

RIG LOCUMS TRADING AS CPL UK - HEALTH

ASSOCIATE HANDBOOK

Welcome to CPL UK - Health. We look forward to offering you a wide range of positions.

We have designed this handbook to give you an idea of what to expect as a new Associate to CPL UK - Health. Please read it carefully - it includes a number of guidelines and standards required under the Framework Agreements we have with the NHS.

If you have any queries about the contents within this booklet, please direct these to your Consultant at the address below:

CPL UK - Health

Northside House
69 Tweedy Road
Bromley
Kent
BR1 1WA

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COVID-19

With all COVID-19 sections we ask that you take appropriate measures to get in contact with CPL UK - Health at any stage if required. Keeping CPL UK - Health informed allows us to provide you with support and guidance where possible. We also implore you to keep yourself up to date with current updates and measures detailed in the Guidance section below.

Guidance

With the rapidly changing nature of the COVID-19 outbreak, information and advice from Government can change quickly. For all the latest Government information on COVID-19 and the measures the Government, and Devolved Governments, are taking, please visit the UK Government website; <https://www.gov.uk/coronavirus>, the Scottish Government website; <https://www.gov.scot/coronavirus-covid-19/>, the Welsh Government website; <https://gov.wales/coronavirus> or the Northern Irish Government website; <https://www.health-ni.gov.uk/coronavirus>.

The most common symptoms of coronavirus (COVID-19) are

- New continuous cough – this means you've started coughing repeatedly
- High temperature – you feel hot to touch on your chest or back

If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started.

Preventative Measures

Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to. Avoid touching your face and in particular your mouth, nose and eyes as these are the main access points for any respiratory viral infections.

To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue and throw the tissue in a bin immediately, or your sleeve (not your hands if you don't have a tissue). Then wash your hands or use a hand sanitising gel.

Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

At the current time and based on our understanding of what is known of COVID-19 and other similar respiratory viruses, it is likely that older people and those with chronic medical conditions may be vulnerable to severe disease. As more information emerges, recommendations may change.

Self-Isolating

- If you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for 7 days from when your symptoms started
- If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill
- For anyone else in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period

If you have coronavirus symptoms:

- Do not go to a GP surgery, pharmacy or hospital
- You do not need to contact 111 to tell them you're staying at home
- Testing for coronavirus is not needed if you're staying at home

If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the NHS 111 online coronavirus service. If you do not have internet access, call NHS 111. For a medical emergency dial 999

Ending Isolating

- If you have been symptomatic and living alone, then you may end your self-isolation after 7 days. The 7-day period starts from the day when you first became ill
- If living with others, then all household members who remain well may end household-isolation after 14 days. The 14-day period starts from the day illness began in the first person to become ill. Fourteen days is the incubation period for coronavirus; people who remain well after 14 days are unlikely to be infectious
- After 7 days, if the first person to become ill feels better and no longer has a high temperature, they can return to their normal routine. If any other family members become unwell during the 14-

day household-isolation period, they should follow the same advice - that is, after 7 days of their symptoms starting, if they feel better and no longer have a high temperature, they can also return to their normal routine

- If any ill person in the household has not had any signs of improvement and have not already sought medical advice, they should contact NHS 111 online. If your home has no internet access, you should call NHS 111

Monitoring Protocols

Prompt recognition of cases of COVID-19 among healthcare staff is essential to limit the spread. Healthcare staff with influenza-like symptoms should not come to work. As a general principle, symptomatic healthcare staff who provide care in areas for suspected/confirmed patients with COVID-19, should not care for other patients, although exceptions may be necessary.

A risk assessment is required for health and social care staff at high risk of complications from COVID-19, including pregnant staff. Employers should:

- Discuss with employees who are at risk (generally anyone who is offered free flu vaccines are considered to be at risk or are pregnant the need to be deployed away from areas used for the care of those who have, or are clinically suspected of having, COVID-19; or, in the primary care setting, from clinics set up to manage people with COVID-19 symptoms.
- Ensure that advice is available to all healthcare staff, including specific advice to those at risk from complications.

Bank, agency and locum staff should follow the same deployment advice as permanent staff. CPL UK - Health requires all workers to complete a Health and Travel Declaration.

Reporting Protocols

If you or somebody in your household has coronavirus symptoms:

- Do not go to a GP surgery, pharmacy or hospital
- Contact your recruitment consultant/ compliance@righealthcare.co.uk
- Follow the latest Government information and guidance

When making a report please ensure you include as much detail as possible.

Requirements of Healthcare Clients

Before commencing any assignment, you need to ensure that you familiarise yourself with the specific requirements, policies, procedures and PPE of the client for the placement you are going into.

NHS England has set up "Coronavirus Guidance for Clinicians and NHS Managers"; <https://www.england.nhs.uk/coronavirus/>

You will also be asked to complete training provided by NHS Employers on COVID19
<https://www.nhsemployers.org/news/2020/03/covid-19-elearning>

Healthcare Clients will implement control measures which would take into consideration:

- Early recognition/reporting of cases;
- Early assessment/triaging of cases;
- Implementing control measures, including:
 - Maintaining separation in space and/or time between suspected and confirmed COVID-19 patients,
 - Educating staff, patients and visitors about Standard Infection Control Precautions (SICPs) and Transmission Based Precautions (TBPs),
 - Prompt implementation of TBPs to limit transmission,
 - Restricting access of ill visitors to the facility,
 - Instructing staff members with symptoms to stay at home and not come to work until symptoms resolve,
 - Planning and implementation of strategies for surge capacity.

In preparedness for implementing these control measures all healthcare organisations should undertake planning and test the preparedness response for the various phases of a pandemic.

Healthcare Clients are required to provide any applicable training in terms of dealing with this pandemic, this also includes the guidance and usage and testing of Personal Protective Equipment (PPE). As the pandemic continues training changes and adjustments might be made which will be delivered to all staff working on site.

