

**Information to be obtained from a hirer process (Scotland)**

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**Onecall24 Registration and Compliance Process****Index**

- 1) Recruitment
- 2) Registration Process
- 3) Verification of Qualifications
- 4) Verification of Registration with Professional and Regulatory Bodies
- 5) References
- 6) Overseas Police Check
- 7) Identity
- 8) Eligibility
- 9) PVG Checks
- 10) Occupational Health Process
- 11) Agency worker Training Programme
- 12) Interview Record Form
- 13) Interview Questionnaire / Scenarios
- 14) Medication Assessment Form
- 15) Pre – Registration Form
- 16) Compliance Team
- 17) AWR
- 18) Ongoing Compliance
  - a) Appraisals
  - b) Annual Updates
  - c) Right to work updates
- 19) Revalidation
- 20) Continuous Improvement Programme
- 21) Onecall24 Appraisal Form
- 22) Booking Process

## 1. Recruitment

One Call 24 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.

One Call 24 will therefore ensure that the following information is accessible on all job adverts:

- Agency name, logo and location
- Job title including Band (where applicable)
- Description which easily explains the vacant job post
- Pay expected– PAYE/LTD
- Location of job role, including full address and ward details
- Person Specifications, including (but not limited to); Training; Skills; Expertise, Qualifications and other personal qualities
- Other job specific requirements
- How to apply
- When to apply (i.e. closing dates etc)

One Call 24 will make sure that all job adverts posted will follow current legislation and guidance, therefore not breaking any sex, race, disability, and religious beliefs or sexual orientation discrimination laws.

One Call 24 uses various methods in order to attract the most suitable candidates for vacant job roles, including the use of:

- One Call 24 Website
- Various online job boards and the internet
- newspapers or magazines
- Referrals and business contacts

In all cases, advertising information will be clear, concise and accurate – thus managing the candidate's expectations.

Onecall24 candidates are recruited in many different ways but they must have a minimum of twelve month's UK work experience in their relevant field (either trained or non-trained) before they can be recruited.

Once a new candidate is appropriately screened on the phone/via email they are sent/download an application pack containing our application form and list of documents required for a face-to-face interview.

Once an interview has taken place and all documents outlined in the following policy are collected a new starter's file should be sent to compliance team for checking. Any files that do not meet the compliance criteria will be rejected.

## 2. Registration Process

OneCall24's approach to the recruitment of temporary staff is to provide only the best and most suitable workers to their clients. This is done via a robust recruitment and vetting process which ensures that 'customers' will receive; careful; fully trained, fully referenced, skilled and fully qualified workers, that meet the requirements set by the authority.

OneCall24 aims to follow the below objectives:

- To recruit and retain skilled people to enable the authority to achieve and maintain its aims and values.
- To ensure effective, consistent and fair practice by the provision of clear guidelines.
- To ensure there is equality of opportunity for all candidates and temporary workers and to ensure there is no less favourable treatment for any party.

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.

OneCall24 ensures that only suitable candidates are successful in both the pre-screen and follow up registration process. Initially, if a candidate is successful at the *pre-screen stage*, they will be invited to attend a face to face interview with their recruitment consultant and also, OneCall24's clinician.

All members of staff involved in the interview process are suitably 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; this allows them to further verify such criteria as: the candidate's identity; level of understanding of the English language (both written and oral); 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 too):

- 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
- PVG
- Overseas Police Check
- Blood and Immunisation Report
- Professional Indemnity Insurance Documentation
- Mandatory Training

Face to face interviews are conducted by a OC24 interviewer. All of our interviewers are Registered Nurses with appropriate skills who are experienced and senior to the candidate by a Banding or more. During the interview process relevant checks are carried by the interviewer to confirm candidate suitability for the role. A detailed interview form is completed, with verification of the face to face interview evidence via information present on the document, including:

- Location of interview
- date of interview
- name and signature of the interviewer
- name and signature of the interviewee
- PIN
- Evidence of interview questions asked and answers provided by interviewee.

All workers will have their written and oral English understanding graded, in addition to a numeracy or mathematical understanding in line with their qualification and/or experience of work. A scoring system has been implemented based on their written and verbal fluency where the worker is assessed by the Nurse 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)
- DOB
- Address
- Contact number
- National Insurance Number
- Next of Kin details (full name, relationship, contact number, address)
- Education and Qualifications
- Employment History
- Referee details and reference consent
- Training details
- Professional details
- Driving licence held? Endorsements?
- Insurance details
- Preferences regarding work
- Immunisation/Health information
- Rehabilitation of Offenders Act
- Asylum and Immigration Act
- Professional Registration details (PIN)

The File will then be moved to the compliance team on completion of the above

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

As part of the registration process and prior to the deployment of the temporary worker into the authority, OneCall24 will ensure that all relevant professional qualifications have been sufficiently verified.

The worker will be expected to detail on the agency Application Form the professional qualifications obtained. Evidence will then be sent from the temporary worker in the form of the Professional Qualification Certificate. The original item must be provided by the temporary worker, with OneCall24 further verifying this by signing and dating the copies taken of the original certificates as 'Original Seen'. This will include: the wording 'original seen'; date for which the original item was seen and scanned and legible signature of the person who saw the original item. The verified copies of the qualification certificates will be retained in the worker's file.

Should any professional qualification certificate be presented in another language other than English, OneCall24 will ensure that the certificate(s) are translated into the English language by suitable and professional company. Evidence of the original qualification certificate and the translation will be verified as original seen and retained in the worker's file.

Where a different name or names are present on the supplied professional qualification certificate that do not match those supplied on ID and Right to Work documents, OneCall24 will look to establish a genuine link between the names to further confirm that the certificate(s) provided by the worker is genuinely theirs. Sufficient proof of name change will be sort 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.

OneCall24 will cross check all professional qualifications supplied next to the details presented within the application form and any other vetting correspondence.

