

Healthcare Workers Handbook

September 2023



Bambam Cares

... where compassion meets care.



Welcome

Bambam Cares adheres to the highest standards of ethics, fairness, integrity, professional conduct, and equitable practices in its recruitment processes. The company is committed to conducting its operations in a manner that enhances the overall functioning, image, and reputation of the industry.

This handbook provides outlined information, policies, procedures, and guidelines to assist you in your assignments. For a complete copy of our policies, please contact the HR Department. While this handbook aims to address various aspects of your assignments, it cannot cover every possible situation that may arise during your work. Additionally, it does not replace any existing policies and procedures at hospitals, trusts, day care centers, residential care homes, or other assigned settings.

This handbook outlines Bambam Cares' specific policies and standards, which do not supersede the national guidelines set by regulatory bodies such as the GMC, NMC, GDC, or any other relevant professional membership bodies like the HCPC. Its purpose is to provide general information to agency staff, self-employed contractors, and freelancers. It does not intend to cover every scenario or provide a comprehensive explanation of employment for agency staff and contractors. Bambam Cares is not obligated to offer or provide temporary work, and you are under no obligation to accept any offered assignments.

Queries about the contents of the staff handbook

If there is anything in the handbook that you do not understand or which you require further clarification, then you should speak to your Recruitment Consultant at Bambam Cares. The organization welcomes any comments or suggestions as to how the handbook could be improved.

Changes to the handbook - Bambam Cares reserves the right to amend this handbook, but will make every effort to notify you when there is an official change to a policy that it contained. For example, the handbook may need to be changed where there is a change to:

- the way in which the organization operates because of market conditions;
- employment law that requires a policy to be amended.

In any event, the HR department at Bambam Cares will carry out quarterly reviews of this handbook. However, you are responsible for your own up-to-date knowledge about Bambam Cares' policies, procedures, benefits, and working conditions. The handbook is contained on the organization's website, and a hard copy is also available from the HR department.





Assignment of Work:

During an assignment, your engagement will be governed by a contract for services with Bambam Cares. To clarify, it's important to note that you will not be considered an employee of Bambam Cares, although the company is obligated to make deductions from your pay (unless you are providing your services through a Limited Company or an Umbrella organization). This arrangement does not establish an employment contract between Bambam Cares, yourself, and the hirer. You will be engaged as a worker and will be entitled to certain statutory rights in that capacity. However, it's essential to understand that nothing in these terms should be construed as granting you additional rights beyond those provided by law, except where explicitly stated.

Agency Workers Regulations (AWR):

If you are an agency worker and have completed a continuous 12-week period working in the same role with the same hirer, you may become eligible for pay and benefits comparable to those of a regular employee. However, if you are self-employed or a freelancer, it is advisable to discuss your situation with your Recruitment Consultant, as AWR regulations may not be applicable in your case.

Cancellation Protocol:

In the event that you need to cancel a shift within a 72-hour window, please reach out to your recruitment consultant.

If you are unable to reach them, please call the office number, and one of our team members will be available to assist you. It's important to note that sending an email to notify about a cancellation within 72 hours will not be considered adequate.

Bambam Cares' policy requires that you provide a minimum of four hours' notice if you are unable to fulfill a previously agreed-upon shift. Temporary Workers who repeatedly cancel shifts without providing more than four hours' notice or who fail to show up for a shift they had committed to at a Contracting Authority will no longer be engaged by the Company.

