



Welcome to Nurses Friend North and the Staff Handbook!

We are very glad you have chosen to work for Nurses Friend North. We aim to make your experience of working with us as positive as we can.

We have designed this handbook to give you an idea of what to expect from your time with us, and to give you the information you need to carry out your role with confidence. It sets out the standards with which you are expected to comply and gives you clear policies and procedures to follow. The standards of conduct describe the expected actions and behaviours of all temporary workers while representing Nurses Friend North.

You should read it thoroughly and familiarise yourself with the information provided. It is important that you fully understand everything covered in it. If there are any points which you do not fully understand or if you have any feedback on how we can improve the handbook for the next edition, please direct these to us at the address below:

Nurses Friend North reserves the right to withdraw or make changes to these policies and procedures without prior notice. Whenever this happens we will send you an email notification. It is your responsibility to review the changes and seek advice if you do not understand any of the contents of this handbook.

Please note that this Handbook is not a contract of employment nor is it intended to create any contractual obligations for Nurses Friend North.

We at Nurses Friend North sincerely hope you enjoy your time with us. We are

reachable 24/7 for your convenience;

Tel: 01618208591

Email at admin@nursesfriendnorth.co.uk

**Nurses Friend Manchester
Universal Square
Devonshire Street North,
Manchester
M12 6JH**

Welcome aboard,

The Nurses Friend North Family!



Introduction

Nurses Friend North is a family run nursing and care staffing agency. The agency prides itself for its efficiency in catering to client needs and specializing in last minute and advance bookings. We are a friendly, professional service that cares and endeavours to operate in your best interests.

In making sure that you get the best from Nurses Friend North we recommend that you telephone the office at the beginning of each week with the days and times you are available to work.

When you accept an assignment you are agreeing to render your services to the client for the agreed period of time. As a member of Nurses Friend North, you are self-employed and there is no firm commitment for us to supply or offer you work and you have the right to accept or refuse work that is offered.

Assignments

We will give as much notice as possible when offering and confirming your assignments; this however may not always be possible with regard to last minute/urgent bookings. Once you have accepted an assignment, you must attend the establishment.

If you are unable to attend the assignment, you must notify our office in advance so that a replacement can be organized. Under no circumstances may any other person who is not a Nurses Friend North be introduced to the assignment.

If you are unable to complete an assignment before it is due to finish you must notify our office immediately, giving the client adequate notice.

While the agency books you in for assignments, in the event that you book an assignment directly with a client, it is your responsibility to inform the agency.

Timesheets

Nurses Friend North timesheets run from Monday to Sunday. Time sheets must be received by us no later than 12 noon on Monday, including bank holidays for payment that Friday. Payments are made directly into your bank/ building society/ Limited Company accounts by BACS (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 the person in charge of the shift or the most senior Person (NOT WORKING UNDER NURSES FRIEND). Payment may be delayed if this is not the case.

Nurses Friend North timesheets are available on the website for printing at your convenience. Once the timesheet is completed, you must leave a copy with the client. The original copy goes to the agency.

Uniform

Nurses Friend North uniform consists of a plain white tunic with our company logo to be worn with black or navy trousers. The appropriate cost will be deducted from the first payment.



A picture identity badge will also be issued to be worn at all times while on duty.

Equal Opportunities

Nurses Friend North is an equal opportunity agency and we do not tolerate any discriminatory practices based on sex, race, origin, ethnic or national origin, sexuality, age, gender, marital status, disability or religious beliefs.

Every possible step will be taken to ensure that individuals are treated equally and fairly. Decisions concerning recruitment and selection will be solely based on objectives and job related criteria.

Data Protection

Under the Data Protection Act 1998, any sensitive information such as a worker's racial or ethnic origin, religious beliefs, health or criminal records are for monitoring and selection process only.

Termination of membership

You may terminate your membership with Nurses Friend North at any time. If you wish to take up an appointment with a client that you have been introduced to via Nurses Friend North you should note that we do not charge a temp to perm fee. We however ask that you give us notice of your intention to terminate so that we can archive your file.

Health & Safety in the Workplace

All members who undertake work assignments in hospitals, nursing homes and the community are entitled to a safe working environment. Likewise, members have a responsibility to ensure that they take reasonable care of their own safety and that of anyone else affected by their activities.

To this end, you are required to provide evidence of training in Manual Handling, Health and Safety and Basic Fire Awareness. As a condition of registration, you are required to attend annual updates in these subjects in order to maintain registration status.

You should familiarise yourself with the Agency's Policy on Health and Safety and all other relevant procedures and policies.

Accidents, Incidents or Dangerous Occurrences

The reporting of injuries, Disease and Dangerous Occurrence Regulations 1995 (RIDDOR) require certain injuries, diseases to be reported to the enforcing authority.

It is your responsibility to report any incident or occurrence to the appropriate person in charge so that it can be entered into the Accident Report Book. You must also inform Nurses Friend North. The Customer and agency are responsible for ensuring that compliance with the RIDDOR regulations is carried out.

Control of Substances Hazardous to Health (COSHH)

There are many substances used in the workplace that have the potential to harm. These are



commonly known as hazardous substances and are usually labelled with a warning sign.

These can include;

- Chemicals
- Dust
- Fumes
- Harmful microorganisms

Employees have a duty to report any hazardous spills to the person in charge of their shift.

Exposure in the body can be via several routes i.e. inhalation, ingestion and absorption. Therefore, working practices must aim to minimize the risk of using such substances and restrict the consequences of any accidents.

Protective clothing, like disposable gloves and aprons should be worn at all times when handling hazardous substances.

Employees should not under any circumstances use chemicals they have not been trained to use.

The COSHH Regulations require assessments to be made of likely health risks whereby controlled measures are put in place to lower ones risk.

