OneCall24 aims to follow the below objectives:

- Recruit and retain skilled professionals who support the organisation's mission and values.
- Ensure consistent, fair, and effective recruitment practices through clear procedural guidelines.
- Promote equality of opportunity for all candidates and temporary workers, ensuring no individual is treated less favourably on the basis of protected characteristics under the Equality Act 2010.

The above guarantee starts as soon as initial contact is made by/with the temporary worker and throughout the whole recruitment, registration, and placement process.

Only candidates who pass the initial pre-screening stage are invited to a face-to-face interview with both a recruitment consultant and a OneCall24 clinician. All interviewers are trained, experienced and competent personnel. This alone ensures that the candidate is asked the necessary and relevant questions in line with their job aspects and aspirations, but also, with suitably trained staff completing the face-to-face interviews. During the interview, the following are assessed:

- Identity verification
- English language proficiency (written and spoken)
- Expertise, skills, and competency

When a candidate is invited to the face-to-face interview, they are sent the registration pack via email, but also a list of documentation that they will need to bring with them. This includes (but not limited to):

- 2 x Recent Clear Photograph of the worker
- Proof of Identity

- Proof of Eligibility
- Proof of Professional Registration
- Proof of Professional Qualification(s)
- Full Employment History
- Referee details from their 2 most recent employers
- Training Certificates
- IELTS
- DBS
- Overseas Police Check
- Blood and Immunisation Report
- Professional Indemnity Insurance Documentation
- Mandatory Training

All documents must be originals. Photocopies or digital scans will not be accepted unless certified. Face to face interviews are conducted by a more senior person to the candidate, with relevant checks carried on the interviewer to confirm their suitability. A detailed interview form is completed, which includes:

- Interview location and date
- Interviewer's name, PIN (if applicable), and signature
- Candidate's name and signature
- Record of interview questions and candidate responses

All workers will have their written and oral English understanding graded, as well a medical mathematics understanding. A scoring system has been implemented based on their written and verbal fluency where the worker is rated by the interviewer, recorded, and kept in the worker file.

All items provided by the candidate must be original items, otherwise – they will not be accepted by OneCall24. A fully completed application form will also be required before the registration process can be completed. A detailed and thorough application form is used by OneCall24 which requires the candidate(s) to provide the following information:

- Full name(s) and date of birth
- Address and contact details
- National Insurance number
- Next of kin details
- Education and qualifications
- Employment history
- Referee details and consent

- Training and professional development
- Professional registration details (e.g. PIN)
- Driving licence and endorsements (if applicable)
- Insurance details
- Work preferences
- Immunisation and health information
- Declarations under the Rehabilitation of Offenders Act
- Compliance with the Asylum and Immigration Act

Once all documentation and assessments are complete, the candidate's file is submitted to the Compliance Team for review. Files that do not meet compliance standards will be rejected.

### **3. Verification of Qualifications**

As part of the registration process—and prior to the deployment of any temporary worker—OneCall24 ensures that all relevant professional qualifications are thoroughly verified in accordance with national employment standards and regulatory requirements.

Candidates are required to declare all professional qualifications on the OneCall24 application form. They must provide original qualification certificates as evidence. These documents are verified in person by a trained member of staff, who will:

- Take a copy of the original certificate
- Mark the copy with the phrase “Original Seen”
- Include the date of verification
- Add their legible signature

The verified copies are securely retained in the candidate's personnel file.

If a qualification certificate is presented in a language other than English, OneCall24 will ensure it is translated by a certified professional translation service. Both the original certificate and the translated version will be verified as “Original Seen” and retained in the worker's file.

If the name on a qualification certificate differs from the name on the candidate's identification or right-to-work documents, OneCall24 will require evidence of a legal name change. Acceptable documents include:

- Marriage certificate
- Divorce decree
- Deed poll
- Other official legal documentation

These documents must also be originals, verified in person, and retained as certified copies in the candidate's file.

All qualifications listed on the application form will be cross-checked against the physical certificates and any other vetting documentation. If there are any concerns or inconsistencies, OneCall24 will contact the issuing educational or professional body to confirm the authenticity and accuracy of the qualification.

This process ensures that all temporary workers deployed by OneCall24 are appropriately qualified, competent, and compliant with the standards required by the relevant authorities and regulatory bodies

#### **4. Verification of Registration with Professional and Regulatory Bodies**

As part of the recruitment and ongoing compliance process, all agency workers must provide evidence of current and valid registration with their relevant professional or regulatory body.

During the registration process, candidates are required to declare whether they are currently, or have previously been, under investigation by their professional body. If so, full details must be disclosed at this stage.

At the point of recruitment, candidates must present original documentation, such as a Certificate of Registration or Statement of Entry. Only original documents will be accepted. These are:

- Scanned by OneCall24
- Marked with "Original Seen"
- Dated and signed by the verifying staff member

Verified copies are securely retained in the worker's file. All information is cross-referenced with other recruitment documentation to identify any discrepancies. Any inconsistencies will be addressed with the candidate, and appropriate action will be taken.

Where applicable, OneCall24 may also request and retain evidence of annual correspondence from the professional body to confirm ongoing registration.

In addition to reviewing original documents, OneCall24 will conduct PIN checks (or equivalent registration verification) to confirm:

- The candidate is actively registered
- There are no restrictions or conditions on their registration
- There are no ongoing investigations that may affect their fitness to practise

These checks are carried out:

- At the point of registration
- Within 24–48 hours prior to the start of any assignment
- Every four weeks for workers on long-term placements

All checks are documented and retained in the worker's compliance file.

If a web-based check returns any concerning information, OneCall24 will obtain full clarification from the candidate before deployment. Where necessary, the agency will contact the relevant professional body for further guidance and will not place the candidate until all concerns are resolved.

During the initial recruitment process, candidates are informed of their ongoing obligation to notify OneCall24 of any changes to their professional registration status. This requirement is acknowledged and agreed to by signing the Agency Worker Handbook.

## **5. References**

OneCall24 is committed to ensuring that all workers placed within client organisations are thoroughly vetted. This includes obtaining verified references that confirm the worker's employment history and professional conduct, in full compliance with the NHS Employment Check Standards (see <https://www.nhsemployers.org/publications/employment-history-and-reference-checks-standard>).

As part of the registration process, candidates must provide referee details. In line with NHS guidance:

- References must cover a minimum of three years of employment history.
- References should be obtained from two separate employers, where possible.
- At least one reference must be from the candidate's current or most recent role, assignment, or engagement of two weeks or more.
- If the candidate has been with a single employer for three years or more, one reference may be sufficient, unless otherwise agreed in writing with the client.

Each worker will be required to supply full referee details, including (but not limited to):

- Full name of referee
- Job title and band
- Organisation name and address
- Contact number
- Professional email address
- Dates of employment (in MM/YYYY format)

Candidates must also provide written consent for OneCall24 to contact referees. Without this consent, references cannot be obtained, and the registration process cannot proceed.

References are requested using a standardised reference template at the point of registration.

Only written references are accepted, and they must be fully completed and verified through one or more of the following:

- Business or company email address
- Company stamp and referee signature
- Signed and dated compliment slip
- Business card
- Fax header

To expedite the process, OneCall24 may conduct a telephone reference, completing the form during the call. The completed form is then sent to the referee for written confirmation and verification.

References must contain the following criteria:

- Be updated annually from the date of recruitment and from the two (2) most recent employment / Assignments held
- Contain details of the work undertaken during those engagements
- Be obtained from the Supervising Consultant (ideally a permanent staff member) In the case of either Consultants or Associate Specialists; references must be obtained from the Clinical Director or Head of Department at the most recent substantive or long-term placement of four weeks or more in duration. In the case of recently graduated Drs, the Clinical Dean is the most suitable person to be contacted for a reference
- Be relevant to the type of work either previously carried out or to be carried out by the potential Agency worker
- Comment on the work undertaken by the potential Agency worker and experience, integrity, professional competence, personal qualities and track record during the period of employment

If a reference is returned without sufficient verification, the referee will be chased to provide the required information as detailed above.

If a reference is returned incomplete, the referee will once again be contacted in order for the reference to be completed in full.

If an unsatisfactory reference is provided, or inconsistencies are identified (i.e. dates of employment), OneCall24 will contact the referee via telephone to discuss the concerns highlighted.

