



YOUR WORLD® RECRUITMENT GROUP
Open your world to endless opportunities

Candidate Handbook

Getting you
Started with
Your World

Contents Page

| | |
|-----|---|
| 001 | SECTION 1: |
| | Company Information |
| 001 | a) Introduction and Welcome |
| 001 | b) The History and Core Values |
| 003 | SECTION 2: |
| | General Terms and Conditions |
| 003 | a) Payment and Timesheets |
| 003 | b) Terms and Conditions |
| 004 | SECTION 3: |
| | Compliance |
| 004 | a) Right to Work in the UK |
| 004 | b) DBS (previously CRB) and ID checks |
| 007 | c) Criminal Convictions |
| 008 | d) Compliance Fee |
| 009 | SECTION 4: |
| | Qualifications and Professional Registration |
| 009 | a) Alert notices |
| 009 | b) Professional Indemnity Insurance |
| 010 | SECTION 5: |
| | Fitness to Practice |
| 011 | a) HIV/AIDS |
| 011 | b) Infection Control & MRSA |
| 013 | SECTION 6: |
| | Training and Professional Development |
| 014 | a) Health and Safety |
| 014 | b) Information Governance, Data Protection & Caldicott Protocols |
| 015 | c) Violence and Aggression |
| 015 | d) Lone Workers Information |
| 016 | e) Risk Incident Reporting |
| 016 | f) Complaint Handling |
| 017 | g) Record Keeping |
| 017 | h) Appraisals |

Contents Page Continued

| | |
|------|---|
| 019 | SECTION 7: |
| | Before the Assignment |
| 019 | a) Availability |
| 019 | b) Working Time Regulations |
| 019 | c) Payment Options |
| 019 | d) Timekeeping |
| 020 | e) ID Badges & Uniform |
| | |
| 021 | SECTION 8: |
| | Before the Assignment |
| 021 | a) Roles and Responsibilities |
| 021 | b) Induction |
| 021 | c) Notice Period |
| 022 | d) Safeguarding Children and Young People & Vulnerable Adults |
| 024 | e) Medication Policy |
| 025 | f) Administration of Controlled Drugs: |
| 026 | g) Drug errors |
| 027 | h) Patient Confidentiality |
| 027 | i) Use of Computers & Systems |
| 028 | j) Consent |
| 029 | k) Caring for Patients in their Own Home |
| 029 | l) Allegations of Abuse |
| 030 | m) Whistle Blowing |
| 031 | n) Fraud |
| | |
| 032 | SECTION 9: |
| | Code of Conduct |
| 032 | a) Equal Opportunities & Diversity Policy |
| 032 | b) Referral Bonus Scheme |
| 032 | c) Continuing Professional Development Allowance |
| 032 | d) International Opportunities |
| 033 | e) Temporary & Permanent Positions |
| | |
| 034 | SECTION 10: |
| | Useful Information |

SECTION 1: COMPANY INFORMATION

a) Introduction and Welcome

Welcome to our team!

We would like to wish you every success during your assignment whether you recently joined us or whether you are an existing candidate. We hope that your experience of working for Your World Recruitment Group will be positive and rewarding.

This Candidate Handbook is designed both to introduce you to our organisation and to be of continuing use during your assignment. We ask that you study carefully the contents of this Candidate Handbook as, in addition to setting out our rules and regulations, it also contains information on some of the main benefits that may be available to you and the policies and procedures relating to your assignment.

If you have any queries about the contents in this handbook, please contact your Recruitment Consultant using the contact details below:

Your World Recruitment Group Ltd
Level 5, Broadgate Tower
20 Primrose Street
London
EC2A 2EW
Tel: 020 7220 0811
Fax: 020 7220 0810

General amendments to the Candidate Handbook will be issued from time to time and the newest version will always be available from our website.

b) The History and Core Values

Your World Recruitment Group was formed in May 2005 and has rapidly grown to become a leading international healthcare recruitment agency offering unrivalled service and standard. The company originally started in Australia as a resourcing agency, supplying high quality healthcare staff to the UK market.

The UK office was opened three months later to supply the NHS and private sector in order to capitalise on the flow of high quality staff from overseas. Now Your World Recruitment Group has over 100 members of staff in the

London office covering 38 specialties as well as offices in, Australia, Dubai and Ireland.

We require high standards, performance and commitment to our vision, values and goals to ensure we continue to deliver excellent service to our candidates and clients.

We structure our teams to ensure the right level of responsibility is in place with clear objectives to make sure we consistently deliver our targets and goals.

Expanding in to new markets is always an ambition at Your World Recruitment Group, and we aim to establish more offices around the world as our international network grows, opening up more opportunities for all of our staff.

We are exceptionally proud of our heritage and the fact that Your World Recruitment Group has grown to be one of the largest healthcare recruitment companies in the UK. Our success can be attributed to our excellent standards of service ensuring we treat all of our candidates and clients as individuals.

Our international reach is growing and we have exciting plans to expand in to new markets overseas whilst also expanding the sectors we cover. We would like to welcome you on board and hope that you have a successful and rewarding career here at Your World Recruitment Group.

PASSIONATE

A burning determination to be the best at what we do, by delivering an exceptional service to all.



ACCOUNTABLE

Maintaining the Your World brand at all times. Working with respect, trust and integrity, to ensure our actions match our words.



INNOVATIVE

To be the pioneer in presenting staffing solutions to match our client's and candidate's ever changing needs.



PROFESSIONAL

Ensuring we consistently maintain the highest standards of service delivery, to both clients and candidates alike.



SECTION 2: General Terms and Conditions

a) Payments and Timesheets

Timesheets run from Monday to Sunday. Please submit your timesheet to us by 16:00 Tuesday in order to be paid by the following Friday.

Deadlines may change around Bank Holidays – we will inform all candidates in advance if this is the case. Payments are made directly into your bank/building society/Limited Company accounts by BACS (please make sure that we have the correct details).

It is your responsibility to ensure your timesheet is legible, completed correctly, and has been authorised and signed by your manager – payment will be declined if this is not the case.