This requires you to:

- Follow controlled measures identified in the assessment ensuring there is a safe system when using harmful substances
- Thoroughly read the labels on all containers being used
- Follow manufacturer's instructions
- Never exceed the recommended proportions when diluting a product with water or other approved liquids
- Never mix substances
- Never place chemicals in unlabelled containers

Job Description for Care Assistants and Support Workers

The purpose of this role is to maintain a high standard of care and to give adequate support when necessary. To work with and be part of a valued team and to maintain a safe and pleasant environment for all being cared for.



Summary of duties and responsibilities

- A carer must endeavour to ensure the well being of the service users at all times.
- Client confidentiality must be maintained at all times and the adherence to the company confidentiality policy.
- Maintain accurate records in care plans, timesheets and worksheets. These must be completed accurately and submitted to the office at the specified time.
- Regular training courses and meetings will be arranged and it is a requirement within the role of the care assistant/support worker to attend these when arranged.
- Working to the UKHCA code of practice and the national minimum standards of care and adhering to their policies and procedures.

Knowledge and Skills required

- Experience in the care field
- Ability to communicate with people at all levels
- Ability to work closely with the staff coordinator in a supportive role
- Reliability and punctuality
- Ability to remain calm under pressure and to be able to think laterally and logically.
- Ability to adhere to legislations, especially in regards to policies and procedures as laid down by local authorities, the National Minimum Standards for Care and the UKHCA Code of Practice.
- Ability to empathise with people.

Job Description for Registered Nurses

The main purpose of this role is to maintain a high stand of care and to give adequate support when necessary. To work with and be part of a valued team and to maintain a safe and pleasant environment for all being cared for.

Summary of duties and responsibilities

- To act in a manner consistent with NMC Code of Professional Conduct 1992
- To maintain eligibility to work by ensuring re-registration as required every three years
- To maintain personal and professional educational development at all times, ensuring opportunities to access continuing professional education is sought and undertaken.
- To make sure all statutory training is kept updated, especially in regards to Manual Handling, CPR and Fire.
- To always work in an acceptable manner appropriate to the given environment.
- To only undertake those assignments that match skill base
- To maintain levels of confidentiality expected by company and client respectively at all times.
- To ensure the correct procedures are followed in the event of an incident or accident involving clients or employees.
- To maintain good levels of communication with the company
- To promote the ideologies of the company by example and by encouraging others to behave similarly.
- To abide by the rules of the company in relation to timesheet submissions and any payroll issues



- To assist persons in reaching their maximum potential when caring for them directly and in supervising others when delivering care.
- To accept the terms and conditions as set by the company and to abide by them.
- To wear the correct company dress at all times displaying the company ID badge
- To advise the company of loss or theft
- To make available time to the company for carry out work.
- To be available to attend performance reviews as required by the agency.
- To attend any disciplinary hearings as required.
- To ensure that documentation is concise, clear and legible in accordance UKCC 1993 Standards of Records and Record Keeping (now known as NMC)
- To familiarise yourself with information regarding the working practice of the client. To abide by all policies and procedures in place, paying attention particularly to invasive and non-invasive procedures.
- To maintain safe drug administration by following UKCC 1992 standards for the Administration of Medicines and Client Drug Administration Policy (currently known as NMC)

This is not an exhaustive or infinite list of duties and responsibilities; it only gives a general idea of the duties to be expected in this role

The definitions above can be altered at such time as is deemed to be appropriate.

Knowledge and Skills Required

- Qualifications and experience in the nursing field
- To be registered with the NMC
- Ability to communicate with people at all levels
- Ability to work closely with the staff coordinator in a supportive role
- Reliability and punctuality
- Ability to remain calm under pressure and to be able to think laterally and logically
- Ability to adhere to legislations, especially in regards to policies and procedures as laid down by local authorities, the national minimum standards of care and the UKHCA code of practice.
- Ability to empathise with people.

NMC REGISTRATION & RENEWAL POLICY

It is our company policy to ensure that our qualified nursing workers maintain their current NMC registration. The purpose of this procedure is to ensure that legal requirements are met and that all qualified nurses working through Nurses Friend North hold a current NMC registration.

Procedure

All temporary workers should provide their NMC registration card to our administrative staff to make relevant copies.



The Registered Manager will then contact the National Care Standards to confirm that the NMC registration is valid.

It is the workers responsibility to update their NMC registration upon expiration and to inform the agency of your new expiry date. Any registered worker who has allowed their registration to expire does not have the right to practice as a nurse and will be suspended from duty.

SAFE WORKING PRACTICES

Nurses Friend North's Responsibilities

- We seek to minimize danger and risk for employees working in the community
- The client is obliged to provide and maintain a safe working conditions and equipment for all agency workers.
- We will provide suitable information and training for agency workers in a bid to ensure their work does not cause harm t clients or other people.

Agency Worker Responsibilities

- Cooperate with Nurses Friend North in relation to our Health and Safety Policies.
- Be aware of Health and Safety issues at all times while on duty.
- Not to put yourself or others in harms way whilst at work
- Be aware of potential risks and dangers and promote Health and Safety at all times
- Report any potential dangers or risks to the Registered Manager so appropriate action can be taken to minimise the risk.
- Never be hasty in your work as problems may occur when jobs are rushed
- Never attempt to lift or move a client or heavy object without appropriate equipment
- Never attempt to use equipment without assistance or training.

Manual Handling

More than a third of all injuries reported each year are caused by manual handling. Most of the reported accidents cause back injury but hands, arms and feet are also vulnerable.

