

Supreme Healthcare Recruitment Ltd
Excellent Care Services



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EXCELLENT CARE SERVICES

Staff Handbook
Support Workers

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Staff Handbook for Agency Support Workers

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Introduction

Welcome to Supreme Healthcare and thank you for choosing to work with us.

Our aim is to provide excellent care services to all our clients through highly trained, skilled, dedicated and regular staff.

Our aim is to provide excellent care services

We supply nurses and support workers to different individuals and organisations and trust that you will find working with Supreme Health Care as your ideal job. We have built a solid reputation in the care industry since the company was established in 2019 and continue to excel in our service delivery. The company was founded by Justice Makore and Rudo Chengeta.

We offer all our staff an exemplary service through which you can develop your career; we offer proper induction, flexible work patterns as well as professional development support.

This handbook contains summary policies and procedures that are informative to assist you during your employment with us. Though comprehensive, they do not cover every situation which may arise during your employment nor replace any policies and procedures which may be in place at the clients' homes where you will be working.

You should read it thoroughly and familiarise yourself with the information provided. It is important that you fully understand everything covered in it.

It includes Government guidelines, standards set by the Care Quality Commission (CQC) and local authorities and Framework Agreements we have with different organisations. Whilst this handbook outlines Supreme Healthcare's own policies and standards, these do not supersede government set regulations and guidelines.

This handbook will be updated regularly to reflect any changes. Whenever this happens, you will be notified as soon as possible through written statements. It is your responsibility to review the changes and seek advice if you do not understand any of the contents of this Handbook. If you have any questions, please raise them with the office at the earliest opportunity.

On behalf of all the Supreme Healthcare team, we welcome you on board to Supreme Healthcare Recruitment Ltd.

Useful Numbers	Telephone Number
Office	01274449009
Mobile	07367874547
Submit your timesheet	07877247294

Our email address is info@shrcare.co.uk and our website is <http://www.shrcare.co.uk>, you can also follow us on our Facebook page <http://fb.me/shrcare.co.uk>

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Working for Supreme Healthcare Recruitment Ltd

1. Compliance

Compliance with government legislation and our clients' requirements is managed for you by Supreme Healthcare office administrators. We work with local authorities and other governing bodies to ensure that all staff applications are processed efficiently, and our records kept up to date. Once your recruitment file, including qualifications, references, DBS, right to work, training certificates have been checked and passed, you will be offered work. We will alert you whenever any of your documentation requires updating, and you should immediately take steps to ensure that these items are updated. In most instances many of our contracts do not offer any grace period so once a document has expired, you will be required to immediately stop working. In the case of annual training, you should complete a refresher course in good time to ensure no gaps in your work offerings. Please contact us if you require any assistance.

1.1 Agency Worker Regulations

The Agency Worker Regulations (AWR) were established to give agency workers the right to the same basic employment and working conditions as if they had been recruited directly by a company.

Day 1 Rights

The organisation will give you access to relevant information for job vacancies within the company. If you have any queries relating to what is available, please contact the office.

After 12 weeks in the same job

After you have worked in the same role with the same client for 12 weeks, you will qualify for equal treatment in respect of pay and basic working conditions, including annual leave, as if you were directly employed by the client. You can accumulate these weeks even if you only work a few hours a week. However, if you start a new assignment with another client which is substantially different or there is a break of six calendar weeks in the same job then the 'qualifying clock' is reset. Whenever you are booked in to a job, this is logged onto the system in order for us to monitor the 12-week qualifying period for you and to help establish when you are entitled to equal treatment.

For more detailed information please visit: www.gov.uk/agency-workers-your-rights/overview.

2. Timesheets, Payment, Tax and National Insurance, Sickness Benefit, Working Time Regulations & Holiday Allowance, and Insurance Guidelines

2.1 Timesheets

- Please complete your timesheet in full.
- Ensure the timesheet is signed at the side of each shift in the box allocated and/or at the bottom of the timesheet
- Your timesheets need to be in by 10am Monday morning to ensure you are paid the following Friday
- We advise that you send your completed timesheets as soon as possible to make sure they arrive on time, payment will be delayed and made the following if this deadline is not adhered to.
- Apply for holiday pay using the timesheet

If the timesheet is not signed by you and an authorised signatory, it cannot be processed.