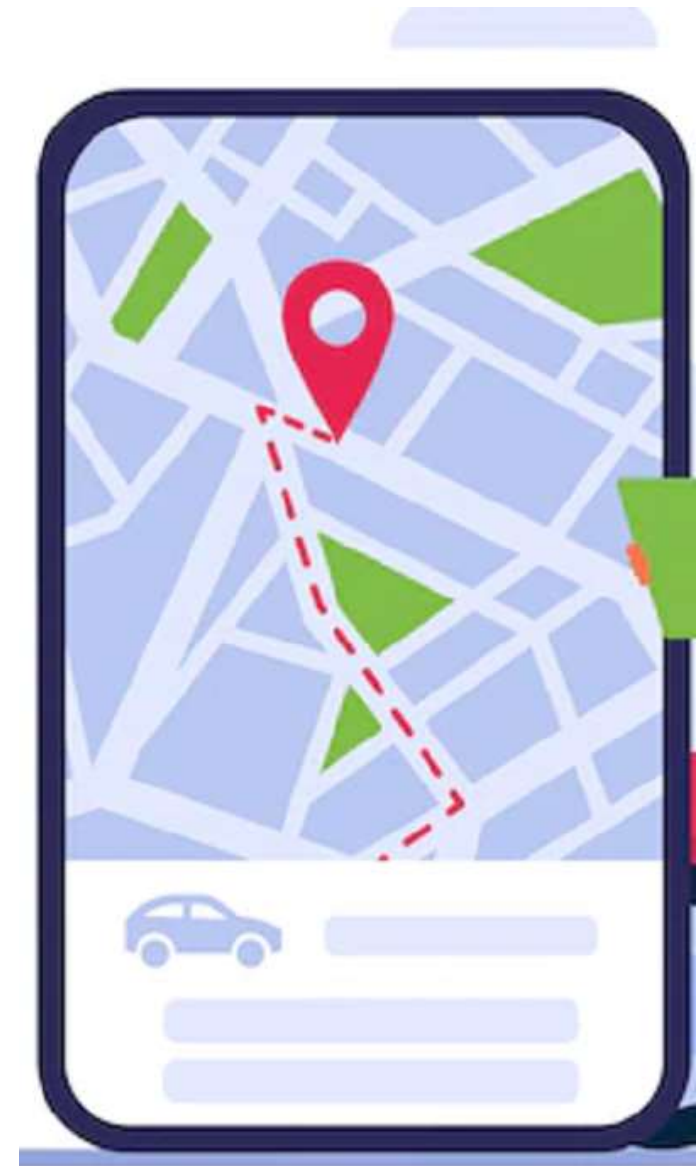
Change of Address or Personal Circumstances:

It is of utmost importance that you promptly notify Bambam Cares, via your Recruitment Consultant, of any changes to your personal circumstances. These changes may include:

- alterations to your address or telephone number;
- updates to your next of kin for emergency contact;
- modifications to your bank or building society details;
- changes in your qualifications or licenses, including the loss of a driving license; and
- changes in your right to work in the UK.

Complaints Procedure:

Bambam Cares is dedicated to delivering a high level of service to our candidates and workers.





If you are dissatisfied with our services, we encourage you to communicate your concerns to us. This feedback will assist us in enhancing our standards. In the event that you have a complaint, please get in touch with the Recruitment Consultant, or send an email to info@bambamcares.co.uk with the subject line 'complaint.' You can also obtain our complaints policy by contacting us at +44 7935 117422

Equal Opportunities and Diversity:

Bambam Cares is fully committed to ensuring that no unlawful discrimination occurs when selecting candidates or temporary workers for a job vacancy or assignment. We will ensure that each candidate is assessed based on their merits, qualifications, and their ability to perform the required duties for the role. Agency Workers must adhere to this fundamental principle and comply with the requirements set forth by the Equality Act and the Code of Practice. Discrimination on any grounds is strictly prohibited.

European Working Time Directive Provisions:

The European Working Time Directive (EWTN) was established to safeguard the health and safety of workers by placing limitations on the number of hours an individual can work and by stipulating minimum rest requirements for all workers. It enforces a cap of 48 hours per week on average for doctors' working hours, calculated over a maximum period of six months. The following rest requirements apply, although there may be exceptions:

EQUALITY

EWTD Rest Requirements:

- A minimum of 11 hours of uninterrupted rest in each 24-hour period.
- A minimum rest break of 20 consecutive minutes after every six hours of work.
- A minimum of 24 hours of continuous rest within each seven-day period (or 48 hours within a 14-day period).
- A maximum of eight hours of work within a 24-hour period for night workers.

A night worker is defined as someone who dedicates at least three hours of their daily working time during nighttime. While junior doctors may typically not fall under this category, this should not be assumed, and each case should be assessed individually if there is any doubt.

Flexible/ Alternative Work:

As a temporary worker, you are expected to be adaptable and accept alternative work within the Contracting Authority when requested, provided it falls within the scope of your clinical competence. We will verify all of your prerequisite qualifications for the job role, and the contracting authority may also request verification checks to confirm your clinical competence.



Bambam Cares reserves the right to take corrective action against a temporary worker who declines alternative work within the Contracting Authority as directed, provided it aligns with your clinical competence. Unless extenuating circumstances apply, we will also notify the regulatory body if you decline alternative work.

Health & Safety:

All employees and workers have a legal obligation to act responsibly and exercise reasonable care for their own and their colleagues' health and safety at work.

