



Temporary worker's handbook

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PART 1 Introduction

1.1 Welcome to Coben Medical

This handbook has been produced to assist in explaining all you need to know about working in a temporary capacity with Coben Medical.

As a locum worker for Coben Medical, you can expect to receive a high level of professional support and advice from the Management team and your designated area consultant .

You will receive support as and when required 24 hours a day / 7 days a week.

1.2 About Coben Medical.

Established in 2011, Coben Medical are a specialist medical recruitment agency dedicated to the provision of Locum and Salaried GP's and Nurses to a growing list of nationwide clients within the Public and Private sectors.

Based on over 18 years medical recruitment experience, Coben Medical has quickly become a leading provider of GP's and Nurses. We have secured exclusive contracts with many NHS practices, Prisons, Walk in Centres, OOH services and private Healthcare organisations to ensure that our candidates have a wide choice of opportunities available to them.

Coben Medical offer Permanent and Temp Vacancies for: GP's, ANP's, ENP's, Nurse Practitioners, Practice Nurses

PART 2 Our Working Relationship

2.1 Temporary Assignments

Assignments are offered to you as outlined section 2.2 below, but you are under no obligation to accept.

However once you have accepted the assignment you must make sure that you do the following:

- Do not cancel once you have accepted the shift
- Take full details of the shift i.e. location, date, start time, finish time
- Confirm receipt of the confirmation sheet by email or telephone.
- Make sure that you know where you are going. Do a route planner on the internet or find out about public transport.
- Turn up on time
- Make sure you are appropriately dressed
- Always carry your Coben Medical ID badge
- Nurses should always carry their NMC PIN card
- Make sure that you have a timesheet with you
- Report on duty
- Find out the basic health and safety issues in the building i.e. fire exits
- Find out what the staff expect you to do
- If you finish a task, ask what you can do next
- Never do anything you are either unsure about or feel is dangerous
- Make sure that you get your timesheet signed by an authorised signatory before you leave
- Please ensure that you are aware of and comply with the individual Trust – Unit policies and procedures.

2.2 Allocation of Work

As work cannot be guaranteed, most work goes to those Temporary Workers who contact head office on a regular basis, giving as much availability as possible. We prefer Temporary Workers to give us their availability for one month ahead.

Mobiles and pagers are an advantage, enabling the office to contact you at short notice, however, these should be turned off whilst on assignment. By advising the office of your availability one month ahead, it saves the office staff trying to contact you unnecessarily, and also means you are more likely to get the assignments and hours that suit you. Shifts will be circulated via a group email at any given time and it is the responsibility of the temporary worker to check their emails regularly. Shifts will be allocated on a strictly 'first come, first served' basis.

2.3 Payment

Rates of Pay

Different pay rates apply to different assignments and are dependent on day and time of day. Rates of pay are available from the Coben Medical Management team. Details of pay rates are also noted on the confirmation sheets sent prior to commencement of an assignment.

Timesheets and Pay

Payment is made to Temporary Workers on a weekly basis.

Payment is subject to submission of a timesheet, on which all information given must be accurate, timesheets must be completed in full and every shift must be authorised with an appropriate signature.

2.4 Timesheets

Please read the following instructions regarding completing and submitting timesheets.

Failure to comply FULLY with the instructions will mean that payment will NOT be made:

- You must take your timesheet with you so that it can be signed at the end of each shift by the authorised signatory
- The authorised signatory should sign to confirm the hours worked by the Temporary Worker at the end of each shift.
- You should send the completed timesheet to Coben Medical's registered office for payment
- Timesheets should be submitted on a Weekly basis.
- Completed timesheets should reach us no later than the Wednesday of the following week to enable the payroll to be processed
- All entries must be made in BLACK ink
- No correction fluid must be used
- Any alterations must be signed by the authorised signatory
- Timesheets may be posted, faxed or emailed

ANY TIMESHEET WHICH IS INCOMPLETE OR ILLEGIBLE WILL RESULT IN THE FORM BEING RETURNED TO YOU AND A POSSIBLE DELAY IN PAYMENT

2.5 Method of Payment

Payment will be made by Bankers' Automated Clearing Services (BACS) directly into your bank/building society account on the twentieth day of each month. A payment advice detailing how pay has been calculated and deductions made will be forwarded to your home address or on line via secure email.

Advise the office should you change your personal circumstances, e.g. change of address or bank details. This must be done in writing. In normal circumstances, payment for timesheets received by the twelfth day of each month will be made on the twentieth day of the same month. (Days will vary over a Public Holiday weekend).

Payment Discrepancies

Should you have any queries relating to your pay, please contact the Coben Medical Management team, and give details of date, time and location of shift. Take the name of the person that you speak to for your reference, and we will endeavour to resolve your query as soon as possible.

If for some reason, you have been under/overpaid, the money will automatically be adjusted in your next payment. It is in your interest to cross check payment details against your copy timesheet.

