

# Staff Handbook



Welcome to the JustPhysio & JustOt Agency. We are pleased you have chosen to join us and look forward to offering you a wide range of positions.

We have designed this handbook to give you an idea of what to expect from your time with us. Please read it carefully - it includes a number of guidelines and standards required under the Framework Agreements we have with the NHS.

As a new member of the JustPhysio & JustOt Agency we hope you have a successful and prosperous career with us. If you have any queries about the contents within this booklet, please direct these to your Consultant at the address below:

JustPhysio & JustOt  
Ability House  
3<sup>rd</sup> Floor  
121 Brooker Road  
Waltham Abbey  
Essex  
EN9 1JH

Please note, the JustPhysio & JustOt Agency will be referred to as JP throughout the Handbook

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## **BEFORE YOU START WORK**

### **Induction**

**During your induction with a Consultant from JP we will brief you on the following general issues and procedures:**

- Mandatory Training
- Health and Safety
- Fire Procedures
- Risk Incident Reporting
- Lone Worker Training
- Handling of Violence and Aggression
- The Caldicott Protocols
- Medication Policy
- Complaints Handling

And the policies contained within this handbook, which you should retain for reference.

### **Mandatory Training**

All Locums must complete Moving and Handling, Health and Safety, and CPR training on an annual basis. Locums can also attend courses run by the current assignment's Manual Handling and CPR training departments.

### **Risk Incident Reporting**

Under the Management of Health and Safety Regulations of 1992 you have a legal duty of care to report all accidents, incidents and near misses. These regulations impose a duty on employers to perform risk assessments on all work activities. If during the course of your work you identify a risk to the health, safety and welfare of your own personal safety, and/or that of your colleagues/patients/clients, you have a duty to report this. In the first instance it should be reported to the person in charge of the establishment to which you are assigned, and to your Consultant at JP. An incident report form must be completed at JP.

### **Working Time regulation/Safe working**

It is your professional responsibility not to over work as this could put patient care at risk. The Working Time Regulations Act 1998 has a provision that the average working time, including overtime shall not exceed 48 hours per week, taking into account all work undertaken by you, through JP and/ or in other employment. It is your responsibility to ensure that JP are informed of the hours worked elsewhere.

On occasions you may wish to 'opt out' of the limits of the working time regulations in order to ensure the proper performance of your duties. Where it is deemed by JP that the hours being worked could be detrimental to you, your colleagues or patients, steps will be taken to reduce the hours worked.

If excessive working hours are noted on a time sheet, this will be discussed with you and if you wish and there are no Health and Safety issues an agreement will be sent to you to sign

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confirming: that you may on occasions be required to work such number of hours per week as shall be necessary for the proper performance of your duties.

## **Lone Workers Information**

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

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

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

The risk assessment should address:

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

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

## **Violence and Aggression**

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

- Minor assaults including situations where physical contact and/or injuries occur which require first aid treatment
- Threats with an offensive weapon without physical injury
- Aggravated assault resulting in injury requiring medical assistance
- Threatening behaviour which could include verbal abuse or threats, and fear arising from damage to the physical environment
- Assault resulting in serious injury and/or death

## **Any violent, abusive or threatening behaviour is unacceptable**

You must report any incident immediately to the person in charge and also to your Consultant at JP. The establishment in which you are working will have policies for dealing with such incidents and you should ensure that you are familiar with such policies at the start of your assignment. An incident report form should be completed both at the place of work and a copy sent to JP. Remember, all workers have an obligation under the Health and Safety at Work Act 1974 to have regard for their own health, safety and welfare at work, and that of others who may be affected by their acts or omissions.

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## **Complaint Handling**

During the course of your work with JP you will come across complaints from patients/clients. It is the policy of JP to deal with any expression of dissatisfaction in a professional and precise manner. If you are on an assignment within an establishment, please report any complaints to a senior person and document all details of the complaint. You **must** also report the Complaint to your JP Consultant or their Manager.

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

If you personally are the subject of a complaint you will also be asked to record details as part of an investigation and in some circumstances it may be necessary to suspend you from duty whilst the investigation is in process. Any complaints of misconduct against individuals will be reported to the HPC or other relevant Registration Bodies.