In particular, please ensure:

- You complete the correct week ending timesheet
- The date and times you worked, excluding any breaks taken are correct
- The total hours and basic pay columns are correct
- Ensure your timesheet is signed and dated by your manager at the end of each shift
- You have signed the timesheet

If you have any problems with timesheets or payment, please contact your Recruitment Consultant.

b) Terms and Conditions

All candidates are required to sign the Terms and Conditions prior to placement.

SECTION 3: COMPLIANCE

a) Right to Work in the UK

Prior to the start of your placement, your right to work in the UK will be checked by the Compliance Team. We work closely with UK Border Agency and by law are required to verify immigration status of the non-EEU candidates placed in the UK. By signing this handbook, you agree on Your World Recruitment Group to contact UKBA regarding verifying the documents you provided us with.

Your World Recruitment Group follows a comprehensive guidance issued by the Home Office “Prevention of Illegal Working” (June 2012) and “Civil penalties for employers - code of practice” (February 2008) which can be downloaded from the UK Border Agency website.

Please inform Your World Recruitment Group immediately if your right to work status changes whilst you are working for us.

b) DBS (previously CRB) and ID checks

Your World Recruitment Group sees identity verification as the most fundamental of all preemployment checks. We follow the NHS Employment Check Standards. The NHS Employers organisation has developed these standards with the Department of Health and employers in the NHS.

Legal Disclaimer

I confirm my consent for any DBS Update Service check to be conducted (within the meaning of section 116A of the Police Act 1997) in relation to my criminal record certificate for the purpose of asking an exempted question within the meaning of section 113A of the Police Act 1997; or in relation to my enhanced criminal record certificate for the purposes of asking an exempted question for a prescribed purpose within the meaning of section 113B of the Police Act 1997.

The Employment Check Standards are also embedded in the Crown Commercial Service (CCS) National Agency Framework Agreement and annual audit checks of agencies, to assure compliance with the standards is met in relation to sub-contracted staff.

They also form part of the information governance and assurance standards links to the use of the NHS Care Record Service (NHS CRS). We are required by the Care Standards Act to obtain a criminal record disclosure for you prior to a placement. The level of the check will be decided upon the role you undertake. We will update your DBS check on annual basis. Your dedicated Compliance Officer will contact you when an update is required.

If you have entered the UK within the last 6 months, you must also provide us with a clear Police Check from your country of origin dated within the last 3 months. If you did not obtain this prior to entering the UK, please contact your Compliance Officer.

As you may be aware, the DBS will be introducing a new system in the spring 2013 allowing disclosure certificates to become portable.

The process is currently called The Updating Service:

<http://www.homeoffice.gov.uk/media-centre/news/DBS>.

<http://www.homeoffice.gov.uk/publications/agencies-public-bodies/dbs/dbs-news/dbs-news-feb-2013?view=Binary>

Please refer to the Department of Health for further information regarding the updated definition of Regulated Activity for Adults and Children:

<http://www.dh.gov.uk/health/files/2012/12/Regulated-Activity-Adults-Dec-2012.pdf>

<http://media.education.gov.uk/assets/files/pdf/r/regulated%20activity%20children%20full%20information%20ewni%20final%202012-06-01.pdf>

Acceptable documents of photographic personal identification for ID checks include:

Group 1 – Primary Trusted Identity Credentials

- Current valid Passport- Not denoted – it can be more than 12 months old
- Biometric Residence Permit (UK)
- Current Driving Licence (UK) (Full or provisional) Isle of Man /Channel Islands; Photo card only (a photo card is only valid if the individual presents it with the associated counterpart licence; except Jersey)
- Birth Certificate (UK and Channel Islands) - issued at the time of birth; Full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces. (Photocopies are not acceptable)

Group 2a – Trusted Government/State Issued Documents

- Current UK Driving licence (old style paper version)
- Current Non-UK Photo Driving Licence (valid only for applicants residing outside of the UK at time of application)
- Birth Certificate (UK and Channel Islands) - (issued after the time of birth by the General Register Office/relevant authority i.e. Registrars – Photocopies are not acceptable)
- Marriage/Civil Partnership Certificate (UK and Channel Islands)

- Adoption Certificate (UK and Channel Islands)
- HM Forces ID card (UK)
- Fire Arms Licence (UK and Channel Islands)

Group 2b – Financial/Social History Documents

Denoted with

* - it should be less than three months old

** - it should be issued within the past 12 months

- Mortgage Statement (UK or EEA)
 - ** (Non-EEA statements must not be accepted)
- Bank/Building Society Statement (UK or EEA)
 - * (Non-EEA statements must not be accepted)
- Bank/Building Society Account Opening Confirmation Letter (UK)
- Credit Card Statement (UK or EEA)* (Non-EEA statements must not be accepted)
- Financial Statement ** - e.g. pension, endowment, ISA (UK)
- P45/P60 Statement ** (UK & Channel Islands).
- Council Tax Statement (UK & Channel Islands) **
- Work Permit/Visa (UK) (UK Residence Permit) **
- Letter of Sponsorship from future employment provider (Non-UK/Non-EEA only – valid only for applicants residing outside of the UK at time of application)
- Utility Bill (UK)* – Not Mobile Telephone -.
- Benefit Statement* - e.g. Child Allowance, Pension
- A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK & Channel Islands)*- e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security
- EU National ID card
- Cards carrying the PASS accreditation logo (UK and Channel Islands)
- Letter from Head Teacher or College Principal (16/17 year olds in full time education – (only used in exceptional circumstances when all other documents have been exhausted)

For more information, please refer to:

<http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>

c) Criminal Convictions

NHS Policy and the National Contract require Agencies for the Supply of temporary staff to obtain a Disclosure and Barring Service (previously CRB)/ a Disclosure Scotland (DS)/Access NI for all candidates.

Disclosures from previous employers are not acceptable. Please be aware that our clients may insist we inform them in writing of any criminal convictions you may have before accepting you for an assignment.

We will only provide this information with your consent. Your World Recruitment Group cannot be held responsible should clients decline your services following refusal to comply with this request or disclosure of a criminal conviction. Our own response to criminal record information will depend upon its nature and seriousness.