Many manual handling injuries will build up over a period of time rather than being caused by a single incident. Injuries may include;

- A slipped disk
- Torn muscles/ligaments
- Arthritis
- Rheumatism

Moving and Handling Patients

Some patients require specialist equipment to assist them with tasks such as:

- Getting in and out of bed
- Using toilet facilities
- Getting in and out of chairs



Equipment such as grip rails, handrails, belts, slings, monkey poles, slide sheets, glide sheets, transfer boards, bridging mats and turntables can all be used to assist in the moving of a client.

UNDER CIRCUMSTANCES SHOULD A PATIENT BE LEFT ALONE WHILST USING A HOIST

GUIDELINES ON INFECTION CONTROL, SPILLAGE & NEEDLE STICK INJURIES

If any accident occurs in which the agency worker believes they may have been contaminated with an infected person's blood through an abrasion in the skin, slashing in the mouth or eyes, the affected area should be washed under running water immediately reported to the worker's own doctor.

These incidents should then be reported to the registered manager at Nurses Friend North.

Immunisation

Whilst accepting that helping clients with more personal care involves risk of exposure to infectious disease, it is important to be familiar with them so workers are aware of the available risks.

Each temporary worker is required to provide evidence of their immunology status particularly inoculation against **Hepatitis B, Tetanus, Rubella, Typhoid, Diphtheria and Polio**. The evidence must be certified and issued by a GP or Occupational Health Department.

The status of immunisation against Hepatitis B and Tetanus must be current and within a three year period of its expiry date.

The temporary workers GP will help them to decide what vaccinations are appropriate for them. It is however noteworthy that Nurses Friend North's clients have the right to reject the services of nurses and care assistants that cannot produce the relevant immunisation information required for this role.

Personal Hygiene for Food Handlers

If temporary workers are engaged in food handling activities, they must be familiar with the points below:

- Wash their hands before touching food and cover any cut/sores with blue waterproof dressings.
- Tell their Supervisor/Manager at once for any skin, nose, throat or bowel trouble from which you may be suffering.
- Remove all jewellery except the wedding ring when working in food preparation areas.
- Always wear correct uniform and ensure that it is clean.
- Keep fingernails short and clean; do not wear nail varnish, heavy makeup or strong perfume/cologne.



- Never smoke in a food preparation area as it is illegal and dangerous. Never cough or sneeze over food.
- Keep food clean, covered and at the correct temperature.
- Handle food as little as possible, use correct utensils and keep them clean.
- Clean as you go in food areas and keep lids on dustbins.

Procedures for feeding clients

- Ensure clients are in a safe eating area, preferable the dining area.
- Always wash your hands and assist clients to wash theirs.
- Ensure that food is not too hot before serving it.
- Seek permission from clients before adding seasoning to food, avoiding any allergic reactions.
- Never rush feeding and make sure feeding utensils are never too full.
- Add thickener to all liquids for clients who are prone to choking.

ASSISTING CLIENTS WITH TAKING PRESCRIBED MEDICATION

I. Care Assistants

The aim of this policy is to provide care assistants with the rules they must follow with obtaining and assisting with medication. Additionally, it affirms the care assistant's role and the client's overall wellbeing.

Care Assistants may **ONLY** assist the service user with medication (including eye drops, ear drops, creams and ointments) under the following circumstances:

The Care Assistant must;

- Be trained, qualified and able to show that they are competent to assist with medication before they commence with it. Domiciliary care assistants may not assist with any other form of medication except prescribed oral medication.
- Recognize the difference between “prompt medication” and “administer medication” as stated in the service user's care plan.
- Be agreed by the service user, the service user's family or the representative/advocate that assistance with medication may be given to the service user.
- Abide by the rules in this policy relating to obtaining and assisting with medication, particularly if the employee is dealing with clients who are under the care of Social Services or Primary Care Trusts. Temporary workers must then also abide by the rules and regulations these bodies have enforced as they may have policies not allowing workers to carry out certain procedures such as enemas and suppositories.
- Pay attention to the care plans, needs assessments and in particular the drug chart/MAR (Medication Administration Record) for when medication is due.
- Ensure the service user's General Practitioner has consented to the assistance of medication before it is carried out. If the service user does not give consent (for example the tablets may be too big to swallow) a review should be completed by the GP as the medication may be changed to liquid form.
- Place medication in a place that is safe and accessible to others who may also be authorised to assist with medication.
- Follow the 7R's principle to ensure the service user receives the;



- Right dose of medication
- Right medication to service user
- Right person (patients may have the same initials)
- Right time as directed on the medication bottle or medication aid
- Right method of administration as directed on the medication bottles
- Right procedure as directed on the medication bottles
- Right record each time a medication is taken
- Always make sure that an account of all medication administered is recorded in the service user's homecare file.

You must NEVER

- Exceed the assistance as outlined in the client's care plan or needs assessment
- Under any circumstances administer medicines against the wishes of the service user. All refusals must be documented. Nurses Friend North and the Care Manager should then be informed.
- Attempt to make the service user vomit despite the few instances that vomiting should not be induced because of a medication error.

Dealing with exceptional circumstances

Please note that the service user may have unusual reactions to medication such as allergic reactions. Their usual physical reaction may change or may have emotional and mental changes or behaviour reactions. When this occurs, staff members must promptly make a full note in the service user's homecare file as well as contacting Nurses Friend North and the relevant Care Manager of the service user.

II. Registered Nurses

This policy is aimed at the provision of guidelines for nurses in the administration of medicines. It also aims to ensure that a code of responsibility and accountability is in place so as to ascertain service user wellbeing.

As a registered nurse permitted to administer medication, you are accountable for your own practice.

