



STAFF HANDBOOK

This handbook has been designed to support your induction and provide guidance about what to expect whilst working with Nefid Personnel LTD.

Do read through it and familiarise yourself with the information contained here including the guidelines and instructions about the standards required when working for our clients. It is important that you fully understand everything covered in the handbook. If there are any points which you do not fully understand or if you have any feedback on how we can improve the handbook for the next edition, please contact us at info@nefid-personnel.uk. Occasionally we will need to update the Handbook. The most up to date version will always be available to you at Nefid Personnel.uk It is important you agree to familiarise yourself with these changes before undertaking any further work. You are responsible for reviewing the handbook and ensuring you comply with any of the changes held within it.

This handbook outlines Nefid Personnel LTD`s policies and standards, however you will also be expected to abide by the standards and any local policies and procedures within the clients that you work for.

At all times you must:

- Follow the instructions and all reasonable requests from the Client.
- Familiarise yourself with and follow the Client`s documented policies and procedures.
- Undertake tasks assigned to you promptly and diligently.
- Conduct yourself in an appropriate and professional manner and act with honesty and integrity.
- Comply with all legislation, regulation and good practice standards as detailed within this Handbook.

Prior to assignment you must:



- Keep Nefid Personnel LTD informed of your availability.
- Advise Nefid Personnel LTD immediately if you are unfit to work (e.g. if you are suffering from any medical condition that would prevent you carrying out your duties safely such as sickness, diarrhoea, skin rash etc).
- Keep your statutory and mandatory training up to date.

On arrival at work, you must:

- Be prompt and punctual and arrive in time for a handover
- Identify who you need to report to on arrival and establish what your duties will be whilst on assignment.
- Provide your proof of original ID to your supervisor at the beginning of your first shift and wear your photo ID badge.
- Wear freshly laundered relevant uniform or dress in line with the Client's policy.
- Orientate yourself with the environment and ensure you comply with relevant health and safety instructions and requirements and other client policies and procedures.
- Obtain information regarding items such as fire procedures, onsite security, information security, emergency call procedures, management of challenging behaviours policies prior to starting to deliver the service.
- Familiarise yourself with the CLIENTS you will be caring for. Have the care, wellbeing and safety of the patients, residents and the Client as your first concern and treat patients, residents, visitors and colleagues with dignity, courtesy and respect with due regard to their age, gender, race, religion and physical/mental condition.
- Work as required by the Client and follow all requests, instructions, policies, procedures, standards and rules of the Client.
- Work collaboratively and communicate effectively with the multi-disciplinary clinical staff and departments.



- Only undertake work and duties that you are competent and trained to do. Where you are being asked to do something that you are not competent to do, you must inform the senior management in the location where you are working
- Observe the highest standards of hygiene and infection control in line with Client policies and procedures and use protective clothing and PPE (Personal protective equipment) as appropriate to the duties being performed.
- Not smoke on Client premises unless in an area expressly identified for smoking.

At the end of the shift, you must:

- Hand over work to the person taking over from you and report any adverse incidents that have occurred.
- Return any property or other resources obtained from the Client during the assignment
- Ensure that all identifiable documentation is left within the work location.

Timesheets, Payment, Tax And National Insurance, Sickness

Benefit, Working Time Regulations and Holiday Allowance, and

Insurance Guidelines

Timesheets

Please complete your timesheet in full.

Print clearly your name, employee number, name of facility, week ending Complete the date and ensure it is written in the right box. Ensure the timesheet is signed at the side of each shift Pay is weekly/fortnightly/Monthly always on a Friday (with the exception of Bank Holidays, when you will receive your pay on a working day). Your timesheets need to be in by lunchtime Monday to ensure you are paid on Friday We advise that you send your timesheets by Monday of each week if you are paid weekly to make sure they arrive on time. Keep an



eye on your timesheet level and call the office if you need more and we will post them out to you.

Method of Payment

Payment will be made by Bankers' Automated Clearing Services (BACS) directly into your bank/building society account on a weekly/fortnightly/monthly basis. A payslip detailing how your pay has been calculated and showing any deductions made will be posted to your email. Please remember to let us know if you should change your personal circumstances, e.g., change of address or bank details. Please note that we will not accept telephone changes to your banking/building society details. All changes must be in writing to admin@nefid-personnel.uk.

Changes to Health Status

You should inform Nefid Personnel LTD office, if you become injured or diagnosed with any medical condition. You MUST also let us know if you are pregnant. If you are concerned that your work involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us. Nefid Personnel LTD will conduct a risk assessment and request further medical information. Nefid Personnel LTD will advise of the circumstances and reasons for the medical examination and is entitled to refuse to allow you to be involved in the provision of the services unless the medical examination demonstrates that it is safe for you to work.