If during an assignment, you are cautioned, bound over, or convicted of any criminal or civil offence, you must contact Your World Recruitment Group in writing immediately, detailing the nature of the offence and/or the findings of the court.

For information on employing ex-offenders please see the following website: <http://www.homeoffice.gov.uk/publications/agencies-public-bodies/dbs/dbs-checking-service-guidance/identity-checking-guidelines?view=Binary>

Avoiding Discrimination

Your World Recruitment Group will not unlawfully discriminate in the recruitment processes on the grounds of ethnicity, disability, age, gender, religion and belief, or sexual orientation.

To avoid discrimination Your World Recruitment Group will treat all job applicants in the same way at each stage of their recruitment process Rehabilitation of Offenders. Applicants for healthcare positions are exempt from the Rehabilitation of Offenders Act 1974. You are required to declare prosecutions or convictions, including those considered 'spent' under this Act.

Use of Information

By working for Your World Recruitment Group you acknowledge that your personal details will be stored and handled correctly by Your World Recruitment Group in accordance with the Data Protection Act 1998, however, you agree that they may be made available for audit/review by relevant third parties. This is relevant for all information including all documents - DBS, Occupational Health, References.

Your World Recruitment Group is contractually obliged to use the data only for the relevant purpose specified above and not to forward the data to other parties without your consent.

For further information or any questions related to this please contact the Compliance team on compliance@ywhealthcare.com

d) Compliance Fee

Your World prides itself with the level of assistance we offer our candidates. As standard practice, Your World will arrange and manage for the relevant compliance and vetting procedures to be completed on your behalf where required. Any costs incurred in obtaining the relevant levels of compliance will be your responsibility. These associated costs will be deducted from your wages in instalments over the initial weeks of placement. The pecuniary values of these instalments will be communicated to you prior to deduction from your salary.

Any renewal documentation required to maintain your compliance throughout your time with Your World will also be your responsibility and will be deducted in the above manner.

Compliance costs include, but are not limited to; DBS (any other police check needed), Occupational Health and Training.

Should you not wish for Your World to manage the compliance process on your behalf and you wish to arrange for this to be completed independently then you can decline upon registration by notifying Your World in writing.

Should you wish to cancel this service, then you are free to withdraw at any time by giving not less than 5 days' written notice to Your World. In the event of you leaving a placement or cancelling this service, Your World reserve the right to deduct any outstanding compliance fees from your final pay.

We strongly advise that you sign up to the DBS Update Service within the 19 day time frame of receiving your DBS. This is both a cost and time effective method of maintaining your compliance.

All due payments will be communicated prior to your salary deduction.

Should you have any queries please contact your Recruitment Co-ordinator or Consultant for more details.

SECTION 4: QUALIFICATIONS AND PROFESSIONAL REGISTRATION

Clinical Staff

Upon registration with Your World Recruitment Group, your qualifications and clinical suitability will be checked and verified. You must present us with your updated Curriculum Vitae and the business contact details for two clinical referees. We will check if there are unexplained gaps in your employment history and obtain the references.

We will also check your current registration with the relevant regulatory body:

- Nursing and Midwifery Council
- Health and Care Professions Council
- General Medical Council
- General Pharmaceutical Council

The registration checks are performed on a monthly basis by our compliance team. Your placement will be suspended if your professional registration has not been renewed. You must inform us of any pending clinical investigations, cautions or reprimands immediately.

Non-clinical staff

We expect all non-clinical candidates to have a suitable experience confirmed by two professional references. IELTS Certificate-for non-clinical staff (International English Language Testing System)-for those from outside the EU requesting to work in the UK. Any offer of appointment may be withdrawn if you knowingly withhold information, or provide false or misleading information, and your placement will be terminated should any subsequent information come to light once you have been appointed.

a) Alert Notices

The HCPC, the GMC and the NMC issue monthly fitness to practise circulars, which include details of practitioners who have been struck off, suspended or cautioned during the previous month. We monitor these on monthly basis.

b) Professional Indemnity Insurance

You are professionally accountable for all of your practice. In 2013, it is a condition of your practice to maintain indemnity insurance and we will request copies of these details as part of the registration process. Your World Recruitment Group strongly advises that you seek professional indemnity insurance and will be happy to recommend providers.

SECTION 5: FITNESS TO PRACTICE

As part of the registration process, we ask you to complete a health questionnaire to ensure you are fit to perform your duties. In line with current Department of Health guidelines, Your World Recruitment Group is required to obtain Fitness to Work Certificate prior to your assignment.

You have a responsibility to provide evidence of immunity to the following:

- TB – BCG scar sighted/Mantoux test with a diameter reading of between 6mm and 15mm or Grade 2 Heaf Test
- Hep B antibodies blood test showing titre levels that are greater than 100
- Measles and Rubella – evidence of immunity or 2 MMR vaccinations
- Evidence of HIV, Hep C Screening and Hep B Antigen if you work in a EPP environment (Exposure Prone Procedure)-the EPP results must be IVS (Identified Validated Samples)

All Occupational Health Results must be verified by your GP, an Occupational Health Nurse or Practice Nurse. Please ensure they are stamped and signed before returning to us.

Any boosters or new vaccinations should be recorded on your Immunisation Record. You need to disclose details on your application form and allow us to view and make copies of proof of vaccination. You are also required to supply Your World Recruitment Group with an update of your “Employee Medical Questionnaire” on an annual basis. Please ask your Compliance Team at Your World Recruitment Group if you need a new copy.

It is important for your own health and of those in your care that you are fit to practice whenever you attend an assignment. You must declare your fitness to practice, or otherwise, on acceptance of an assignment. This includes the requirement not to declare oneself fit to work if suffering from vomiting, diarrhoea, if you have a rash or an eye, ear, nose, throat infection.

All temporary workers must inform Your World Recruitment Group if he/she becomes injured or diagnosed with any condition before or during the assignment.