Business Continuity Plan

Recruitment team:

Our recruitment team continue to work as normal ensuring supply into the NHS is optimal, particularly in areas of critical needs. If our office is closed due to quarantine, our recruitment consultants will be working from home with full access to email, phones and databases via a cloud based, fully secured access.

Back office teams:

Our back-office teams continue to operate as normal to ensure our Locums are paid and compliance is up to standard with all new and existing Locums. If our office is closed due to quarantine, our back-office teams will be able to work from home with full access to email, phones, payroll processing and compliance software.

Each of our internal staff in back office has a second (a person to cover their work) – from the same department, and a third – from a different back office department in the event they are taken ill. This ensures that in the event of illness, critical functions such as; timesheet processing, payroll and compliance checking will still be completed.

Technology:

Unlike some of our competitors, CPL UK - Health operates a 100% cloud-based approach to our Technology, which means that in the event of an office closure we still have access to all the systems we use daily whilst working remotely and entirely securely.

The entirety of CPL UK - Health's staff utilise powerful Dell Laptop computers, with tools such as Office 365 (for emails and documents), MS Teams (for interviews, communication, WIFI calling and meetings) and Access CRM (for candidate and client database, bookings, scheduling, compliance and contractual documentation) meaning work from home is operationally no different to working in the office.

Location:

CPL UK - Health is based in Bromley, Kent and not in London which as the news has widely covered is showing a much faster spread of infection than across the rest of the UK. Our location also reduces our reliance on public transport as most of our staff drive into work. In the event of public transport closure CPL UK - Health will not be impacted due to the vast majority of staff living within walking distance of the office.

Contacts:

Recruitment – info@righealthcare.co.uk

Payroll queries –

rigpayroll@righealthcare.co.uk Compliance –

compliance@righealthcare.co.uk

For out of hours queries please contact info@righealthcare.co.uk

For any emergencies, please contact our Managing Director, Robert.bryan@cpl.com on 07584 147 644

Support Service

CPL UK - Health's provides a varied support service to give workers multiple options if they seek support or advice. The first step would always be to refer to the Government information and guidance.

For more general questions and queries:
Email or call your sales consultant

For questions or queries regarding a Health and

Travel Declaration: compliance@righealthcare.co.uk

or call 0203700993

For out of hours queries please contact info@righealthcare.co.uk

For any emergencies, please contact our Managing Director, Robert.bryan@cpl.com on 07584 147 644

BEFORE YOU START WORK

Induction

As well as briefing you on general issues and procedures, we will provide you with Training covering:

- Moving and Handling (classroom based)
- CPR/Basic Life Support (classroom based)
- Safeguarding Vulnerable Children
- Protection of Vulnerable Adults
- Equality and Diversity
- Control of Substances Hazardous to Health (COSHH)
- Fire Procedures (classroom based)
- Health and Safety
- Risk Incident Reporting
- Infection Control
- Information Governance
- Lone Operator Training
- Handling of Violence and Aggression
- The Caldicott Protocols
- Complaints Handling

You will also find a lot of useful reference information in this handbook.

Mandatory Training

All Associates must complete Moving and Handling, Health and Safety, and CPR/Basic Life Support training on an annual basis. You must additionally complete the mandatory training in the 12 months prior to your registration with CPL UK - Health. We can facilitate and provide subsidised courses, please contact your consultant for details. Associates can also attend courses run by the current assignment's Manual Handling and CPR/Basic Life Support training departments.

Associates can also source their own training courses and receive contributions to the cost.

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 clients to perform risk assessments on all activities. If during the course of your assignment you identify a risk to the health, safety and welfare of your own personal safety, and/or that of your patients/clients/others, 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 CPL UK – Health.

Lone Operative Information

Lone operatives are those operatives who operate by themselves without close or direct supervision. Lone operating is not governed by any specific legislation but a wide range of legislation may apply depending on the nature of the tasks 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 operators can be regarded as those who operate on a peripatetic basis such as community/district nurses, domiciliary homecare workers etc., or those individuals who work outside of normal hours e.g. Domestic, porters, security etc.

In all cases where an individual is expected to operate alone a risk assessment should be performed by the client and steps taken to reduce risk to the lowest practicable level.

The risk assessment should address:

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

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

Violence and Aggression

It has been recognised for some time that individuals in a hospital setting operate 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 CPL UK - Health Manager. The establishment where you are operating the assignment will have policies for dealing with such incidents, and an incident report form should be completed at the client's location. Remember, all individuals 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.

The Caldicott Protocols

The Caldicott review was commissioned due to the development of information technology and its capacity to disseminate information about patients/service users both rapidly and extensively.

An essential component of the clinical consultation in the provision of health care is confidentiality. All healthcare workers have stringent requirements with regard to confidentiality of patients within their care. However information given about patients underpins the efficient operation of the NHS, and it is important that confidentiality does not impede upon the provision of effective patient care. Therefore the Caldicott review devised protocols and recommendations, which assume the appointment of a Caldicott Guardian who is created to safeguard and govern the users of patient information within NHS organisations. Caldicott guardians are senior health professionals.

All CPL UK - Health Associates are required to familiarise themselves with the local policy on confidentiality within the establishment/NHS Trust where they are working.

Complaint Handling

During the course of your Assignment with CPL UK - Health you will come across complaints from patients/clients. It is the policy of CPL UK - Health 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 CPL UK - Health 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 CPL UK - Health Manager. 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 your activity under the Contract For Services whilst the investigation is in process. Any complaints of misconduct against individuals will be reported to the HCPC or other relevant Registration Body.

In addition, Crown Commercial Service, Collaborative Procurement Partnership and Health Trust Europe operate a full complaints policy and procedure of their own. You may on occasion be required to contribute to an investigation that they are carrying out.

If you have any complaints about any aspects of your assignment through CPL UK - Health please do not hesitate to contact us.

Any complaints from individuals will be dealt with in a professional and confidential manner. In addition, CPL UK - Health has a "Whistleblowing" policy; please refer to the relevant section 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 each and every assignment. You should not declare yourself fit if you are suffering from vomiting, diarrhoea or a rash, even if you believe this to be temporary. 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. If you are pregnant we are required to perform a health and risk assessment for all expectant mothers.