Where any concerns arise over the professional qualification certificates supplied, OneCall24 will contact the educational body to further confirm that the information supplied is true and correct.

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

As part of the recruitment and ongoing compliance process, agency workers are required to provide proof of current and ongoing valid membership with their professional body.

During the registration process, applicants are asked to confirm whether they are, or have been under investigation by their professional body. If the answer, full details will be obtained at this time. At point of recruitment, agency workers will be required to supply their original Certificate or a Statement of Entry. Only Original documentation will be accepted. These items will be scanned by OneCall24, signed and dated as original seen and retained within the worker's file. OneCall24 will ensure that any information presented is cross referenced against other documentation supplied as part of the recruitment in orders to identify any potential discrepancies. Where these are highlighted, they will be raised with the candidate and the appropriate action taken. Where necessary, evidence of annual correspondence from the professional body will be obtained by OneCall24 and retained in the worker's file.

As well as the original documentation supplied by the agency worker, OneCall24 will also conduct a PIN check on the information supplied in order to further verify as to whether the worked has current/valid membership. Checks will be carried out at point of registration; immediately prior to any assignment start date (24/48 hours) and every 4 weeks thereafter on workers in long term assignments. Evidence of all checks will be retained in the agency workers file.

Where information is returned on a web check – OneCall24 will ensure that full information is obtained from the agency worker prior to deployment, with the necessary steps taken in line with the restrictions which may be in place on a worker's PIN. OneCall24 will refer any concerns (where necessary) to the professional body to seek further advice and clarification before placing the candidate into any assignment.

During the initial recruitment, candidates will be notified of their obligation to update OneCall24 with any changes of the status of the professional registration. They will agree to these terms by signing the agency worker handbook.

## 5. References:

One Call 24 will ensure that all workers offered to and placed within the authority are stringently vetted. This will include receipt of confirmation of the worker's previous employment history. At all times, OneCall24 will comply with latest NHS Employment Check Standards (see [www.nhsemployers.org/your-workforce/recruit/employment-checks/nhs-employment-check-standards/employment-history-and-reference-checks](http://www.nhsemployers.org/your-workforce/recruit/employment-checks/nhs-employment-check-standards/employment-history-and-reference-checks)).

As part of the registration process, One Call 24 will require workers to provide referee details. As per the NHS standards, at recruitment: references which covers at least three (3) years of previous employment and history from two separate employers (where possible) will be obtained, one of which should be from the Candidate's current or most recent employment or Assignment (of two (2) weeks or more) or Engagement, as appropriate. Unless otherwise agreed to the contrary in writing with the client, where a Candidate has been with one employer for three years or more, then one reference may be sufficient.

Each worker will be required to supply full referee details, including (but not limited too): Full referee name; referee job title; referee band; address details; contact number; acceptable email address and dates of employment in mm/yyyy format. One Call 24 will also ensure that the worker provides consent for the referees to be contacted for a reference. Without this consent, the referee(s) cannot be contacted and will mean that the worker cannot progress further within the registration process.

References will be requested using the standard reference template at point of registration. Only written references will be accepted, which must be fully complete and be received with acceptable verification.

Acceptable verification will be sought in the following forms:

- Business/company email address
- Company Stamp and signed by the referee
- Compliment slip, signed and dated by the referee
- Business Card
- Fax Header

To speed up the process, One Call 24 may contact the referee via telephone, and go through the reference form with them, completing all fields as discussed with the referee. One Call 24 will then forward the completed reference form to the referee for them to respond with acceptable verification, confirming that the information presented is true/correct.

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), One Call 24 will contact the referee via telephone to discuss the concerns highlighted. Once discussed, further clarification will be sought. Alternatively, One Call 24 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 One Call 24 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 One Call 24 (and evidence of this held on file), then the reference can be used as part of the workers registration with One Call 24. However, if the reference has not been supplied to One Call 24 based on a reference request or is not addressed to One Call 24, 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.

As part of the ongoing quality assurance programme offered by One Call 24, references will be updated on an annual basis. Annual references will be expected to meet the same criteria as detailed above and at all times in line with the Framework standards and NHS Guidance.

In respect to employment history, a fully completed, legibly signed and dated Application form will be obtained, which will detail the candidate's employment history. Past this, a CV will be obtained which will details the Candidate's full previous employment history and training, with no unexplained gaps. The Candidate's previous employment history/CV must be updated by the Candidate on at least an annual basis from the date of recruitment. Evidence will be held within the candidate's file at all times.

Information supplied on references will be cross referenced against the worker's CV/Employment History. Where any discrepancies are highlighted, these are raised with both the worker and the referee to establish what information supplied is indeed correct. The necessary amendments will be made, with a fully auditable trail available.

One Call 24 will ensure at all times that references obtained are done so in compliance with the Equality Act 2010 (not requesting any information in relation to the Candidate's absence or sickness record).

## 6. Overseas Police Check

Where a worker has entered the UK or become resident in the previous 6 months prior to their registration, OneCall24 will ensure that an Overseas Police Check is supplied by the worker and retained on file.

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 PVG disclosure.

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 PVG check is conducted 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 One Call 24. Identity must be established prior to the worker being deployed in the provision of the services.

In line with current (2015) NHS standards, One Call 24 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 Biometric Residence Permit (BRP) card\*



3. UK/EU full or provisional photocard driving licence (if issued in the UK by the DVLA you are not required to see the paper counterpart. Licences issued in Northern Ireland by the DVLA must be presented with the paper counterpart)\*\*
4. 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)
5. HM Armed Forces Identity card (UK)
6. 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.
7. EEA/EU Government issued identity cards that comply with Council Regulation (EC) No2252/2004, containing a biometric.

\*Guidance on immigration status documents can be found in the right to work check standard which is available on the NHS Employers website.