2.6 Holiday Entitlement

The holiday year runs from 1st April to 31st March.

Under the Working Time Regulations 1998 (as amended), workers (including part-timers and most agency and freelance workers) have the right to:

- 5.6 weeks' paid leave each year

If a worker starts work part way through the holiday year, their holiday entitlement will be based on the period from that date until the leave year ends and pro-rata to the full year entitlement.

2.7 Equal Opportunities

Equality of opportunity extends to all aspects related to being a Temporary Worker for Coben Medical, including recruitment and selection, assignment of work, pay rates, assessment of performance, action in response to complaints by Clients, etc. Equality of opportunity covers all workers/potential workers and you will be treated equally regardless of your sex, age, marital status, racial, ethnic or national origin, physical or mental disability, political or religious beliefs, sexual orientation or gender reassignment status.

Coben Medical recognises that discriminatory attitudes held by both institutions and individuals are widespread in our society, and that such attitudes hinder both equal opportunities for work and the effective provision of services to minority groups and communities.

In all aspects of work, Coben Medical operates a policy of equal opportunity and equal access to service. Information may be requested from staff, members, applicants or clients, enabling us to monitor the success of this policy. The giving of such information will be voluntary and it will be used solely for monitoring purposes, individual details will be kept confidential, however group statistics may be released to relevant authorities.

2.8 Harassment/Bullying

Coben Medical is committed to creating a working environment where every Temporary Worker is treated with dignity and respect and where each person's individuality and sense of self worth within the workplace is maintained. All Temporary Workers and employees have a duty to treat colleagues with respect and dignity and to take all steps necessary to ensure that harassment does not occur. Whatever the form of harassment (whether by direct contact, written correspondence or by use of email/internet) behaviour of this nature can be objectionable and will not be tolerated by Coben Medical or any of the institutions we service. Any Temporary Worker who is considered, after proper investigation, to have subjected a member, patient, or colleague to any form of harassment/bullying will be disciplined and any Temporary Worker, subject to similar findings, may be removed from our register. If a patient is believed, after appropriate investigation, to have subjected any Temporary Worker to any form of harassment/bullying, then the circumstances will be reported and agreed action implemented, which may include withdrawal of care by Coben Medical after a suitable warning.

2.9 Terms and Conditions

The Temporary Worker should read carefully their copy of Coben Medical's Terms of Engagement in conjunction with the information contained in this handbook. Any queries you may have can be raised with the Coben Medical Management team at head office.

Temporary Worker Status

The Temporary Worker is engaged on a self employed basis. As a Temporary Worker, there is no obligation on the part of Coben Medical to offer you or provide you with temporary work. Equally, as a Temporary Worker, you are not obliged to accept any work which has been offered.

Coben Medical acts at all times for you and assumes no employer responsibilities. We are required to make deductions in respect of PAYE pursuant to Sections 44 – 47 of the Income Tax (Earnings and Pensions) Act 2003 and Class I National Insurance Contributions and any other deductions which the Employment.

PART 3 - WHAT WE EXPECT FROM YOU

3.1 Reporting on Duty

Coben Medical provides a 24-hour service. If you have any routine enquiries, please telephone the office during normal office hours Monday to Friday. If you require urgent assistance outside office hours, please call the office and you will be transferred to one of the on call Coben Medical Management team.

Coben Medical prides itself on the fact that its Temporary Workers maintain a high professional standard while carrying out their assignments. Reliability and punctuality are of prime importance. For handover and induction purposes, try to arrive early for an assignment and report to the person as advised in your shift confirmation. If this person is not available then you should report to the person in charge.

If, in exceptional circumstances, you expect to be late for duty, you should inform the Coben Medical Management team so they can inform the Client. If you are unable to fulfil an assignment, we need as much notice as possible so we may endeavour to replace you. As a Temporary Worker when you have accepted an assignment you have a duty of care. If you cannot attend an early morning assignment please contact the Coben Medical Management team.

3.2 Identity Cards

All Temporary Workers are required to carry an identity card. This will display your name photograph and signature. Clients may ask to see your identity card if they do not know you. Please do not take offence as the Client is only taking sensible security precautions. Identity cards are issued after your application has been successful. Please keep your identity card safe and in the event that it is misplaced please inform the Coben Medical Management team immediately. If for whatever reason you cease to become a Temporary Worker for Coben Medical we ask that you return your identity card to us.

Whilst on duty, qualified nurses must also carry their PIN card.

3.3 Personal Appearance

To best meet the needs of our clients, please ensure you adhere to the following guidelines:

Uniform

In most establishments, you will not be required to wear a uniform. However the exceptions to this are at certain private events where Coben Medical Practitioners will have a requirement to be visible. Coben Medical will notify the staff when this situation arises. In all circumstances when working for Coben Medical you are expected to portray a professional image for the client and yourself. Please ensure that clothes are washed after each shift.

Hairstyles

Please make sure that your hair is clean and tidy. Long hair must be secured in such a way so as not to pose an infection or safety hazard.