You **MUST** also let us know if you are pregnant. If you are concerned that your work involves unnecessary risks to your health and fitness, or that of your unborn child, please do not hesitate to contact us.

If you are pregnant we are required to perform a health and risk assessment for all expectant mothers. Please note, you may be asked to undergo a medical examination by the Trust prior to the commencement of a shift or assignment.

Because of the importance of your fitness to practice, Your World Recruitment Group reserves the right to request a certificate of fitness to practice from your GP or a qualified Occupational Health Service. Our clients may also ask that you undergo a medical examination before commencing work for them. In these cases, future placements may be dependent on your compliance with this request and its outcome, providing it was made with good reason.

a) HIV/Aids

You should be aware of and abide by the requirements of HSC 1998 / 226 “Guidance on the Management of AIDS / HIV Infected Health Care Workers and Patient Notification”.

If you believe you may have been exposed to HIV infection in any way you should seek medical advice from your GP or Occupational Health Department and, where appropriate, undergo diagnostic antibody testing. If you are found to be infected, you must again seek guidance from your GP or Occupational Health Department.

If you are found to be HIV positive and perform or assist with invasive surgical procedures, you must stop this immediately and seek advice from your GP or Occupational Health Department regarding what action, if any, should be taken. Please be aware that it is the obligation of all health workers to notify their employer and, where appropriate, the relevant professional regulatory body, if they are aware of HIV positive individuals who have not heeded advice to modify their working practice.

Please note that the above guidance does not supersede current Department of Health Guidelines (in particular HSC 1998/226) or local practices and procedures.

a) Infection Control and MRSA

Methicillin Resistant Staphylococcus Aureus (MRSA) is the name given to a range of strains of antibiotic-resistant bacteria. MRSA exists in the nose or on the hands of around one third of the healthy population and is usually harmless. It can however prove fatal if it enters the bloodstream of an already weakened patient.

MRSA is usually transmitted by touch. The single most effective measure for preventing MRSA contamination is washing hands before and after every patient contact.

In addition, please;

- Use liquid soap and water or an alcohol-based hand rub when washing hands – make sure it comes into contact with all areas
- Remove nail varnish, wrist and hand jewellery at the beginning of each shift where you will be regularly decontaminating your hands. A plain wedding band may be worn.
- Wear disposable gloves and aprons when attending to dressings or dealing with blood and body fluids (sterile gloves should only be worn when performing aseptic techniques)
- Dispose of gloves and aprons after use ensuring you use the correct clinical waste bins.
- Cover cuts or breaks in your skin or those of patients / clients with waterproof dressings.

If you come into contact with a patient who is later found to be contaminated with MRSA, it may be necessary to attend screening sessions at the hospital's Occupational Health Department.

During this time and before you have been declared clear from MRSA, we may be restricted in the assignments we can offer you due to the risks of infection.

SECTION 6: TRAINING AND PROFESSIONAL DEVELOPMENT

Please keep up to date with all relevant clinical guidance. In particular, you must ensure you have completed your annual mandatory training.

Mandatory Training

Basic Life Support, Moving and Handling—these must be practical, Health and Safety at Work including COSHH and RIDDOR, The Caldicott Principles/ Information Governance, Handling violence & aggression/Conflict Resolution, Complaints Handling, Fire Safety, Lone worker training, Food Hygiene, Infection Prevention (Included MRSA & Clostridium Difficile) Safeguarding Children and Young People Level 2 or 3

Midwifery Candidates

Additionally valid Intention to Practice, CTG and Resuscitation of Newborn Training.

Please ensure your training record is kept up to date at all times by sending us proof of training completed and relevant certificates after any new course. We will review training completed at your annual appraisals (see below).

Your World Recruitment Group facilitates a number of training courses for candidates. For further details of these courses and training subsidies available, please contact your Compliance Officer.

Should you fail to attend the training organised by Your World Recruitment Group without informing the Compliance Officer 48 hours in advance, we will deduct the DNA fee from your wages. Some clients also require additional training to be undertaken such as Intermediate Life Support, Advanced Life Support, Paediatric/Neonatal Life Support or physical restraint skills.

Your Recruitment Consultant or Compliance Officer will discuss any training requirements with you prior to your first placement and again on an annual basis.

a) Health and Safety

Under the Health and Safety at Work Act 1974, it is your duty to:

- Take reasonable care for the health and safety at work of yourself and any other people who might be affected by your acts or omissions
- Co-operate with your employer and others to enable them to comply with statutory duties and requirements.
- Not intentionally or recklessly misuse anything provided in the interests of health, safety or welfare

The Management of Health & Safety at Work Regulations 1992 further requires you to:

- Use any equipment, etc., provided in the interests of safety
- Follow health and safety instructions
- Report anything you consider to be a serious danger
- Report any shortcomings in the protection arrangements for health and safety

When on an assignment, it is the client's responsibility to familiarise you with their own Health & Safety Policy and procedures, and with locations of fire escapes, first aid contact person etc. Your Word may carry out training in standard workstation safety if requested in writing by the client.

We cannot, however, be held responsible for the suitability of workstations used by our clients. If you express concern over the Health & Safety arrangements of your employing candidate, we will ask the client to investigate and, if possible, to make improvements.

If you refuse to work for a client on Health and Safety grounds, we will attempt to find you other employment without prejudice.

b) Information Governance, Data Protection & Caldicott Protocols

The Caldicott review was commissioned due to the development of information technology and its capacity to disseminate information about patients/service users both rapidly and extensively. An essential component of the clinical consultation in the provision of health care is confidentiality.

All healthcare workers have stringent requirements with regard to confidentiality of patients within their care. However information given about patients underpins the efficient operation of the NHS, and it's important that confidentiality does not impede upon the provision of effective patient care.

Therefore the Caldicott review devised protocols and recommendations, which assume the appointment of a Caldicott Guardian who is created to safeguard and govern the users of patient information within NHS organisations. Caldicott guardians are senior health professionals. The training must include as a minimum the Data Protection Act, The Caldicott Principles, the NHS Code of Confidentiality, Freedom of Information Act, Information Security, Records Management, secure transfers of Personal Identifiable Data.