Once discussed, further clarification will be sought. Alternatively, OneCall24 will look to obtain further employment references from the workers previous work history.

Should it be determined that the worker is unsuitable to be placed by OneCall24 due to unsatisfactory references, the worker will be notified that they have failed the registration process. References that are addressed 'To Whom it May Concern' are not automatically accepted. If the reference has been received as a response to a reference request made directly by OneCall24 (and evidence of this held on file), then the reference can be used as part of the workers registration with OneCall24. However, if the reference has not been supplied to OneCall24 based on a reference request or is not addressed to OneCall24, further clarification will be sought from the referee that the information provided is true and correct. Evidence of this verification will be obtained in written format, meeting the verification standards as detailed above.

A fully completed, signed, and dated application form is required, detailing the candidate's employment history. A CV must also be submitted, showing a complete employment and education history with no unexplained gaps. This must be updated at least annually.

All reference information is cross-checked against the candidate's CV and application form. Any discrepancies are investigated with both the candidate and the referee, and all amendments are documented with a clear audit trail.

OneCall24 ensures that all reference checks are conducted in accordance with the Equality Act 2010, and no information regarding sickness or absence is requested or recorded.

## **6. Overseas Police Check**

Where recruiting individuals who have spent time overseas, employers should consider whether an overseas police check may be required. This applies where applicants declare they have spent a significant period overseas within the last five years. We would suggest that a significant period should be considered as any period of six months or more (whether continuously or in total) within the last five years. We also undertake checks whereby the agency worker has entered the UK or become resident within the UK for less than six (6) months prior to recruitment.

OneCall24 will obtain only original documentation relating to the worker's Overseas Police Check, signing and dating the item to that effect and retaining it in the worker's file.

Where the Overseas Police Check is not supplied within the English language, OneCall24 will ensure the document is sufficiently translated by a professional translation company.

OneCall24 will allow candidates to submit an application, before providing them with an Overseas Police Check (where applicable). This will enable OneCall24 to begin processing the application sooner; however, no decision will be made on the worker's application until a satisfactory Overseas Police Check has been received from the worker.

OneCall24 will ensure that all Overseas Police Checks are:

- Less than 3 months old at the point of recruitment
- Verified with originator
- Obtained in conjunction with an Enhanced DBS.

Regardless of the work history presented to OneCall24, or the information supplied on the agency worker's application form, OneCall24 will ensure that an Enhanced DBS check is obtained for each worker prior to their deployment within the provision of the services.

If an unsatisfactory response is received for the Overseas Police Check, OneCall24 will refer to their 'traffic light' system to confirm whether the information supplied needs to be notified to the authority. (Please refer to traffic light system for further clarification on this).

If information is present on an Overseas Police Check, OneCall24 will ensure that the worker has correctly completed the registration form, and furthermore – supplied a full statement detailing the circumstances leading up to the information provided on the Overseas Police Check.

## **7. Identity**

Needing to establish a worker's identity is a critical part of the recruitment process at OneCall24.

Identity must be established prior to the worker being deployed in the provision of the services.

In line with current (2025) NHS standards, OneCall24 will look to establish a worker's identity using the following combination of documentation:

- Two forms of photographic personal identification and one document confirming their address; or,
- One form of photographic personal identification and two documents confirming their address.

### **Below is a list of acceptable photographic ID documents:**

1. Full, signed UK (Channel Islands, Isle of Man or Irish) passport or EU/other nationalities passport\*
2. UK full or provisional photocard driving licence. (If issued by the DVLA you are not required to see the paper counterpart. Licences issued in Northern Ireland by the DVA must be presented with the paper counterpart)\*\*
3. Other nationalities photocard driving licence (valid up to 12 months from the date when the individual entered the UK. The person checking the document must be able to assure themselves that the licence is bona fide)
4. HM Armed Forces Identity card (UK)

5. Identity cards carrying the PASS (Proof of Age Standards Scheme) accreditation logo (issued in the UK, Channel Islands and Isle of Man only). Organisation identity cards are not acceptable as they do not contain watermarks, holograms or other security markings.
6. EEA/EU Government issued identity cards that comply with Council Regulation (EC) No2252/2004, containing a biometric.
7. eVisa (accessed online via Home Office view and prove service) that displays an individual's name, date of birth and photograph\*\*\*

*\* The Home Office is no longer issuing biometric residence permits (BRPs) but for individuals with a valid immigration status, expired BRPs can be accepted as photo identification up to 18 months beyond their expiry date.*

*\*\* If presented with a UK photocard driving licence and it is relevant to the position you are recruiting to, employers may access information about any entitlements and/or endorsements by carrying out an online check using the DVLA's share driving licence service which can be found on the gov.uk website. Permission must be sought from licence holder to access this information as they will need to go onto their account to generate a temporary code, this can then be shared with their prospective employer and used to carry out the online check. The check code is valid for up to 21 days.*

*\*\*\* An eVisa is acceptable evidence of photo identity under section 7 of the Identity Documents Act 2010. To check identity using an eVisa the individual must provide the employer with a share code using the Home Office 'view and prove your immigration status: get a share code' service (also known as 'view and prove' service). For identity checking purposes the individual must select to generate a share code under the category 'to prove your immigration status for anything else'. The employer can then use the individual's share code and their date of birth to verify their identity by using the 'check someone's immigration status: use their share code' service. The individual's status screen will show a photograph of the eVisa holder, their name, and date of birth. Employers can record the check as a PDF or screen print.*

*Please note, when you are checking an eVisa to confirm a individual's right to work this must be done separately to the identity check. The person will need to generate a different type of share code in order that you are provided with the correct information to obtain a statutory excuse.*

Any other document that is not listed above (e.g. organisational ID card) will not be accepted.

**Below is a list of acceptable proofs of addresses used in combination to prove a worker's identity:**

- Utility bill or letter from the service provider confirming the pre-payment terms of services at a fixed address (for example, gas, water, electricity or landline telephone). More than one than one utility bill can be accepted if they are from two different suppliers. Utility bills in joint names are also acceptable (UK)\*
- Local authority tax statement. For example, a council tax statement (UK and Channel Islands)\*\*
- UK full or provisional photo-card driving licence, if not already presented as a form of personal photographic identity.
- Full old-style paper driving licences (that were issued before the photocard was introduced in 1998 and where they remain current and in date). Old-style paper provisional driving licences should not be accepted.
- HM Revenue & Customs tax notification (HMRC) tax notification such as, an assessment, statement of account, or notice of coding\*\*

- A financial statement such as bank, building society, credit card statement, pension or endowment statement\*
- Bank or building society statement from countries outside of the UK. Branch must be located in the country in which the applicant lives and works.\*
- Credit union statement (UK)\*
- Mortgage statement from a recognised lender\*\*
- Local council rent card or tenancy agreement.\*
- Evidence of entitlement to Department for Work and Pensions benefits, such as child allowance, pension etc. (UK)\*\*

*\*All documents must be dated within the last six months, unless there is good reason for it not to be, for example where there is clear evidence that the individual was not living in the UK for three months or more. These documents must contain the name and address of the applicant.*

*\*\* All documents must be dated within the last 12 months.*

*Not denoted means that the document can be more than 12 months old.*

Items such a Full UK Birth Certificate and proof of National Insurance do not provide sufficient evidence of identity. Therefore, this will not be requested to establish identity by OneCall24.

Where a candidate is genuinely unable to provide suitable photographic ID, OneCall24 will ensure that a separate combination of documents is obtained. This will be:

- 2 x Acceptable proof of address and 2 x Acceptable Non-Photographic Identity and a Passport Sized Photo (including endorsement and statement from a person of standing.