You must;

- Be familiar with the General Nursing and Midwifery Council Guidelines in Drug Administration. All Registered Nurses must be covered by Professional Indemnity Insurance.
- Always keep an accurate record in the appropriate "record of medication" or "record of administration" file for all prescribed medication received from the pharmacy and administered to the service user as a legal requirement of Nurses Friend North policy.
- Make sure all drug receipts from the pharmacy are recorded by the designated Team leader and witnessed by the nurse on a different shift.
- Keep a record of all medication that is no longer needed in the appropriate "record of medication" file.
- Follow the 7R's principle to ensure the service user receives the;
 - Right dose of medication



- Right medication to service user
- Right person (patients may have the same initials)
- Right time as directed on the medication bottled or medication aid
- Right method of administration as directed on the medication bottles
- Right procedure as directed on the medication bottles
- Right record each time a medication is taken

You must NEVER:

- Give any medication to a service user without the service user's willing informed consent. Service users therefore have the right to refuse their medication. This situation must be discussed with the client for their consent and with the prescribing medical practitioner. To ignore this point would be an abuse of the client's right to autonomy.
- Prescribe medication without written instructions. Verbal instructions are strictly not permissible.

PRINCIPLES IN ADMINISTRATION OF MEDICATION

A record of administration must clearly state;

- Prescription date
- Start and Finish
- Name of drug
- Dosage
- Route (e.g. oral)
- Contra indications
- Weight if dosage of medication is related to weight
- Frequency of medication administered
- Drugs to be given 'as required' (prn) must be written separately and any specific instructions included by the doctor.

A record of medication chart will be provided if service user is using prescribed controlled drugs.

- Instruction must clearly state whether the medication is to be given at regular intervals stating the time frame in which they are to be administered (e.g. 4-6 hourly). Medication must be signed for as stated in the policies above.
- Controlled drugs must be checked by the two registered nurses during the shift changeover.
- If the medication is discontinued, any remaining medication must be accounted for, checked and signed for by the registered Nurse, returned to the pharmacy and signed for upon receipt. Informed consent must be obtained from the service or his/her advocate before instigating this procedure.

All medication must be stored out of the reach of children in a secure area, preferably in a locked cupboard.

MEDICATION ERRORS

All medication errors must be recorded and the medical practitioner informed immediately.

Nurses Friend North must also be informed as soon as possible. The incident must be recorded in the nursing care daily record and kept on the service user's progress. This must be completed and signed for by the nurse concerned before the end of the nurse's shift. A separate letter describing the event must also be completed and signed before the end of the nurse's shift and submitted to Nurses Friend North.



The matter will be investigated and considered by the registered manager. The nurse concerned will be subsequently invited to discuss the matter. Depending on the severity of the incident, the Nursing & Midwifery Council may be informed and/or further training undertaken in drug administration before the nurse is able to continue working for Nurses Friend North. This must not be regarded as a purely punitive measure, but a positive one in the service user's interests that improves the standard of care and safe practice by the nurse.

PROCEDURE FOR ACCESSING SERVICE USER'S PROPERTY

Staff should previously have been notified by the Nurses Friend North concerning access procedures to a client's property whether it is by doorbell, intercom system or Key safe.

In the event of an employee being unable to gain access to a property, they should;

- Knock at a Service User's door.
- Look through the windows; letterbox, back door, etc. (Do not attempt to break in.) Call through the letterbox and listen.
- If Service User can be seen to have fallen, call the police/ambulance immediately.
- Where feasible, telephone Nurses Friend North Office to inform them that the Service User is not answering the door and the above stages have been completed.
- If appropriate, knock at neighbours to see if Service User has been seen, gone away with family, admitted to hospital, etc., bearing in mind confidentiality issues.
- The office should check Service User information, as the commissioning team should have included any relevant information on who to contact in an emergency. Unless indicated otherwise, they should telephone (in this order, as it may be resolved at each stage):
 - i. The Service User
 - ii. Relatives (any key holders if applicable)
 - iii. Warden, Alarm control (if applicable)
 - iv. The emergency or "duty" worker of the EPD group in the Commissioning Team, or the Emergency Duty Team. At this point, the commissioning team and the Agency need to agree between them who have the responsibility to progress things further. This may vary in different circumstances
 - v. Hospitals
 - vi. The Police
- The temporary worker is to remain on site until the situation is resolved or until instructed to leave by the Agency.
- All action is to be recorded appropriately and the information passed to the commissioning team at the earliest opportunity.

You must never enter a client's property when informed that the client is away.



POLICY TO ASSIST SERVICE USER WITH PERSONAL CARE

The aim of this policy is;

- To provide temporary workers with the procedures and rules when assisting clients to wash
- To ensure that the client's dignity and privacy is maintained.

Procedure for assisting with washing

You must:

- Use disposable latex gloves when assisting the clients in washing a catheterised area.
- Use only clean face cloths, flannels and towels when assisting the client with bed bathing.
- If the client is catheterised then worker must use a separate flannel when washing this area.
- If laundering is part of the nurses or care assistants duties, they must ensure face cloths, towels and flannels are laundered. If it is not part of their function, these must be put aside to be laundered after use.
- Ensure that you change the water often if it becomes necessary or whenever the client requests it.
- Bed washing is carefully performed by workers so that the client's dignity is maintained. The national minimum standard states that temporary workers should always put themselves in the place of the person they are caring for and perform the duties as they would want them performed themselves. Temporary workers should never react or perform their duties in a way that will disrespect the client's privacy or impugn on their dignity. Temporary workers must always act discretely and politely and talk to the client to make them feel at ease.
- Ensure that the water holder is placed at a height so workers and clients do not injure themselves whilst lifting or bending. Manual handling and lifting procedures must be properly referred to in this case.
- Temporary workers must try to promote and encourage the client to help themselves with this process.