Jewellery

Please ensure that the jewellery you wear does not cause offence to a Client, or become a health hazard.

Personal Hygiene

As the nature of our work involves being in close proximity to patients, please keep yourself personally fresh, free from odours and practice good oral hygiene.

Shoes and Footwear

Shoes that comply with health and safety guidelines should be worn. These should be flat with a closed toe.

3.4 Communicable Diseases

Assessing and treating patients involves the risk of exposure to communicable diseases (e.g. HIV, Aids, Hepatitis B, and MRSA). It is therefore important to be familiar with the measures available to minimise this risk. It is also advisable to speak to your General Practitioner regarding immunisations, if appropriate.

Temporary Workers with Communicable Diseases

Coben Medical recognises that Temporary Workers with communicable diseases may still be capable of fulfilling assignments. The over-riding principle to be considered is the safety and well being of the patient and colleagues, even where the level of risk is thought to be low. This principle should be applied by you when deciding whether to make yourself available for work and at all times during assignments, as well as by Coben Medical staff considering your suitability for specific assignments.

Application to become a Temporary Worker for Coben Medical requires the declaration of any communicable diseases. Good practice requires that you also disclose any subsequent contraction of, or exposure to, such diseases. Having an infectious disease will not be grounds for refusal or termination of temporary work but may make you temporarily unsuitable for certain assignments through the Coben Medical, or restrict the types of work to which you may be assigned.

Both you and Coben Medical's Management team should give due consideration to ease of transmission and of the type of work that is to be undertaken. For example, care of patients who are particularly frail or suffer from lowered immunity, should not be undertaken by Temporary Workers suffering from colds, influenza, or other minor ailments. Temporary Workers with more serious conditions, including AIDS, might be suitable for a wide variety of assignments, e.g. where there is no requirement for invasive practices. In certain circumstances, such conditions, whether current or historical, may make you more suitable for a particular assignment.

In all assignments, it is your individual responsibility to take adequate precautions to protect patients from communicable diseases.

If you are unsure of the appropriate measures to be taken you should discuss the assignment with one of Coben Medical's Management team, who will advise you or suggest suitable sources of advice. In order that Clients may make a judgement concerning the Temporary Worker to be assigned, Coben Medical may consider it appropriate to inform them regarding communicable diseases and you may be asked for consent to disclose. Since we will not assign Temporary Workers who constitute a risk to patients, we will also make our judgement clear regarding the significance of known risks. In accordance with Company policy, all information regarding Temporary Workers will be treated as confidential and no disclosure will occur without your prior permission.

Patients with Communicable Diseases

Coben Medical recognises the right of all patients to receive appropriate care, regardless of the condition or circumstances, which give rise to their need for care. Coben Medical is committed to maintaining as far as possible the independence, dignity, privacy and confidentiality of patients.

Coben Medical expects Clients to disclose any patients with known communicable diseases to which there is a risk of exposure and to give consent, where appropriate, for GPs, District Nurses and other health professionals to disclose and discuss such information. Coben Medical will brief you on known conditions relating specific patients, to enable you to provide appropriate care, but it should be stressed that best practice for infection-control should be followed in all cases, not just those where a specific risk is known. If the existence of such a risk becomes apparent retrospectively, Clients are expected to inform Coben Medical as soon as possible.

It is the responsibility of the Temporary Worker to take adequate precautions to protect themselves from communicable diseases. If you are unsure of the appropriate steps to be taken, you should discuss the assignment with Coben Medical's Management team or the PCT Manager or equivalent. All information regarding a patient's condition or circumstances will be treated as confidential.

To avoid risks of cross infection, it is essential that all incidents that may result in the spreading of a disease be reported. Incidents in a hospital, nursing home, or other institutional setting should be reported and recorded in accordance with the policies of that institution. All incidents should also be reported to Coben Medical's Management team who will give advice on any appropriate further action.

Following an incident of exposure to a communicable disease, it will be assumed that you have been infected and, until evidence is provided that infection has not occurred, the provisions of this policy relating to Temporary Workers with communicable diseases will apply.

3.5 Affects to Registration

Suspension or Removal from Register Policy

It is the duty of every qualified nurse to inform us if they are either under investigation by the NMC, suspended from the NMC register or removed from the NMC register.

This also applies to receiving a caution from the NMC.

It is the duty of every state registered Paramedic to inform us if they are either under investigation by the HPC, suspended from the HPC register or removed from the HPC register.

This also applies to receiving a caution from the HPC.

Part 4 - Coben Medical Working Practices

4.1 Administration of Medicines

All Temporary Workers are personally accountable for their own professional practice and must adhere to their Professional Code of Conduct and the establishment's regulations with regard to the administration of medicines via patient group directives (PGD) or prescribing. All Temporary Workers will adhere to the individual authority's policies and procedures when administering by PGD's or independent prescribing. The Temporary Worker will familiarise themselves with the local establishments PGD's and sign any relevant documentation prior to administering any medications.