If you are injured or diagnosed with any condition during an assignment, you must inform CPL UK - Health.

You are required to supply CPL UK - Health with an update of your occupational health questionnaire on an annual basis, as this is a contractual requirement of the Crown Commercial Service, Collaborative Procurement Partnership and Health Trust Europe. We will contact you with the new forms when required.

Immunisations

Please keep the following immunisations up to date:

- Hepatitis B (antibody blood test result required)
- Measles (confirmation by blood test)
- Mumps (confirmation by blood test)
- Rubella (German Measles – confirmation by blood test)
- Varicella (Chicken Pox)
- Tuberculosis
- Diphtheria
- Hepatitis C (for EPP only)

- HIV (for EPP only)
- Tetanus
- Polio

Any boosters or new vaccinations should be recorded on your Immunisation Record. You need to disclose details on your application form and fax or post proof of vaccination to us. Documented proof is required for Hepatitis B, Varicella, Measles, Mumps, Rubella, and Tuberculosis. Without proof of immunisation we will be unable to offer you assignments.

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 preferably 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.

AIDS/ HIV

Associates 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 clients 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, CPL UK - Health reserves the right to request a certificate of fitness to practice from your GP or an 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 Health Science Services Professionals to obtain a Disclosure and Barring Service (DBS) check (previously CRB) or a Disclosure Scotland (DS) for all our Associates, particularly those operating 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. CPL UK - Health 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 registration.

This is carried out in line with the Rehabilitation of Offenders Act - Rehabilitation Order 1975. As part of our full registration process we will be completing a DBS check. Subsequently this will need to be renewed on an annual basis assuming you remain registered with our agency.

If you have come to the UK from overseas in the last six months, we will need to ask you for a copy of your previously obtained police check from your home nation. This in turn should have been completed within three months before you left your home nation. We will verify this with the original supplier.

If you are subject to a caution or criminal conviction during the course of your registration you must notify us of this immediately. Failure to do so could result in your removal from our register.

PAY

Timesheets

Timesheets run from Monday to Sunday. Please submit your timesheet to us by 10.30am every Tuesday. Deadlines may change around Bank Holidays- CPL UK - Health will have details and will inform all Associates in advance. It is your responsibility to ensure your timesheet is legible, completed correctly and has been authorised and signed by your client contact- payment may be delayed if this is not the case.

In particular, please ensure:

- You complete the correct week ending date timesheet
- The date and times you worked, excluding any breaks taken are correct
- The total hours and basic pay columns are correct
- There is the dated signature of client contact at your assignment.
- You have signed the timesheet

On some occasions you may be required to use a timesheet that is different to our standard timesheet. If this is the case you will be given training on this before your first required submission.

If you have any problems with timesheets or payment, please contact your CPL UK - Health Consultant.

IR35

IR35 is also known as 'intermediaries' legislation'. It's a set of rules that affect your tax and National Insurance if you're contracted to work for a client through an intermediary. You may need to follow IR35 if you work for a client through an intermediary.

The intermediary can be:

- your own limited company
- a service or personal service company
- a partnership

If IR35 applies, then the intermediary has to operate PAYE and National Insurance contributions on any salary or wages it pays to you during the tax year.

The rules are designed to make sure that the right rate of tax and National Insurance is paid for you. The intermediary is always responsible for complying with IR35 legislation when it applies. If you're a director of your limited company or a member of your partnership, you must make sure all relevant legislation is followed, and take responsibility for deciding if it applies for each of your engagements or not.

If IR35 legislation applied to previous contracts that you worked on but wasn't complied with, you should tell HM Revenue and Customs (HMRC) immediately. If you make a voluntary disclosure it may reduce any penalties you have to pay. Contact the HMRC IR35 Helpline for advice on making a disclosure.

There can be significant consequences if you, your intermediary, or client ignore IR35 legislation. Interest and penalties can be charged on any extra tax and National Insurance contributions that are owed. Penalties can be more severe if it can be proved that IR35 rules or legislation have been deliberately ignored.

To ensure good practice CPL UK - Health recommends that you carry out an independent review of your company's services and contracts with an IR35 specialist like Qdos in order to check they are compliant to IR35 regulations including statutory tax and NI contributions.

More help and guidance can be sought from HMRC as follows;

Email: ir35@hmrc.gov.uk

Telephone: 0300 123 2326

ASSIGNMENTS

Timekeeping

Please make every effort to ensure you arrive at and leave all bookings at the agreed time, confirmed in the Assignment Schedule. If, for any reason, you are unable to attend a booking you should contact CPL UK - Health and if possible the client contact, as soon as possible.

Requirements for Assignments

Please attend all bookings with your current CPL UK - Health ID badge, CPL UK - Health Fit to Work Certificate, as well as your HCPC registration, and DBS disclosure form. Mobile phones, unless working in the Community, should be switched off for the duration of your assignment.

The uniform requirements of some of our clients differ and will be stated prior to the assignment. It is our policy to require you to respect and recognise the uniform requirements for each placement.

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

Whilst on assignment with NHS/Public sector clients you must ensure that you comply with RIG's compliance requirements as stipulated by the applicable framework agreement/client and at all times provide RIG with the required documentation to remain compliant with the NHS Employment Check Standards and Regulation, further details on the full requirements can be accessed on the following link – <https://www.nhsemployers.org/topics-0/employment-standards-and-regulation>

ID Badges

ID Badges will be issued in line with your HCPC registration. When we are advised of your registration or re-registration, CPL UK - Health will generate new badges and send them to you. Badges must be handed back to your local CPL UK - Health Branch on termination of the assignment with CPL UK - Health.

Photo ID badges must be displayed on your clothing at all times during an assignment to facilitate clear identification.