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2.2 Rates of Pay

Different pay rates apply to different assignments and details of pay rates are available to you at request from Supreme Healthcare and reviewed annually or as pay rates may change.

2.3 Pay Dates

Payment is weekly in arrears and paid on a Friday unless Friday is a bank holiday, payment will be on Thursday. This means that if you work this week, you will be paid a week on Friday.

2.4 Method of Payment

Payment will be made by us directly into your bank/building society account on a weekly basis. Please let us know in writing or email if there are any changes to your personal circumstances, e.g. change of address or bank details.

2.5 Insurance Guidelines

Supreme Healthcare has got relevant insurance policies to cover for errors or omissions or accidents at work. All support workers are however strongly encouraged to take out their own Personal Accident and life insurance policies which will provide adequate cover for their own needs.

2.6 Motor Insurance

If you are required to drive a client in their vehicle, you must have a valid driver's licence and make sure you are insured to do this. Under no circumstances should you transport clients in your own vehicle even though you have your "own business" cover for passengers. A copy of your current driving licence should be submitted to the office and client so that a DVLA driver check is completed.

3. Booking Shifts, Communications, Attendance, Timekeeping and Cancellations

Booking Shifts: Please book all your shifts through Supreme Health Care office. Let us know your availability and key requirements as often as necessary.

We aim to provide 24-hours round the clock quality urgent cover in a professional and efficient way.

We appreciate that sometimes staff have emergencies and unavoidable things do occur, however you must **always try and give us as much notice as possible if you have to cancel a shift.**

- If you feel slightly unwell but unsure if you will need to cancel the shift still advise us of the situation so we can provisionally book a replacement if needed.
- To cancel a shift you have already accepted, please phone the office immediately followed through by **text. Make sure the shift is recovered for you.**
- **If running late for your shift, please contact the office immediately.** Always call before the shift start time and please give a realistic indication of time of arrival. If your journey is further delayed, please update us again so we can let the client know and reduce the risk of causing frustration to the client and losing the shifts.

Tel: [01274 449 009](tel:01274449009)

It is always better for us to contact and inform a client of your lateness, rather than for the client to call us looking for you are running late. This will look very unprofessional and may affect future shifts from that client. If you wish to continue to work there again, please make sure you protect your name as well as the company's reputation by being punctual for your shifts.

Please:

- Allow plenty of time to travel to work, particularly if travelling by public transport or from far, so that you are not late for your shifts.

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4. Before You Start Work

4.1 General Obligations

- 1) As an Agency Worker to be deployed in the provision of the Services you need to be aware that at all times whilst on the Client's premises you:
 - a) are under the direction, supervision and control of the client at all times.
 - b) **MUST RECEIVE FULL INDUCTION & HANDOVER FOR THE CLIENT PRIOR TO STARTING AN ASSIGNMENT. YOU MUST READ ALL RISK ASSESSMENTS, SUPPORT PLANS, POLICIES AND PROCEDURES OF THE CLIENT IN ORDER TO KEEP YOU, YOUR COLLEAGUES, AND THE CLIENT SAFE. PLEASE DO NOT PUT YOURSELF AT RISK.**
 - c) shall have your photo ID badge at all times during an engagement when YOU are on the Client's premises.
 - d) shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered in the course of work;
 - e) shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs;
 - f) Shall keep the use of mobile phones to a very minimal e.g if you are expecting an urgent message for a delivery – please note that we are not paid to be on our phones.

4.2 Fitness to Practice

As our staff, you are required to sign a fitness statement at recruitment registration and you must notify Supreme Health Care Ltd about any changes affecting your fitness immediately. As part of your duty of care you must inform Supreme Healthcare of incidences, investigations and convictions at any stage of the application process and during any placement, this will help us to fulfil our contractual and statutory obligations.

You should inform the Client, and the office, if you become injured or diagnosed with any medical condition that could affect your work. You MUST also let us know if you are pregnant as soon as you become aware of this. If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us.

4.3 Enhanced DBS Process for England – Enhanced DBS disclosure barring service.

As you will be supporting vulnerable adults, you must have an Enhanced DBS, the full cost for this is borne by you. Our organisation uses the DBS Disclosure service to help assess the suitability of applicants for positions of trust, Supreme Healthcare complies with the DBS Code of Practice, Data Protection Act and any other relevant regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information.