Procedure for assisting with bed bathing

- Fill the bucket or washing bowl with water and place it at waist height to the side of the client's bed.
- Test the water to ensure it is not too hot and does not exceed the normal body temperature.
- Ask the client with towel they would prefer to use.
- Ensure that personal hygiene tools like deodorants, underarm spray, powder and talk, lotions, soap, face cloths etc are at hand before starting the bed bathing procedure.
- Place a separate towel underneath the client's body to ensure their bedding is not soaked. Worker must ask the client which towel they would prefer beneath them.
- Discreetly (as part of the washing process) check the client's body for bed or pressure sores. If there are any visible signs of these contact their care manager as soon as possible.



- Wash the client's body one section at a time. The employee must ensure that they cover that part of the client that has just been washed before moving onto the next section.
- Temporary worker must help the client to dress when it is necessary.

POLICY FOR MAINTAINING RECORDS IN THE SERVICE USER'S HOME

The aim of the policy is:

- To ensure records are kept according to Access to Personal Files Act 1987 and kept as a matter of good practice.
- To ensure that service users, their carers and employees are aware of the purpose of maintaining records.
- To ensure that service users, clients and workers are safeguarded against neglect and abuse.

Reason for record keeping in the service user's home

- It is a legal requirement and is a procedure of good practice.
- What is written provides a permanent record of events that have happened during a visit.
- This is important for supporting effective partnership with clients, helping with continuity and providing an essential tool for managers to monitor to work and provide evidence for investigations and enquiries.

Temporary workers must:

- Always record of all relevant details as soon as a job has been completed. A record should document any work that has been carried out as well as any specific accident/incidents that may have occurred. In the event that a carer has been sent away by the service user, by his/her family or advocate, temporary workers should record the date and write their signature on the 'Daily Report Sheet'. These can be found in the service user's home care folder within their own homes.
- Ensure all records are kept accurately and honestly with a non-bias and non-prejudicial (sexist, racist, ageist, etc) manor
- Ensure that each record is signed and dated
- Keep all records in English so they are easily understood. Keep sentences short, jargon-free and abbreviation free.

Temporary workers must NOT:

- Stereotype
- Write in advance about tasks before they have been carried out.

GUIDANCE FOR CARE ASSISTANTS WHEN RECORDING FINANCIAL TRANSACTIONS ON BEHALF OF HOME USERS

Nurses Friend North requires you to complete financial transactions records for two reasons;

- To provide an accurate account of the transaction you have undertaken in a way that is easily understood by everybody.
- To demonstrate your honesty and integrity when handling your client's finances.



For any financial transaction whether for pensions or shopping tasks, carers must follow these guidelines:

- Use the triplicate receipt book to record any financial transaction made with the clients
- Ensure client always acknowledge and sign for what they receive.
- Check
 - Correct change is given and received by the client.
 - Details of shopping are recorded including the receipt numbers
- A total of 3 copies of receipt should be produced every time records have been made.

Ensure that:

- The original copy is to be brought to the office by the end of each week
- One copy of the receipt is kept with the client's service pack in their home
- The last copy remains attached to the financial transaction book

HANDLING A SERVICE USER'S MONEY OR PENSION (Financial Transaction Policy)

This policy ensures that temporary workers are aware of the procedures when dealing with service user's money. It also ensures that service users are protected and that all temporary workers act in a manner that promotes the openness, honesty and integrity of Nurses Friend North and its workers.

Temporary workers must not:

- Undertake a task that involves handling a service user's money unless you have been asked to do so by your manager or it forms part of the care plan.
- Borrow or lend to the service users.
- Accept any financial gifts from the service users.

Temporary workers must:

- Be honest, responsible, open and without criminal intent when assisting the service user in their financial matters.
- Obtain approval from the service user and if this is not possible then form the service user's advocate or family before conducting any financial transactions on their behalf.
- Always ensure that monies or pensions and receipts are checked with the service user or their advocate every time a transaction is made or about to be made.
- Make a record of all financial transactions including the receipt number in the 'service user's book of financial transactions' and ensure that the receipt page and the correct change is given to the service user.
- Return the slips and other proof of purchase to the service user
- Be specific about where payment was made into the service user's account.
- Ask service users to sign and to confirm that the written record is correct. Nurses Friend North will expect to see the client's signature for each transaction made. If for any reason the client is unable to sign this will have been cleared with Nurses Friend North.



POLICY ON RECEIVING GIFTS

It is our policy at Nurses Friend North that temporary workers are not permitted to accept any gifts or any other forms of payment from any client or their representative without the consent of the registered manager.

Temporary workers must give any donations of money to the person in charge who will then issue you with a receipt. If applicable, a note should be made of how the donor wishes the gift of money to be used.

If the temporary worker is to receive gifts of money from a client, they must seek advice from the registered manager.

Failure to adhere to this policy will result in disciplinary action including instant dismissal.

AWARENESS OF CULTURE, ETHNICITY AND NON-DISCRIMINATION POLICY

This policy is aimed at creating and raising awareness amongst temporary workers with regard to culture, ethnicity, values and belief systems.

Nurses Friend North's commitment:

- Every employee is entitled to a working environment which promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- The commitment to diversity and equality in the workplace is good management practice and makes sound business sense.
- Breaches of our diversity and equality policy will be regarded as misconduct and could lead to disciplinary proceedings.

This policy emphasizes the mechanisms in place to address discrimination based grievances premised on one's ethnicity and cultural practices or beliefs.

- No temporary worker should discriminate against any staff member or client, directly or indirectly on any of the following grounds: race, colour, age, gender, sexual orientation, marital status, parenthood, cultural difference, ethnicity, religious beliefs, political beliefs or affiliation, creed, disability or impairments.
- All temporary workers must treat their colleagues and clients equally and without any discrimination. Discrimination will be seen as serious misconduct.
- Temporary Workers should be aware of, sensitive to and become basically conversant with the client's ethnic, cultural or religious festivals or ceremonial times and activities and the required dress codes if any.
- Temporary Workers should be aware of, sensitive to and become basically conversant with the client's dietary preferences, foods/alcohol forbidden by their religion and manner of preparing foods.