In line with the NHS Employment Checks Standards, OneCall24 ensure that only the following Non-Photographic Identity is accepted:

- Full birth certificate (UK and Channel Islands) issued after the date of birth by the General Register Office or other relevant authority, for example registrars
- Full birth certificate issued by UK authorities overseas, such as embassies, high commissions and HM Forces
- UK full old-style paper driving licence – old-style provisional driving licences are not acceptable
- Work permit/residency permit (UK) valid up to the expiry date
- Adoption certificate (UK and Channel Islands) 6. Marriage or civil partnership certificate (UK and Channel Islands)
- Divorce, dissolution or annulment papers (UK and Channel Islands) 8. Gender recognition certificate
- Deed poll certificate

- Firearms certificate/licence (UK, Channel Islands and Isle of Man)
- Police registration document
- Certificate of employment in the HM Forces (UK)
- Benefit statement, book or card or original notification letter from the Department of Work and Pensions (DWP) confirming the legal right to benefit for example, child allowance, Pension\*\*
- A document from a local/central government authority or local authority giving entitlement such as Employment Services, Job Centre, Social Security Services (UK and Channel Islands)\*
- Most recent tax notification from HM Revenue and Customs (i.e. tax assessment, statement of account, notice of coding, P45 or P60 (UK and Channel Islands)).\*\*

*\*All documents must be dated within the last six months, unless there is good reason for it not to be, for example where there is clear evidence that the individual was not living in the UK for three months or more. These documents must contain the name and address of the applicant.*

*\*\* All documents must be dated within the last 12 months.*

*Not denoted means that the document can be more than 12 months old.*

Where the worker provides documentation which shows different names, OneCall24 will look to obtain sufficient proof of name change, in the form of either: marriage certificate; divorce certificate; change of name deed poll or any other legal document which can sufficiently prove a change in the worker's name. Proof of name change documents must be original seen, with verified copies retained in the worker's file.

When acquiring photographic ID from the worker, OneCall24 will ensure that a comparison is made between the pictures within the document, and also check the date of birth to ensure it is consistent with the person who has supplied the document.

Should any concerns arise over the authenticity of a worker's Identity document, OneCall24 will look to seek advice and guidance from a number of external bodies, including (but not limited too): The Home Office, Prado and Neuvén Solutions.

All documentation obtained in order to establish a worker's Identity must be original documentation, signed and dated to that effect. All documents will be retained within the agency worker's file.

OneCall24 will ensure that at all times, ID and RTW documentation is verified with the use of an ID Verification scanner. This will meet with good industry practice and the standards set by the Framework Agreement and any current (and future) legislations and regulations. Furthermore, all documentation will be saved in line with WORM principles.

## **8. Right to Work**

All employers in the UK have a responsibility to prevent illegal working. We do this by conducting simple right to work checks before employing someone, to make sure the individual is not disqualified from carrying out the work in question by reason of their immigration status. This guidance provides information on how and when we conduct a right to work check. A right to work check determines whether an applicant has the legal right and permission to work in the UK. The Immigration, Asylum and Nationality Act 2006 (amended by the Immigration Act 2016) provides employers with a statutory excuse against a civil penalty where they can clearly demonstrate that they have carried out all the necessary checks to mitigate any risks of employing illegal workers.

By conducting the checks as set out in this guide and the code of practice, we will have a statutory excuse against liability for a civil penalty if we are found to have employed someone who is prevented from carrying out the work in question by reason of their immigration status.

One Call 24 Limited (OneCall24) conduct a right to work check before we employ a person to ensure they are legally allowed to do the work in question. If an individual's right to work is time-limited, OneCall24 will conduct a follow-up check shortly before it is due to come to an end.

There are three types of right to work checks:

- a manual right to work check
- an online Home Office right to work check (non-British and non-Irish citizens)
- a right to work check using Identity Document Validation Technology (IDVT) via the services of a digital provider (British and Irish citizens with a valid passport or Irish passport card only). These providers will often be referred to as a Digital Verification Service (DVS).

Conducting any of the above checks as set out in this guidance and in the code of practice will provide OneCall24 with a statutory excuse.

Establishing that the worker has sufficient right to work will be completed as part of the registration process and prior to the deployment of the worker into the provision of the services. OneCall24 does not make any assumptions about an individual's right to work on the grounds of colour, race, nationality, ethnic or national origins, accent, or the length of time they have been resident in the UK.

### **Online Home Office Checks**

As part of its recruitment and compliance process, OneCall24 requires all non-British and non-Irish nationals seeking employment to confirm their right to work in the UK via the Home Office online

checking service. This digital service applies to individuals who hold an eVisa, including those under the EU Settlement Scheme and points-based immigration routes.

OneCall24 recognises that most physical immigration documents have now been phased out and replaced with eVisas, which serve as a digital record of immigration status. To support the transition, individuals with valid immigration status may still use their expired Biometric Residence Permit (BRP) to generate a share code through the Home Office online service. This share code can be used to verify their right to work for a limited transitional period. OneCall24 encourages all individuals to register for a UKVI account to enable ongoing access to their eVisa.

#### Step 1: Use the Home Office online service

Individuals must provide OneCall24 with a share code using the Home Office "View and Prove Your Immigration Status" service. For right to work verification, the individual must select the option to generate a share code under the category: "Prove my right to work." The individual may provide the share code to us directly, or they may choose to send this to us via the service. If they choose to send it via the service, we will receive an email from [right.to.work.service@notifications.service.gov.uk](mailto:right.to.work.service@notifications.service.gov.uk).

To check the person's right to work details, we will need to:

- Access the service 'View a job applicant's right to work details' via GOV.UK
- Enter the 'share code' provided to us by the individual
- Enter their date of birth

It is not sufficient to simply view the details provided to the individual on the migrant part of the service; doing so will not provide us with a statutory excuse.

#### Step 2: Check

We must check that the photograph on the online right to work check is of the individual presenting themselves for work (i.e. the information provided by the check relates to the individual and they are not an imposter). We must only employ the person, or continue to employ an existing employee, if the online check and follow-up check confirms they have the right to work and are not subject to a condition preventing them from doing the work in question.

If the online right to work check does not confirm that the individual has the right to work in the UK and do the work in question, we will not have established a statutory excuse from this check if we proceed to employ them. If we know or have reasonable cause to believe that they do not have the right to work, and employ them anyway, we risk being found guilty of a criminal offence.

If we employ someone based on the online check, but it is reasonably apparent from the photograph that the individual working is not the individual to whom the information provided in the check relates, we may face a civil penalty in the event of illegal working.

hours they can work and the date that their permission to enter or stay expires.

### Step 3: Retain evidence of the online check

OneCall24 retains a record of each right to work check—either as a PDF download or screen print—in line with the OneCall24 Ltd Data Retention Schedule and applicable data protection legislation. After this retention period, the file will be securely and permanently destroyed in accordance with data protection requirements.

We must retain evidence of the online right to work check. For online checks, this should be the 'profile' page confirming the individual's right to work. This is the page that includes the individual's photo and date on which the check was conducted. We will have the option of printing the profile or saving it as a PDF or HTML file. We should store this securely (electronically or in hardcopy) for the duration of employment and for two years afterwards. The file must then be securely destroyed. Should illegal working be identified, we will need to be able to evidence that we have conducted a right to work check in order to have a statutory excuse and avoid a civil penalty.

Where an individual has limited leave to remain, as evidenced by an expiry date, OneCall24 will conduct a follow-up right to work check before the expiry to ensure continued compliance.

### **Using an Identity Service Provider (IDSP)**

OneCall24 utilises TrustID as its approved Identity Service Provider (IDSP) to carry out digital right to work checks for British and Irish nationals holding a valid passport or Irish passport card. This process is conducted using Identity Document Validation Technology (IDVT), in accordance with legislation effective from 6 April 2022. This digital solution allows OneCall24 to verify the right to work without requiring physical documents, enhancing both efficiency and compliance.

IDSPs can carry out digital identity verification to a range of standards or levels of confidence. The Home Office recommends that employers only accept checks via an IDSP that satisfy a minimum of a Medium Level of Confidence. OneCall24, using TrustID, meets this requirement and can be found on the list of certified providers on GOV.UK: Digital identity certification for right to work, right to rent and criminal record checks.

Even when using IDVT via TrustID, OneCall24 remains responsible for verifying that:

- The photograph and biographic details (e.g. date of birth) on the IDVT output are consistent with the individual presenting themselves for work;
- The photographic image provided is a true likeness of the individual.

This confirmation is carried out in person by an authorised member of staff at the point of registration.

A clear copy of the IDVT identity check output is retained securely for the duration of the individual's employment and for two years after employment ends, in line with statutory requirements. If identity and eligibility are not verified in the prescribed manner, and the individual is later found to be working illegally due to their immigration status, OneCall24 will not have a statutory excuse and remains liable for any civil penalty.

In circumstances where a digital check cannot be completed—such as when a candidate holds an expired British or Irish passport—OneCall24 will conduct a manual document check to obtain a valid statutory excuse.