If you have any complaints about any aspects of your work through JP please do not hesitate to contact us.

Any complaints from individuals will be dealt with in a professional and confidential manner and JP has a "Whistleblowing" policy; please refer to page 20 of this book.

## **Fitness to Practice**

It is important for your own health and of those in your care that you are fit to practice whenever you attend an assignment. You must declare your fitness to practice or otherwise when you accept an assignment. You must not declare yourself fit to practice if you are suffering from any of the following conditions: - Vomiting, diarrhoea or rash.

You **MUST** also let us know if you are pregnant. 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.

You must inform JP if you become injured or diagnosed with any condition. Where relevant JP will inform the client of such injury or diagnosis, which will be done with your knowledge.

You are required to supply JP with an update of your occupational health questionnaire on an annual basis, as this is a contractual requirement of the NHS/PASA. We will contact you with the new forms when required.

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## **Immunisation**

Please keep the following immunisations up to date:

- Hepatitis B
- Varicella (Chicken Pox)
- Rubella (German Measles)
- Tuberculosis
- Measles
- Mumps

**Documented proof is required for the above vaccinations and without proof of these immunisations we will be unable to offer assignments to you.**

These should be part of your annual occupational health check up and a fit to work certificate sent to JP.

For your protection we also recommend you have the following vaccinations or are tested for them:

- Diphtheria
- Hepatitis C
- Tetanus
- Polio

## **MRSA**

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

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

### **In addition, please:**

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

If you come into contact with a patient who is later found to be contaminated with MRSA, it may be necessary to attend screening sessions at the hospital's Occupational Health Department. During this time and before you have been declared clear from MRSA, we may be restricted in the assignments we can offer you due to the risks of infection.

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## **AIDS/ HIV**

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

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

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

## **Medicals**

Because of the importance of your fitness to practice, JP requires an annual certificate of fitness to practice from your Occupational Health Service. Our clients may also ask that you undergo a medical examination before commencing work for them. In these cases, future placements may be dependent upon your compliance with this request and its outcome, providing it was made with good reason.

## **Criminal Convictions**

NHS policy and the National Contract require Agencies for the Supply of Allied Health Professionals to obtain a Criminal Record Disclosure (CRB) for all our Locums, particularly those working in Paediatrics and in the Community. Please be aware that our clients may insist we inform them in writing of any criminal convictions you may have before accepting you for an assignment – we will only provide this information with your consent. JP cannot be held responsible should clients decline your services following refusal to comply with this request or disclosure of a criminal conviction. Our own response to criminal record information will depend upon its nature and seriousness.

**We also ask you to complete, sign and date a "Criminal Convictions" declaration as part of your application form.**

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## **PAY AND BENEFITS**

### **Timesheets**

Please fax your timesheet to us by Friday in order to be paid the following Friday. Deadlines may change around Bank Holidays but you will be informed in advance. Payments are made directly into your bank/ building society/ Limited Company accounts by BACS transfer (please make sure we have the correct details). It is your responsibility to ensure your timesheet is legible, completed correctly and has been authorised and signed by your manager - payment may be delayed if this is not the case.

In particular, please ensure:

- The date and times you worked, excluding any breaks taken are correct.
- The timesheet is signed and dated by the manager of the department.
- You have signed the timesheet.

If you have any problems with timesheets or payment, please contact JP.

### **Holiday Pay**

As a Locum under PAYE you start accruing holiday pay as soon as you begin working through us. Holiday entitlement for full time personnel is 24 days per annum as per Working Time Directive and apportioned for part time workers. The holiday year ends on the 31<sup>st</sup> December – please be sure to arrange holiday in advance of this date or agree what holiday pay can be carried over.

### **CPD (Continuing Professional Development)**

Locums are required to maintain CPD as specified by the HPC and respective Professional Bodies.

### **Comprehensive Insurance**

JP holds this policy to cover the legal liability of health staff. At present, insurance cover is provided to a value of up to £5 million.

### **Stakeholder Pension**

Please contact JP for details.