Temporary Workers will only dispense/prescribe medications that they are familiar with and undertaken the relevant training.

Any problems regarding the dispensing/prescribing of medications should be highlighted with the local establishment and Coben Medical.

All dispensed/prescribed medication should be accurately documented on the relevant documentation.

4.2 Independence/Privacy/Dignity

Independence

All patients should be encouraged and enabled to live as independently as possible, emphasis should be placed on encouraging individuals to do as much as they can for themselves. They should also be encouraged to make decisions about their daily lives and exercise choice over the way their care is delivered.

The Temporary Worker should recognise the right of individuals to be left alone and free from intrusion or public attention into their affairs.

Please remember that you are responsible for up-holding confidential matters of the Client.

Dignity

All patients must be treated with respect regardless of their circumstances and should be seen as unique individuals.

Rights

Your role, as a Temporary Worker, includes safeguarding the rights and freedom of patients to make informed decisions and choices within their capability.

4.3 Handling Violence and Aggression

What is aggression?

'Severely challenging behaviour refers to behaviour of such an intensity, frequency or duration that the physical safety of the person or others is likely to be placed in serious jeopardy, or behaviour which is likely to seriously limit or delay access to, and use of, ordinary community facilities' (Report HMSO 1993) from Emmerson et al (1987)

What help will the Temporary Worker receive?

The management of challenging behaviour requires the Temporary Worker to think carefully about the way they work with someone and be clear about what has been agreed and why. Coben Medical will help you by:

- Violence and Aggression management training will be supplied by Coben Medical if the Temporary Worker has not been given it during their substantive posts within the NHS.
- Temporary Workers will be appraised of all Client's policies and procedures for handling and reporting challenging behaviour.
- Counselling or debriefs will be made available if a Temporary Worker is subjected to violence or aggression and requests this service from Coben Medical.

Do's and Don'ts – Temporary Worker instructions

Although prevention is the best course of action, this will not always be effective or possible. If the Temporary Worker is presented with a patient whose behaviour is challenging, the following actions may help alleviate the situation.

What not to do:

- Do not be confrontational in your attitude, appearance or by raising your voice.
- Do not take personal offence to an accusation or assault
- Do not attempt to initiate any physical contact with the person as this may be misunderstood or resented.
- Do not approach the person from behind or too quickly
- Do not corner or crowd the person, as this will increase feelings of alarm or threat
- Do not alarm or crowd them by calling for assistance from other workers.
- Do not provoke by teasing or ridiculing
- Do not use restraints
- Do not show fear, alarm or anxiety or retaliate with violence

What to do:

- If there is an immediate physical threat to your safety, withdraw if possible and call for assistance.
- If there is no immediate physical threat to your safety, do the minimum to contain the situation
- Stay calm
- Respect the person's personal space

- Ask others to withdraw from the immediate incident area.
- Provide reassurance and encourage them to talk about their feelings.
- Ask the person what is troubling them, to identify/clarify the possible cause of behaviour.
- Listen to complaints and be flexible and accepting in your reply
- Provide alternatives to the behaviour or divert their attention.
- Check that the environment is not causing the problem
- See the person as an individual, with individual needs and not problems
- If there is an immediate physical threat to you, and you cannot withdraw, or if the person is likely to harm themselves or another person, the minimum necessary restraint or control may be used as a last resort.

Records to be kept, who needs to be informed and when

- If you have been involved in an instance of violence or aggression, you must report this immediately to the PCT manager or equivalent who will liaise with Coben Medical.
- Complete an incident report, and give copies to the PCT manager and Coben Medical.
- These forms are available from Coben Medical's office.

Immediately following the incident, the following should be noted in writing for your reference:

- Name of Client
- Location
- Name of any other person involved (if any)
- Date & time of the incident
- What was the behaviour, e.g., physical, verbal, self-harm, harm to others, property destruction?
- How long did the incident last?
- What were the signs or circumstances, which lead to this behaviour?
- What was the result of the behaviour?
- What action was taken?
- Was physical restraint used?
- Has the local PCT Centre Manager been informed? When?
- Have any injuries been sustained by either the patient or the temporary worker?

4.4 Recognition and Response to Suspected Abuse

Definition: Vulnerable Adult

A vulnerable adult is a person who “is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of themselves, or to protect themselves against significant harm or exploitation”.

Definition: Abuse

“Abuse is a violation of an individual’s human and civil right by another person or persons”

Types of Abuse:

Abuse may be:

- Physical, including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- Sexual abuse, including rape and sexual assault or sexual acts without consent.
- Psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, intimidation, coercion, verbal or racial abuse, isolation or withdrawal from services or supportive networks.
- Financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance transactions, or the misuse or misappropriation of property, possessions or benefits.
- Neglect and 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.
- Multiple forms of abuse may occur in an ongoing relationship or an abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm.