Enhanced Criminal Record Disclosure (DBS)

The nature of the work that you have applied to undertake is likely to have regular contact with vulnerable adults and young people and for this reason it is necessary for us to carry out an enhanced DBS check, including checks of the Adults and Children's barred lists. In Scotland we will need to check PVG scheme membership as part of our recruitment process. We comply with all codes of practice together with the Data Protection Act 2018 / GDPR to ensure the correct processing, use, storage, retention and disposal of this information. Nefid Personnel LTD will provide you with further information on the DBS update service if you are not already subscribed to this. We will renew your DBS check (or check the DBS update



service) at least annually. You will receive a notification when this is due for renewal. You will be required to sign an annual criminal record declaration form.

Disclosing Convictions and the Rehabilitation of Offenders Act (1974) For carers, under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, no conviction or caution can be considered spent and should be declared to Nefid Personnel LTD. This requirement includes convictions, cautions etc, which occur during working with Nefid Personnel LTD, including between annual disclosure checks. Having a criminal record will not necessarily bar you from working with the company. Denial or nondisclosure of any conviction or caution, which is subsequently shown to exist, will, however, lead to your immediate removal from Nefid Personnel LTD. Any employee with convictions/cautions will be asked to prepare a Statement of Events surrounding each conviction/caution. Positive Disclosures are reviewed by the manager. Due consideration is given to the nature of the role, together with the circumstances and background of any offence and overriding consideration is to the care, safety, and protection of clients. Nefid Personnel LTD is bound by the Disclosure Body's

First shift with a New Client

Please ensure that you arrive in good time and meet with the specified contact person as agreed. At the start of each shift you must request and receive a comprehensive orientation including the following:

Fire policies relating to the establishment.

Security issues relating to the establishment.

Moving & Handling policies relating to the establishment.

Any "Hot Spots" and "Violent Episodes" to be aware of and the establishment's policies for this.

The Crash Call procedure.

Any Health and Safety issues relating to your placement.

Additional relevant policies, e.g. relating to Information Security/Confidentiality.



It is your responsibility to ensure you are aware of any emergency telephone numbers ie oncall manager.

Getting feedback forms part of our quality assurance and monitoring process, ensuring that a professional service is provided at all times.

Maintaining Compliance

The process of reaching and maintaining compliance with government legislation and Client requirements are managed for you by our hr team. This will ensure that you never find that you are unable to work in a particular area because an item in your file is missing or has lapsed. Once your recruitment file, including qualifications, references, health status and training history has been established, you will work. We will alert you if any of your documentation requires updating, and you should immediately take steps to ensure that these items are updated. Once a document has expired, you will be unable to work. In the case of annual training, a refresher course should be booked in good time to ensure no gaps in your work. Please contact the office if you require any assistance with this.

ID Badge

A Nefid Personnel LTD ID Badge will be issued to you once you have cleared our compliance process and prior to your first shift. If you lose your current badge, you should request a replacement one by contacting the office. Please be aware that should you arrive at any shift without the proper identification. Badges must be returned to us on termination of your contract with Nefid Personnel LTD.

Record Keeping

Record keeping is a professional requirement of all employees. Failure to maintain a record would cause considerable difficulties in respect of any legal proceedings, e.g. allegations of negligence. Information is essential to the delivery of high-quality evidence-based health care on a day-to-day basis.

Records are a valuable resource because of the information they contain. This information can facilitate clinical decision making, improved patient care through clear communication of

the treatment rationale and progress and facilitate a consistent approach to team working. However, a record is only of use if it is correctly recorded in the first place, regularly updated, and easily accessible when it is needed. Everyone working in healthcare that records, handles, stores, or otherwise comes across information, has a personal common law duty of confidence to comply with this. All patient treatment and refusal of treatment and advice must be noted. It is advisable to note when telephone contacts are made. All client records should be kept confidential in line with the Data Protection Act 1998.

Mobile Phones & Computer Use

Mobile phones, unless working in the Community, should be switched off for the duration of the shift. Staff may be authorised to gain access to certain computer systems, programs and data within those systems. You shall not attempt to gain access to data or programs for which authorisation has not been given.

When on a shift you must:

- not breach the confidentiality of Nefid Personnel LTD or the client or other individuals through the use of IT equipment / social media
- understand your responsibility not to bring Nefid Personnel LTD into disrepute through the use of IT equipment, email or another internet-based communication
- not distribute any offensive obscene or indecent material on any computer network
- keep all passwords confidential
- ensure that any equipment logged onto the network is protected if left unattended
- not have any work-related conversations about a client or post defamatory information about peers on blogging or social networking sites
- ensure removable equipment is kept secure at all times

Timekeeping, Hours & Absence Reporting /Cancellations

Please make every effort to ensure you arrive at and leave shifts at the agreed time. You may on occasion be asked by the service to change your working hours due to their requirements,



in the event of a reduction in hours occurring then the Nefid Personnel LTD'S decision is final, and you will only be entitled to be paid for the hours you have worked.

If you are requested to work extra hours (that do not contravene the maximum safe working hours for your occupation), you may choose to do so and should ensure the timesheet is completed accordingly. If you are unable to work these extra hours, then you should inform Nefid Personnel LTD immediately so they can arrange alternative cover.