Supreme Healthcare processes all Criminal Record Checks for England electronically. This ensures that your initial Enhanced DBS and any subsequent renewals are processed promptly, usually within a few weeks or so (assuming no issues with your application).

4.4 DBS Update Service

The Disclosure and Barring Service (DBS) update service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online (This remains valid as long as there are no changes in relation to cautions/convictions etc). You can register online as soon as you have your application form reference number. You can ask for the number when you apply for your DBS check. Or you can wait and register with your certificate number when you receive your DBS certificate. If so, you must do so within 19 days of the certificate being issued. You can view your details online once you've registered. To check the progress of your DBS certificate use the DBS tracking service. Registration lasts for 1 year and costs £13 per year (payable by debit or credit card only). There's no charge if you're a volunteer. You'll get an ID number with your registration that you need to log on to the service. Please see <https://www.gov.uk/government/publications/dbs-update-service-applicant-guide/dbs-update-service-applicant-guide> for more information. Please let your Supreme Health Care office know if you have signed up to this service and please provide Supreme Health Care the original Enhanced DBS certificate that was used for the update service to keep on file for audit purposes.

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4.5 Renewal of Enhanced DBS

All Agency Workers are required to renew their Enhanced DBS on an annual basis. You must inform us when your Enhanced DBS is due for renewal. Please note if your Enhanced DBS is not updated annually and your current Enhanced DBS check expires then you will be stopped from working shifts until the new Enhanced DBS is processed and received.

4.6 Rehabilitation of Offenders Act (1974)

By virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, no conviction or caution can be considered spent and should be declared to Supreme Healthcare at the time of registration. This requirement also includes convictions, cautions etc, which occur during the Agency Workers registration with Supreme Healthcare, including between annual disclosure checks.

4.7 Criminal Convictions / Cautions

Supreme Healthcare is an Equal Opportunities organisation and as such, undertakes to treat all Agency Workers fairly and not to discriminate on the basis of conviction or other information revealed. Having a criminal record will not necessarily debar any individual from working with the company. Denial or non-disclosure of any conviction or caution, which is subsequently shown to exist, will lead to the immediate removal of the Agency Worker from the Supreme Healthcare Register. Any Agency Worker with convictions/cautions we be asked to provide details surrounding each conviction/caution. Please be aware that our clients may request to see a copy of your DBS from time to time.

You have a responsibility to report any cases of suspected child or abuse of vulnerable adults or any safeguarding issues. We have a detailed policy outlining this procedure.

5.0 Documentation, ID Badge, Uniform, Assignments, Engagement / Employment by a Client and Client Policies and Procedures

You will be required to produce proof of identification in the form of your passport or UK photo card driving license at registration. Staff ID badges are a security tool. Your staff ID badge will be issued to you By Supreme Healthcare and should be worn whenever you are on an assignment booked through us. The ID badge displays your photograph, name, job title and expiry date. Your ID badge will be valid for 2 years, and you will need to request a new one before your current one expires. Should you not receive an updated ID badge or lose your current badge, you can request a new badge via the office. Failure to comply with any of these requirements could result in you being refused permission to work by the Client. ID Badges must be returned to us on termination of your employment with Supreme Healthcare Ltd.

5.1 Acceptance of Assignments

You are required to work competently; you must possess the knowledge, skills and abilities required for lawful, safe and effective work without direct supervision. You must acknowledge the limits of your professional competence and only undertake roles and accept responsibilities for those activities which you are capable to undertake. In view of this, please ensure that prior to agreeing to accept an assignment, you are satisfied that you have the skill level and competence to perform the role safely.

Please note that even if you feel you are competent to undertake a particular task you must check that the Client's Policy & Procedure enables you as an Agency Worker to complete the required task. The Client may ask Supreme Healthcare Ltd to provide a copy of your staff profile before accepting you as an Agency Worker. The Client also reserves the right to accept or decline any Supreme Healthcare Agency Worker for an assignment.

SUMMARY IMPORTANT – ALWAYS MAKE SURE YOU ARE SUITABLY SKILLED TRAINED AND QUALIFIED TO TAKE UP ANY ASSIGNMENT. DO NOT PERFORM ANY TASK YOU RE NOT CAPABLE OF, TRAINED TO DO OR HAVE THE SKILLS TO CARRY OUT. MAKE SURE YOU KEEP YOURSELF, THE CLIENT AND CLIENT SAFE.