Arriving

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

- Fire procedures
- On-Site security
- Information security
- Violent Episode policies
- Crash Call Procedure
- Hot Spot Mechanisms
- Violent Episode Policy
- Procedure for Alerting Security Staff
- Policy for Administration & Assistance with Drugs
- Complaints handling

Where possible, we encourage Associates to visit their potential client site prior to starting the assignment. 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 the client in the first instance.

On arrival at a new booking, please take with you on your first day:

- The original passport or United Kingdom photo card driving licence (as verified by CPL UK - Health during the recruitment process)
- Photo ID badge
- Dependent on the instruction from the Authority, the candidate may also need to produce his clearance/immunisation/vaccination record and/or blood test results
- The booking reference number
- Any other documents or instructions as advised by the Authority. If this is required, CPL UK - Health would have advised you in your assignment paperwork

COMPLETING AN ASSIGNMENT

Notice Period

When possible, Associates should let CPL UK - Health know when their assignment is coming to an end, allowing us time to organise your next assignment if necessary. Associates 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 CPL UK - Health of the end date.

Evaluations of Service (EOS)

At the end of every assignment CPL UK - Health provide two sets of Evaluations of Service (EOS) to both Associate and Client. Clients are asked to supply feedback on the service they have received from CPL UK - Health and also to provide a reference on the Associate.

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

If you are newly qualified, new to the UK, or have been out of work for six months or more prior to the start of your assignment, we will request feedback from your placements twice in the first 13 weeks of the commencement of the placement. After each 12 month period with your agency we will complete a review appraisal meeting with you to discuss the placements you have completed over the last 12 months.

Assuming your association with CPL UK - Health continues we will update references with the placements that you have completed. Periodically we will update your c.v. with you to ensure that it is up to date and incorporates all assignments and training completed subsequent to your initial registration.

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:

- Moving and Handling (classroom based)
- CPR/Basic Life Support (classroom based)
- Safeguarding Vulnerable Children
- Protection of Vulnerable Adults
- Equality and Diversity and Human Rights
- Control of Substances Hazardous to Health (COSHH)
- Fire Procedures (classroom based)
- Health and Safety
- Risk Incident Reporting
- Infection prevention and control not limited to MRSA & C Difficile
- Information Governance
- Lone Operator Training
- The Caldicott Protocols
- Complaints Handling
- NHS Conflict Resolution including violence and aggression (renewed every 3 years)
- Preventing Radicalisation ((every 2 years)
- Counter fraud

Mental health workers are also required to hold training in the following key skills which are all annually renewable;

- Physical Restraint Skills and Techniques
- Personal Safety
- Control and Restraint
- Mental Health Act and Mental Capacity Act

The CPP Framework requires the following additional training;

- Your healthcare career
- Duty of care
- Person-centred care
- Communication
- Consent
- Privacy and dignity
- Fluids & nutrition
- Dementia awareness
- Blood component transfusion

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 six monthly intervals. CPL UK - Health facilitates a number of training courses for Associates. For further details of these and training subsidies available please contact your CPL UK - Health Consultant.

AGENCY WORKER REGULATIONS

As an Associate working for CPL UK - Health, you may be entitled to equal treatment under a law named "Agency Worker Regulations" – details of which are given below.

CPL UK - Health undertakes its obligations seriously under the Regulations and we have a process in place to ensure that we work with the NHS Trust so that the Associate is provided with "Day 1" and "Week 12" rights if they are entitled. All entitlements to be provided to the Associate will be confirmed in writing by CPL UK - Health to your company. Further information is provided below.

The Agency Worker Regulations 2010 ('The Regulations') came into force in England, Scotland and Wales on **1st October 2011**.

What are the Agency Worker Regulations?

The Regulations gives agency workers the right to the same basic employment and other working conditions enjoyed by an employer's own workers but do not alter agency workers' employment status i.e. they do not make an agency worker an employee of either the employer or the agency.

The agency worker will be entitled to some rights from day one (please see Day One rights below), however for all other rights governed by the Regulations the entitlement to equal treatment will start upon completion of 12 weeks in the same role at the same employer.

Who is an agency worker for the purposes of the Regulations?

The Regulations do not apply to workers who have found a 'perm' job with an employer, even if they were introduced by an agency.

The Regulations apply to agency workers regardless of whether they are on a contract of employment or a contract for services. Workers engaged via umbrella companies or other intermediaries will be in scope unless they are genuinely in business on their own account (i.e. genuinely self-employed through their own limited company).

When does an agency worker qualify for equal treatment?

Except for the Day One rights (detailed below) the agency worker will be entitled to equal treatment once they have worked for 12 weeks in the same role at the same employer. This is regardless of the working pattern (e.g. full time or part time). It is also irrespective of which or how many agencies supplied the agency worker to do the same role at the employer.

A new qualifying period will begin only if a new assignment with the same employer is substantively different or if there is a break of more than six weeks between assignments in the same role. The qualifying period will be paused (rather than stopped) if the worker takes:

- A break of less than 6 weeks
- Certified sick leave for no more than 28 weeks
- A break related to pregnancy childbirth or maternity and the agency worker is within a 'protected period' (i.e. from the beginning of pregnancy to 26 weeks from childbirth)
- Statutory/ contractual maternity, adoption or paternity leave
- Time off for public duties (including jury service)

It is therefore clear that an agency worker does not have to work for 12 consecutive weeks via the same agency to qualify for the right to equal treatment. They can accrue the 12 weeks' qualifying service over a much longer period of work and through more than one agency.

What does equal treatment mean?

Agency workers will be entitled to the same basic working and employment conditions after 12 weeks of service in the same role with the same employer:

- Pay
- Duration of working time
- Night work
- Rest periods
- Rest breaks
- Annual leave (payment can be made in lieu of holiday accrued with different employers, which is in excess of the minimum so that the worker doesn't have to actually take the extra time off. Agencies are also permitted to roll any holiday entitlement which is in excess of the statutory minimum into the hourly or daily pay rate).
- Paid time off for ante natal appointments

These conditions should be the same for an agency worker as for employees directly hired by the employer to do the same role.