Factors to consider when assessing and reporting abuse

It is important to approach reports or allegations of abuse with an open mind about the appropriateness of intervention. Factors affecting the assessment of seriousness are:

- The vulnerability of the adult
- The extent of the abuse
- The length of time it has been occurring
- The impact on the individual
- The risk of repeated or escalating acts

Who might abuse?

Abuse of vulnerable adults may be perpetrated by a wide range of people including relatives and family members, professional staff, paid Care Workers, volunteers, other Clients, neighbours, friends and relatives.

In what settings?

Abuse can take place anywhere. It may occur when a vulnerable adult lives alone, or with a relative, it may also occur within nursing, residential or day care settings, hospitals, custodial settings and other place likely to be assumed safe, or in public areas.

Key Issues in Relation to Intervention

Authorities have a responsibility, in partnership with other agencies, towards vulnerable individuals. This will usually involve an assessment of their needs and steps taken to empower them and protect them from further harm.

Consideration should be given to the following:

- Does the vulnerable adult appreciate and understand the nature and consequences of any risk they may be subject to and do they willingly accept such risk?
- Is the vulnerable adult able to make their own decisions and choices if they wish to do so?
- Did the person subject to abuse consent willingly?
- Does the person subject to abuse have the capacity for self-determination, the capacity to understand to what they are consenting, or alternatively the capacity to refuse?

Procedure for Dealing with Abuse

In determining what action to take, account should be taken of the rights of all people to make choices and take risks, also taking into account their capacity to make decisions about arrangements for investigating or managing the abusive situation.

All cases of suspected abuse should be reported to the Coben Medical Management team, who in conjunction with the relevant department and other appropriate agencies, for example the Adult Protection Team, will instigate an investigation to:

- Establish matters of fact
- Assess the needs of the vulnerable adult for protection, support & redress.
- Decide what sanctions are necessary with regard to the perpetrator
- Decide what action should be taken if the service or its management have been culpable, ineffective or negligent.

A properly co-ordinated joint investigation will achieve more than a series of separate investigations, it will ensure that evidence is shared. Repeated interviewing is avoided and will cause less distress for the person who may have suffered abuse.

When reporting an incidence of suspected abuse, you must provide the following details:

- Name and address of the vulnerable individual
- Information about the client such as age, disability, environment, gender, ethnicity and living arrangements.
- Whether or not the person is already known to any agency, particularly social services, or whether it is a new referral.
- Information about the suspected abuse perpetrator
- Type of suspected abuse
- Setting in which abuse took place.
- Time and frequency of suspected abuse
- Whether or not there is imminent danger to the victim

IF THERE IS IMMEDIATE DANGER OR THE PERSON NEEDS MEDICAL HELP CONTACT THE POLICE OR CALL FOR AN AMBULANCE.

Allegations of abuse will be taken through the following steps:

- Reporting to a single referral point
- Recording the precise factual details of the alleged abuse.
- Enquiry and verification to establish the substance of the initial reports.
- Initial co-ordination involving representatives of all agencies which might have a role in a subsequent investigation

- Investigation
- Joint discussion, decision and case planning
- Implementation of agreed actions
- Monitoring and review

Clients and Temporary Workers should be informed that complaints would be dealt with independently, treated seriously and that they will be informed of the outcome. Presumption of innocence should clearly underpin all dealings and proceedings with regard to those against whom a complaint or allegation has been made, until there is evidence to the contrary and it is proved otherwise.

Complaints involving a Temporary Worker will be dealt with taking into account of their rights under employment legislation and internal disciplinary procedures and they will be allowed to be represented by an advocate of their choice.

Alleged perpetrators who are also vulnerable adults themselves have the right to the support of an appropriate adult whilst, they are being questioned by the Police, under the Police and Criminal Evidence Act.

Coben Medical has a list of the Adult Protection Teams within each area of work. This is available to any practitioner on request.

Procedure in relation to crime or suspected crime

Sexual, physical or psychological abuse, financial exploitation, theft or fraud constitute criminal offences and should be reported to the police. The police have a duty to the victim to assist, support and obtain evidence of alleged abuse and a responsibility to investigate reported crimes as well as interview any identified suspects.

Confidentiality

In order to protect vulnerable adults, in some circumstances it will be necessary to share what might normally be regarded as confidential information.

Data Protection Acts

In certain circumstances, it will be necessary to exchange or disclose personal information, which must be done in accordance with data protection principles, as laid down in the Data Protection Act 1984 and 1998.

When considering whether or not to share or disclose information the following guidance principles should be followed:

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

4.5 Gifts and Gratuities

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

It is not uncommon for a patient, their friend or relative, to offer a voluntary gift as a mark of appreciation for care they have received. Coben Medical believes that giving and receiving such gifts is not generally appropriate to the provision of professional care. Wherever possible, any offer of a gift should be politely refused with an explanation that acceptance would be against Company policy.