You are required to familiarise yourself with the local policy on confidentiality within the establishment/ NHS Trust.

c) Violence and Aggression

It has been recognised for some time that workers in a hospital setting work within an environment where there is potential for threat, aggression, or violence. Violence and aggression can be defined as:

- Minor assaults including situations where physical contact and/or injuries occur which require first aid treatment
- Threats with an offensive weapon without physical injury
- Aggravated assault resulting in injury requiring medical assistance
- Threatening behaviour which could include verbal abuse or threats, and fear arising from damage to the physical environment
- Assault resulting in serious injury and/or death. Any violent, abusive, or threatening behaviour is unacceptable and will not be tolerated.

You must report any incident immediately to the person in charge and also to your Recruitment Consultant. The establishment where you are working will have policies for dealing with such incidents, and the incident report form should be completed both at the place of assignment and at Your World Recruitment Group office.

All candidates have an obligation under the Health and Safety at Work Act 1974 to have regard for their own health, safety and welfare at work, and that of others who may be affected by their acts or omissions.

d) Lone Workers Information

Lone workers are those who work by themselves without close or direct supervision. Lone working is not governed by any specific legislation but a wide range of legislation may apply depending on the nature of the work involved. In all instances the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations of 1992 will apply.

Generally within the healthcare industry, lone workers can be regarded as those who work on a peripatetic basis such as community/district nurses, domiciliary homecare workers etc., or those personnel who work outside of normal hours e.g. domestics, porters, security etc.

In all cases where a worker is expected to work alone, a risk assessment should be performed by the employer and steps taken to reduce risk to the lowest practicable level.

The risk assessment should address:

- Whether the work can be performed safely by a single person
- What arrangements are required to ensure the lone worker is at no more risk than employees working together

If for any reason you consider yourself to be at risk working in a 'lone worker' situation please contact your Recruitment Consultant immediately so that a further risk assessment can be performed and arrangements can be made to ensure safe systems of work and your personal safety.

e) Risk Incident Reporting

Under the management of Health and Safety Regulations of 1992 you have a legal duty of care to report all accidents, incidents and near misses. These regulations impose a duty on employers to perform risk assessments on all work activities. If during the course of your work you identify a risk to the health, safety and welfare of your own personal safety, and/or that of your colleagues/patients/clients, you have a duty to report this.

In the first instance it should be reported to the person in charge, ensuring you fully document your findings and actions. You must also report this to your Recruitment Consultant.

f) Complaint Handling

During the course of your career with Your World Recruitment Group you may come across complaints from patients/clients. It is the policy of Your World Recruitment Group to deal with any expression of dissatisfaction in a professional and precise manner. If you are on an assignment within an establishment, please report any complaints to a senior person and document all details of the complaint.

You must also report the complaint to your Recruitment Consultant or their manager.

All complaints must be investigated within a specified time limit and resolved as soon as possible and this is the responsibility of your Recruitment Consultant's Line Manager or Compliance Manager. You may, however, be requested to put details of the complaint in writing in on a complaint record form and/or attend an interview to investigate details further.

If you are personally the subject of a complaint you will also be asked to record details as part of an investigation and in some circumstances it may be necessary to suspend you from duty whilst the investigation is in process.

Any complaints of misconduct against individuals will be reported to the relevant Registered Body. If you have any complaints about any aspect of your work at Your World Recruitment Group please do not hesitate to contact us. Any complaints from individuals will be dealt with in a professional and confidential manner. For a copy of the Your World Recruitment Group Complaints Policy, please contact the Compliance Manager.

g) Record Keeping

Keeping clear and concise records is essential. Records must be factual and legible. All reports must be written in black ink. Each entry should be dated and signed and written as soon after the event as possible. If mistakes are made a thin black line should be scored through and initialled. Keeping comprehensive records promotes better communication as well as continuity, consistency, and efficiency.

h) Appraisals

We will appraise you on a regular basis or require the evidence of your appraisal depending on the contractual agreement. Appraisals give us an opportunity to discuss your performance at work. It is also an opportunity for you to raise any concerns or issues you may have. Appraisals are carried out based on feedback received from clients and the candidate's selfassessment and cover the following areas:

- Clinical Skills
- Relationship with patients, other healthcare workers and the public
- Timekeeping and management of workload
- Patient records and other records management
- Organisational ability:
- Training
- Sickness/absence record:
- Personal objectives:
- Problems/Issues/Concerns

At the end of every assignment Your World Recruitment Group provides a Candidate Performance Report to the Client for completion. Clients are asked to supply feedback on the service they have received from Your World Recruitment Group and also provide references for the candidate.

Candidates are asked to give feedback on the service they have received from Your World Recruitment Group and also any feedback regarding the assignment.

Both positive and negative feedback is actively encouraged so that Your World Recruitment Group can act upon it to improve quality of service.

SECTION 7: BEFORE THE ASSIGNMENT

a) Availability

Let your Recruitment Consultant know when you want to work by calling the office and giving us your availability.

What you should expect when given a placement

- The name of the client
- Details of the role
- The grade, specialty & pay rate
- Details of on-call hours if applicable
- The location and directions
- Start and finish times of the shift
- The expected length of the placement and hours of work
- The dress code
- Any special timesheet requirements and any placement reference number applicable

Remember to take a note of ALL the details of the shift, including any placement reference number and timesheet requirements.

b) Working Time Regulations

The Working Time Regulations 1998 require Your World Recruitment Group to limit your average weekly working time to 48 hours unless you agree with Your World Recruitment Group that the limit shall not apply to you.

c) Payment Options

Your World Recruitment Group does not offer financial advice to candidates but would recommend that you contact the companies featured on our website who will be able to advise you on the options available to you.

d) Timekeeping

Please make every effort to ensure you arrive at and leave all bookings at the agreed time confirmed in your booking contract. If, for any reason you are unable to attend a booking you should contact your Recruitment Consultant at the earliest possible opportunity.

e) ID Badges and Uniform

ID badges will be issued to you prior to employment. You will be sent a new ID badge whenever it is due to expire and this must be handed back to us on termination of employment with Your World Recruitment Group. The receipt of the ID badge must be confirmed via email.