### **Useful Tax Information**

The UK Tax year operates from 6<sup>th</sup> April to the following 5<sup>th</sup> April each year.

If you are a UK or Commonwealth citizen you will normally be entitled to the full year's tax free allowances. European Union citizens will normally only be entitled to the pro rata proportion corresponding to period worked. National Insurance is also deducted by the UK Government on a weekly basis, with no refund if less than 52 weeks worked in the tax year.

### **Current Tax rates**

- 0% - £5035 per annum ie £96.82 per week tax free
- 10% - next £2151 per annum ie £41.36 per week at 10%
- 22% - on all salary above £7186 per annum ie above £138.19 per week
- 40% - on all salary above £38335 per annum

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## Current NI rates

11% - £97 to £645 per week thereafter 1% of amount above £645

There are two financial/ tax options available to you for the period in which JustPhysio finds you Locum assignments.

- a. **DIRECT EMPLOYEE OPTION** – Simpler for you to administer but significantly less disposable income to spend than Contractor Company option below.

With this direct employee option JustPhysio becomes your employer for tax purposes and is responsible for the deduction of Income Tax (PAYE) and National Insurance from your gross weekly pay, following receipt of your signed timesheet. You will also accrue holiday pay at 8.33% of hours worked which equates to 20 days holiday per year. Payment should reach your personal bank account each Friday by 3pm.

- b. **CONTRACTOR COMPANY OPTION** – Being paid through this Limited company option normally means that your weekly disposable income is significantly more than option a. above. JustPhysio has a close working relationship with a major reliable and efficient operator in this specialist service sector, Freelance Professional Services (FPS) and we are pleased to enclose their application and information pack. Charges for services vary and you may wish to consider using alternative operators, either directly sourced by you or recommended to you. A scenario comparison schedule produced by FPS corresponding to your grade and pay rate is enclosed.

In brief, following submission to FPS of your Contractor Company Application form together with all required supporting documentation, your contractor company details will be forwarded to us. You will also be sent confirmation and further information. You will be deemed to be a “minimal” shareholder within a UK incorporated Limited company (Contractor Company). Please note that the lower the salary element, subject to National Minimum Wage, the higher the disposable income. From a contractual point of view you will then be supplied on a Contract for Services to JustPhysio; while the relationship with the client and JustPhysio remains the same. There are no set up or close down costs but the FPS service is charged at a reduced rate of 4.5% of the total transaction value and subject to a minimum £22 per week charge.

On a weekly basis your JustPhysio timesheet should be faxed through to JustPhysio, preferably on a Friday and the original sent in the reply paid envelope supplied. There is no reason to contact FPS direct with your hours as this may delay payment.

Your services will be invoiced by FPS to JustPhysio based on the number of hours worked times the rate of pay duly enhanced for National Insurance and Holiday Pay equalisation, sometimes included in the weekly calculation or as explained, paid in arrears.

To allow you to receive payment in to your personal bank account each Friday, JustPhysio releases prompt payment to FPS and after deduction of their fees including compulsory insurance of 0.22%, the balance will be split between salary, net of Income Tax & NI and Shareholder's dividend, being profit net of Corporation Tax.

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## **TAX FORM COMPLETION**

We feel that it is important that we work together to keep your tax affairs in order, therefore these guidance notes should prove useful, whether PAYE or Contractor company option.

If you are already registered in the UK PAYE tax system please request a P45 tax leaving certificate and forward to JustPhysio. If this is not immediately available or there is a gap in time greater than 4 weeks please complete P46 and P91 enclosed and return to us.

If you are not yet registered in the UK PAYE tax system please complete P46 and P86 arrival in the UK form and return to us.

We will forward these to the tax office or FPS as appropriate.

On leaving the UK permanently or for a period which overlaps the 5<sup>th</sup> April you may be entitled to a Tax refund. Please request form P85 from our office and arrange a suitable time to discuss the procedure.

In the meantime if you require any clarification on any of the above please do not hesitate to contact us. If the enquiry directly relates to the Contractor Company please telephone FPS direct on their published free phone number 0800 634 4848.