All staff involved in right to work and identity verification procedures are provided with appropriate training to ensure they understand how to use TrustID, what information must be obtained and retained, and how to meet all associated compliance obligations. This includes understanding the scope and limitations of digital checks, how to interpret output reports, and ensuring all legal and procedural responsibilities are fully met.

### **Conducting a manual check**

There are three steps to conducting a manual document-based right to work check. We need to complete all three steps before employment commences to ensure we have conducted a check in the prescribed manner, in order to establish a statutory excuse.

- **Step 1: Obtain:** OneCall24 must obtain original documents from either List A or B of the acceptable documents.
- **Step 2: Check:** OneCall24 must check that the documents are genuine and that the person presenting them is the prospective or existing employee, the rightful holder and allowed to do the type of work we are offering. We must check that:
  - Photographs and dates of birth are consistent across documents and with the person's
  - appearance in order to detect impersonation.
  - Expiry dates for permission to be in the UK have not passed.

- Any work restrictions to determine if they are allowed to do the type of work on offer (for students who have limited permission to work during term-times. We must also obtain, copy and retain details of their academic term and vacation times covering the duration of their period of study in the UK for which they will be employed).
- The documents are genuine, have not been tampered with and belong to the holder
- The reasons for any difference in names across documents can be explained by providing evidence (for example, original marriage certificate, divorce decree absolute, deed poll). These supporting documents must also be photocopied and a copy retained.
- **Step 3: Copy:** OneCall24 must make a clear copy of each document in a format which cannot manually be altered and retain the copy securely: electronically or in hardcopy. We must also retain a secure record of the date on which we made the check. Simply writing a date on the copy document does not, in itself, confirm that this is the actual date when the check was undertaken. If we write a date on the copy document, we must also record that this is the date on which we conducted the check. We must copy and retain copies of:
  - Passports: any page with the document expiry date, the holder's nationality, date of birth, signature, immigration permission, expiry date, biometric details, photograph and any page containing information indicating the holder has an entitlement to enter or remain in the UK (visa or entry stamp) and undertake the work in question (the front cover no longer has to be copied)
  - All other documents: the document in full, including both sides of an Immigration Status Document and an Application Registration Card.
  - All copies of documents taken should be kept securely for the duration of the worker's employment. Right to Work documentation is retained in line with the OneCall24 Ltd Data Retention Schedule and applicable data protection legislation. The copy must then be securely destroyed.

**NB:** All documents obtained for proof of right to work must signed and dated as 'original seen'. This includes the date the document was obtained (dd/mm/yyyy format), the name or a legible signature of the person who has sighted the document, and the 'original seen' wording.

## 9. DBS and Update Service

OneCall24 understands the importance of a current and valid DBS when placing a worker into a clinical setting. As such, a robust process is in place which irradiates the possibility of a candidate being placed into such a setting without the necessary documentation obtained.

OneCall24 will at all times comply with the latest NHS Employment Check Standards (see <https://www.nhsemployers.org/system/files/2022-10/Criminal%20record%20checks%20MAY%202022%20CLEAN%20VERSION%20PUBLISHED.pdf>) and following additional [www.gov.uk/dbs-check-requests-guidance-for-employers](http://www.gov.uk/dbs-check-requests-guidance-for-employers).

At the point of recruitment, candidates are asked to declare any criminal convictions or cautions, whether spent or unspent, in accordance with the Rehabilitation of Offenders Act 1974. If a candidate discloses any convictions or cautions, they will be required to provide a detailed written statement, including:

- Date of conviction or caution
- Offence title/code
- Any fines or penalties issued
- Circumstances surrounding the offence
- Outcomes or sentencing details

This information will be reviewed by the recruitment team and handled with strict confidentiality.

Candidates are also asked whether they hold a current Enhanced DBS certificate. If so, the original certificate must be presented. OneCall24 will:

- Verify the original document in person
- Scan and mark it as “Original Seen”, including the date and verifier’s signature
- Cross-check the certificate against other recruitment documentation, including:
  - Full name (including previous, maiden, or middle names)
  - Date of birth
  - Gender
  - Place of birth
  - Barred list checks (Adults and/or Children)

Any discrepancies will be investigated, and if necessary, a new DBS application will be initiated.

To accept a DBS certificate issued by another organisation, the candidate must have registered with the DBS Update Service within 19 days of the certificate’s issue date. If registered, OneCall24 will:

- Obtain written consent from the candidate
- Use the DBS Update Service to verify the certificate
- Retain a copy of the search result in the candidate’s file

There are four possible outcomes from the Update Service check:

1. This DBS certificate did not reveal any information and remains current as no further information has been identified since its issue.

2. This DBS certificate remains current as no further information has been identified since its issue.
3. This DBS certificate is no longer current. Please apply for a new DBS check to get the most up-to-date information
4. The details entered do not match those held on our system. Please check and try again.

If result '1' is returned, the DBS can be used – evidence of DBS and Update Service Checks will be retained on file.

If result '2' is returned, OneCall24 will ensure that full details are held on file of the nature of the conviction/caution. Depending on the information obtained will affect whether the convictions get escalated to the client (see Traffic Light System). Written client authorisation will be needed based on the information detailed on the DBS Certificate before a candidate can be deployed into the provision of the services. This information will be made readily available to the auditors during any audit undertaken.

If either results '3' or '4' are returned, then the DBS supplied cannot be used as part of the recruitment/placement process.

If a valid DBS is supplied, OneCall24 will complete an Update Service check prior to the assignment start date and every 6 months thereafter.

In the case of a candidate not having a current/Valid DBS, OneCall24 will apply for a new Enhanced disclosure. The applicants are sent the necessary guidance in order to complete the application online and in order to understand what information is required by OneCall24 in order to ID verify their DBS application and complete the application process.

OneCall24 will ensure that a satisfactory returned DBS is in place prior to the assignment start date, with a new DBS applied for annually thereafter (if the worker does not sign up to the update service).

Where information is present, OneCall24 will ensure that full details are obtained from the worker and retained on file in relation to the information observed on the DBS. Based on the information supplied, OneCall24 will refer to the Traffic Light System policy and follow the necessary and correct process.

All workers who obtain a DBS via OneCall24 are encouraged to sign up to the update service. A check will be carried out by OneCall24 within the first 2 weeks of a DBS being issued in order to ascertain as to whether the worker has indeed signed up the update service or not. Prompt will be provided where necessary.

OneCall24 will ensure that <https://www.gov.uk/dbs-update-service> is followed for update and prompts for further information where necessary.

All DBS certificates are retained on a secure online system with access restricted to authorised personnel only.

All candidates will be required to provide consent for the following:

- Consent for OneCall24 to complete a DBS check
- Consent for OneCall24 to retain a copy of the DBS on file
- Consent to do DBS Update Service Checks
- Consent to share their DBS and information for recruitment and auditing purposes

DBS information is detailed on Placement Checklists issued to our clients, to include the following information:

- DBS Disclosure Number
- DBS Name of Employer
- DBS Disclosure Type
- Date DBS issued

## **10. Occupational Health Process**

All temporary staff that are placed into the NHS via OneCall24 will undergo a robust Occupational Health Check to establish whether they hold the sufficient levels of immunity for the job role they are undertaking. Checks are always carried out in line with latest NHS Employment Check Standards (see <https://www.nhsemployers.org/publications/work-health-assessments-standard>).

These checks are carried out to:

- Ensure that temporary workers are physically capable of doing the work proposed, taking into account any current or previous illness
- Identify anyone likely to be at excess risk of developing work-related diseases from hazardous agents present in the workplace
- Ensure, as far as possible, that the temporary worker does not represent a risk to patients and that they will be doing work that is suitable and safe for them.

Occupational Health Checks will be carried out as part of the recruitment process – with the temporary worker made fully aware that any offers of placement made are subject to a satisfactory Fitness to Work Certificate being issued by the Occupational Health provider contracted to undertake the screening of bloods and immunisation reports on behalf of OneCall24. The satisfactory Fitness to Work certificate must be received by OneCall24 prior to the deployment of the temporary worker into the provision of the services.

As part of the registration process, candidates will be required to complete an Occupational Health Questionnaire, as well as providing blood/immunisation reports to further confirm the information

provided on the Occupational Health Questionnaire. Once the Occupational Health Questionnaire and blood/immunisation reports have been obtained – these will be forwarded onto the Occupational Health provider.