\*\* If presented with a UK photo card 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 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.

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\*
- (UK and EEA). Statements issued outside of the EEA must not be accepted. Credit union statement (UK)\*
- Mortgage statement from a recognised lender\*\*
- (UK and EEA). Statements issued outside of the EEA must not be accepted. 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 One Call 24.

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.
- ✓ Most recent HM Revenue and Customs [HMRC] tax notification, such as an assessment, statement of account, P45, P60, or notice of coding. [UK and Channel Islands]\*\*
- ✓ Work permit/residency permit [UK] valid up to the expiry date. Adoption certificate [UK and Channel Islands].
- ✓ Marriage or civil partnership certificate [UK and Channel Islands]. Divorce, dissolution or annulment papers [UK and Channel Islands].
- ✓ 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].
- ✓ Evidence of entitlement to Department for Work and Pensions benefits, such as child allowance, pension etc. [UK]\*\*
- ✓ 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]\*

*\*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, One Call 24 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, One Call 24 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, One Call 24 will look to seek advice and guidance from a number of external bodies, including (but not limited too): The Home Office, Prado and Neuen 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. Eligibility**

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.

One Call 24 conforms at all times to current legislation when establishing whether a worker's has the right to work in the UK, including the latest NHS Employment Check Standards (see [www.nhsemployers.org/your-workforce/recruit/employment-checks/nhs-employment-check-standards/right-to-work-checks](http://www.nhsemployers.org/your-workforce/recruit/employment-checks/nhs-employment-check-standards/right-to-work-checks) ).

All documentation obtained must be original items, signed and dated as original seen and retained within the worker's file.

One Call 24 will work through to confirm a prospective employee/temporary worker has the right to work in the UK by completing one of the following:

1. A manual right to work check
2. A right to work check using IDVT (Identity Document Validation Technology) via the services of an IDSP (identity service provider)
3. A Home Office online right to work check
4. Use the Employer Checking Service where an individual has an outstanding application, administrative review or appeal, or if their immigration status requires verification by the Home Office

One Call 24 must assess the eligibility of an individual’s right to work in the UK by verifying specified documentation from Lists A and B below.

**List A: acceptable documents to establish a continuous statutory excuse**

One Call 24 must see one original form of evidence from the single acceptable documents list or a combination of documents as specified in this list. If the individual cannot provide documents from this list, ask for documents from List B.

<b>List A</b>	
Acceptable documents to establish a continuous statutory excuse	
1.	A passport (current or expired) showing the holder is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2.	A passport or passport card (in either case, whether current or expired) showing that the holder is an Irish citizen.
3.	A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU(J) to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4.	A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
5.	A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK, together with an official document giving the person’s permanent National Insurance number and their name issued by a government agency or a previous employer.
6.	A birth or adoption certificate issued in the UK, together with an official document giving the person’s permanent National Insurance number and their name issued by a government agency or a previous employer <sup>1</sup> .
7.	A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person’s permanent National Insurance number and their name issued by a government agency or a previous employer.
8.	A certificate of registration or naturalisation as a British citizen, together with an official document giving the person’s permanent National Insurance number and their name issued by a government agency or a previous employer.
<b>List B</b>	
<b>Group 1 – documents where a time-limited statutory excuse lasts until the expiry date of permission to enter or permission to stay</b>	
1.	A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question
2.	A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU(J) to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3.	A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person’s permanent National Insurance number and their name issued by a government agency or a previous employer
<b>Group 2 – Documents where a time-limited statutory excuse lasts for 6 months</b>	

1.	A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme) on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2.	A Certificate of Application (digital or non-digital) issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3.	A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that the holder has made an application for leave to enter or remain under Appendix EU(J) to the Jersey Immigration Rules or Appendix EU to the Immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4.	An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5.	A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

One Call 24 must validate documentation from all prospective employees/temporary workers to ensure they are eligible to reside and work in the UK and also to meet the requirements of anti-discrimination legislation.

One Call 24 should only accept original documentation which are valid and current (except for UK passports which may be accepted when expired), even if the individual is registered with a professional regulatory body. If an illegal migrant is employed because the individual supplied fraudulent documents that could not have been detected as fraudulent, the employer can establish a statutory excuse ('the excuse') against payment of a civil penalty.

One Call 24 must be able to show that they have followed due process in accordance with the regulations. In addition to these standards, One Call 24 regularly checks the Home Office website for the latest information.

These checks are concerned only with an individual's right to work in the UK and should be undertaken in conjunction with verification of identity checks, so that One Call 24 can ensure that the applicant is the rightful owner of the documents they present.

Where a person is renewing their visa they must provide supporting evidence showing their submission to BIA and their current visa status whilst their case is being reviewed. One Call 24 will follow up the supplied Certificate of Application with the Home Office, completing an ECS and conforming to the response received.

Where the worker provides documentation which shows different names, One Call 24 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 right to work documents from the worker, One Call 24 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, One Call 24 will look to seek advice and guidance from a number of external bodies, including (but not limited too): The Home Office, Prado and Neuen Solutions.

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.

### **9. PVG scheme checks**

One Call 24 understands the importance of a current and valid PVG 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.

At point of recruitment, a candidate will be asked as to whether they have any criminal convictions (spent/unspent in line with the rehab of offenders act). This will be checked over by the recruiter upon completion. The candidate will also be asked as to whether they hold a current PVG scheme membership.