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

- All offers of gifts should be disclosed to the Coben Medical Management team.
- Gifts of money may only be accepted with the stated intention that it will be passed in full to a charitable organisation nominated by Coben Medical.
- Gifts of consumables (e.g. flowers, chocolates), if unlikely to cause offence, should be left in the patient's possession, to be shared and enjoyed by the patient and their family.
- Other gifts should be refused with the suggestion of an equivalent donation to charity.
- The Coben Medical Management team will acknowledge all gifts in writing.

FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN REMOVAL OF THE TEMPORARY WORKER FROM COBEN MEDICAL'S REGISTER

4.6 Wills and Bequests

Under no circumstances should you seek, invite or accept an offer of any bequest or consideration in a patient's will, either for you or any third party. Unsolicited offers should be disclosed to the Coben Medical Management team who will discuss the matter with the relevant parties.

If a bequest is made to you without your prior knowledge, it should, again be disclosed to the Coben Medical Management team. Following discussion with you and the executors of the patient's will, if the Management team is satisfied that this policy has been complied with, the bequest may be accepted. If the intention to bequeath is known to the Temporary Worker or the Coben Medical Management team, it is Company policy to utilise that money, either for the benefit of the Temporary Workers e.g. training courses, or for the good of the local community.

Those providing care to vulnerable people may acquire an unusually strong position of influence over them. To avoid accusations of improper conduct, you should politely refuse to advise your patient on any aspects of making a will.

You should also avoid acting as a witness to a signature of a will, as doing so may make the will invalid. Patients should be referred to a solicitor or other independent adviser.

FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN REMOVAL OF THE TEMPORARY WORKER FROM COBEN MEDICAL'S REGISTER

4.7 Record Keeping

Maintaining records is an essential and integral part of providing care.

It is the Temporary Workers responsibility to ensure that patient records are updated before the completion of each shift.

Part 5 - Health and Safety

5.1 Health and Safety and You

Since the Health & Safety at Work Act was introduced in 1974, a number of regulations have been added providing a comprehensive framework of health and safety legislation. These regulations provide both employers and the self-employed with detailed guidance about their responsibilities towards providing and maintaining a safe and healthy place of work.

The law in general is aimed at employers. It is they who are most able to influence whether a place of work is safe. However, the law applies equally to the Temporary Worker. Therefore, all Temporary Workers have a general duty to ensure that their work activities do not endanger themselves or others. This duty applies irrespective of where you are undertaking work and includes home care.

Equally, the patient/establishment or owner of the house has a general duty to ensure that the work environment, which includes the home, is itself free from any dangers to health or safety.

Coben Medical does not have any legal responsibility for your health and safety whilst you undertake an assignment through them. However, if you are a Paramedic or Registered Nurse, the NMC/HPC Codes of Practice provide its Members with advice and guidance to ensure that you are fully aware of your responsibilities regarding health and safety. You are then in a position to establish and maintain safe systems of work and a safe working environment.

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

Coben Medical will remind all Temporary Workers that the health and safety policy is unlikely to succeed without their active involvement and participation. Coben Medical will notify you of any specific hazards relating to your place of work which have been notified to us by the client.

Fitness to Practice Policy

Before any Temporary Worker is allowed to work in the NHS they must complete a health declaration form. This will have evidence of the immunisation status acquired from their substantive NHS employer. This must be submitted to Coben Medical who if satisfied and after consultation with a Occupational Health Service will issue a fit for practice certificate.

If a Temporary Worker cannot provide evidence of the required immunisations they must acquire the required immunisations before working for Coben Medical. This will be at no cost to Coben Medical.

The Temporary Worker must declare before each assignment if he or she is suffering from any of the following conditions:

- Vomiting
- Diarrhoea
- Skin Rash

Any Temporary Worker who becomes pregnant must inform the Coben Medical Management team immediately.

As part of the requirements of the National Framework Agreement, The Authority may request that a Temporary Worker undergoes a medical examination by the Authority prior to the commencement of any shift.

The Authority shall instruct the Temporary Worker of the circumstances and reasons for the medical examination. The Authority shall be entitled to refuse to allow the Temporary Worker to continue working for the Authority unless the medical examination demonstrates that it is safe for the Temporary Worker to continue working for the Authority or if the Temporary Worker declines to be examined.

5.2 Identification and Reporting Hazards

All Temporary Workers need to look out for hazards at the establishment where they have accepted an assignment and report back to the Coben Medical Management team, via the complaints procedure, anything they feel may present a risk to anyone's health and safety.

A Risk Assessment Form can be obtained from the Coben Medical Management team.

5.3 Accident Reporting

You are responsible for ensuring that all incidents or accidents that relate to the provision, control, and maintenance of a safe and healthy workplace are reported to the Client and the Coben Medical Management team (and/or to the Local Authority in the case of serious accidents and/or dangerous occurrences).

It is also important that the internal reporting procedure of the establishment is carried out e.g. recording the accident in the accident report book.