- Temporary Workers should be aware of, sensitive to and become basically conversant with the client's preferred dress code, hygiene needs, hairdressing needs and other personal care requirements.
- Temporary workers should be aware of, sensitive to and become basically conversant with the client's preferred last rites e.g. request for a priest, last offices and requests for organ transplants if any.

CONFIDENTIALITY OF INFORMATION POLICY

The aim of this policy is to make clear how temporary workers must treat information about the agency, its services and clients.

Temporary workers must:

- Always ask the Nurses Friend North registered manager for advice if you are uncertain about how to deal with confidential information.
- Always ensure information concerning Nurses Friend North, its service users and its clients is kept in the strictest of confidence.
- Always remember that Nurses Friend North will report the unauthorised spreading of information regarding its services and clients.

This policy applies EXCEPT when the holder of information knows the law or the regulations they work under, which requires them to report their knowledge. In cases where a temporary worker has reason to believe the safety of a service user is in danger they may need to break the confidentiality policy. This they should do by reporting to the registered manager at Nurses Friend North.

Temporary workers must not:

- Discuss the affairs of Nurses Friend North, its service users or clients with anybody unless they have specific and verifiable permission to do so.
- Purposely seek to obtain confidential information about Nurses Friend North, its service users or clients outside their job role.

Breaches of the confidentiality policy may result in harm and distress. Any temporary worker who is the subject of a breach of confidentiality may be reported to the NMC.

WHISTLE BLOWING POLICY

Nurses Friend North is committed to openness, honesty and accountability and therefore wishes to be alerted to any concerns and/or problems that may affect these provisions.

In line with this commitment, we encourage all temporary workers and service users to be vigilant and raise any concerns regarding bad practice or any wrongdoing with the registered manager. This will be taken very seriously and with great integrity.

Actions covered by this policy:



- Abuse (verbal, sexual, physical, mental)
- Falsification of documents
- Danger to health and safety
- The cover up of any of the above
- Stealing
- Negligence
- Corruption
- Discrimination

If you have a genuine concern, it is important to raise it even if you only have a gut feeling. You must not feel that you are acting unfairly or disloyally to colleagues.

How to raise a concern:

- The first step is to make a note of the things worrying you. You need to be sure that they are not based on rumour or malice. The information you have must be accurate and that you are acting in good faith. Malicious allegations will not be tolerated and may result in a temporary worker facing disciplinary action or even dismissal.
- If you feel you have reasonable grounds for raising an issue, consult the registered manager immediately and in private.

Nurses Friend North will respond to concerns within 28 days.

- The registered manager will investigate the issue/concerns.
- The registered manager will keep you informed of the situation.
- The registered manager will support and lessen any distress you may feel as a result.
- If you feel that the allegation has not been investigated by the registered manager, your next step should be to contact the Social Services.
- Nurses Friend North hopes never to use this policy, but should concerns and/or problems arise, we have the opportunity to put it right for the health and safety of our clients and temporary workers alike.

PROTECTION OF VULNERABLE ADULTS POLICY

Policy for the protection of vulnerable adults from Abuse (POVA) (No Secrets)

This policy and its accompanying procedures apply to people aged 18 or over and:

- Who are and maybe in need of community care services because of learning or physical disabilities, older age, physical or mental illness.
- Who are and may be unable to take care of themselves or who are unable to protect themselves from harm or from the exploitation by others
- The aim of this policy is to ensure the protection from and the prevention of the abuse of vulnerable adults.

Abuse defined:

- Abuse is the violation of an individual's human and civil rights by another person or persons. This occurs in many forms and may consist of a single act or repeated acts. It may also be shown by failure to act in order to protect vulnerable people. Abuse may, or may not result in the person being physically injured or ill.

Consent

- Consent is crucial in determining whether a particular act, relationship or situation is abusive of the person concerned. It is always necessary to determine whether the person could and did give informed consent to whatever took place.



- Consent is defined as a voluntary, un-coerced decision, made by a sufficiently competent or autonomous person on the basis of adequate information and deliberation, to accept rather than reject a proposed course of action that will affect him or her.
- This requires a process of ensuring that the person receives sufficient information in such a manner that he or she is able to understand the risks, benefits and likely consequences. The person should also be afforded sufficient time to make full consideration of the proposal and to consult with others where possible.
- In the case of vulnerable adults, the person may be unable to give informed consent because of the severity of their disability, living situation or health status. This can significantly undermine their understanding of the basic elements of another person's behaviour or communication.
- There are a range of policies regarding the issue of consent e.g. legal consent, or medical consent and where such policies exist they should always be referred to because there are some key differences in permitted actions.

Power and unequal situations

Even if an individual can make judgments about another person's behaviour, they may be in a situation or relationship where they cannot give meaningful consent. Such situations are essentially those where power and inequality are involved. The following considerations may be useful in judging whether or not any form of abuse has taken place.

- Parental or familiar relationships where one person has the physical or emotional control of others.
- A custodial or care taking relationship on which the individual relies.
- The use of threat or reprimand by another person
- Where an individual has poor communication and relies on another person for their communication to others.