This responsibility includes:

- Working safely and efficiently.
- Using any provided protective equipment and complying with statutory obligations.
- Following company procedures for maintaining a safe workplace. Designated individuals will be nominated to undertake health and safety duties as required.
- Reporting incidents resulting in injury or damage.

All such incidents must be documented and reported to your Recruitment Consultant using the internal report form available from the HR Department. Failure to comply with this policy and its procedures will be considered a serious disciplinary offense that may result in dismissal.



Medicine Management:

All healthcare workers must consistently adhere to the guidelines set by the relevant regulatory bodies for Medicine Management. For instance, doctors must adhere to the GMC's Medicine Management guidelines, while nurses must comply with the NMC's guidelines, and so on.

As a healthcare professional:

- a. You must, at the start of any assignment, establish the policy for administering and assisting with drugs and medication with NHS Trusts, Health Boards, etc., through their direct line supervisor. This includes the use of prescription charts and any other relevant administration charts, such as insulin charts.
- b. You must seek appropriate consent from the patient before administering or assisting with medication, following the NHS Trust's or Health Board's policy if consent is denied.
- c. You should clearly record any assistance, advice, or administration of drugs or medicines in the patient's notes or care book.
- d. You should receive instructions on reporting concerns about a particular patient, their health, or their medication.
- e. You should receive guidance on reporting incidents.
- f. You should be informed about how to report any drug or medication errors and the timeframe for reporting such errors. The procedure for handling issues arising from such incidents will also be outlined.
- g. You should be instructed on the use of the Prescription Chart.





Occupational Health Requirements:

Health Assessments

Bambam Cares' Occupational Health Provider conducts health assessments based on the information provided in your health declaration forms at registration and annually thereafter. These assessments are performed by an occupational health professional with the objective of evaluating the potential impact, if any, of any declared illness or condition on your ability to perform the tasks associated with a proposed role. The primary goal is to provide guidance to Trusts on any necessary adjustments required to ensure a safe and healthy working environment for you. It may be necessary for our occupational health team to contact you to discuss your health status and ensure that any proposed work will not negatively affect your physical or psychological well-being. Upon joining Bambam Cares, you will be required to complete a Health Declaration form to facilitate Occupational Health's assessment of any potential modifications needed in the working process or environment to safeguard your ongoing good health.

You will also need to complete an Annual Health Review form to ensure the maintenance of your health status.

Immunization Requirements:

The immunity and vaccination screening requirements for locum healthcare workers on placements within the NHS are governed by the NHS, Nice Guidance, and the NHS Procurement Agency.

These guidelines were developed for the NHS and Department of Health Agencies by expert panels within the respective fields. Considering the peripatetic nature of locum workers, the immunization and vaccination requirements are more stringent than those for substantive posts within the NHS. All locum staff, regardless of their grade or profession, are regarded as new entrants to the NHS and are required to provide evidence in accordance with the standards outlined in the attached Guidance. This includes compliance with 'Health Clearance for tuberculosis, Hepatitis B, Hep. C, and HIV: New healthcare worker, NICE guidance on Tuberculosis: Clinical diagnosis and management of tuberculosis, and measures for its prevention and control; NICE guidelines [CG117] Published date: March 2011, regardless of any prior or current NHS substantive posts.

The Department of Health mandates that all agency healthcare workers provide documented evidence of immunity to or freedom from various common illnesses/infections. This requirement serves to protect the healthcare worker, their patients, and colleagues from infection. All evidence provided must include your correct name, date of birth, and be on official letterhead or stamped by the issuing medical center. Any costs associated with obtaining the required evidence are your responsibility. If your current or previous NHS employer's Occupational Health Department cannot provide this service, you will need to locate a private clinic. We can assist you with this process. Healthcare Workers must provide evidence of immunity to/immunization for the following:





- Hepatitis B: Evidence of your vaccination course dates, along with post-vaccination surface antibody blood test results (Titre levels). A course typically consists of three vaccinations.
- Hepatitis B five-year booster: In accordance with the Department of Health's 'green book,' a booster is recommended to be administered five years after your primary course of vaccinations.
- Rubella: Evidence of either your serology confirming immunity to Rubella or evidence of two vaccinations.
- Measles: Evidence of either your serology confirming immunity to Measles or evidence of two vaccinations.
- Tuberculosis: Evidence that your BCG scar has been examined by either your practice nurse, GP, or Occupational Health department. Alternatively, you can provide evidence of a BCG vaccination, Quantiferon, or Heaf/Mantoux test. For those who have resided in a Tuberculosis High-Risk Country for over three consecutive months within the past five years, evidence of one of the following since their stay is required: a Quantiferon/Gold Spot Test, a Negative Mantoux Test, or a Chest X-ray (CXR).
- Varicella: A personal declaration confirming that you have had chickenpox. Alternatively, you can provide evidence of serology demonstrating your immunity. If you are not immune, evidence of two vaccinations is needed.