5.2 First Shift with New Clients

Please ensure that you arrive in good time, and meet with the specified contact person as agreed. At the start of each shift at a house with which you are unfamiliar, you must request and receive a comprehensive induction and handover including

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the following

- Fire policies.
- Security issues.
- Moving & Handling policies.
- Equipment and how to use it including stoves and washing machines.
- The medication and mars charts
- Any Health and Safety issues.
- Additional relevant information including the details of any client's relatives or friends who might call or visit.
- The house manager's number
- The on-call person's number
- House rotas
- Finances and if you are to do any shopping

When you attend a booking with a client for the first time, we will, on completion of the first shift, contact both yourself and the Client to monitor the success of your work. This forms part of our quality assurance and monitoring process, ensuring that a professional service is provided at all times.

If needed, we will provide you more details or shadowing so that you are confident to work with the Client.

5.3 Engagement/Employment by a Client/ Commercial Loss

Our terms of business with our Clients include a requirement that the Clients pay us an appropriate recruitment fee in certain circumstances, if they employ you directly or introduce you to a third party within 6 months of you leaving any Supreme Healthcare Agency Worker, who has worked for them previously through Supreme Healthcare. This applies equally to temporary or permanent posts, full or part-time. You are required by your Terms for Agency Workers to notify Supreme Health Care if you take up any post with a Client of Supreme Healthcare for whom you have worked previously, even if you have terminated your registration with Supreme Healthcare. Should Supreme Healthcare suffer a commercial loss through this you understand that Supreme Healthcare will proceed to recoup the losses from parties involved.

NB – You will strive at all times to ensure Supreme Health Care does not make a commercial loss. Examples of this is approaching the client directly, accepting a position directly when asked by the client and accepting a position introduced to you by the client to a third party.

5.4 Completing an Assignment

Supreme Healthcare provides regular evaluations of our service to Clients. Clients are asked to supply feedback on the service they have received from Supreme Healthcare and also to provide a reference on the Agency Worker. Agency Workers are also asked for feedback on their work. Both positive and negative feedback is actively encouraged so that Supreme Healthcare can act upon it to improve its quality of service.

5.5 Client Policies and Procedures

You are required to adhere to the policies and procedures issued by the Client. Please ensure that you are advised at induction of where these are kept. You should also be made aware of any significant changes in policy at the commencement of any duties. Supreme Healthcare also has a range of key policies and procedures, in addition to those outlined in this Handbook.

Should there be any conflict or confusion during your shift with regard to the interpretation of policies and procedures we strongly urge you to seek advice from a senior member of staff, or contact us at the time the conflict is occurring. Equally, should an occasion arise whereby you believe that you are being compelled to compromise your integrity and are instructed to breach your Code of Professional Conduct, we would instruct you to seek guidance immediately. Always remember that you are personally & professionally accountable for your practice. This means that you are answerable for your actions and omissions, regardless of advice or direction from another professional.

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In the event that a more general conflict arises, you have a professional duty to make all reasonable attempts to resolve any difficulties. As a professional you are expected to co-operate with others in the team. In the event of difficulties, please contact us and we will do all we can to help to negotiate a satisfactory resolution.

5.6 Record Keeping

Record keeping is a professional requirement of all Agency Workers. Failure to maintain a record would cause considerable difficulties in respect of any legal proceedings, e.g. allegations of negligence. Information is essential to the delivery of high-quality evidence-based health care on a day-to-day basis. Records are a valuable resource because of the information they contain. This information can facilitate clinical decision making, improved client care through clear communication of the treatment rationale and progress, and facilitate a consistent approach to team working. However, a record is only of use if it is correctly recorded in the first place, regularly up-dated, and easily accessible when it is needed. Everyone working in healthcare that records, handles, stores, or otherwise comes across information, has a personal common law duty of confidence to comply with this.

6. Code of Conduct

Discrimination: Agency Workers should not discriminate between people on the grounds of Creed, colour, race, political preference, sexual preference, ethnic background, Disability of whatever nature, age, marital status or gender.

Reputation: Agency Workers are ambassadors of Supreme Healthcare Ltd and must not say or do anything that may harm our reputation.

Own duties: Agency Workers must never attempt to perform any duties of care or otherwise that may fall outside their expertise/and or qualifications. Specifically, care staff must not attempt to perform the duties of nursing staff.