## **Accounts Department Contact Details**

Telephone:	020 8371 3535
Fax:	020 8371 3530
Email:	<a href="mailto:catherine.wallace@justphysio.co.uk">catherine.wallace@justphysio.co.uk</a>

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## **ASSIGNMENTS**

### **Timekeeping**

Please make every effort to ensure you arrive at and leave all bookings at the agreed time, confirmed in your confirmation letter. If, for any reason, you are unable to attend a booking or are running late you should contact your Consultant, and if possible your line manager, as soon as possible.

### **Updating Records**

It is important that you keep JP up to date with any changes in your status regarding HPC, Occupational Health and Work permits and any complaints or investigations you are the subject of. This may include the provision of valid certificates or other documentation to JP.

### **Requirements for Assignments**

Please attend all bookings with your current JPs ID badge, and appropriate uniform. Mobile phones must be switched off during working hours.

If you are on an assignment where a hospital uniform is not required (your Consultant will inform you) or have any queries regarding dress, please do not hesitate to contact JP.

### **ID Badges**

Photo ID Badges will be supplied by JP. Should your ID badge become damaged or lost please contact your Consultant at JP. ID badges show the date of HPC expiry and require renewal in advance and can only be worn on a JP assignment.

### **Arriving for Work**

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

- Crash Call Procedure
- Hot Spot Mechanisms
- Violent Episode Policy
- Procedure for Alerting Security Staff
- Policy for Administration & Assistance with Drugs
- Complaints handling
- Fire
- Information Security
- Manual Handling
- Health and Safety

If you have any queries regarding correct local procedures, or are uncomfortable carrying out any of the duties you have been asked to perform, please raise these issues with your line manager in the first instance.

You must comply with all security measures of the Trust you work in. The Trust will have the right to carry out physical searches of you, your possessions, and your vehicle. These searches will comply with the Human Rights Act 1998.

You must co operate with the Trust with any investigations carried out by the Trust.

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## **Completing an Assignment**

### **Notice Period**

When possible, Locums should let JP know when your assignment is coming to an end, allowing us time to organise your next assignment if possible. Locums and Clients, according to our Terms of Business, are asked to give at least 1 week's notice (except in exceptional circumstances when each case will be looked at individually) and subsequently inform JP of the end date.

### **Evaluations of Service**

***At the end of and during every substantive assignment JP issues a written reference request (together with an evaluation of the service standards of JP) which comprises a reference for the Locum.***

Locums are continuously asked to give feedback on the service they have received from JP and also feedback on the assignment. This information can then be used to advise future locums. Both positive and negative feedback is actively encouraged so JP can act upon it to improve its quality of service.

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## **YOUR TRAINING AND DEVELOPMENT**

### **Training**

Please keep up to date with all relevant clinical guidance as well as attending to your CPD requirements. In particular, you must have annual training in:

- Fire Safety
- Health & Safety
- Moving & Handling
- COSHH
- RIDDOR
- Infection Control
- Basic Life Support

Please ensure your Training Record is kept up to date at all times by bringing it into or sending to our office, together with proof of training completed, after any new course. We will review training completed at your six monthly appraisals (see below).

### **Appraisals**

We will appraise you biannually. Appraisals give us an opportunity to jointly consider your performance at work. They are also an opportunity for you to raise any concerns or issues you may have.

Appraisals are carried out based on feedback received from clients and cover the following areas:

- General levels of service including punctuality, attitude and ability to carry out practical tasks
- Clinical performance
- Training needs
- CPD
- Any other issues, including progress since the last appraisal

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## **OUR POLICIES**

### **Professional Standards**

Whilst this booklet outlines JPs own policies and standards, these do not supersede the national guidelines of the HPC.

Further information is available from the HPC website, [www.hpc-uk.org](http://www.hpc-uk.org), or through JP. The HPC can also be contacted at the address and numbers below:

Health Professionals Council  
Park House  
184 Kennington Park Road  
London  
SE11 4BU

Tel: 020 7582 0866  
Fax: 020 7840 9684

### **Code of Conduct**

JP expects all Locums to act in a professional manner at all times. We particularly ask you to pay special attention to:

- Punctuality
- Standards of Dress and Courtesy
- Quality of Care and Clinical Procedures
- Consideration and Respect for patients, colleagues and managers
- Confidentiality and Integrity

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

You should comply with all reasonable requests, using your professional judgement at all times.