Additional Requirements for Exposure Prone Procedures (EPP) Workers:

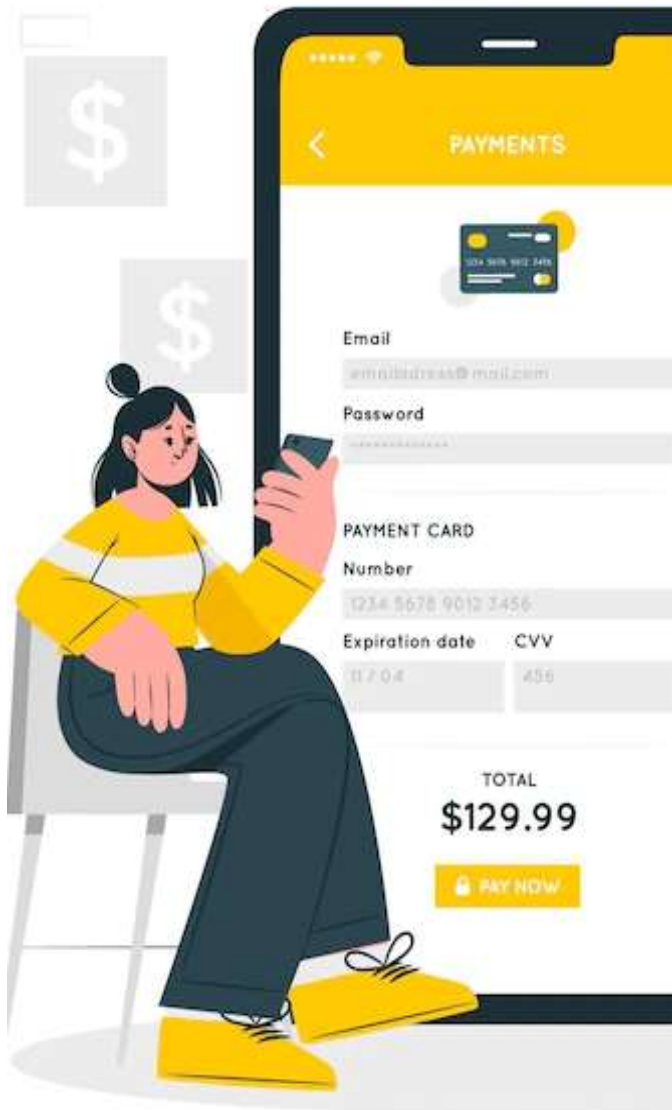
- Hepatitis C
- HIV
- Hepatitis B surface antigen

The above tests must be conducted in accordance with the Department of Health Document HSG (93) 40, and the results must originate from a UK laboratory. These reports should include confirmation that the healthcare worker's identity was verified when the sample was collected. This verification is achieved by presenting photo ID such as a driving license or passport, and it should be recorded on the laboratory result. Without UK Identified Valid Sample (IVS) reports, we cannot issue an EPP certificate. For further clarification, please contact Bambam Cares at +44 7935 117422 during office hours.

Opting Out of the 48-Hour Working Week:

The Working Time Regulations 1998 stipulate that the Temporary Worker should not exceed the Working Week limit of 48 hours on an Assignment with the Client, unless they provide written agreement to waive this restriction. If you wish to opt out of this agreement and work more than 48 hours per week over a 17-week period, please discuss this with your Recruitment Consultant, who will provide you with a form to complete.





Out of Hours Contact Information:

Office Number: +44 7935 117422

Out of Hours Number (after 6pm, Diverted to OOH's Shift Lead): +44 7935 117422

Our office hours are from 8am to 6pm. If you need to contact us outside of these hours, please call the office number, and our on-call team member will be available to assist you.

Payment:

Bambam Cares processes payments weekly, provided that timesheets are completed accurately and submitted by 12:00 on Monday. Payments are made on Fridays between 9am and 6pm.

Record Keeping:

Maintaining accurate records is essential for agency healthcare professionals. Bambam Cares expects all healthcare professionals to adhere to the following guidelines, as outlined in the NMC Code:

Keep clear and accurate records relevant to your practice.