In addition to internal reporting through the accident report book, the establishment must ensure the following be reported to the appropriate enforcing authority, i.e. the local Environmental Health Officer.

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

THE TEMPORARY WORKER SHOULD REPORT THE ABOVE IMMEDIATELY BY TELEPHONE TO THE COBEN MEDICAL MANAGEMENT TEAM AND A PERSON IN CHARGE OF THE ESTABLISHMENT BEING WORKED IN

PART 6 MISCELLANEOUS

6.1 Professional Codes of Conduct

To practice in the UK, all registered nurses and general practitioners must hold current registration with the NMC/ GMC respectively, and must at all times abide by their Code of Professional Conduct. Registered medics not adhering to the above standards may be removed from the Coben Medical register and will not be eligible to practice.

6.2 Confidentiality

All temporary staff whilst undertaking assignments will at some point encounter information, which is of a confidential nature. Patient details are a matter of complete confidentiality and must not be disclosed to any third party. As an example, even chatting to a patient during your visit about whom you are going to see next, is a serious breach of confidentiality.

Each Client has an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with Data Protection Act 1998 and Human Rights Act 1999 and your agreement with Coben Medical.

Any concerns you may have regarding confidentiality can be discussed with the Coben Medical Management team.

6.3 Engagement by a Client

Our Terms of Business with our Clients includes a requirement that Clients pay us an appropriate recruitment fee if they employ directly any Temporary Worker who has worked for them in the previous 12 months. This applies equally to temporary or permanent posts, full or part-time.

You are required by your Coben Medical Terms of Engagement to notify our office if you wish to take up any post with a Client of Coben Medical for whom you have worked during the previous 6 months, even if you have terminated your status as a Temporary Worker for Coben Medical.

Recruitment and Employment Confederation (REC)

Coben Medical are corporate members of REC (Recruitment and Employment Confederation), the association for private recruitment services, and complies with its Code of Conduct and Code of Practice. REC has over 2,500 offices in membership throughout the UK and is recognised as the representative body for the recruitment industry by Parliament, the Civil Service, EC and other opinion formers.

6.4 Training and Development Requirements and Opportunities

As a Temporary Worker for Coben Medical, you are responsible for updating your skills and knowledge regarding best practice in health and safety. You should subscribe to all codes of practice as laid down in statute, or by the NMC/HPC. This includes the techniques on moving and handling and record keeping.

It is your responsibility to maintain your CPD and PREP.

Coben Medical can offer access to a range of courses either in house or through various organisations. Contact the Coben Medical Management team for more details.

All our Temporary Workers must be qualified in line with statute regulation.

5.6 Comments and Complaints

Coben Medical welcomes comments from patients, their representatives and Temporary Workers, as knowing their views helps us to improve our service. Compliments let us know we are getting things right and are always passed on to the appropriate people.

If a patient or Temporary Worker is unhappy with any aspect of the service they receive and wish to complain they should contact the Coben Medical Management team. This can be done in person, by telephone or in writing. It is important that complaints are made as soon as possible after the event in order that an effective investigation can take place.

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

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

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

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

If you are not satisfied, Coben Medical will seek to agree further action to resolve the complaint. In such cases the complaint will be referred to a Director of Coben Medical. You also have the right to refer your complaint to the Trading Standards Office of the Licensing Authority.

Complaint against a Temporary Worker

Where a complaint is received against a Temporary Worker, you will be given notice to attend a meeting to discuss the matter in detail, a written statement of events will be requested and a full investigation carried out. Temporary Workers will be given the opportunity to bring a work colleague or suitable representative. You will learn of the outcome of the meeting within 2 working days and be given the opportunity to appeal. If after investigation the complaint is deemed to be founded and is of a serious nature, it may result in your removal from Coben Medical's register and be reported to the appropriate professional body.

6.6 Data Protection/Access to Records

Coben Medical is a “data controller” for the purposes of the Data Protection Act 1998 (the “Act”). This is because Coben Medical holds and uses both “personal data” and “sensitive personal data” about its Temporary Workers, Clients and other individuals.

Coben Medical processes data, including your records and Client/Service User records. The information contained in Temporary Workers records is taken from your application form, as well as Criminal Record Bureau Checks, references and Terms and Conditions. There may be occasions when your records could be disclosed to Clients e.g. NHS Trusts and PCT's.

Rights of Access (Subject Information)

The Act gives you the right, on application in writing (and payment of a fee as appropriate), to be informed in writing by Coben Medical: whether the Company is processing any personal data relating to you, and if so;

- The nature of the personal data held about you.
- The purposes for which that personal data is being processed.
- The persons to whom that information may be disclosed and the source of that personal data (where known).

Coben Medical are not obliged to provide information to you in all circumstances. A number of exemptions apply and we may, in certain circumstances, be unable to disclose information where that information also relates to another individual, who could be identifiable from the information disclosed. However, in these circumstances Coben Medical will provide you with reasons why we believe such a decision to be necessary.