If you have any questions about your work, please try to resolve these locally at first or seek advice from your Consultant.

You should not smoke at work or attend work under the influence of alcohol or any illicit substances.

### **Medication Policy**

It is the policy of JP that NO TEMPORARY WORKER IS AUTHORISED TO ADMINISTER MEDICATION.

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## **Equal Opportunities**

JP seeks to offer equality to all our Locums and will treat any allegations of discrimination with the utmost seriousness. In accordance with these principles Locums may not discriminate on the grounds of:

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

## **Health and Safety**

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

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

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

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

When on assignment, it is the client's responsibility to familiarise you with their own Health & Safety policy and procedures, and with locations of fire escapes, first aid contact person etc. At a client's request in writing, JP will undertake to train Locums to be supplied in standard workstation safety. We cannot, however, be held responsible for the suitability of workstations used by our clients. If you express concern over the Health & Safety arrangements of your employing client, we will ask the client to investigate and, if possible, to make improvements.

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

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## Record Keeping

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

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

Records should:

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

Please be aware that full records are essential should any questions be raised about the care and standards of care delivered.

For more detailed information, please see the HPC or relevant professional membership bodies' guidelines.

## Confidentiality

You must not disclose to any person any information acquired by you in connection with the provision of the service which you provide this includes: - the authority, its staff and procedures, the identity of any patient, the medical condition or any treatment received by any patient.

Any patient information obtained by you during the course of your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation.

Please take care with patient records when on assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Patients'/clients' information should only normally be shared with their consent – you should make sure patients/clients understand that their information may be shared with various members of the team providing care. It is a patient's/client's decision what information should be shared with their family or others.

Where a patient/client is considered incapable of giving consent, please consult relevant colleagues. Where a patient/client has withheld consent, disclosures of information may only be made if:

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

You should act in accordance with local and national policies if there is an issue of child protection.

The Caldicott Protocols form the Department of Health's guidance on The Protection and use of Patient Information. These protocols have been agreed nationally and must be adhered to by all health professionals and others with access to patient information. They consist of the following principals:

- **Justify Purpose(s)** Individuals, departments and organisations must justify the purpose(s) for which information is required. This includes the purpose, use or transfer of patient-identifiable information within or from an organisation. This should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
- **Do not use patient-identifiable information unless it is absolutely necessary:** This means assessing information flows and uses and ensuring that patient-identifiable information is removed unless a genuine case can be made for its inclusion and there is no alternative. The need for patients to be identified should be considered at each stage of satisfying the purpose (s).
- **Use the minimum necessary patient-identifiable information:** Where use of patient-identifiable information is considered essential, each individual item of information should be considered and justified so that the minimum amount of identifiable information is transferred or accessible as necessary for each given function to be carried out.
- **Access to patient-identifiable information should be on a strictly need-to-know basis:** Only those individuals who need access to patient-identifiable information should have access to it and they should only have access to the information items that they need to see. This may mean introducing access controls or splitting information flows where one information flow is used for several purposes.
- **Everyone with patient-identifiable information should be aware of their responsibilities:** Action should be taken to ensure that those handling patient-identifiable information, both clinical and non-clinical staff, are made fully aware of their responsibilities and obligations to respect patient confidentiality.
- **Understand and comply with the law:** Every use of patient-identifiable information must be lawful. Someone in each organisation handling patient identification information should be responsible for ensuring that the organisation complies with the legal requirements.

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## **Data Protection**

In addition to the above, you should adhere to the requirements of the *Data Protection Act 1998*.

In brief, anyone processing personal data must comply with the eight enforceable principles of good practice. Data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- ***Adequate, relevant and not excessive***
- Accurate
- Not kept for longer than necessary
- Processed in accordance with the data subject 's rights
- Secure
- ***Not transferred to countries without adequate protection***

For further information, please see [www.dataprotection.gov.uk](http://www.dataprotection.gov.uk), from which the above guidance is reproduced.