This includes patient records and any other records pertinent to your scope of practice.

To fulfill these guidelines, you must:

- Complete all records promptly or as soon as possible after an event, clearly noting if the entries are made after the fact.

- Identify and document any risks or issues that arise, along with the steps taken to address them, to ensure that colleagues using the records have comprehensive information.
- Ensure that all records are accurate and free from falsification. Take immediate and appropriate action if you become aware of any deviations from these requirements.
- Clearly attribute any entries you make in paper or electronic records to yourself, including the date and time, without unnecessary abbreviations, jargon, or speculation.
- Safeguard all records and data, adhering to secure storage practices, and handle data and research findings appropriately.

Remuneration:

Bambam Cares will compensate you at the Hourly Rate during your Assignment periods. The precise payment amount (the Actual Rate of Pay) will be communicated on a per Assignment basis, as specified in the relevant documentation.

Reporting for Duty:

Our company places great importance on maintaining a high standard of professionalism among our agency workers during assignments. Punctuality and reliability are paramount. To facilitate handovers and inductions, please aim to arrive early for your assignments and report to the designated person as advised by your Recruitment Consultant. In exceptional cases where you anticipate being late for duty, inform your Recruitment Consultant so that they can notify the Client.



If you are unable to fulfill an assignment, please provide your Recruitment Consultant with as much notice as possible, as many of our Clients are vulnerable individuals, and as an agency worker, you have a duty of care. If you are unable to attend an early assignment, please contact the office.

Security:

It is imperative that you adhere to the client's security measures. Always secure confidential information, valuables, equipment, and materials appropriately. Report any suspicious incidents or losses immediately to your recruitment consultant. Never possess any client, service user, or Bambam Cares property, including cash, without authorization. Follow all instructions regarding the wearing of security badges or identity cards.

Standards of Conduct:

Bambam Cares expects all agency workers to maintain a professional demeanor at all times in accordance with the rules of conduct set by regulatory bodies. Your primary focus should be the well-being, care, and safety of individuals receiving nursing services. Preserve their dignity, recognize and assess their needs, and respond appropriately. Uphold their rights, challenge any discriminatory attitudes or behaviors, and treat them with respect.



Bambam Cares will make every effort to provide you with work, but we cannot guarantee the number of available shifts, as demand fluctuates weekly. We encourage you to inform your Recruitment Consultant of your weekly availability to help you maintain a healthy work-life balance.

Smoking:

Smoking or vaping is prohibited on any trust/client premises unless expressly permitted

Supplier's Uniform Policy:

Maintaining a professional appearance is of utmost importance. All healthcare workers who receive a Trust ID badge or uniform from Bambam Cares must return them to the company at the conclusion of their placement. When mandated by policies, rules, procedures, or standards, you are required to wear any special protective clothing or footwear provided.

If you have any inquiries about local procedures or feel uncomfortable carrying out specific duties assigned to you, please address these concerns with your line manager and/or recruitment consultant. Always keep a written record of these communications.





Timesheets:

For each shift worked, please complete a timesheet indicating the hours worked. Ensure that your timesheet is signed off by someone at the site where you are working (unless otherwise instructed).

Timesheets submitted by 12:00 on Monday will be processed for payment on the following Friday. Please submit your timesheets via email to timesheet@bambamcares.co.uk.

Uniform and Non-Uniform Dress Code:

As agency healthcare workers, you bear the responsibility of delivering the best and safest care to patients, their caregivers, and the broader public. The manner in which healthcare workers dress, including the wearing of uniforms, can significantly impact the quality and safety of clinical care, particularly in the context of preventing avoidable infections. It is crucial to project a professional image at all times. Please wear your ID badge at all times, and if you have been provided with a uniform, wear it exclusively during your shifts with the agency. All agency workers should change into their uniforms before starting their shift and change out of them before leaving the premises. Wearing a uniform to and from work is not permitted.

Welfare Check:

At Bambam Cares, we prioritize the satisfaction of our locum professionals with the work assignments we provide.

We conduct a welfare check after your first six months of work and subsequently on an annual basis. This check aims to ensure that you are receiving suitable assignments and provides an opportunity for you to share your experiences and raise any concerns.

Wills and Bequests:

If you are asked to act as a witness for a Will or any legal document, you must politely decline and advise the individuals to consult their legal representative or family members. Additionally, please inform the head of your department or your supervisor about such requests.