Confidentiality: Agency Workers will at times become privy to information concerning a client or service user, this information must be treated with respect and remain confidential at all times. At no time may any Agency Worker discuss the confidential affairs of Supreme Healthcare Ltd, a client or a service user without specific written permission to do so. The only exceptions to this requirement are cases where the law dictates otherwise or if silence may negatively affect a service user's well-being.

Dignity: Agency Workers must not do or say anything that may put the dignity or health of their service users at risk.

Professionalism: Agency Workers must at all times remain professional whilst on assignment, even if regular contact with service users or other workers may engender Personal relationships. Agency Workers must take specific care to keep the professional nature of the relationships intact in the working environment.

Keep updated: Agency Workers must at all times keep up to date with policies and procedures and changes to legislation that may affect them.

Respect: Agency Workers must always respect the working practices and demands of service users unless unreasonable or if a working practice may breach health & safety.

Notifications: Agency Workers should always in the first instance notify the manager of the Institution where they are working, of any concerns, followed by a telephone call to Supreme Healthcare Recruitment Ltd.

Own decisions: Agency Workers must always allow the service user to make the decisions about what is best for them. This includes decisions about treatment and personal affairs.

Complaints: Supreme Healthcare Ltd has a detailed policy on how to report complaints, in the event of a complaint that may affect your duties and obligations please refer to our policy and notify us immediately.

Substance Abuse

You must not arrive on duty intoxicated by either alcohol or drugs prior to a shift. Clients may request that you undertake an alcohol breath test if they suspect that your performance may be affected. Each Trust/Hospital will have a policy regarding dealing with suspected intoxication. Any Agency Worker arriving for or suspected of arriving for duty intoxicated who is sent

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home will not be refunded travelling or time expenses. They will also be subject of an investigation and will not be offered work/placement until such time the investigation is concluded to a satisfactory end.

6.1 Confidentiality

All Agency Workers, whilst undertaking assignments, will at some point encounter information, which is of a confidential nature. Client details are a matter of a very high level of confidentiality and must not be disclosed to any third party. Clients have an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with the Data Protection Act 1998 and Human Rights Act 1999 and your agreement with Supreme Healthcare. Any concerns you may have regarding confidentiality should be discuss with Supreme Healthcare Manager.

6.2 Data Protection / Access to Records/Information Sharing/GDPR.

Supreme Healthcare is a "data controller" for the purposes of the GDPR and Data Protection Act 1998. This is because Supreme Healthcare holds and uses both "personal data" and "sensitive personal data" about its employees, Clients, Agency Workers and other individuals. Supreme Healthcare processes data, including your records and Client/client records. The information contained in your Agency Worker records is taken from your application form, as well as Criminal Record Bureau Disclosure, references and Terms and Conditions for Agency Workers. There may be occasions when your records are disclosed to Regulators and Inspectors and Clients (e.g. CQC, Bradford Council Social Services Dept and External Auditors).

Supreme Healthcare may need to share your information for these purposes with our associated companies, and our clients. You consent to our processing sensitive personal data about you, for example your health information or racial or ethnic origin information, for the purposes of your placement with us and to the transfer of your information abroad where necessary.

What rights do I have?

You have a legal right to [access information held about you](#). The quality of the shared information is important. For example, it should be accurate and up to date. If you have concerns about the quality of the information being shared, or if you have any other concerns, you should take them up first with the office. If you aren't satisfied with their response or our response you can contact Information Commissioner's Office (ICO) Helpline **01625 545740**

6.3 Computer Use

The Client may at its discretion authorise you to gain access to certain computer systems and certain programs and data within those systems. You shall not attempt to gain access to data or programs to which authorisation has not been given.

6.4 Equal Opportunities

Supreme Healthcare Ltd 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, Supreme Healthcare operates a policy of equal opportunities and equal access to service. Information may be requested from staff, Agency Workers, applicants or Clients, enabling Supreme Healthcare 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.

6.5 Harassment/Bullying

Supreme Healthcare is committed to creating a working environment where every Agency worker is treated with dignity and respect and where each person's individuality and sense of self-worth within the workplace is maintained. All Agency Workers have a duty to treat those alongside whom they work 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, the spoken word or by use of email/intranet) behaviour of this nature can be objectionable and will not be

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tolerated by Supreme Healthcare and must be reported.