The uniform requirements of some of our clients differ and will be stated prior to the assignment. If you are in an assignment where a hospital uniform is not required or you have any queries regarding dress code, please do not hesitate to contact your Recruitment Consultant. The uniform charges apply. Please check this with your Recruitment Consultant.

SECTION 8: ON ASSIGNMENT

a) Roles and Responsibilities

Your World Recruitment Group expects all Candidates to act in a professional manner at all times.

We particularly ask that you pay special attention to:

- Punctuality
- Standards of Dress and Courtesy
- Quality of Care and Clinical Procedures
- Consideration and Respect for patients, colleagues and managers
- Confidentiality and Integrity
- You must only smoke in permitted areas
- All policies and procedures that are in place with the Trust / Ward / Department

b) Induction

On arriving at a new booking, please take the opportunity to familiarise yourself with the local policies and procedures. In particular, please be aware of the following, where relevant;

- Crash Call Procedure
- Fire procedure and Fire Exits
- Hot Spot Mechanisms
- Violent Episode Policy
- Procedure for Alerting Security Staff
- Policy for Administration & Assistance with Drugs
- Complaints Handling

Where possible, we encourage candidates to visit their potential workplace prior to starting work. If you have any queries regarding correct local procedures, or are uncomfortable carrying out any of the duties you have been asked to perform, please raise these issues with your Recruitment Consultant in the first instance. Our Clients have a duty to conduct an induction with you before each new placement.

c) Notice Period

When possible, you should let your Recruitment Consultant know when your assignment is coming to an end, allowing us time to organise your next assignment if necessary.

Candidates are asked to give at least 1 weeks' notice (except in exceptional circumstances when each case will be looked at individually) and subsequently inform Your World Recruitment Group of the end date.

Whilst this handbook outlines Your World's own policies and standards, these do not supersede the national guidelines of the HCPC and other professional and regulatory membership bodies.

You are responsible for your own actions when completing assignments, co-operating with colleagues and managers for the care of patients and clients.

- You should comply with all reasonable requests, using your professional judgement at all times.
- If you have any questions about your work, please try to resolve these locally at first or seek advice from your Recruitment Consultant.
- You must not attend work under the influence of alcohol or any illicit substances.
- Clients should at all times be treated with dignity and respect and due consideration should be taken of their religion, culture and any other preferences.
- Clients should be addressed using their preferred name
- Care and support should be given in the least intrusive manner possible
- The independence of clients should be supported and encouraged where possible through appropriate communication about, and involvement in, their own care. This independence should only be curbed where it is in the client's best interests and the reasons recorded.

Occasionally clients may contact you directly to work. If this does occur please contact your consultant immediately. We are required to know where our candidates are working at all times.

d) Safeguarding Children and Young People & Vulnerable Adults

Your World Recruitment Group aims to provide a safe environment for children and vulnerable adults within healthcare.

All candidates will attend mandatory training on Safeguarding of Children and Young People. Every candidate has a responsibility to ensure that children are protected and to know what to do if there are any concerns surrounding a child's welfare and safety.

It is important to:

- Understand what constitutes child abuse
- Know different forms of abuse. Physical, emotional, neglect and sexual abuse.
- How to recognise the signs of child abuse
- What to do if you have concerns of abuse
- Familiarise yourself with local policies/procedures

Forms of abuse

Verbal / psychological abuse - Includes humiliating and degrading treatment such as bad name calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation

Physical Abuse - Involves the use of violent physical force so as to cause actual or likely physical injury or suffering, (e.g. hitting, shaking, burning, female genital mutilation, torture.)

Sexual Abuse - Includes all forms of sexual violence including incest, early and forced marriage, rape, involvement in pornography, and sexual slavery. Child sexual abuse may also include indecent touching or exposure, using sexually explicit language towards a child and showing children pornographic material.

Neglect - Deliberately, or through carelessness or negligence, failing to provide for, or secure for a child, their rights to physical safety and development. Includes abandonment, the failure to properly supervise and protect children from harm as much as is feasible, the deliberate failure to carry out important aspects of care which results or is likely to result in harm to the child, the deliberate failure to provide medical care or carelessly exposing a child to harm for example can amount to neglect.

If there are concerns that abuse is occurring and you need advice you can contact the management of the client, the Police, or Social Services, who have the responsibility under the Children's Acts to investigate the matter further where children people are involved.

When dealing with complaints where a child or vulnerable adult is involved, always;

- Stay calm and do not rush into inappropriate action.
- Reassure the child or vulnerable adult that he/she is not to blame. Communication should be at the individual's pace without pressure.
- Listen to what the individual is saying and take them seriously.
- Do not make promises you cannot keep.
- Ensure that confidentiality is maintained at all times.
- Explain to the individual what steps you intend to take having heard their account.
- Ensure that you understand what the individual has said and that you record it accurately immediately after the conversation.
- You should not take sole responsibility, consult Your Recruitment Consultant so that they can take steps to report the abuse to the authorities
- You should act in accordance with local and national policies if there is an issue of child protection.

e) Medication Policy

Medication should be kept in a safe place, known and accessible to the client or to relatives and other carers where appropriate. You should not make use of a client's property (including, for example, their telephone) without their express permission.

You should report any accident or emergency situations as soon as possible to the manager, to the relevant authorities and to your Consultant. All visits, incidents, observations, care and, where relevant, financial transactions should be logged on records kept securely in the client's home.

Records are kept for one month, or until the assignment is over, and are made available to the client, their relatives and representatives.

If you are unable to attend any specific appointment, please notify us immediately.

It is the aim of Your World Recruitment Group to ensure that the administration of all medicines by a healthcare professional is in accordance with statute, local rules and guidance issued by their professional body.

Primary Legislation concerning the administration of medicines is included in Medicines Act 1968 and the Misuse of Drugs 1971. Hospitals and Nursing Homes have their own system for administering drugs.

It is your responsibility to ensure you are familiar with the system used within the establishment to which you have been assigned.