What does equal treatment in relation to pay include?

Equal treatment in relation to pay includes basic pay plus other contractual entitlements directly linked to the work undertaken by the agency worker whilst on assignment:

- Basic pay
- Payment for overtime
- Shift/unsocial hours allowances
- Risk payments for hazardous duties
- Payment for annual leave (above the statutory minimum of 5.6 weeks at a full time equivalent rate)
- bonuses or commission payment that are directly linked to the quality or quantity of work done by an agency worker
- Additional discretionary, non-contractual payments that are paid with such regularity that they have become custom and practice but do not fit the excluded type of bonus (see What does equal treatment in relation to pay exclude? Below)
- Vouchers or stamps (which have monetary value and are not salary sacrifice schemes e.g. luncheon vouchers, child care vouchers)

What does equal treatment in relation to pay exclude?

Aspects of pay that are provided to employees in recognition of the long term relationship between the employer and the employee such as but not limited to:

- Occupational sick pay (the regulations do not affect an agency worker's statutory entitlement to statutory sick pay)
- Company pension schemes
- Occupational maternity, paternity or adoption pay (the regulations do not affect an agency worker's statutory entitlement)
- Redundancy pay (statutory and contractual)
- Notice pay (statutory and contractual)
- Payment for time off for Trade Union duties
- Guarantee payments
- Advance in pay or loans
- Expenses
- Payments of rewards linked to financial participation schemes
- Overtime or similar payments where the agency worker has not fulfilled qualifying conditions
- The majority of benefits in kind (ie, health/life insurance)
- Any payments that require an eligibility period of employment/service
- Bonuses which are not directly linked to the contribution of the individual
- Additional discretionary, non-contractual bonuses

How is the 12 week qualifying period calculated?

The 12 week qualifying period is triggered by working in the same job with the same employer for 12 calendar weeks, regardless of how many hours the worker does on a weekly basis or if the role is full time or part time.

A new qualifying period will begin only if an agency worker begins a new assignment with a new employer, if a new assignment with the same employer is substantively different and/or if there has been a minimum of 6 weeks break between assignments.

The qualifying period 'clock' will pause if the agency worker resumes work with the employer and the break between assignments with the same employer is less than 6 weeks and where the absence is not related to pregnancy or sickness or beyond the control of the agency worker such as workplace closure.

An agency worker can qualify for equal treatment after 12 weeks in the same role with the same employer, regardless of whether they have been supplied by more than one agency for part of that period of time.

Agency workers will be asked about their recent employment history to ascertain whether they are nearing the qualifying period for equal treatment.

Day One rights

As mentioned previously, there are two rights to which agency workers are entitled from the first day of an assignment.

Agency workers are entitled to equal access to collective facilities and amenities as provided by the employer to direct employees. This includes but is not limited to:

- A canteen or other similar facilities
- Crèche
- Transport services (i.e., local pickups and drop offs, transport between sites not company car allowances or season ticket loans)
- Toilets/shower facilities
- Staff common room
- Waiting room
- Mother and baby room
- Prayer room
- Food and drinks machines
- Car parking

Agency workers also have the right to be provided with information about any job vacancies within the employer that would be available to employees hired directly except where the employer is re-structuring their business as part of an internal re- organisation.

This right may not apply in the event that there is a genuine freeze on recruitment within the employer's organisation. Employers will not have to provide access to day one rights provided that they are able to show objective justification for not doing so.

Which employee within the employer's organisation should an agency worker be compared to?

The comparison should be made with a permanent employee doing the same role or broadly similar work and working alongside the agency worker or be in another location owned by the employer.

If the employer's organisation has pay scales or pay structures it should be clear what the worker would have been paid if they had been hired directly, taking account of skills, qualifications, expertise and experience.

If the employer identifies a 'flesh and blood' comparator who is a permanent worker within their organisation and the agency worker receives the same treatment as that worker then the equal treatment principle will be deemed to be complied with.

Where permanent employees negotiate their own individual rate of pay and rates vary considerably and there is no established custom and practice with regards to pay the rate is agreed in accordance with usual practices (national pay rates). The rate would remain the same after 12 weeks.

Where there are no pay scales or structures or comparable permanent employees the rate is agreed in accordance with usual practices (national pay rates) and will remain the same after 12 weeks.

Agency workers are entitled to ask for disclosure of information obtained from the employer about their pay scales and any other equal treatment information after the 12 week qualifying period is completed.

Pregnant agency workers

Pregnant agency workers will be entitled to paid time off to attend medical appointments and antenatal classes once they have achieved the 12 weeks' qualifying service.

For the avoidance of doubt where an NHS Trust hires agency workers to work within its hospitals, assuming the NHS Trust is a single legal entity, the qualifying period will continue to tick if a Candidate moves from one hospital to another within the Trust where there are no breaks between assignments or the break is no more than 6 weeks.

OUR POLICIES

Professional Standards

Whilst this booklet outlines CPL UK - Health's own policies and standards, these do not supersede the national guidelines of the HCPC and other professional membership bodies such as the CSP, COT, UKRC, RCSLT, BDA, RPS and IBS.

Further information is available from the HCPC website, <http://www.hpc-uk.org/> or from your CPL UK - Health Consultant.

The HCPC can also be contacted at the address and numbers below:

Health and Care
Professionals Council
Park House
184
Kennington
Park Road
Collaborative
SE11 4BU
Tel: 0845 300 6184

We always verify your HCPC registration status with the HCPC as part of our registration. This will be further reviewed periodically during your time with CPL UK - Health.

If we learn that your HCPC registration has been suspended we will be required to remove you from assignment and inform the client that you cannot work as an AHP. Similarly, if you are suspended for any reason from the HCPC you need to notify us of this immediately.

Where there is an allegation of malpractice brought against our associate, we will always pass this to the HCPC within 24 hours. It is our policy to fully co-operate with any investigation they may carry out.