Type of Abuse		Indicators
Physical Abuse	May include slapping, kicking, pushing, hitting	-Bruises -Clusters of injuries -Scalding or burns -Dehydration -Weight loss -Fear of physical contact -Nervousness and fear of sudden movements -Injuries not consistent with the explanations offered
Institutional/Social Abuse	May include inappropriate restraint and the misuse of medication.	-Overmedicating -Under-medicating
Sexual Abuse	May include Sexual assault, rape, erotic acts to which	-Unexplained injuries or soreness in the genital areas



	patients have not consented to.	<ul style="list-style-type: none"> -Unexplained rashes, itching or pain in the genital areas -Discomfort when sitting or walking -The appearance of sexually transmitted diseases -Bruises on the buttocks or inner thighs -Pregnancy when there was an inability to consent
Financial Abuse	This may include theft and the misuse of finances, property or benefits.	<ul style="list-style-type: none"> -Inability to afford basic services when it is known that the patient should have the financial means -Fraud involving power of attorney, assets or wills -The theft or disappearance of personal property (jewellery, cash etc) -Sudden loss of cash or liquidity
Sectarian Abuse	This may include inappropriate utterances, verbal abuse and graphic material.	<ul style="list-style-type: none"> -Fear of ministers of religion -Offensive remarks regarding religious beliefs -Inappropriate banners, emblems and visual material -Emotional withdrawal
Neglect	This may include the withholding of the necessities for care or health.	<ul style="list-style-type: none"> -The sudden unauthorised withdrawal of basic services - Poor personal care -A third party enjoying monetary benefits that do not seem to accrue to the patient - Malnutrition, emaciation or weight loss - Untreated conditions like bed-sores or ulcers
Discrimination	This may include racism, sexism and discrimination based upon impairment.	<ul style="list-style-type: none"> - Evidence of racism, sexism or ageism -Offensive remarks regarding religion, culture, gender or ethnic origin. -Any discriminatory practise based on the patient's



		impairment
Psychological/Emotional Abuse	This may include threats, harassment, blaming, coercion and humiliation.	-Bed-wetting when incontinence has not been diagnosed -Depression -High anxiety levels -Unwarranted displays of fear -Emotional withdrawal -Distrust of those around them

*This is not an exhaustive list of examples but merely a guide to the most regular forms of abuse. Any doubts on whether or not an act or omission is abusive should be checked with the appropriate agencies outlined in this policy.

The principles underpinning the policy are to:

- Recognise those individuals to which the policy refers
- Work jointly based on the recommendations in the 'no secrets' guidance
- Positively promote the rights and wellbeing of vulnerable adults through service support and delivery.
- Support the rights of individuals by respecting self-determination and informed choices.
- Acknowledge risk as an integral part of choice and decision making, but ensure that the risks taken are assessed, discussed, recorded and where possible, minimised.
- Ensure that vulnerable adults are safeguarded by effectively integrating policies, strategies and procedures that are relevant to abuse and harm
- Safeguard the continuation of the right to independence of vulnerable adults by ensuring that risk packages and appropriate support is provided when necessary.
- Understand the law and statutory requirements that provide protection and access to the judicial process for vulnerable adults.

PROCEDURES FOR REPORTING ALLEGATIONS OF ABUSE

Procedures for members of the general public

- It is often very difficult for members of the general public to raise such concerns and with this in mind; a one-step procedure should be followed. The concerned member of the public should report their concerns to one of the following;
 - Local Social Service office
 - Local Health Centre
 - Local Police Station

Base line Procedure for Temporary Workers

All temporary workers have a duty to report concerns or allegations of abuse. Reporting these details, even when a colleague or another organisation may be involved is essential. Managers have a duty to respond to and provide effective support to staff at such times.

- Temporary workers must ensure that the alleged victim is safe and supported.
- Do not have discussions about the alleged abuse with the individuals involved or the temporary worker.



- Contact the registered manager as soon as the alleged victim is safe. In the absence of either of these contact social services department.
- If the Registered manager is unavailable (or is the alleged predator) contact your local social services office for advice.
- You must visit the head office as soon as possible to record exactly what your concerns are and why you have them. Be clear, factual and concise. Date and sign your recording.
- If the alleged perpetrator is in the vicinity, do not confront them about the incident.
- If you suspect that physical or sexual abuse has taken place, do not assist the alleged victim to wash, bathe, and change clothing or access food or drink. To do so could contaminate any evidence that the police would require. Greater Manchester Police must be contacted at the earliest possible moment in such instances.
- The registered manager will inform you of any further requirements from yourself regarding the allegation or any further actions that will be required of you.

You must ensure that you seek effective support from the registered manager following your report.

Base line procedures for responsible managers

Managers should:

- Record all details reported in a clear and concise manner.
- Ensure that the alleged victim is safe and supported.
- If the alleged perpetrator is another service user, ensure they are also supported so neither they nor anyone else is at risk.
- Instruct the reporting staff member and others on duty of their responsibilities.
- Consider whether the alleged victim requires urgent medical attention and if so make arrangements with an explanation to the health staff that abuse is suspected. In cases of suspected abuse, medical examination should be referred to the Crisis Centre at St. Mary's Hospital.
- Ensure that the reporting worker is in a position to be able to continue with their duties. Where this is not possible, make arrangements for cover and ensure that the reporting staff member is supported until they are able to go home.
- If the alleged perpetrator is a colleague, invoke the agency's procedures for staff investigation with possible suspension or removal from regular service user contact duties.
- At the consultation of the investigation, you should record all relevant management decisions such as;
 - Disciplinary action
 - Change of staffing support
 - Environmental alterations
 - Rewriting of policies and procedures
 - Staff training
- Participate in the meeting which will be chaired by the social services.

COMPLAINTS POLICY



- The complaints policy at Nurses Friend North provides for both temporary workers and service users.
- Complaints are dealt with promptly within 28 days and records are kept in our office for future correspondence.
- It is the temporary worker's responsibility to complain to the manager if they feel they have cause to. The manager should deal with the situation and rectify any problems.
- If the temporary worker feels that the manager's actions have not improved the situation, you may make a formal complaint to Nurses Friend North.
- You will be asked to put your complaint in writing and forward it to the registered manager as soon as possible.
- Your complaint will be dealt with and the registered manager at Nurses Friend North will contact the manager of the client establishment to discuss the situation.
- If the worker feels that the situation has still not been rectified to their satisfaction, he/she may request for our registered manager to visit the manager at the relevant establishment.