Where the Occupational Health provider responds with the need for further information, this will be followed up with the temporary worker in order for them to obtain the necessary information in line with the response received. This may include the need for further blood reports and proof of immunisation. Once the temporary worker has supplied the requested information – this will once again be forwarded onto the Occupational Health Provider. Temporary Fitness to Work certificates may be issued by the Occupational Health provider. Where this occurs – the expiry date will be updated onto the recruitment software to ensure that the temporary worker does not work past this date without a valid Fitness to Work Certificate in place.

Where the Occupational Health provider provide a satisfactory Fitness to Work Certificate but with recommendations/restrictions – OneCall24 will ensure that these are followed. Where necessary, the client will be notified accordingly – as the recommendations may require some adjustments be made for the job role, including (but not limited too);

- Making adjustments to premises
- Altering the temporary worker's working hours
- Allowing absences during working hours for medical treatment
- Providing special equipment or modifying existing equipment
- Providing additional supervision and/or support.

Evidence that the above process has been followed will be held within the temporary worker's file.

Once a satisfactory Fitness to Work certificate has been received from the Occupational Health provider, the temporary worker will be made available for any vacant job roles (applicable to their grade, job title and clearance).

Fitness to Work certificates will be obtained prior to the temporary worker starting their assignment, and annually thereafter (as a maximum). Where an expiry date is evidenced within 12 month – this will be adhered to.

In order for a valid Fitness to Work certificate to be obtained – OneCall24 will need to ascertain the level of clearance required for the job role. This will be either:

- Non EPP (Non Exposure Prone Procedures)
  - Hepatitis B;
  - Measles;

- Mumps;
- Rubella;
- Tuberculosis;
- Varicella;
- EPP (Exposure Prone Procedures)
  - Hepatitis B;
  - Hepatitis C; and
  - HIV

### **EPP**

OneCall24 understand that Exposure prone procedures are those where there is a risk that injury to the worker may result in exposure of the patient's open tissues to the blood of the worker. These procedures include those where the worker's gloved hands may be in contact with sharp instruments, needle tips or sharp tissues (spicules of bone or teeth) inside a patient's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

The below list is followed by OneCall24 when applying for an EPP Fitness to Work certificate for a temporary worker:

- Accident & Emergency
- General Surgery (also Vascular Surgery, Paediatric Surgery, Trauma, Transplant, Thoracic, Neurosurgery, Urology, Plastic)
- Gynaecology
- Obstetrics
- Dentistry & Orthodontics
- Orthopaedics
- Oral/Maxillofacial
- ENT (Ear, Nose & Throat)

The below list is followed by OneCall24 when applying for Fitness to Work certificates for a temporary worker that may require EPP Clearance:

- Anaesthetics- mostly Non-EPP
- ENT (ear, nose & throat)- mostly EPP
- Cardiology- mostly Non-EPP
- Endoscopy – mostly Non-EPP
- General Practice (GP)- mostly Non-EPP

- Laparoscopy – mostly Non-EPP
- Ophthalmology- could be both
- Renal Medicine- Mostly non-EPP
- Gastroenterology- mostly non-EPP

The below list is followed by OneCall24 when applying for a Non-EPP Fitness to Work certificate for a temporary worker:

- General Medicine
- Haematology
- Intensive Care
- ITU Specialists
- Rheumatology
- Neurophysiology
- Respiratory
- Elderly Medicine/Care
- Psychiatry
- Radiotherapy
- Endocrinology
- Oncology
- Paediatrics
- Neonates
- Pathology
- Minor Surgery
- Radiologists

Where the job title/job role does not provide suitable transparency on what clearance is required, OneCall24 will make further enquires with the Trust in question. Evidence of the necessary clearance will be held within the temporary worker's file.

No temporary worker will be placed or work in assignment without a valid Fitness to Work Certificate on file.

### **Temporary Certificates**

In some instances, the Occupational Health Provider may issue a temporary certificate of clearance. This will detail an expiry which can range between 3-6 months. OneCall24 will ensure at all times that the recruiter system is updated accordingly with the expiry date and that a new Occupational

Health Certificate is obtained should a candidate work past the expiry date listed on the temporary certificate.

### **Occupational Health provider**

OneCall24 use the service of Healthier Business as their Occupational Health provider - who is SEQOHS accredited. Training will be provided by the Occupational Provider to OneCall24 staff, so that the correct procedure can be followed throughout the business. If there are any concerns raised when going through the Occupational Health process, OneCall24 will liaise with the Occupational Health provider swiftly in order to rectify these issues promptly.

Evidence of the contract signed and held with the Occupational Health provider will be made readily available for any external audit in line with the requirements stipulated within a supplier contract.

### **Infection Prevention**

Infection Control, including MRSA, C dif, Ebola are both hospital acquired infections. Agency Workers are made aware of their obligations when it comes to Infection Prevention, with full information detailed within the Agency Worker Handbook. This includes:

- 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

HIV/Aids The HSC1998/226 "Guidance on the Management of HIV infected health care workers and Patient Notification" must be adhered to.

If the Agency Worker thinks that they have been exposed to HIV in any way they must go straight to A & E or their nearest sexual health clinic.

OneCall24 must be informed immediately. All agency workers will be treated with respect, confidentially and support.

### **11. Agency worker Training Programme**

OneCall24's aim is to ensure that all temporary staffed placed by them are sufficiently experienced, skilled and trained. In order to do this, proof of mandatory training is asked for and obtained as part of the initial recruitment process.

Evidence of training completed by the candidate is asked for within the Application Form and also required to be supplied as part of the Employment History/CV – full detailing what training has been completed and when.

Candidates will be asked to supply all original certificates of training completed in line with the job role and the job role they are applying for. At all times, OneCall24 comply with latest Skills for Health UK Core Skills Training Framework (see [www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework](http://www.skillsforhealth.org.uk/services/item/146-core-skills-training-framework)). Certificates will be checked against the information supplied within the CV and Application Form.

Only original certificates will be accepted. These will be scanned onto the system, signed and dated as original seen. OneCall24 will then proceed to contact the issuing bodies in order to establish:

- Course content
- Module levels completed
- Online or practical training
- Confirmation of issue/expiry dates
- Authenticity of the training certificates
- Alignment to the Skills for Health Framework

All verification received from a training provider in writing will be retained within the agency worker's personnel file. This information will be made readily available to auditors during the audit process.

Where any discrepancies arise, these will be escalated to the relevant bodies and may delay or stop the recruitment process. This includes:

- Framework
- Authority
- Participating Authority
- NHS Protect

Should there be any gaps identified within the candidate's training, skills and/or expertise, OneCall24 will look to offer and provide the necessary assistance to ensure that the candidate is fully compliant to a standard that meets the customer's requirements. This can include: setting up additional mandatory training for the candidate or refresher training depending on the need.

All candidates will be required to complete the following training modules:

Subject	Level	Minimum Frequency of Refresher Training
Equality, Diversity & Human Rights		Three (3) Years
Health, Safety & Welfare		Three (3) Years, although further job specific training may be needed based upon local risk assessment
NHS Conflict Resolution (Practical)		Three (3) Years
Fire Safety (Practical)		Two (2) Years
Infection Prevention & Control	Level one	Three (3) Years
	Level two	Annual
Moving and Handling (Practical)	Level one	Three (3) Years
	Level two	Two (2) Years, although refresher training may be needed based upon local risk assessment
Safeguarding Adults	Level one	Three (3) Years
	Level two	Three (3) Years
	Level three	Three (3) Years
Safeguarding Children	Level one	Three (3) Years
	Level two	Three (3) Years
	Level three	Three (3) Years
Resuscitation (Practical)	Level one	Once on recruitment
	Level two	Annual
	Level three	Annual
Information Governance		Annual
Preventing Radicalisation	Basic Prevent Awareness	Three (3) Years

	Awareness of Prevent	Three (3) Years
Counter Fraud		Annual
Lone worker training		Annual

In addition to this, as required by the normal duties expected to be performed by the Temporary Agency Worker on the Assignment

Subject	Level	Minimum Frequency of Refresher Training
Your healthcare career		Once on recruitment
Duty of care		Once on recruitment
Person-centred care		Once on recruitment
Communication		Once on recruitment
Consent		Once on recruitment
Privacy and dignity		Once on recruitment
Fluids and nutrition		Once on recruitment
Dementia Awareness		Once on recruitment
Blood component transfusion	Decision to Transfuse	Three (3) Years
	Administration of blood components	Three (3) Years
	Blood Sampling	Three (3) Years
	Collection of blood components from storage and delivery to the clinical area	Three (3) Years