Code of Conduct

CPL UK - Health expects all Associates to act in a professional manner at all times. We particularly ask you to pay special attention to:

- Punctuality
- Standards of Dress in the appropriate uniform and Courtesy
- Quality of Care and Clinical Procedures
- Consideration and Respect for patients, the clients' employees and others. In particular, Confidentiality and Integrity.
- Follow all reasonable requests, instructions, policies, procedures, standards and rules of the client including but not limited to those relating to fire, on-site security, information security, manual handling, Cross infections and Notifiable Diseases and health and safety.
- Work collaboratively and communicate effectively with the client's clinical department's staff
- Undertaking tasks the Worker is competent to do and moving to a different area if asked to do so by the client
- Reporting any unfair treatment, not making unnecessary use of authority, not using any verbal or physical abuse or threatening behaviour and not acting in a manner to bring discredit upon the client
- Reporting of any fraudulent activity in line with the

whistleblowing policy In addition, please note the following;

- You must not at any time be, or appear to be, on duty under the influence of alcohol or drugs
- You must not at any time be, or appear to be, in possession of firearms or other offensive weapons
- You must report any injury or accident sustained and/or witnessed whilst on the Authority's premises
- You must on being charged with any criminal offence, notify CPL UK - Health immediately
- You must notify CPL UK - Health on being subject to any kind of investigation by your relevant Professional or Regulatory Body or are suspended from your relevant Professional or Regulatory body's health professionals register.
- You must not misuse or abuse the Authority's property
- You must not unlawfully discriminate within the realms of the Equality Act 2010
- You must not falsify records, timesheets, expenses or attempt to de-fraud the Authority in any way. Falsification of documents will be pursued on the grounds of Fraud with the appropriate Counter Fraud Service
- You must not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of

- the Services on an assignment
- You must not wear the uniform, protective clothing, photo ID badge or use the equipment on the Authority's premises unless fulfilling the terms of the agreed assignment
- You must not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered in the course of work
- You must not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the assignment;
- You must not act in a manner reasonably likely to bring discredit upon the Authority
- You are responsible for your own actions when completing assignments and co-operating with others 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 assignment, please try to resolve these locally at first or seek advice from your Consultant.

It is now a criminal offence in the UK to smoke in a workplace setting. If you do smoke whilst on assignment you are only permitted to do so in the designated areas (this also includes E-Cigarettes and Vapes). You should not smoke on a client's site or attend an assignment under the influence of alcohol or any illicit substances

Medication Policy

It is the policy of CPL UK - Health that NO ASSOCIATE IS AUTHORISED TO ADMINISTER MEDICATION.

Equal Opportunities

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

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

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 the client, its employees and other suppliers 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, CPL UK - Health will undertake to train Associates 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 the 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 assignments without prejudice.

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 HCPC or relevant professional membership bodies' guidelines.

Confidentiality

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 the client. Where a patient/client has withheld consent, disclosures of information may only be made if:

- 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.

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.ico.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 the client
- Not download any files or connect to any network or other computer equipment without prior authority as above

Consent

In accordance with HCPC 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

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.

Caring for Patients in their Own Homes

Please see below for general guidelines relating to assignments carried out in an individual's private home. For further detailed information, please refer to the HCPC or relevant professional membership bodies' guidelines.

General Conduct

- Clients and their families should at all times be treated with dignity and respect and due consideration should be taken of their religion, culture and any other preferences
- Clients should be addressed using their preferred name
- Care and support should be offered in the least intrusive manner possible
- The independence of clients should be supported and encouraged where possible through appropriate communication about, and involvement in, their own care. This independence should only be curbed where it is in the client's best interests and the reasons recorded

Attending and Leaving a Home Visit

- You should announce your identity clearly on arrival and not enter a client's home without invitation
- Upon arrival at a home visit, you should check whether your client has any specific needs for this visit
- Please take full care securing a client's home when leaving including, where appropriate, doors and windows and the safeguarding of keys

Carrying out Assignments

- Medication should be kept in a safe place, known and accessible to the client, or to relatives and other carers where appropriate
- You should not make use of a client's property (including, for example, their telephone) without their express permission
- You should report any accident or emergency situations as soon as possible to the relevant authorities and to your CPL UK - Health Consultant
- All visits, incidents, observations, care and, where relevant, financial transactions should be logged on records kept securely in the client's home
- Records are kept for one month, or until the assignment is over, and are made available to the client, their relatives and representatives
- If you are unable to attend any specific appointment, please notify not only us but also the client.

Allegations of Abuse

CPL UK - Health will take seriously any allegations of abuse by associates. 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 further assignments in the future. Where allegations are sufficiently serious, we may need to report you to the HCPC 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 of CPL UK - Health, whose decision will be final.

Should you in the course of duty suspect that abuse is taking place you should inform the client immediately. In the case of caring for service users in their own homes, you must report any suspicions of allegations of abuse immediately to the business manager of CPL UK - Health. 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, 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

Whistleblowing

CPL UK - Health 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 an associate 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 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 should contact the Consultant at CPL UK - Health in the first instance who will treat the matter in 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 employees of CPL UK - Health then the concern should be raised with CPL UK - Health's Managing Director. All complaints will be viewed seriously and treated confidentially. The full Whistleblowing policy can be accessed via CPL UK - Health.

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 breach of contract, which may lead to immediate termination of the contract.

In accordance with PIDA guidelines CCS has established a confidential inbox (Healthinform@ccs.gsi.gov.uk) to enable concerns / disclosures to be raised and dealt with effectively. Further information and guidance can also be found on the NHS Employers website: <http://www.nhsemployers.org/your-workforce/retain-and-improve/raising-concerns-at-work-whistleblowing>

Safeguarding Concerns

If you have concerns that a child, young person or adult is at risk of harm or abuse, you should notify your line manager and/or local safeguarding lead and the local Social Services department as per the local policies and procedures for their area, you should also consider informing the local Police.

In hours the central safeguarding team will offer advice and additional support, and locally the Designated Professional will be available for advice and support.