General Administration of Medicines and Controlled Drugs

- You should be accompanied by a regular member of staff i.e. trained nurse, staff nurse or ward manager.
- You must check that the prescription shows the patients name and DOB, any known allergies, medicine name, dose, route of administration, the date and administration times.
- You must be able to read and fully understand the prescription, have knowledge of the medicine and be able to calculate the dose.

The patient's identity must be agreed either verbally with the patient/career or substantive staff member or a member of staff, or checked against their identification band or photograph.

Any contraindications or change in the patient's clinical condition that may require the drug to be withheld must be noted. If necessary, immediate advice must be sought. Ascertain that there is no previous history of sensitivity or allergies associated with the medicine to be given.

- Select the medicine; check that the date of the medicine has not expired.
- Check the dose, form and route of administration.
- Check that the patient has already not received the dose that is about to be administered.
- You must seek the appropriate consent from the patient before administering or assisting with the medication. In the event that the patient withholds consent, follow the procedure enclosed in 'Recording of Drugs'. Administer the medicine and immediately record the date and time the dose is given.
- You should remain with the patient until the medicine has been taken
- If you have any concerns about a patient, their health or their medication you should inform the person in charge.

f) Administration of Controlled Drugs

Controlled Drugs can be administered only if the witness to the procedure is present. Stock must be checked, the dosage removed and the remaining stock recorded in the Controlled Drugs Book before administration of drugs. The patient's name, date, time and dosage given, full legible signature of both the witness and the Nurse who administer the drug should be recorded.

A Controlled Drug must be destroyed in the presence of the witness and a record made if it is wasted or partially used. Any problems encountered with the above must be reported to the person in charge and a written record made. Unqualified staff i.e. Healthcare Assistants will not administer medicines but only assist the patient in taking the prescribed medication.

Recording of Drugs:

The person administering the medicines responsible for completing the administration record in a clear, accurate manner.

If the patient refuses to take the medication, clinical staff must assess if the refusal compromises the patient's condition or the effect of other medicines and contact the prescriber.

A clear and accurate record of the refusal must be made on the drug chart and action taken by the clinical staff written in the nursing notes. The matter must be reported to the person in charge.

g) Drug Errors

In case of drug error, you must make a record of the occurrence in the patient's notes and the person in charge must be informed immediately. 24-hour observation should be carried out and recorded in patient's notes. Any drug error must be reported to the Person in Charge of your shift with a written report of the incident.

Verbal orders:

You must be aware of the local policy on verbal orders as some establishments do not permit taking the verbal orders over the phone.

Good records are essential to safe and effective patient care and should be:

- Clear, legible and indelible
- Factual and accurate
- Written as soon after the event as possible
- Signed, timed and dated

Records should;

- Be written with involvement of the patient, client or carer where possible
- Be written in terms the patient or client can understand
- Be consecutive
- Identify problems that have arisen and action taken to rectify them
- Show care planned, decisions made, care delivered and information shared

Please be aware that full records are essential should any questions be raised about the care and standards of care delivered. For more detailed information, please see relevant Professional Bodies' guidelines.

h) Patient Confidentiality

Any patient information obtained by you during the course of your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation. Please take care with patient records when on assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Patients/clients information should only be shared with their consent – you should make sure patients/clients understand that their information may be shared with members of the multidisciplinary team.

It is a patient's/client's decision what information should be shared with their family or others. Discussing patient care/information outside of the workplace is a serious breach of confidentiality. You should act in accordance with local and national policies if there is an issue of child protection.

i) Use of Computers and Systems

Where our client's grant you access to their computer systems or paper based systems, these must only be used as authorised and not to gain access to any other data or programs.

In general, please ensure that you:

- Keep any passwords safe and do not disclose to unauthorised personnel
- Keep to the client's policies and procedures
- Log off immediately after use

Specifically, you must;

- Observe any local policies and procedures regarding passwords
- Do not load or introduce any programs onto the computer
- Do not access any information service or bulletin board including the internet without specific prior authority from your line manager
- Do not download any files or connect to any network or other computer equipment without prior authority as above

j) Consent

In accordance with HCPC and other relevant Professional Bodies, you must obtain the consent of a patient before giving any treatment or care.

Consent must be:

- Given by a legally competent person
- Given voluntarily
- Informed

Patients / clients are assumed to be legally competent (that is they can understand and retain treatment information and use it to make an informed choice) unless otherwise assessed by a suitably qualified practitioner.

The exception to this rule is in the case of an emergency where treatment is necessary to preserve life and the patient/ client is unable to give consent. In all cases, you must be able to demonstrate that you are acting in the patients best interests.

If a patient / client is no longer legally competent, decisions should be based on previous consent / non-consent in a similar situation (providing there is no reason to believe they have changed their mind) or their known wishes. Otherwise, treatment should be in their best interests. Where a patient/client is considered incapable of giving consent, please consult relevant colleagues.

Where a patient/client has withheld consent, disclosures of information may only be made if:

- They can be justified in the public interest (normally where the disclosure is essential to protect the patient/client or someone else from risk of significant harm).
- They are required by law or court order.

In the case of children (those aged under 16 in England and Wales), involvement of those with parental responsibility is usually necessary - you should always be aware of legislation and local protocol.

It is not usually acceptable to seek consent for a procedure that you will not be performing yourself, unless you have been specifically instructed for that area of practice. All discussions and decisions relating to consent should be documented in the patient's/ client's records. Where consent is withheld, you should follow the policy in force at your assignment location.

k) Caring for Patients in their Own Home

Please see below for general guidelines relating to assignments carried out in an individual's private home. For further detailed information please refer to the HCPC or relevant professional membership bodies' guidelines. You should announce your identity clearly on arrival and not enter a client's home without invitation upon arrival at a home visit; you should check whether your client has any specific needs for this visit.

Please take full care securing a client's home when leaving including, where appropriate, doors and windows and the safeguarding of keys.

l) Allegations of Abuse

Your World Recruitment Group will take seriously any allegations of abuse by staff working through us. If we receive complaints of this sort against you, we may not be able to assign you whilst a full investigation is performed.