One Call 24 applies for PVG checks via an umbrella company body. The process followed by One Call 24 can be summarised in the following steps:

1. The applicant provides original documents to prove their basic ID details to One Call 24
2. The applicant is sent a link to access the system and complete their online form, with a follow up if the form is not completed within the approved timeframe.
3. The applicant completes the relevant form on the system
4. One Call 24 then log in into the system and verifies the information given and performs the necessary ID checks
5. Disclosure Scotland undertakes their checks and issue results.
6. A paper certificate is posted to the applicant and a paper and/or digital copy is sent to the One Call 24.
7. One Call 24 thoroughly check the certificate to ensure all the information is accurate and full applicant details have been provided

All information present on the certificate will be checked to ensure it reads true and correct against other documentation supplied throughout the recruitment process, including:

- Full Names checked
- Date of Birth
- Gender
- Place of Birth

*(Any discrepancies will be followed up with the candidate and if necessary, a new PVG applied for).*

One Call 24 will then establish as to whether the PVG can be used in conjunction with a placement.

In the case of a candidate not holding a current PVG Scheme Membership, One Call 24 will ask them to join the Scheme. The applicants are sent the necessary guidance to complete the application.

One Call 24 will ensure that a satisfactory returned PVG is in place prior to the assignment start date, with a new PVG applied for annually thereafter.

Where information is present, One Call 24 will ensure that full details are obtained from the worker and retained on file in relation to the information observed on the PVG. Based on the information supplied, One Call 24 will refer to the Traffic Light System policy and follow the necessary and correct process.

All PVG certificates are retained on a secure online system.

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

- Consent for One Call 24 to complete a PVG check
- Consent for One Call 24 to retain a copy of the PVG on file
- Consent to renew PVG Checks

## **10. Occupational Health Process**

All temporary staff that are placed into the NHS via One Call 24 will undergo a robust Occupational Health Check in order to establish whether they hold the sufficient levels of immunity for the job role they are undertaking.

These checks are carried out in order 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 One Call 24. The satisfactory Fitness to Work certificate must be received by One Call 24 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 – One Call 24 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 to);

- 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 – One Call 24 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**

One Call 24 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 One Call 24 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 One Call 24 when applying for Fitness to Work certificates for a temporary worker that may require 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 One Call 24 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, One Call 24 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.

### **Occupational Health provider**

One Call 24 use the service of Healthier Business as their Occupational Health provider - who is SEQOHS accredited. Training will be provided by the Occupational Provider to One Call 24 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, One Call 24 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.

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

One Call 24'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.

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, One Call 24 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)).

Only original certificates will be accepted. These will be scanned onto the system, signed and dated as original seen by One Call 24. One Call 24 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

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, One Call 24 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	Once on recruitment and then followed by CSFT recommended proposed refresher period, although refresher training may be needed based upon local risk assessment
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		Three (3) Years
Fire Safety (practical)		Two (2) Years
Infection Prevention & Control	Level one	Three (3) Years
	Level two	Annual
Moving and Handling	Level one	Three (3) Years
	Level two	Annual, 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
Complaints		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	Once on recruitment and then followed by CSFT recommended proposed refresher period, although refresher training may be needed based upon local risk assessment
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

## 12. Interview Process/Record Form

Face to face interviews is performed by a OC24 interviewer. All our interviewers are Registered Nurses with appropriate skills and senior by experience to the candidate. This should be determined by referring to the candidate's application and CV.

During the interview process relevant checks are performed by the Nurse interviewer, to confirm the candidates' suitability for the role.

All staff placed into the provision of the services should be competent in understanding and coherent in the use of medical English language (oral and written). This is an integral part of One Call 24's recruitment process as without a good level of communication and understanding, this would reflect on the candidates delivery of Care and working within a team. Hence, One Call 24 performs checks as part of the Interview stage to ensure that this area is sufficiently met by the candidate.

Evidence is recorded on the interview form to support the compliance and recruitment process undertaken. All of the above information will be sought in order to initially ascertain a candidates level of English. However, past this – One Call 24 have incorporated an English Language testing system within the Face to Face interview stage. A scoring system is used as part of the process which

helps identifies and confirm as to whether the suitable levels expected for the English Language proficiency have been met. This is the process followed:

- Questions asked in the English Language, with written responses required from the candidate
- Questions asked of the candidate, for which verbal responses must be given
- Drugs Calculation Testing
- Scenario based testing

The interviewer will rate the 'test paper' and the candidate's levels of English language – indicating whether the candidate has passed the 'test' process, or whether concerns have been highlighted. Evidence of the Q&As and verbal ratings are held in the candidate's file and made readily available upon request.

**Interview -RGN**

\*This form should be completed for every candidate registering with OneCall24 Group.

**Name:**

**Position applied for:**

**Pin:**

**Interviewed By (print name in full):**

**Interviewer qualifications:**

**Date of Interview:**

CV Reviewed and up to date **Y/N**

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

**Interview Questions**

1. What information would you require on an induction to a New ward or Environment?
2. 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?
3. What Actions would you take in the event of sustaining a needlestick injury?

4. If a drug were prescribed that you have not heard of, what would you do?
5. What steps would you take in the event of a Drug error
6. What is the National Early Warning Score (NEWS) and why is this process important?
7. What would you do if a patient in your care develops Diarrhoea and vomiting with a temperature of 38.5°C?
8. A colleague is verbally aggressive towards you in the clinical area, how would you manage this situation?
9. What information is required when transferring a patient to another ward, department, or Hospital?
10. What do you understand by A,B,C,D,E ASSESSMENT?

**Medication Assessment - RN**

1. A drug is prescribed as 600mg orally TDS. How many grams are given per day?
2. A pt is prescribed Ketamine 40mgs. The stock is 50mg/5ml. How many mls would you give?
3. The patient requires an IM injection of Medrol 75mg. The stock solution supplied is 125mg in 2mls. How many ml would you give?
4. A pt is prescribed Bendroflurazide 7.5 mgs. The stock is 2.5 mgs. How many tablets would you give?
5. A patient requires 4 mg of morphine. The stock solution is 10mg/ml. What quantity of a ml is required?