## **Computer Use**

Where our clients grant you access to their computer systems, these must only be used *as authorised* and not to gain access to any other data or programs. In general, please ensure that you:

- ***Keep any passwords safe.***
- Keep to the client 's policies and procedures.
- Log off immediately after use.

Specifically, you must:

- Observe any local policies and procedures regarding passwords, floppy disks, CD ROMs and data storage/transfer.
- Not load or introduce any programs onto the computer.
- Not access any information service or bulletin board including the Internet without specific prior authority from your line manager.
- Not download any files or connect to any network or other computer equipment without prior authority as above.

## **Consent**

In accordance with HPC and relevant professional membership bodies, you must obtain the consent of a patient before giving any treatment or care.

Consent must be:

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

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Consent is only 'informed' if the individual understands what is to be undertaken by whom the purpose for the treatment and the possible consequences.

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

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

If a patient/ client is no longer legally competent, decisions should be based on previous consent/ non-consent in a similar situation (providing there is no reason to believe they have changed their mind) or their known wishes. Otherwise, treatment should be in their best interests. In the case of children (those aged under 16 in England and Wales), the involvement of those with parental responsibility is usually necessary – you should be aware of legislation and local protocol.

It is not usually acceptable to seek consent for a procedure, that you will not be performing yourself unless you have been specifically trained for that area of practice.

All discussions and decisions relating to consent should be documented in the patient's/ client's records. Where consent is withheld, you should follow the policy in force at your assignment location.

## **Allegations of Abuse**

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

Ultimately, if allegations are well founded, we may not be able to offer you work in the future. Where allegations are sufficiently serious, we may need to report you to the HPC and/or the police depending on the allegation. Appeals against any decisions made by our staff in these matters can be made to the Managing Director, whose decision will be final.

Should you in the course of duty suspect that abuse is taking place you should inform your line manager immediately. There are strict guidelines to be followed in reporting abuse under the Department of Health guidance "No Secrets" and a full report will need to be made prior to investigation.

## **There are many different forms of abuse:**

- Physical, including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanction.
- Sexual, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- Psychological, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion,

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harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

- Financial or material abuse, including theft, fraud, exploitation, and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- Neglect or acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- Discriminatory abuse, including racist or sexist abuse or that based on a person's disability and other forms of harassment, slurs or similar treatment.

## **Investigations and Prosecutions Reporting**

The Locum must inform JP of any criminal or professional prosecutions or investigations, that they are subject to. JP will then consider whether or not there is grounds for suspension. The severity of the accusation will determine if the candidate is suspended, the main criteria being a risk to the health or life of a patient or colleague. This criteria is not exclusive and cases shall be dealt with on an individual basis. The decision is ultimately made by JP's, Managing Director. The Health Professionals Council shall then be notified of any decision taken, if seen as appropriate.

It is JP's policy to inform the Locum that it is not in their best interests to continue with the placement. These situations are dealt with the utmost confidentiality and discretion. It is vital that the credibility of JP is not compromised. The policy of removing the candidate ensures that no damage is done to JP's reputation. The health and safety of the patients and colleagues is the primary concern for JP in such a situation, influencing our policy.

## **Whistleblowing**

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

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

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

Anyone who wishes to raise or discuss any issues which might fall into the above categories he/she should contact their Consultant at JP in the first instance who will treat the matter in

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confidence. It is likely that a further investigation will be necessary and he/she may be required to attend a disciplinary or investigative hearing as a witness.

Where the concern involves the Consultant of JP then the concern should be raised with the Managing Director of JP.

All complaints will be viewed seriously and treated confidentially.

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

## **Making a Complaint**

If you have a complaint about the way you have been treated on assignment or by our staff, please direct this in the first instance to your Consultant or their Manager. If for any reason you are still unsatisfied with the case in point, please call 020 8371 3535 to talk to the Managing Director of JP. Please address all post to:

Ability House  
3rd Floor  
121 Brooker Road  
Waltham Abbey  
Essex  
EN9 1J