Out of hours Staff may contact the Social Services Emergency Duty team, in the case of an emergency staff may consider contacting the Police.

Further advice should be sought within the NHS England Safeguarding Policy.

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 0203 700 9972 to talk to the Managing Director of CPL UK - Health. Please address all post to:

CPL UK - Health
 Northside House
 69 Tweedy Road
 Bromley
 Kent
 BR1 3WA
 Telephone: 0345 363 1187
 Email: info@righealthcare.co.uk

All complaints received are acknowledged within 24 hours of receipt. Normally we will respond with a resolution to the complaint within two weeks. If we are unable to meet this deadline, you will be written to, with an explanation of the delay and a proposed conclusion date.

Like all reputable agencies, CPL UK - Health are members of the REC. If you believe that any complaint that you have made has not been addressed to your satisfaction by CPL UK – Health , you are able to address your concern to them.

Their contact details are;
 Professional Standards Team
 Recruitment and Employment Confederation
 15 Welbeck Street
 Collaborative
 W1G 9XT
 Tel: 0207 009 2186
 Fax: 0207 937 4112
 Web: www.rec.uk.com

CPL UK - Health will probably have supplied you to the NHS hospital that you are working under the auspices of the Crown Commercial Service, Collaborative Procurement Partnership and Health Trust Europe frameworks.

If you are unhappy with any aspect of their activity you are able to complain directly to them. They will acknowledge your complaint immediately and start investigating the situation. They will respond to you in writing within 20 working days to tell you their findings.

To make a complaint either contact Crown Commercial Service, Collaborative Procurement Partnership and Health Trust Europe frameworks, if you are unsure of which framework you are working under please contact your Consultant who will be able to advise:

Crown Commercial Service

Complaints can be made using the following link:

<http://ccs.cabinetoffice.gov.uk/about-government-procurement-service/training-and-recruitment/feedback/make-complaint>

NHS Collaborative Procurement Partnership

Premises and Locations	NHSCPP procurement hub	Address
London	NHS London Procurement Partnership	200 Great Dover Street, London SE1 4YB
East of England & the Midlands:	East of England NHS Collaborative Procurement Hub	Victoria House, Capital Park, Fulbourn, Cambridge CB21 5XB
North of England	North of England NHS Commercial Procurement Collaborative	Don Valley House, Savile Street East, Sheffield S4 7UQ

South of England, excluding London	NHS Commercial Solutions	The Atrium, Curtis Road, Dorking, Surrey RH4 1XA
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HealthTrust Europe

19 George Road
Edgbaston
Birmingham
B15 1NU
Tel: 0845 887 5000
Fax: 0121 687 1345
Email: helpdesk@healthtrusteurope.com

If you are not happy with the response they give you, you are entitled to ask for your case to be looked at again. To do this please write to the person that responded, within 3 months. Your complaint will then be investigated by the Complaints Manager on behalf of Crown Commercial Service, Collaborative Procurement Partnership and Health Trust Europe.

CPL UK Healthcare: Key Information Document

This document sets out key information about your relationship with us and the intermediary or umbrella company used in your engagement, including details about pay, holiday entitlement and other benefits.

The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 7215 5000 or through the Acas helpline on 0300 123 1100, Monday to Friday, 8am to 6pm.

General Information

Name of employment business	RIG Medical Recruit Ltd	RIG Medical Recruit Ltd	RIG Medical Recruit Ltd	RIG Medical Recruit Ltd	RIG Medical Recruit Ltd	RIG Medical Recruit Ltd	RIG Medical Recruit Ltd
Name of intermediary or umbrella company	Giant Professional Ltd	Orange Genie Umbrella	Liquid Friday Limited	Exceed Umbrella Ltd	Sapphire DNP Ltd	JSA Services Ltd	Workr Umbrella Limited
Your employer	Giant Professional Ltd	Orange Genie Cover Ltd	Liquid Friday Limited	Exceed Umbrella Ltd	Sapphire DNP Ltd	JSA Services Ltd	Workr Umbrella Limited
Type of contract you will be engaged under	Permanent Employment	Permanent Employment	Permanent Employment	Permanent Employment	Permanent Employment	Permanent Employment	Permanent Employment
Who is responsible for paying you	Giant Professional Ltd	Orange Genie Cover Ltd	Liquid Friday Limited	Exceed Umbrella Ltd	Sapphire DNP Ltd	JSA Services Ltd	Workr Umbrella Limited
How often the umbrella company and you will be paid	Weekly	Weekly	Weekly	Weekly	Weekly	Weekly	Weekly

Intermediary or Umbrella Company Pay Information

You are being paid through an intermediary or umbrella company: a third-party organisation that will calculate your tax and other deductions and then pay you for the work undertaken for the hirer. We will still be finding you assignments.

The money earned on your assignments will be transferred to the umbrella company as part of their income. They will then pay you your wage. All deductions made which affect your wage are listed below. If you have any queries, please contact us.

Your payslip may show you as an employee of the umbrella company listed below.