**Scenarios**

1. A patient in you care suddenly deteriorates with a drop in blood pressure, rapid pulse, and shallow respirations. What actions would you take?
2. A patient becomes unresponsive following an opiate injection. What actions would you take?
3. Give an example of a situation where you needed to liaise with the multidisciplinary team?
4. 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)
5. How would you manage a patient with ITU psychosis/delirium? (Critical care only)

**RGN/RMN**

Nursing Homes		Community Hospitals	
Care Homes		Community / District	
Residential Homes		General Hospital Wards	
Supported Living			



**Acute - Medical & Surgical**

Renal (Dialysis Trained Yes/No)		Respiratory	
Acute Assessment Unit		Neurology	
Oncology (Chemo trained Yes/No)		Urology	
Cardiac/Cardiothoracic		Haematology	
Gynaecology		Trauma	
Orthopaedics			

**RMN/SW**

Acute Mental Health		CMHT	
Forensics		Drug and Alcohol	
Prison		Substance Misuse	
Nursing Homes		Psychiatric ITU	
Learning/Physical Disability		One to One Specials	
Community / CPN			

**Non Acute - Nursing Hospital Wards & Specialities**

Care of the Elderly		Outpatients	
Stroke		Assessment Unit	
Dementia		Rapid Response	
Rehabilitation		Day Surgery	

**Critical Care/Paediatrics/ODP**

**Maternity**

Theatres - Scrub		Ante/Post Natal	
Anaesthetics		Labor Ward	
Recovery		Clinics	
Accident & Emergency		Maternity Suite/Ward	
CCU		HDU (Maternity)	
ICU		Community Midwife	
HDU			
PICU (Trained Yes/No)			
Neonatal (NICU Trained Yes/No)			
Paediatrics			

**Non Acute Specialities**

Nurse Practitioner (Prescriber Yes/No)		Health Visitor	
Practice Nurse			

**13. Interview Questionnaire / Scenarios**

Please see example of clinical questionnaire, we have 15 different versions depending on grade and experience, Please see below example 1, Please see appendix for further examples as these are updated monthly.

Example 1 RN A&E:

1. You are triaging a lady complaining of chest pain, radiating down her left arm. She feels cold and sweaty. What would you do?
2. 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?

**14. Medication Assessment Form**

Unsafe medication administration and medication errors poses a threat to medication safety hence putting the public at risk. One Call 24 recognises medication is one of the most important nursing practices that plays an important role in preventing medication errors. The purpose of the medication assessment is to assess the candidate's level of competence, knowledge and safety. The medication Assessment forms should reflect the level, qualification and experience of the candidate. For example:

A Care's assessment should include Numeracy, Calculations and problem-solving medication related scenarios.

Registered Mental Health Nurse (RMN) assessment should include Drug Calculations, knowledge of mental health related medications, familiarity with the 7 rights and drug errors scenarios.

Please see an example of the Medication Assessment Form implemented as part of the recruitment and process. Refer to example 1, Please see appendix for further examples as these are updated monthly by the Registered Manager and her Team.

Example 1:

**Medication assessment for RN**

1. A patient needs analgesia, he is prescribed Paracetamol Elixir 500mg 6 hourly. The elixir contains 250mg in 10mls. How much would you pour out?
2. A patient is prescribed Amitriptyline 50mgs, the tablets are 25mgs how many would you give?
3. The prescription says oramorph concentrate 100mg/5mls dose to be given is 60mg. How many mls are required?
4. A patient is prescribed 0.5 mgs of Digoxin. Only 250 micrograms are available. How many tablets would you give?
5. IV normal saline is prescribed over 6 hrs, it is a 1 litre bag, how many mls per hour would you give?
6. IV normal saline with 40 mgs potassium is prescribed over 12 hrs /1litre over 8 hrs. How many mls per hour.

### 15. Pre – Registration Form

Please see example of registration form used by nurse interviewer.

#### PRE-REGISTRATION ASSESSMENT

##### You arrive on a ward for your first shift:

1. What would you do first?
2. What must you always display on your uniform?
3. The ward is very busy, they have not got time to orientate you, whose responsibility is this?
4. Having been shown the crash / emergency trolley what other information in this case do you need?
5. The nurse in charge asks you to do a job, but you are unsure if you can. What must you do in this situation?
6. A graceful patient gives you a gift of £20, can you keep it?
7. What is your understanding of universal precautions?

### 16. 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. Should any concerns arise at this stage; the

Agency will seek external assistance – with further checks completed in line with the Home Office Guidance to confirm the information presented is sufficient.

References will be requested, with 2 satisfactory and sufficiently verified references required before a candidate can be considered or placed into a job role. References will be cross referenced against the employment history/CV supplied to ensure that once again, the information is correct. Any inconsistencies, unsatisfactory responses or incomplete responses will be followed up and rectified before a candidate can be considered or placed into a job role.

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 will then ensure that all of the customer's requirements have been fulfilled. This is done by working off of a *customer requirement checklist* and also against the position available for the candidate. Once the candidate has met all of the requirements required, the file is reviewed with a first and second stage sign-off. At this stage, the candidate can be considered for job roles and will be put forward for relevant job roles. 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.

### **17. AWR**

Workers will also be provided with information concerning the Working Time Regulations, AWR and Pension Auto Enrolment. All information is available within the Agency Worker Handbook, which the agency worker must read – signing the declaration to confirm the information has been ‘read, received and understood’.

### **18. Ongoing Compliance**

#### a) Appraisals

Within 6 months of starting work with the agency, all workers must be given a full appraisal with a qualified nurse/midwife. It is made of two parts – the self-appraisal and the face to face interview once the first appraisal has taken place, a further appraisal must take place every 12 months thereafter.

#### 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
- PVG Disclosure Checks
- Professional References
- Employment History
- Intention to Practice (for Midwives)

#### c) Right to work updates

If a candidates Passport or Visa expires, these will need to be updated too. Verified colour copies should be kept on file

### **19. Revalidation**

One Call 24 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 One Call 24’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 One Call 24 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

One Call 24 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 One Call 24 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 One Call 24
- Feedback received centrally via One Call 24's feedback system

One Call 24 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.