All requests for disclosure received from you or those who claim to be data subjects must be referred immediately in writing to the Coben Medical Management team. A response will normally be given within two weeks.

Upon receipt of such data, you should check its accuracy and inform the Coben Medical Management team of any amendments required. It is in the interests of everyone that all information is accurate and up-to-date. Your co-operation and assistance are greatly appreciated.

It is assumed that you will only need to verify personal data on one occasion. There will be no charge made for the first application in any calendar year, however, additional requests will normally attract a charge of £10 per application.

6.7 Income Tax / National Insurance guidelines

Income Tax

Although all Temporary Workers are not employed by Coben Medical, the company is required by law to treat you as though you were employed for the purposes of PAYE and Class I National Insurance Contributions only. Therefore, you are required to pay income tax on your earnings (if they exceed the threshold for the current financial year). The rules affecting people working through agencies are contained in Section 134 TA 1988 (formerly Section 38, Finance (No. 2) Act 1975).

If you have any queries regarding your tax code or feel that you may be entitled to additional allowances, please contact Coben Medical's Management team who will help you or give you details of the tax office you need to contact. If Coben Medical is not your main source of work for tax purposes and there are issues with overpayment of tax and other income issues, it is also advisable to discuss these with the Inland Revenue direct or via their web site.

National Insurance

Deductions in respect of Class I National Insurance will normally also be made by Coben Medical on your behalf (if earnings exceed the National Insurance threshold).

If you are entitled to pay reduced National Insurance or are exempt from paying contributions, you must produce the appropriate certificate, before undertaking any assignments.

National Insurance Benefits

If you have made sufficient NI contributions you may be eligible for certain Social Security Benefits:

Statutory Maternity Pay

In certain circumstances, pregnant Temporary Workers may be eligible for Statutory Maternity Pay through Coben Medical or Maternity Allowance from their local Social Security Office.

If you are pregnant you must:

- Inform your the Coben Medical Management team that you are pregnant.
- Obtain your MATBI from your Doctor or Midwife and pass this to the office
- Keep the office informed with any changes in the type of assignments you can or cannot do.
- Obtain from your local Social Security Office leaflets FB8 'Babies & Benefits' and NI 17A 'A Guide to Maternity Benefits'.
- Coben Medical will pass your MATBI form to our payroll department who will be able to determine whether SMP is payable through the Company.
- Temporary workers who are considered to be ineligible will be given a completed SMPI form, which together with their MAT BI form should be forwarded to their local Social Security Office, with a request to consider the payment of Maternity Allowance.

Statutory Sick Pay (SSP)/Sickness Benefit

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

Other Benefits

You may be eligible for other benefits, details of which may be obtained from your local Social Security office.

Queries with respect to payments should be addressed to the payroll department.

6.8 Insurance Guidelines

Coben Medical does have a level of insurance to cover its Temporary Workers against personal accident whilst on temporary assignment for Coben Medical under certain circumstances.

All Temporary Workers are responsible for their own actions, errors, or omissions at work. You are therefore strongly encouraged to take out individual personal accident insurance, appropriate to your needs and which will provide adequate cover.

Insurance against Personal Accident and Illness

Temporary Workers will only receive fees for work that has been undertaken. Therefore, should you for any reason be unable to undertake work you may well suffer financially as a result. The normal risks preventing Temporary Workers from working are accidents either at work, at home, or through illness. You are advised to seek and obtain insurance cover against such risks and at a level that protects your income during periods when you cannot work.

Coben Medical advises all Temporary Workers to seek the services of an Independent Financial Adviser in the first instance to ensure you are covered in such an event.

Motor Insurance

The use of a private motor vehicle travelling to, from, or during an assignment is “own business use” and you are advised to check with your motor vehicle insurance company to confirm that you are covered for such risks and to arrange such cover where this is necessary.

6.9 How to Claim Holiday Pay

The holiday year runs from 1st April to 31st March.

Holiday pay is calculated at a rate of 12.07% in line with the statutory requirement to provide 5.6 weeks (or 28 days) holiday per annum (including bank holidays). 5.6 weeks as a percentage of total possible work weeks per annum is 12.07% (i.e. 5.6/46.4 weeks). This is the recognised industry standard for calculating holiday pay.

Temporary Workers must put holiday/holiday pay requests in writing to the Coben Medical Management team and give a minimum of 1 weeks' notice. You may take holiday at any time during the year which will be paid on the next pay date after your period of leave.

All holiday hours must be taken by 31st March any hours not claimed by this date will be lost.

It is each Temporary Workers responsibility to claim their holiday pay, and Coben Medical will not send reminders, nor will Coben Medical be responsible for loss of holiday payments.

6.10 Disclosure of Convictions to Clients

Coben Medical undertakes to disclose information concerning a Temporary Worker's criminal conviction(s) to Clients where such information is specifically requested, but only with the prior written approval of the Temporary Worker.

PART 7 CONTACTS

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