Name of intermediary or umbrella company	Giant Professional Limited	Orange Genie Cover Ltd	Liquid Friday Ltd	Exceed Umbrella Ltd	Sapphire DNP Ltd	JSA Services Ltd	Workr Umbrella Limited
Business connection between the intermediary or umbrella Co, the employment business and the person responsible for paying you	None	None	None	None	None	None	None
Expected or minimum gross rate of pay transferred to the intermediary or umbrella company from us	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)
Deductions from intermediary or umbrella income required by law	Employer's National Insurance; Apprenticeship Levy; Employer pension contributions at 4% of NMW if enrolled	Employer's National Insurance; Apprenticeship Levy; Employer pension contributions, holiday pay	Employer's National Insurance; Apprenticeship Levy; Employer pension contributions at 3% of NMW if enrolled	Employer's National Insurance; Apprenticeship Levy; Employer pension contributions	Employer's National Insurance; Apprenticeship Levy; Employer pension contributions, Holiday pay	Employer's National Insurance; Apprenticeship Levy; Employer pension	Employer's National Insurance; Apprenticeship Levy; Employer pension contributions if enrolled
Any other deductions from umbrella income (to include amounts or how they are calculated)	Umbrella margin of £22 per week processed; employee business expenses; optional giant advantage benefits scheme of £3.75 per week if opted in; optional upgrade to premium package of £39.50	£20 Umbrella Company Margin	£20 Umbrella Company Margin plus 1% business insurance plus holiday pay	£22 per weekly invoice	£20 Umbrella Margin	£22 Umbrella Margin	£22.50 umbrella margin
Expected or minimum rate of pay to you	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)	National Minimum Wage (NMW)
Deductions from your wage required by law	PAYE income tax; Employee's National Insurance; Employee pension contributions at 4% of NMW if enrolled; and if applicable, Student Loan Repayments; Attachment of Earnings Orders.	PAYE income tax; Employee's National Insurance; Employee pension contributions	PAYE income tax; Employee's National Insurance; if applicable, Student Loan Repayments; Attachment of Earnings Orders, employee pension 5% of gross income	PAYE income tax; Employee's National Insurance and if applicable, Student Loan Repayments; Attachment of Earnings Orders.	PAYE income tax; Employee's National Insurance; Employee pension contributions if enrolled, and if applicable, Student Loan Repayments; Attachment of Earnings Orders.	PAYE income tax; Employee's National Insurance; Employee pension contributions and if applicable, Student Loan Repayments; Attachment of Earnings Orders.	PAYE income tax; Employee's National Insurance; Employee pension contributions if enrolled; and if applicable, Student Loan Repayments; Attachment of Earnings Orders.
Any other deductions or costs taken from your wage (to include amounts or how they are calculated)				Any identified and notified overpayments and payment advances			
Any fees for goods or services							
Holiday entitlement and pay	28 days per year inclusive of bank holidays	28 days per year inclusive of bank holidays	28 days per year inclusive of bank holidays	28 days per year inclusive of bank holidays	28 days per year inclusive of bank holidays	30 days per year	28 days per year inclusive of bank holidays
Additional benefits	Optional giant advantage employee benefits scheme of £3.75 per week if opted in; optional umbrella premium package margin of £39.50 per week if chosen which includes the ability to make salary sacrifice contributions into a private pension, personal medical insurance, the giant advantage benefits scheme, quarterly 1-2-1 and a discounted self-assessment service.	Statutory Employment Rights; Access to Employee Health, Wellbeing and Benefits platform	Access to Liquid Perks, an exclusive shopping platform	Contractor Rewards		Employee benefits scheme including wellbeing packages & shopping discounts	Online portal with access to £875 cash health plan, discounts plan, 20 million of insurance cover as standard. See more at https://workgroup.com/server/voies/umbrella/
Any opt out agreement under Regulation 32	EAA status: Opt In	EAA status: Opt In	EAA status: Opt In	EAA status: Opt In	EAA status: Opt In	EAA status: Opt In	EAA status: Opt In

Example pay	Giant Professional Ltd		Orange Genie Cover Ltd		Liquid Friday Ltd		Exceed Umbrella Ltd		Sapphire DNP Ltd		JSA Services Ltd		Workr Umbrella Limited	
	Weekly Intermediary/ Umbrella Deductions	Weekly Worker Deductions	Weekly Intermediary/ Umbrella Deductions	Weekly Worker Deductions	Weekly Intermediary/ Umbrella Deductions	Weekly Worker Deductions	Weekly Intermediary/ Umbrella Deductions	Weekly Worker Deductions	Weekly Intermediary/ Umbrella Deductions	Weekly Worker Deductions	Weekly Intermediary/ Umbrella Deductions	Weekly Worker Deductions	Weekly Intermediary/ Umbrella Deductions	Weekly Worker Deductions
Example weekly gross pay rate to intermediary/umbrella from us:	963		963		963		963		963		963		963	
Deductions from intermediary/umbrella income required by law:														
employer's national insurance	91		91		87		90		91		91		91	
apprenticeship levy	4		4		4		4		4		4		4	
employer pension contributions	16		21		21		21		21		21		61	
Other deductions from intermediary/umbrella income:														
intermediary margin	22		20		30		22		20		22		22	
non-billable business expenses	0													
Holiday Pay			100											
total deductions	-133		-237		-142		-137		-136		-138		-178	
Example rate of pay to you incl. holiday pay:	830		727+99 (holiday pay)		820		824		827		825		784	
Deductions from your pay required by law:														
PAYE income tax		118		110		115		116		110		117		108
employee's NI		77		77		76		77		77		77		72
employee's pension contribution		16		35		35		28		35		35		
student loan repayment														
any other deductions/costs from your pay:														
non-billable business expenses reimbursed														
fees for goods or services and their frequency														
Example net pay incl holiday pay (after all estimated deductions)	619		604		594		603		604		596		604	

Acknowledgements

This handbook is written in good faith and the information contained is correct as of July 2021. CPL UK - Health review this document for clarity and accuracy at least every 12 months and prior to publication have its content reviewed by an Allied



Health Professional (details below). Signed by AHP:

If you have any comments about the content of this book please write to your Consultant at the following address:

CPL UK - Health
 Northside House
 69 Tweedy Road
 Bromley
 Kent
 BR1 3WA

Date: July 2021

Handbook Declaration

I confirm I have received and agreed to abide by the contents of the CPL UK - Health Associate's Handbook.

The handbook contains important guidance for your time with us. Please sign below to show you accept its contents.

Print Name: _____

Profession: _____

Professional Registration Number: (HCPC/ NMC/GPhC etc)

Signature: _____

Date: _____

I understand that any personal data held by CPL UK - Health is liable to be inspected by third parties as part of audit procedures.

Signed _____

Date _____

**THE ABOVE DECLARATION IS TO BE
STORED IN THE ASSOCIATE'S
FILE HELD BY CPL UK - Health**