One Call 24 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 OC24 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>

<http://www.nhsemployers.org/your-workforce/retain-and-improve/standards-and-assurance/professionalregulation/nursing-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

One Call 24 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

One Call 24 will ensure that each candidate has a Responsible Officer who can provide guidance with the Doctors revalidation.

One Call 24 will at all times adhere to the 7 Key Principles and Core Values that guide the NHS, including the latest guidance supplied via:

- ✓ [www.nmc.org.uk/standards](http://www.nmc.org.uk/standards)
- ✓ [www.gmc-uk.org/doctors/revalidation/revalidation\\_gmp\\_framework.asp](http://www.gmc-uk.org/doctors/revalidation/revalidation_gmp_framework.asp)
- ✓ [www.gdc-uk.org/Dentalprofessionals/Standards/Pages/home.aspx](http://www.gdc-uk.org/Dentalprofessionals/Standards/Pages/home.aspx)
- ✓ [www.hcpc-uk.org/aboutregistration/standards](http://www.hcpc-uk.org/aboutregistration/standards)
- ✓ <http://www.nhsemployers.org/your-workforce/retain-and-improve/managing-your-workforce/appraisals>

Further to this, One Call 24 will comply with the clauses detailed:

- **Appraisal and revalidation** checks, at all times in line with the seven (7) key principles and core values that guide the NHS (the '**NHS Constitution**')
- Nursing and Midwifery Council's Code: Professional standards of practice and behaviour for nurses and midwives (see [www.nmc.org.uk/standards/](http://www.nmc.org.uk/standards/)), other additional standards (see [www.nmc.org.uk/standards/additional-standards/](http://www.nmc.org.uk/standards/additional-standards/)) and revalidation (see [www.nmc.org.uk/standards/revalidation/](http://www.nmc.org.uk/standards/revalidation/)), where the Job Role of the Temporary Agency Worker supplied for hire relates to Nursing and Midwifery staff Assignments; or
- General Medical Council's Standards and ethics guidance for doctors (see [www.gmc-uk.org/publications/standards\\_guidance\\_for\\_doctors.asp](http://www.gmc-uk.org/publications/standards_guidance_for_doctors.asp)) and Good Medical Practice framework for appraisal and revalidation (see [www.gmc-uk.org/doctors/revalidation/revalidation\\_gmp\\_framework.asp](http://www.gmc-uk.org/doctors/revalidation/revalidation_gmp_framework.asp)), where the Job Role of the Temporary Agency Worker supplied for hire relates to Medical staff Assignments; or

- General Dental Council's Standards for the Dental Team (see [www.gdc-uk.org/Dentalprofessionals/Standards/Pages/home.aspx](http://www.gdc-uk.org/Dentalprofessionals/Standards/Pages/home.aspx)), where the Job Role of the Temporary Agency Worker supplied for hire relates to dental staff Assignments; or
- Health and Care Profession Council's Standards (see [www.hcpc-uk.org/aboutregistration/standards/](http://www.hcpc-uk.org/aboutregistration/standards/)), where the Job Role of the Temporary Agency Worker supplied for hire relates to Other clinical staff Assignments; or
- NHS Employers guidance on appraisal (see <http://www.nhsemployers.org/your-workforce/retain-and-improve/managing-your-workforce/appraisals>); and
- other Good Industry Practice, where the Job Role of the Temporary Agency Worker supplied for hire is not covered by an appropriate Professional Body, such as GCC or GDC or GMC or GPhC or GOC or GOSC or HCPC or NMC etc.
- Indemnity arrangement checks, at all times in line with the Health Care and Associated Professions (Indemnity Arrangements) Order 2014 (Statutory Instrument 2014 No. 1887) (see <http://www.legislation.gov.uk/uksi/2014/1887/contents/made>).

Where applicable and in respect of the specific duties required on the Assignment or Engagement, as appropriate, evidence of the Candidate's:

- UK photo card driving licence, or other full driving licence, that allows him/her to drive in the UK; and
- Professional Indemnity Insurance held in accordance with the Health Care and Associated Professions (Indemnity Arrangements) Order 2014 (Statutory Instrument 2014 No. 1887); and
- in the case of Nursing and Midwifery staff,
- successful completion of a preceptorship programme, as required by the Participating Authority; and
- where the Candidate is a registered midwife, intention to practise including name of the Candidate's supervisor, the supervisor's place of work and date of their last supervisory interview or performance review
- Skills for Care and Skills for Health:
  - Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England
  - Care Certificate Framework

In the case of Medical and dental staff,

- valid Ionizing Radiation Certificate;
- valid Section 12 (2) Mental Health Act 1983 approval

In the case of Other Clinical staff,

- valid Ionizing Radiation Certificate;
- Skills for Care and Skills for Health:
  - Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England;
  - Care Certificate Framework

One Call 24 will ensure that the following information is obtained and made readily available to its clients as part of the booking process, 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, One Call 24 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.

## **20. 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. One Call 24 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)

One Call 24 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.

**OneCall24 Candidate Feedback Form**

At OneCall24 Limited we recognise the importance of regular feedback on our temporary workforce and in order for us to maintain our high calibre service, we are committed to closely monitoring the performance levels of the staff we supply you. Please take some time out to fill in this form and send back to us on fax: 0207 062024 or email: [info@onecall24.co.uk](mailto:info@onecall24.co.uk) at earliest convenience.