6.6 Dealing with Allegations of Abuse

Guidelines on dealing with suspicions or allegations of abuse in relation to safeguarding children, young people and vulnerable adults is contained in the Safeguarding Policies. Please ensure that you read and understand how to identify and report any safeguarding issues.

Safeguarding Follow up Procedures

If you have reported any safeguarding issues, Supreme Healthcare will confirm to you the action that has been taken. If you feel that insufficient action has been taken and you still have concerns for the safety and welfare of the child/young person/vulnerable adult you should report your suspicions or allegations again explaining why you feel the action taken to date is insufficient.

Gifts and Gratuities

All services that are provided by Supreme Healthcare are done so in return for agreed fees. Under no circumstances should you seek any other money, gifts, favours, or rewards for services rendered, either for yourself or for any third party. It is not uncommon for a Client, their friend or relative, to offer a voluntary gift as a mark of appreciation for care they have received. Supreme Healthcare 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.

7. Training and Development

7.1 Mandatory Training

Supreme Healthcare has teamed up with different qualified trainers to offer our staff the opportunity to complete all Mandatory training modules, the cost of the training is met by individual staff members.

- Mandatory training include; Manual Handling (Practical), Medication, Handling Violence & Aggression , Health & Safety, including COSHH & RIDDOR, Infection Prevention & Control, Fire Safety, Autism Awareness, Safeguarding Children & Young People and Safeguarding of Vulnerable Adults

Supreme Health Care also provides specific training to meet the needs for certain clients, e.g if you are working with someone with diabetes or epilepsy then you should ensure you have the training required to support that person. Job specific training such as PMVA training for workers working with clients with challenging behaviour will also be provided as required.

7.2 Annual Training and Development Requirements

You must keep your knowledge and skills up to date throughout your working life. In particular you should take part regularly in learning activities that develop your competence and performance. Please contact the office if needed to book your training update before your certificates expire.

8. Complaints Reporting, Handling and Management

There may be also cases when the Client requests that a particular worker no longer be placed within an assignment. In such cases the Client has the right to exercise this request under the terms of their contract. An Agency Worker may also take this course of action, in that they may wish to terminate an assignment.

You are advised to read both your contract terms of employment for Supreme Healthcare Agency Workers and this Handbook in full, to ensure you fully understand your rights and obligations.

From time to time it may be the case that you receive a complaint from a client, house manager, client's relative or other staff. If you are on assignment, please report any complaints to the house senior or manager and to the office. You must also report the complaint to Supreme Healthcare. If you personally are the subject of a complaint, you will be asked to record details as part of an investigation and in some circumstances, it may be necessary to suspend you from assignments whilst

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the investigation is in process in line with our complaints policies and procedures.

In the event that you are unsatisfied with the manner in which a complaint has been handled, please contact Supreme Health Care Managing Director:

Justice Makore
Managing Director
Supreme Healthcare Recruitment Ltd
29 Manor Row
Bradford
BD1 4PS

10. Whistle-Blowing Policy

Concerns may relate to something which

1. Is against Government Regulations and guidelines
2. Is against Supreme Healthcare Agency Workers Terms and Conditions
3. Is against Supreme Healthcare Staff handbook
4. Amounts to improper conduct

Concerns may be raised to anyone within Supreme Healthcare. All concerns will be treated in confidence and every effort will be made to protect your identity if they you wish. At the appropriate time however, individuals may need to provide a statement or act as a witness. Full detail of Supreme Healthcare Whistle Blowing Policy is available via the office.

11. Health and Safety Policy

It is the policy of Supreme Healthcare to ensure, as far as is reasonably practicable, the health, safety and welfare of all our Employees, Agency Workers, Service Users and Members of the Public, accepting our statutory responsibilities in this area. This involves working in partnership with our clients who for the purpose of Agency Workers provide the physical setting for the work undertaken by Supreme Healthcare Workers.

You are responsible for your own personal Health & Safety and you have a duty of care to your fellow workers. Your responsibilities include:

11.2 Safety Requirements

- Always familiarise yourself with the Health & Safety policies and procedures for the environment and client in which you are working and pay particular attention to fire and emergency procedures.

11.3 Identifying and Reporting Hazards

Although within establishments, a Risk Assessment will have been carried out by a designated competent person of the client, all Agency Workers need to look out for hazards at the establishment where they have accepted an assignment and report back to their local branch, via the complaint's procedure, anything they feel may present a risk to an individuals' Health & Safety.