Training will also be offered as required by the normal duties expected to be performed by the Temporary Agency Worker on the Assignment:

Subject	Minimum Frequency of Refresher Training
Food hygiene & hygiene awareness	Annual

Medicine Management	Annual
Tissue Viability	Annual
Mental Health Act	Annual
Mental Capacity Act	Annual
Physical restraint skills and techniques, including personal safety and control & restraint (PMVA / MAPA / Breakaway etc)	Annual
Interpretation of cardiographs	Annual
Any additional statutory & mandatory or clinical/care or other training that the Participating Authority considers necessary and [or] as required by the relevant Professional Body relevant to the role required to be performed and identified in the individual Order and the Call-off Contract from time to time.	Annual

When in receipt of a training certificate, OneCall24 will be tasked to obtain confirm that the training is aligned to the Core Skills Training Framework (CSTF). This can be done user a number of methods, including the below:

- CSTF Declaration of Alignment – fully completed by the training provider
- CSTF Mapping Tool – fully completed by the training provider
- Review of Directory of Aligned Healthcare Providers -

[https://cstfdirectory.skillsforhealth.org.uk/#tx\\_org\\_search=](https://cstfdirectory.skillsforhealth.org.uk/#tx_org_search=)

Unless the above forms of proof are obtained/checked – then the training records obtained cannot be utilised for the candidate who is providing them. Additional training will therefore need to be completed by the agency worker – via a training provider who is able to sufficiently confirm their alignment to the Core Skills Training Framework.

Confirmation of training will be provided to the client as part of the booking/assignment confirmation.

All training certificates will be retained on file, signed and dated as original seen.

## **12. Interviews**

At OneCall24 the interview process is designed to ensure that only the most qualified and suitable healthcare professionals are placed into roles across a wide range of medical specialties and settings.

During the interview, candidates undergo a thorough face-to-face assessment conducted by qualified nurses and clinical professionals. This process includes verification of identity, qualifications, and right to work, as well as evaluation of clinical knowledge, English language proficiency, and professional conduct.

Below are examples of general **qualifying interview questions** that our trained interviewers may ask

- What are your Qualifications, include the Date and institute obtained?
- What additional training have you done? (Include extended skills & dates of training/Certification?)
- What is your current position? Provide details of your role
- What experience do you have as an agency worker?
- Which wards/specialities/environments are you best suited to work in?
- Have you ever been refused registration by any agency/employer?
- Have you ever been suspended by an employer? If so, why?
- Have you ever received any cautions or convictions on your DBS check?
- Have you ever received any cautions or suspensions on your professional body registration?
- When and where was your last appraisal conducted? And who conducted it?

Below are examples of **Clinical Questions** that our trained interviewers may ask at the point of interview:

- **Adult Services:**
  - What information would you require on an induction to a New ward or Environment?
  - What actions would you take if a patient complains to you that they were roughly handled by another member of staff on the same shift and you saw that there was a bruised sustained on the patients upper arm?
  - What Actions would you take in the event of sustaining a needlestick injury?
  - If a drug were prescribed that you have not heard of, what would you do?
  - What steps would you take in the event of a Drug error
  - What is the National Early Warning Score (NEWS) and why is this process important?
  - What would you do if a patient in your care develops Diarrhoea and vomiting with a temperature of 38.5°C?

- A colleague is verbally aggressive towards you in the clinical area, how would you manage this situation?
- What information is required when transferring a patient to another ward, department, or Hospital?
- What do you understand by A,B,C,D,E ASSESSMENT?
- **Children Services:**
  - How do you tailor your support to meet the individual needs and preferences of each child?
  - Describe a challenging situation you faced while supporting a child. How did you handle it, and what was the outcome?
  - Communication is crucial in this role. Can you provide an example of a time when you effectively communicated with a multidisciplinary team to ensure the best outcomes for a child?
  - How do you stay informed about best practices and new developments in the field of childcare, especially in relation to children with complex health needs

See below example of **Clinical Questionnaire**, we have 15 different versions depending on grade and experience:

- **Adult Services (RN):**
  - A patient in your care suddenly deteriorates with a drop in blood pressure, rapid pulse, and shallow respirations. What actions would you take?
  - A patient becomes unresponsive following an opiate injection. What actions would you take?
  - Give an example of a situation where you needed to liaise with the multidisciplinary team?
  - A patient presents in A&E who is drunk and disorderly with a laceration to the forehead. How would you manage this situation including the care you would give to this patient? (A&E Only)
  - How would you manage a patient with ITU psychosis/delirium? (Critical care only)
- **Adult Services (Critical):**
  - You are triaging a lady complaining of chest pain, radiating down her left arm. She feels cold and sweaty. What would you do?

- A 47 year old lady comes into resuscitation generally feeling and looking unwell. She has a bright red left shin. She is very unkempt and smells strongly of urine. What would you do in the first hour to treat the sepsis?
- **Children Services**
  - You are working with a child who has just joined the service and is finding it hard to settle in. The child doesn't speak and shows frustration through gestures. The family is worried about the adjustment. How would you handle this situation to make sure the child is comfortable and reassure the family? Take me through the steps you would follow and any strategies you would use.
  - You are responsible for a group of children engaged in an activity, and you notice that one child becomes upset and withdraws from the group. How would you approach and address the situation to ensure the child's emotional well-being while maintaining a positive and inclusive atmosphere for the entire group?

Below is an example of Medical Assessment covered during the interview process, we have various different versions depending on grade and experience.

- **Example 1 RN:**
  - A drug is prescribed as 600mg orally TDS. How many grams are given per day?
  - A pt is prescribed Ketamine 40mgs. The stock is 50mg/5ml. How many mls would you give?
  - The patient requires an IM injection of Medrol 75mg. The stock solution supplied is 125mg in 2mls. How many ml would you give?
  - A pt is prescribed Bendroflurazide 7.5 mgs. The stock is 2.5 mgs. How many tablets would you give?
  - A patient requires 4 mg of morphine. The stock solution is 10mg/ml. What quantity of a ml is required?
  - A patient needs analgesia, he is prescribed Paracetamol Elixir 500mg 6 hourly. The elixir contains 250mg in 10mls. How much would you pour out?
  - A patient is prescribed Amitriptyline 50mgs, the tablets are 25mgs how many would you give?
  - The prescription says oramorph concentrate 100mg/5mls dose to be given is 60mg. How many mls are required?
  - A patient is prescribed 0.5 mgs of Digoxin. Only 250 micrograms are available. How many tablets would you give?

- IV normal saline is prescribed over 6 hrs, it is a 1 litre bag, how many mls per hour would you give?
- IV normal saline with 40 mgs potassium is prescribed over 12 hrs /1litre over 8 hrs. How many mls per hour.

### **13. Compliance Team**

The compliance team will then take a copy of all original documentation and retain this on file in a way which cannot be altered. Items such as: Qualifications, Training and Professional Registration will be further verified with the relevant body to ensure that the information supplied is correct – and again, confirmation retained on file. Identity and eligibility documents will be verified to

- a) ensure their authenticity and
- b) ensure that they provide a statutory defence.

If any concerns arise during this stage, OneCall24 will seek external verification and conduct additional checks as required.

Two satisfactory and fully verified references are mandatory before a candidate can be considered for placement. These are cross-referenced against the candidate's CV and employment history to ensure consistency. Any discrepancies, incomplete responses, or unsatisfactory references are followed up and resolved prior to progressing the application.

Should there be any gaps identified within the candidate's training, skills and/or expertise, OneCall24 will look to offer and provide the necessary assistance to ensure that the candidate is fully compliant to a standard that meets the customer's requirements. This can include: setting up additional mandatory training for the candidate or refresher training depending on the need.

The Compliance Team then ensures that all client-specific requirements are met by working through a detailed checklist aligned with the role in question. Once all criteria are satisfied, the candidate's file undergoes a two-stage review and sign-off process. At this point, the candidate becomes eligible for placement.

To further reassure that the candidate meets the necessary standards set by the customer, including expertise, skills and training – OneCall24 will forward onto the customer a Placement Checklist, which will detail the various compliance criteria that had been met. Files will then be available upon request.