**Candidate Name:**

**Grade/Band:**

**Date of shift:**

**Name of Organisation:**

**Reliability:**                      Excellent  Good  Satisfactory  Poor

**Punctuality:**                      Excellent  Good  Satisfactory  Poor

**Clinical Knowledge/Skills:**      Excellent  Good  Satisfactory  Poor

**Willingness:**                      Excellent  Good  Satisfactory  Poor

**Motivation:**                      Excellent  Good  Satisfactory  Poor

**Organisation Skills:**              Excellent  Good  Satisfactory  Poor

**Overall Contribution:**            Excellent  Good  Satisfactory  Poor

**Communication:**                      Excellent  Good  Satisfactory  Poor

**Honesty and Integrity:**            Excellent  Good  Satisfactory  Poor

**Working Under Pressure:**        Excellent  Good  Satisfactory  Poor

Additional Comments:

**Do you have any concerns with this Candidate?**      Yes  No

**Would you have the Candidate back?**                      Yes  No

**Was the Candidate wearing and ID Badge and Uniform?**      Yes  No

**Client Representative Name:**

**Position/Band:**

**Signature:**

**Date:**

22. OneCall24 Appraisal Form

OneCall24 RGN/RMN Appraisal Form

**Candidate Name:**

**Position/Job Title:**

**Pin:**

**Appraised by (print name in full):**

**Role/Band:**

**Date of Appraisal:**

Performance Objectives

**Has the Appraisee completed all statutory and mandatory training in the last 12 months? Y/N**

**Objective 1**

**Personal development Plan (PDP)**

**Set Date:**

**Target Date:**

**Objective 2**

**Personal development Plan (PDP)**

**Set Date:**

**Target Date:**

**Objective 3**

**Personal development Plan (PDP)**

**Set Date:**

**Target Date:**

1. Main clinical areas worked:
2. Do you find your role challenging/difficult?
3. Have you had any complaints in the past 12 months? If yes, please provide details.
4. Do you feel happy/supported by Onecall24?

Additional Comments:

**Office Use only:** \_\_\_\_\_

Appraiser Comments:

5. Further discussion about complaints, concerns, disciplinary, fitness to practice action made in the last 12 months
6. Any further/pending disciplinary and complaints
7. Does the candidate have any agreed Continuing Development Plan in the next 12 months?

**Interviewer's signature:** \_\_\_\_\_

**Location:** \_\_\_\_\_

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

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

## **22. Booking Process**

One Call 24 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 One Call 24 to maintain a robust booking process, ensuring total compliance at all times.

Initially, when a trust (authority) is set up on the system, One Call 24 will obtain email confirmation from said Trust (ideally the Procurement team), with the names of the authorised officers who are able to place bookings on behalf of the trust (authority). This information will be inputted into the recruitment system, for that specific trust. This will then restrict who can place bookings from that trust for temporary workers. Any bookings or amendments will then have to be from one of the authorised personnel detailed against that trust, 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.

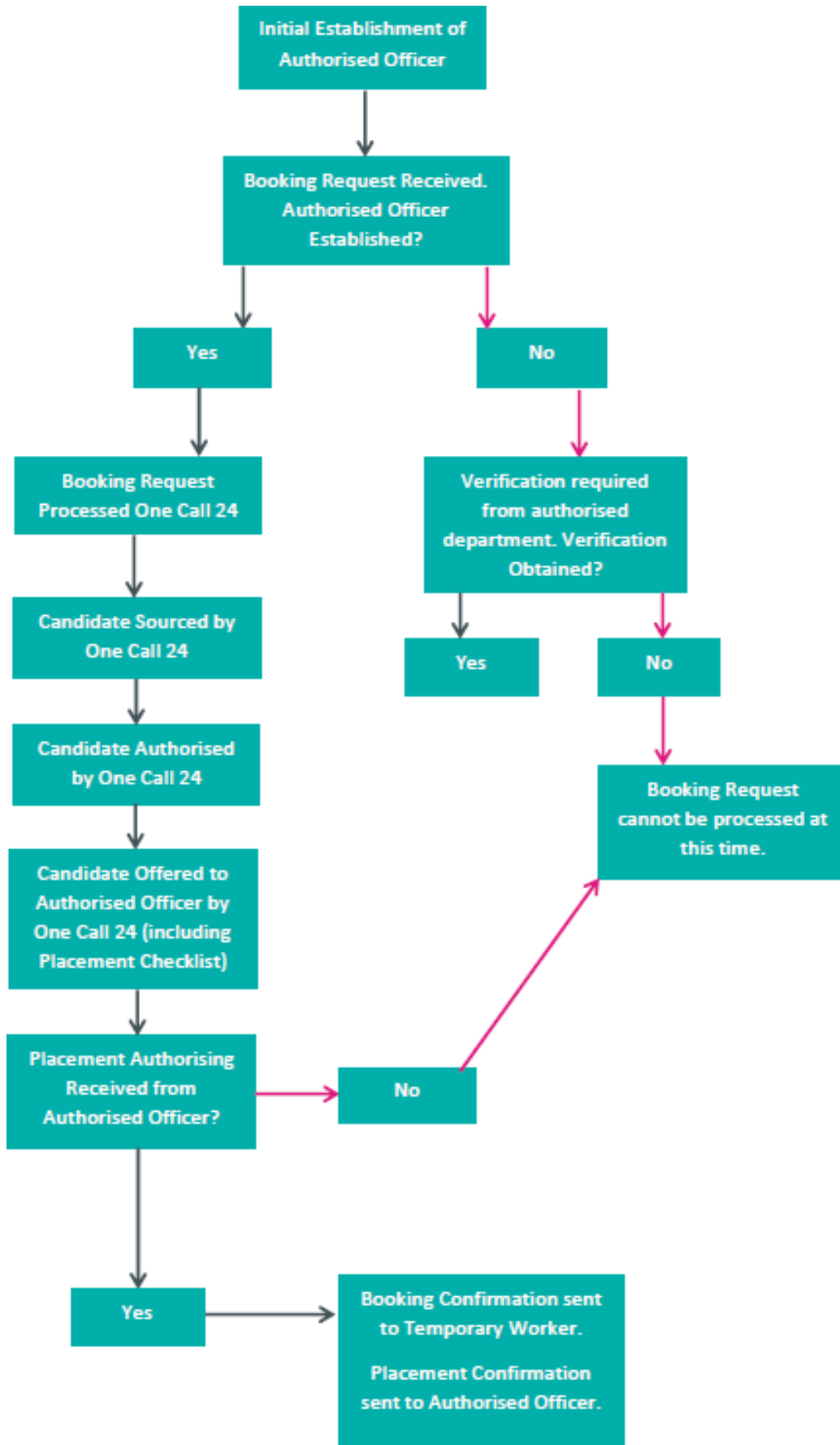
Where an authorised officer is changed or added to the list of authorised officers, One Call 24 will ensure confirmation is sought once again, from the Procurement Team (or authorised department).