Ultimately, if allegations are well founded, we may not be able to offer you assignments in the future. Where allegations are sufficiently serious, we may need to report you to the relevant professional body and/or the police depending on the allegation.

Appeals against any decisions made by our staff in these matters can be made to the Operations Director, whose decision will be final. Should you in the course of duty suspect that abuse is taking place, you should inform your line manager immediately.

In the case of caring for service users in their own homes, you must report any suspicions of allegations of abuse immediately to your Recruitment Consultant.

There are strict guidelines to be followed in reporting abuse under the Department of Health guidance "No Secrets" and a full report will need to be made prior to investigation.

There are many different forms of abuse:

- Physical, including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanction
- Sexual, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting
- Psychological, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks
- Financial or material abuse, including theft, fraud, exploitation, and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- Neglect or acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- Discriminatory abuse, including racist or sexist abuse or that based on a person's disability and other forms of harassment, slurs or similar treatment.

m) Whistleblowing

Your World Recruitment Group operates a “Whistleblowing Policy”, which encourages a culture of openness within our organisation and aims to prevent malpractice. With the introduction of the Public Interest Disclosure Act 1998 all workers now have legal protection from any form of retribution, victimisation or detriment as a result of publicly disclosing certain serious allegations of malpractice.

The policy will apply in cases where a Temporary Worker genuinely and in good faith believes that one of the following sets of circumstances is occurring, has occurred or may occur within their line of duty:

- A criminal offence has been committed, is being committed or is likely to be committed
- A person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject
- A miscarriage of justice has occurred, is occurring, or is likely to occur
- The health and safety of any individual has been, is being, or is likely to be endangered
- The environment has been, is being, or is likely to be damaged
- Information tending towards falling within any one of the preceding paragraphs has been, is being, or is likely to be deliberately concealed

Anyone who wishes to raise or discuss any issues which might fall into the above categories should contact Your World Recruitment Group in the first instance that will treat the matter in confidence. It is likely that a further investigation will be necessary and he/she may be required to attend a disciplinary or investigative hearing as a witness.

A copy of our full “Whistleblowing Policy” is available upon request. Everyone should be aware that if any disclosure is made in bad faith (for example, in order to cause disruption within the organisation), or concerns information which you do not substantially believe is true, or indeed if the disclosure is made for personal gain, then such a disclosure may constitute gross misconduct for which summary dismissal is the sanction.

n) Fraud

If you suspect fraud it must be reported to the Local Counter Fraud Specialist (within England) or reported, in confidence, to the NHS Fraud and Corruption Reporting Line on 0800 028 4060 (within England) or 0800 015 1628 (within Scotland).

SECTION 9: CODE OF CONDUCT

a) Equal Opportunities and Diversity Policy

Your World Recruitment Group seeks to offer equality to all our Candidates and will treat any allegations of discrimination seriously. In accordance with these principles Candidates may not discriminate on the grounds of:

- Ethnic Origin
- Nationality
- Religion or Belief
- Gender
- Sexual Orientation
- Marital Status
- Disability

b) Referral Bonus Scheme

Your World Recruitment Group operates a 'refer a friend scheme' if you refer a friend or colleague. Ask your Recruitment Consultant for more details.

c) Continuing Professional Development Allowance

Your World Recruitment Group is committed to the long term development of its temporary workforce. We provide mandatory training including Basic Life Support (BLS) and Manual Handling and Immediate Life Support Training (ILS) Training. Your World Recruitment assist all candidates with their Appraisal and Revalidation process. Fees apply to all development related CPD. Contact the Your World Recruitment Compliance Team for further information. If you'd like to see our full range of training and products please visit our shop by clicking here .

d) Internal Opportunities

Our operations have expanded overseas and we can now offer a range of International work opportunities in the Middle East and Australia. If you like the idea of working in the year round sunshine of Dubai or Abu Dhabi or commuting to work by ferry under the Sydney Harbour Bridge then please speak to your consultant about the opportunities Your World Recruitment Group can offer.

We also have an international website with all of the latest jobs and news at <http://www.yourworldhealthcare.ae/>

e) Temporary & Permanent Positions

We offer an unrivalled choice of positions whether they are a short or long term temporary assignment or a permanent position. We have strong links with over 250 clients in the UK in both the public and private sectors and the Ministry of Defence.

Our international business is growing all the time offering our candidates and locums even more choice and flexibility for career development.

Nursing Revalidation (NMC)

Please visit our dedicated NMC Revalidation website for more information.

<https://www.yourworldhealthcare.com/uk/candidates/nmc-revalidation>

Nursing & Midwifery Council (NMC)

23 Portland Place, London, W1B 1PZ

Tel: 0207 333 9333 <http://www.nmc-uk.org/>

Health and Care Professions Council (HCPC)

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

The HCPC (formerly the Health Professions Council)

Tel: 0845 300 4472 <http://www.HCPC-uk.org/>

Doctors Appraisal and Revalidation

Your World Recruitment assist all our Doctors with their Appraisal and Revalidation as we have a Prescribed Connection with the GMC.

Please contact us via info@ywrec.com for more details.

General Medical Council (GMC)

3 Hardman Street, Manchester, M3 3AW

Tel: 0161 923 6602 <http://www.gmc-uk.org/>

General Pharmaceutical Council (GPhC)

129 Lambeth High Street, London, SE1 7BT

Tel: 020 3365 3400 <http://www.pharmacyregulation.org/>

General Dental Council (GDC)

37 Wimpole Street, London, W1G 8DQ

Tel: 0845 222 4141 www.gdc-uk.org

Department of Health occupational health guidance, including 'The Green Book'

<http://immunisation.dh.gov.uk/category/the-green-book/>

NHS Employers- NHS Employment check standards from NHS

<http://www.nhsemployers.org/Pages/home.aspx>

UK Border Agency

<http://www.ukba.homeoffice.gov.uk/>

Disclosure and Barring Service Code of Practice

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

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Your world
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*Coming to
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Contact us



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