STAFF DISCIPLINARY & DISMISSAL POLICY

- Disciplinary procedures are necessary to comply with the profession's code of practice. Disciplinary actions will be handled by the Registered Manager.
- All disciplinary action will be carried out only for remedial purposes. The registered manager will consider this whilst deciding upon the appropriate level of discipline.
- At all formal stages, temporary workers will have the opportunity to be accompanied by a fellow worker. The worker may request a postponement by up to five working days of their chosen companion is unavailable.

Disciplinary Interview

- The Temporary worker will be asked to attend a disciplinary interview to discuss their performance/complaint. At the interview, the registered manager will decide upon the appropriate disciplinary action.

Disciplinary Procedure

- Verbal warning – remains on the temporary worker's file for 3 months
- First written warning – Remains on the temporary worker's file for 6 months
- Final written warning – remains on the temporary worker's file for 12 months
- Dismissal – the temporary worker's file is archived and permanently removed from the Nurses Friend North's rotation.

*All procedures will be in writing.

Misconduct

- Instances that may be classed as misconduct are listed below. While this is not an exhaustive list, it serves as a guide for temporary workers;
 - Poor time keeping
 - Absenteeism
 - Negligence
 - Incompetence
 - Smoking whilst on duty
 - Inappropriate dress code
 - Breeches of company policies
 - Unwillingness to meet work requirements



Gross misconduct

- The disciplinary procedure would normally be used in sequence but for gross misconduct. In such instances, the verbal and written warnings would be omitted, depending on the severity of the case.
- Whilst the alleged gross misconduct is under investigation, the temporary worker will be suspended from duty.
- Disciplinary action only follows once the investigation is complete and the allegations of gross misconduct have been confirmed and proven.
- Instances that may be classed as gross misconduct include;
 - Theft
 - Harassment
 - Misuse of client's property/funds
 - Physical abuse to service users or other workers
 - Fraud and falsification of company records
 - Alcohol and drug use (or being under their influence) whilst on duty
 - Conviction of a criminal offence
 - Fraud
 - Confidentiality breach

Appeals

- Temporary workers have the right to appeal against the disciplinary action issued to them within 5 working days of receiving the warning in writing.
- An appeal hearing will be arranged with the registered manager and the worker will have the opportunity to be accompanied by a fellow worker or another representative.
- At the appeal hearing, the worker will be able to discuss the disciplinary action issued to them at their disciplinary interview and the registered manager will be able to collate information.
- The decision made by the registered manager after hearing the appeal will be final and will be put in writing for the temporary worker.
- If the worker still feels that the disciplinary action issued to them is unfair then they can follow the grievance procedure within 5 working days of receiving their appeal-hearing letter.

GRIEVANCE PROCEDURE

- A grievance is an allegation by a worker that they are not satisfied with a procedure, policy or person connected to Nurses Friend North.
- All complaints must include a complete description of the alleged grievance.
- The grievance procedure is intended to provide a fair and reliable determination about whether the agency's policy has been violated. It is available to any person working for Nurses Friend North at the time of the alleged grievance.
- If a worker has a grievance, he/she should apply in writing to the registered manager. A full investigation will be carried out and the worker will be advised of the decision within 7 working days. If there is a reason for a delay, the worker will be advised.

CODE OF CONDUCT

The purpose of this policy is:

- To inform all temporary workers under Nurses Friend North of the agency's expectations about their general conduct and approach to tasks.



- To emphasise the importance of a professional approach to clients and situations that temporary workers may have to deal with.
- To inform temporary workers that they must abide by the content of this policy.

Temporary workers must:

- Abide by the content of this policy as a condition of working with Nurses Friend North. Repeated discretions will result in disciplinary procedures and ultimately being removed from Nurses Friend North service file.
- At all times, remain professional during work. Regardless of personal relationships that may have developed from regular contact with service users, Nurses Friend North must take specific care to keep the professional nature of the relationship intact in the working environment.
- Make the effort to keep up to date with any changes in Nurses Friend North policies and procedures.
- Keep to the requirements of all policies and procedures and any other regulations that Nurses Friend North may publish from time to time.
- Respect the working practices and the demand of other service users.
- Always act with the best interests of the service user and Nurses Friend North.
- Always keep the requirements of a care service.
- Always inform your immediate supervisor of any doubts or queries you have relating to your job function or your service user.
- Ensure in the unlikely event that a complaint may be made that the service user is aware of the Nurses Friend North complaint procedure and refer them to the complaints policy.
- Always inform Nurses Friend North of any event that may lead to a complaint or that may affect any other duties and obligations required by Nurses Friend North's nursing policies.

Temporary workers must not:

- Arrive late for pre-assigned duties without providing Nurses Friend North with a satisfactory explanation in advance.
- Inform a client of any changes to their rota without having first confirmed the changes with Nurses Friend North before hand.
- Attempt to perform any duties of care or otherwise that fall outside your expertise and/or qualifications. Health care assistances should not attempt to perform duties of nursing staff.
- Discriminate between people on the grounds of creed, colour, race, political preference, sexual preference, ethnic background, age, marital status, gender or disability.
- Discuss the confidential affairs of Nurses Friend North or service users without written consent to do so. Temporary workers may exempt from this requirement only in cases where the law dictates otherwise or if silence may negatively affect the well-being of the service user.
- Do or say anything that may put the dignity or health of your service user at risk.
- Do or say anything that may be detrimental to the reputation or integrity of Nurses Friend North.