If the booking request cannot be sufficiently verified by the person making the booking, One Call 24 will not be able to process said booking until sufficient verification is received and/or the trusts 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.

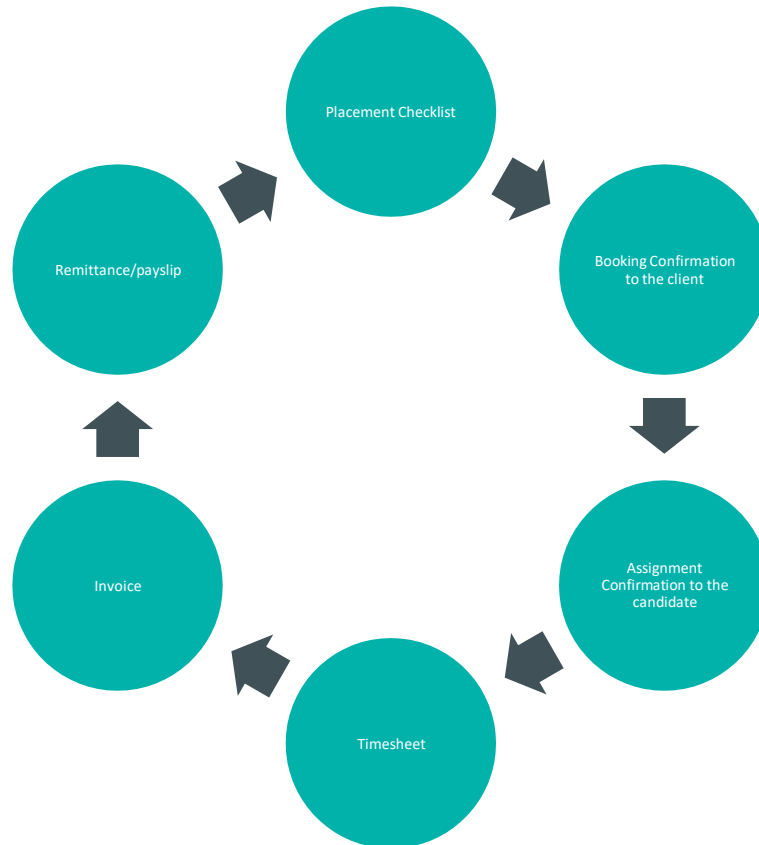






## Audit

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.

Temporary Worker Placement Checklist

Authority name (location)		Authority reference no. (if provided)	000000000000		
Reason for Booking (if provided)					
Job Profile Title		Grade/ Band	5	EPP?	Yes / No / N/A
Placement date from	DD/MM/YYYY	Placement date to	DD/MM/YYYY		
Proposed working Pattern	Shift times		Total number of hours booked	000	

Temporary Worker's full name	Jane Doe Smith		Full continuous employment history attached	Yes/No	
Previously worked at the Authority as above?	Yes / No	Available for full placement period?	Yes / No* (*see below)	Recent photograph attached	Yes / No
Verified ID	United Kingdom Passport			Attached	Yes / No
Nationality and Immigration status (Right to Work in UK)	Not applicable (as above)			Attached	Yes / No

Relevant Professional and Regularly Body registration (as appropriate)	GCD / HPC / NMC
Relevant Professional and Regularly Body registration number (as appropriate)	00000000
Relevant Professional and Regularly Body registration last checked (as appropriate)	DD/MM/YYYY

Care Certificate Qualification Achieved (If applicable)	Yes/No
Date Care Certificate Achieved	DD/MM/YYYY

PVG disclosure no.	00000000	PVG disclosure type	Standard / Enhanced
Date PVG issued	Name of employer that obtained PVG		

<b>Certificate of Fitness for Employment issued by</b>	Name of OH Provider	<b>Date issued</b>	DD/MM/YYYY
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<b>Has achieved above applicable IELTS scoring criteria</b>	Yes / No	<b>Two references attached</b>	Yes / No	<b>Alert notification?</b>	Subject / Not subject
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<b>Utilisation of Break Glass Protocol requested</b>	Yes/No		
<b>Break Glass Protocol Request Template appended to this document</b>	Yes/No		
<b>Revalidation Applicable</b>	Yes/No	<b>Responsible Officer in Place (Appraisal)</b>	Yes/No

<b>Other information as required by the Authority</b>	
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The above named Temporary Worker has been submitted by the Supplier for consideration in the provision of the Services i) in response to a request from the Authorised Officer of the Authority; ii) has undergone all of the necessary and appropriate pre-employment screening checks as required by the Terms and Conditions of Contract for the supply of temporary workers to ensure their compliance prior to supply and iii) shall be charged in accordance with the Contract Price set out in the SLA Agreement (or Escalated Contract Price as agreed with the Senior Authorised Officer of the Authority).

<b>Name</b>		<b>Position</b>	
<b>Signature</b>		<b>Date</b>	DD/MM/YYYY

**Review**

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.