If you are pregnant, you must: Inform Supreme Healthcare that you are pregnant and the client.

11.4 Accident & Incident Reporting

Agency Workers are responsible for ensuring that all incidents or accidents that relate to the provision, control and maintenance of Health & Safety in the workplace are reported to the Client and Supreme Health Care (and/or to the Local Authority in the case of serious accidents and/or dangerous occurrences).

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12. Reporting Of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

As a self-employed Worker you have legal duties under RIDDOR that require you to report and record work related accidents.

Over-seven-day injuries

As of 6 April 2012, the over-three-day reporting requirement for people injured at work changed to more than seven days. Now only injuries that lead to an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) are reportable. The report must be made within 15 days of the accident.

Over-three-day injuries

However, a **record of the accident must still be kept** if a worker has been incapacitated for more than three consecutive days. You are legally required to inform us of any over three-day injuries so that we may keep an accident book and fulfil our legal responsibilities under the Social Security (Claims and Payments) Regulations 1979.

Occupational diseases

Employers must report the following listed occupational diseases

<http://www.legislation.gov.uk/uksi/1995/3163/schedule/3/made> when they receive a written diagnosis from a doctor that they or their employee is suffering from these conditions and the sufferer has been doing the work activities listed. You have legal duties under RIDDOR that require you to report and record other work-related accidents. These include for example, deaths, major injuries, fractures, amputations, dislocations, loss of sight.

13. The Control of Substances Hazardous To Health (COSHH) Regulations

COSHH is the main piece of legislation covering control of the risks to people from exposure to harmful substances generated out of or in connection with any work activity. As with all other regulations affecting Health & Safety at work, legal duties under COSHH are laid primarily on the establishment in which you are working and it is their duty to see that proper systems of work and management are in place.

Agency Worker Responsibilities

If you suffer illness or injury as a result of a work-related issue, we need to be notified.

14. Occupational Health

Supreme Healthcare is required to ensure that all our Agency Workers undergo comprehensive occupational health screening and have a current health clearance / immunisations and test results in accordance with the latest Department of Health guidelines, before we can send you out on any assignment. We are required to update these health assessments on an annual basis, unless you have spent a period of 3 months or more outside of the United Kingdom, in which case we will need to update the health assessment before deploying you. Supreme Healthcare and our Occupational Health Advisor will support you in achieving this.

15. Working Time Directive

The Working Time Directive requires that worker's average working time must not exceed 48 hours per week unless the worker agrees in writing to exceed the limit. Please sign the WTR declaration in order that we may lawfully employ you if your hours exceed 48 hours. Please note that by signing this Opt-Out you are not committing to a working week of more than 48 hours, but rather allowing yourself to be offered assignments that could take you over this threshold.

May you also ensure that you will;

- work no more than 6 days in a 7 days period, or 12 days in a 14 day period, and
- take regular breaks from work of at least 11 consecutive hours in each 24 hours period

Supreme Healthcare Recruitment Ltd

Excellent Care Services

16. Modern-day Slavery

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain. We have a zero-tolerance approach to modern slavery, and we are committed to acting ethically and with integrity in all our business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business.

If you believe or suspect modern-day slavery or human trafficking has occurred or that it may occur, you must notify the office manager or report it in accordance with our Whistle-blowing Policy as soon as possible.

If you are unsure about whether a particular act, the treatment of workers more generally, or their working conditions within the business chains constitutes any of the various forms of modern slavery, raise it with the SHR Care manager immediately.

Candidate Declaration

Agreements and Safety

I agree I have read and will abide by all terms and conditions, and I have read the Supreme Health Care Handbook. I will ensure I am inducted and orientated by all clients prior to starting an assignment.

Consent

I hereby confirm that the information given is true and correct. I consent to my personal data and CV being forwarded to clients. I consent to references being passed onto potential employers. I consent to my information being made available for the purpose of audit.

I also give Supreme Healthcare permission to carry out any online searches using the DBS update service on myself and to keep on record any information deemed necessary for audit purposes.

Declaration

I declare that I have read, understood and agree with all of the contents of this Staff Handbook.

Name.....

Signed.....

Dated.....

Staff Handbook dated 01.08.2019	Updated 25.06.2022