Once the Temporary Worker is placed, OneCall24 ensures that an ongoing maintenance compliance process is in place – which will identify any areas within the temporary worker's file which may be nearing the end of its validity. By implementing a process in which criteria is flagged as no longer

meeting the standard, or approaching that stage, OneCall24 can reduce the risk of a temporary worker being placed without the sufficient training and expertise in place.

#### **14. AWR**

Agency workers will be provided with comprehensive information regarding the Working Time Regulations, Agency Workers Regulations (AWR), and Pension Auto-Enrolment. This information is included in the Agency Worker Handbook, which each worker is required to read. To confirm their understanding, workers must sign a declaration stating that the information has been read, received, and understood.

#### **15. Ongoing Compliance**

- a) Appraisals: All agency workers must receive a full appraisal with a qualified nurse or midwife within 6 months of commencing work with OneCall24. A second appraisal must be conducted at the 12-month mark, with annual appraisals required thereafter to ensure ongoing professional development and compliance.
- b) All the documents below need to be updated annually:
  - OneCall24 ID Badge
  - Training Certificates (where relevant)
  - Skills and Drills (for Midwives)
  - Control and Restraint Training (For anyone working within mental health)
  - Professional Membership Annual Retention
  - Fitness to work / Immunisation history report
  - DBS / Update Service Checks
  - Employment History
  - Intention to Practice (for Midwives)
- c) Right to work updates

If a candidate's ID document expires, these will need to be updated too. Verified colour copies should be kept on file

#### **16. Revalidation**

OneCall24 supports the Revalidation process that went live in October 2015 and will provide a range of assistance to agency nurses to help them fulfil their obligations.

Information and updates regarding the Revalidation process will be posted on OneCall24's website in order to sufficiently notify their temporary workers with current and any updated legislation changes. This will enable temporary staff to access material at any time that suits them. The

OneCall24 website will also be used to signpost staff to additional resources provided by the NMC and other approved bodies.

Performance review data, formally gathered as a part of the standard appraisal and review process, will be made available to support individual nurses' portfolios. This will include:

- Standards of practise
- Comprehensive revalidation checklist to assist the worker throughout the process
- Lessons learned and any issues arising
- Review of feedback from the temporary worker's placement supervisor
- CPD undertaken and planned
- Training and development needs
- Review of objectives from the previous appraisal
- Objective setting for the forthcoming period
- Bulletin of infection control, virus outbreak, or other local matters
- legislation and Framework update – circulation of information as required by participating authorities, and any relevant legislative changes

OneCall24 will be able to provide its nursing staff with a large proportion of the information required for revalidation from within recruitment software. The system can export the following data to support revalidation:

- Practise hours undertaken whilst working for OneCall24 that contribute to the 450 hours minimum.
- Portfolio records, including dates of practice, hours, details of the organisation and timesheet evidence.
- CPD and training provided by OneCall24
- Feedback received centrally via OneCall24 feedback system

OneCall24 will also help nurses achieve the required 40 hours of CPD by actively providing CPD approved learning and development opportunities. Guidance and support will also be provided to ensure that staff has the required levels of professional indemnity insurance cover.

OneCall24 will assist eligible workers with financial contributions made towards their CPD elements of their revalidation. Information on eligibility for financial contributions can be found in the OneCall24 Agency Worker Handbook, found on our website.

OneCall24's Clinical Nurse Manager will assist you throughout the process, review all of your submissions and sign off on the registrant's portfolio.

OneCall24 at all times, follow the guidance supplied by the NMC, RCN and NHS.

- <http://revalidation.nmc.org.uk/>
- <https://www.rcn.org.uk/professional-development/revalidation>

For Doctors, guidance is sought from the GMC, which includes six types of supporting information that doctors will be expected to provide and discuss at their appraisal at least once in each five year cycle. They are:

- Continuing professional development (CPD)
- Quality improvement activity
- Significant events
- Feedback from colleagues
- Feedback from patients
- Review of complaints and compliments

OneCall24 will use the guidance to:

- Understand the supporting information that the GMC requires doctors to provide
- Develop their appraisal systems and policies
- Check they have the right clinical governance systems (such as complaints systems and clinical audits) in place that can give doctors access to the supporting information they need for appraisal

OneCall24 will ensure that each candidate has a Responsible Officer who can provide guidance with the Doctors revalidation.

### **17. Additional Compliance**

OneCall24 will ensure that the following information is obtained and made readily available to its clients, as well as auditors:

- the appraisal arrangements in place; and
- the Appraiser's name, qualifications and relevant Professional Body status; and
- the dates of when the last appraisal was conducted and the date of the next scheduled appraisal, with a period of not greater than twelve (12) months between the two; and
- confirmation that the Appraisal has taken place in line with the latest relevant Professional Body's requirements or framework for appraisal and revalidation; and
- Past this, OneCall24 will ensure that all staff undergoes a performance check within the first 6 months of their assignments with an authority. All evidence will be retained on file.

## **18. Continuous Improvement Programme**

OneCall24 ensures to continuously improve on current policies and procedures, therefore staying ahead of the competition and ensuring to be up to date with all current requirements and legislation. OneCall24 understands that Continuous Improvement is the on-going effort to improve products, services and processes by making small, incremental improvements within a business. The belief is that any incremental changes will add up to major improvements over time.

OneCall24 ensures that a good quality assurance programme is in place all the time. It has set out a programme which will allow this. This entails:

- Once Policies and procedures are created and improved they are kept in staff training manual and handbook and all members of staff are notified via email and in person.
- Appropriate induction and training is given to all new members of staff until they are comfortable and confident
- Regular internal and external audits are conducted to ensure that improved and amended policies are implemented accordingly.
- Feedback (clients/staff/temporary workers/patients/other)

OneCall24 realise that the following are the minimum elements of a sound improvement plan:

- Assessment of Current Situation: Findings, root causes and remedies
- Rationale: Why will you implement the improvement?
- Objective: What will success look like for OneCall24 and the client?
- Timeframes for Improvement Initiatives: When will the improvement take place? Will the improvement be rapid or long term?
- Responsible Group: Who will be accountable for implementing the improvement?
- Activities/Task that will be engaged in to Support the Improvement: Who will do what by when?
- Communicating the Improvement Effort: What will you say and to whom?
- Monitoring Plan Progress: How will you chart your progress? What methods/tools will you use?
- Sustaining the Improvement Effort: How will you ensure the improvement effort continues to be implemented? What methods/tools will you use for accountability?
- Budget and Resource Implications

The above structure is followed by OneCall24 to ensure that a robust & Improvement Programme is implemented correctly throughout the business and followed with a high level of understanding.

OneCall24 fully understands that company's success entirely depends on excellent client satisfaction and thus getting client feedback is of great importance to improve performance. OneCall24 strives hard to provide excellent service to ALL clients. To this effect it conducts regular client surveys wherein feedback/Survey forms are sent over to ALL clients every 12 months via emails to seek information on areas of improvement and areas of success.

This valuable feedback is then reviewed by management/Director thoroughly to identify areas of improvement. Necessary steps will then be taken to improve on those areas and communicated to staff via email and in person, therefore improving overall performance and customer service. All the feedback received from clients will be logged in client feedback folder and stored securely in company IT system.

OneCall24 realises that feedback on workers performance at end of every placement is an important tool to find out how worker's did and what areas they can improve on to do better where necessary.

To this effect OneCall24 introduced End of placement assessment form to be supplied to workers to get filled by clients after every placement (of >2 days). OneCall24 aims to get feedback on worker's performance in every possible way and to ensure that it has also introduced feedback section on time sheet where in feedback is provided at the end of placement when time sheet is filled/signed.

Any feedback identified in this way is communicated and discussed with worker during appraisal meeting by authorised appraiser to help them improve their performance. Workers are actively encouraged to participate in appraisal processes regularly (at least 1 per year).

All candidate feedback reports/feedbacks are stored in respective candidate folder securely in company IT system. All available feedback reports (both positive and negative) are collated to analyse and identify the trend and additional training provided where necessary, which are identified through appraisal process.

By having this in place OneCall24 ensures that it:

- Improves the quality of service delivered to clients &
- Increases patient safety.

If any feedback regarding safeguarding, malpractice etc is received at any time then appropriate disciplinary proceedings will be undertaken as soon as possible to ensure Patient safety. During this process all involved parties are kept up-to-date of the progress.

OneCall24 ensures that ALL Company Policies and processes are thoroughly reviewed by management or director regularly and amended or updated accordingly where necessary and communicated promptly to internal/external staff via email and in person

As per the above, feedback from clients is critical, with the below template used in order to obtain necessary opinions on workers placed by OneCall24.

### **19. Booking Process**

OneCall24 currently uses robust recruitment software that gives them all-in-one system for managing the entire of their recruitment process. Among other things, this allows OneCall24 to maintain a robust booking process, ensuring total compliance at all times.

Initially, when a Client (authority) is set up on the system, OneCall24 will obtain email confirmation from said Client (ideally the Procurement team), with the names of the authorised officers who are able to place bookings on behalf of the Client (authority). This information will be inputted into the recruitment system, for that specific Client. This will then restrict who can place bookings from that Client for temporary workers. Any bookings or amendments will then have to be from one of the authorised personnel detailed against that Client, with sufficient verification sought in the form of a business email address or password (if via phone) from the authorised Officer.

All communication will be uploaded to the recruitment system in order to keep a fully recorded audit trail relating to each booking/booking request.

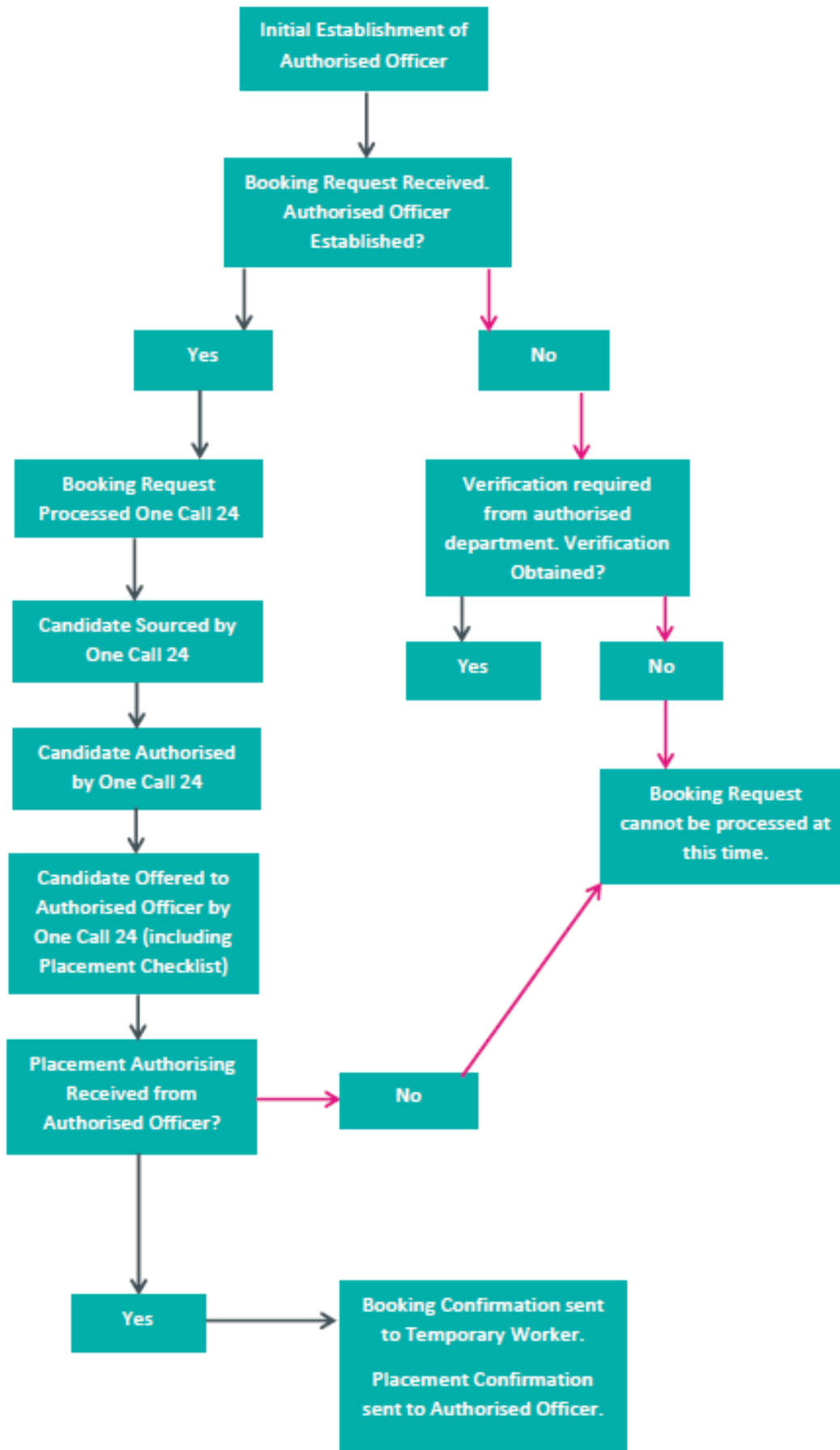
Where an authorised officer is changed or added to the list of authorised officers, OneCall24 will ensure confirmation is sought once again, from the Procurement Team (or authorised department).

If the booking request cannot be sufficiently verified by the person making the booking, OneCall24 will not be able to process said booking until sufficient verification is received and/or the Client Procurement Team (or specified department) make that request in writing.

The first process charts details the following:

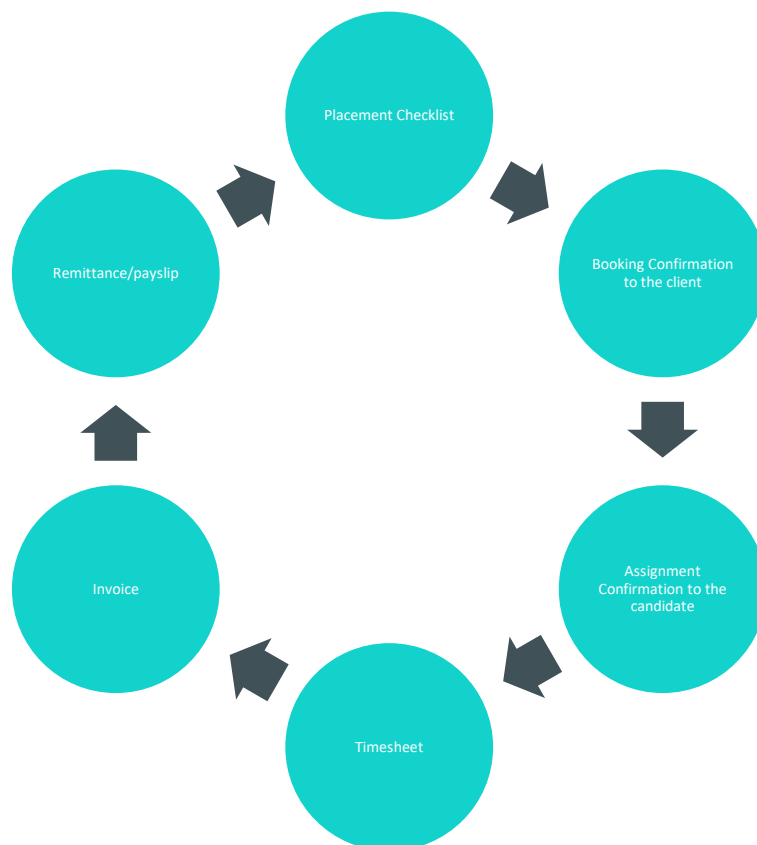
- Establishing the authorised officer(s) for that trust (authority)
- Receiving a booking
- Verifying and confirming the identity of the authorised officer
- Identifying and submitting a candidate to the position
- Confirming the placement with the authorised officer
- Confirming the booking with the candidate.





## 20. Audit

As part of the framework audits for which we undertake, OneCall24 will ensure that the following information is made available to auditors to further verify that the booking process in place is compliant.



The above items will allow both OneCall24 and any auditor to further verify that any bookings process has remained compliant throughout. For example, an auditor will be able to confirm that a rate agreed when a job role has been offered remains the same when invoicing the client and subsequently, when paying our candidates.

In instances where the candidates services are utilised via Direct Engagement or where a platform is utilised for a booking (i.e. NHSP, Stafflow etc), OneCall24 will provide screenshots of the portal systems utilised for said booking. This will enable an auditor to verify the booking process followed without signing manual timesheets/payslips etc.