You are not required to work any hours over and above the maximum set by the Working Time Directive, however you do have the option to opt out of this. If you choose to do this, please ensure that you sign the Working Time Directive Opt out form and return To the office who will ensure that this is uploaded to your profile.

If, for any reason, you are unable to attend a shift you must contact Nefid Personnel LTD a minimum of one hour before the start of your shift to allow the maximum time to arrange suitable cover. You need to ring the office if you are not going to go to work. This allows us to have a conversation with you to understand the reasons and to identify if there are any adjustments, we can make to support you. Organisational processes around being paid during a break vary. Where the organisation does not pay for breaks, and you have been unable to take a break Nefid Personnel LTD encourages you to complete the 'Taking a Break Exemption Form' to enable evidence to be provided as to the reason why this occurred. Completed forms should be emailed to office manager and this will be submitted as evidence with your timesheet.

Security

Whilst on the Client's premises, you must comply with all security measures of the Client. The Client shall provide copies of its written security procedures to Nefid Personnel LTD and these are available to you on reasonable request. The Client shall have the right to carry out any physical searches, or your possessions or of vehicles used by you at the Client's premises. The Client or any person, firm or organisation who is responsible to the Client for security matters shall, when carrying out such searches, comply with the Human Rights Act 1998.

You should also ensure that all personal data is protected from unauthorised access, for example, by ensuring that care plans are not left unattended. Personal data should not be disclosed to anyone outside of the immediate care team without the resident / patient's consent, and in particular over the telephone without first establishing the identity of the caller.

In addition, you should ensure that you follow all local policies within the work area to protect the safety and security of residents, for example by ensuring that all secure doors remain locked in accordance with resident need on dementia suites. You should also ensure that you familiarise yourself with local fire safety procedures

Medication Error

The employee must inform the manager if on placement in an establishment and follow the local policy and guidelines for reporting and documenting a medication error. Depending on the situation and its severity, the prescriber must be informed immediately or the "out of hour's doctors" contacted if in the community. If an error occurs in the Client's home they must be informed or if they unable to understand, their main carer/guardian must be contacted. The Client's GP must also be informed. The Client must be monitored for any adverse reactions and the situation documented clearly and at the time of the event.

If the employee has made the error, he/she must provide all details to the office and document clearly on an incident report. If the employee has been personally involved in a medication error, an investigation will be carried out by the office. The employee will be kept informed of the progress of the investigation and support will be given to achieve a satisfactory conclusion for both the Client and the employee. Depending on the circumstances and severity of the error, further action may be taken.

The employee is expected to cooperate with any investigation and may request an independent assessment of the investigation if they do not accept the outcome.



Uniform & Jewellery

You are required to report for work neatly and appropriately dressed. Where applicable, always start work in a clean uniform. If not in uniform, you must always abide by the dress code advised by Nefid Personnel. All Healthcare services require you to be 'bare below the elbows' with short, varnish free fingernails for infection prevention and control reasons.

Client Policies and Procedures

You are required to adhere to the policies and procedures issued by the Nefid Personnel and any establishment you are placed at. Please ensure that you are informed of where these may be located when you arrive at the assignment. Nefid Personnel LTD has a range of key policies and procedures, in addition to those outlined in this Handbook. If you have any questions or would like access to these documents, please contact the office, who will be happy to provide you with access where appropriate.

Should any conflict or confusion arise during your working assignment with regard to the interpretation of policies and procedures you must seek advice from a senior member of staff or contact us at the time the conflict is occurring. If at any time you believe you are being compelled to compromise your integrity and are instructed to breach your Code of Professional Conduct, then you should seek guidance immediately. Always remember that you are personally and professionally accountable for your practice. This means that you are answerable for your actions and omissions, regardless of advice or direction from another professional.

Patient/Resident Record Keeping

Record keeping is a professional requirement of your role. A failure to maintain accurate records could cause considerable challenges if you are required to provide evidence for the care you have provided (e.g., if there were allegations of negligence). Information is essential to the delivery of high-quality evidence-based health care and is critical to the process of clinical decision making. It is essential that you follow the expected guidance for good record keeping, namely

- Recorded at the time or as soon after the event



- Legible and factual
- Recorded in black ink
- Dated, timed and signed

All patient/resident attendance, non-attendance, and refusal of treatment and advice must be recorded. It is advisable to note when telephone contacts are made. It is imperative that the employee providing care to a particular patient or resident on a specific day can be identified. All patient / resident records should be kept confidential in line with the Data Protection Act 2018 / GDPR.

The Ratings System

At the end of every assignment Nefid Personnel LTD will request feedback from the Client on the service they have received from us, and they will also provide an evaluation of the service they received from the employee. This will be shared with you to support your appraisal where appropriate, and revalidation if relevant to you.

PAY AND BENEFITS

Pay Rates

Pay rates may differ depending upon the role and position you have applied for. Rates of pay may also differ between client groups. You will be provided with the details of the pay rate on the Nefid Personnel LTD, prior to your accepting any assignments. The decision to accept an assignment on the basis of pay rate is yours.

Timesheets

Please call the office if you have any queries about timesheets or payment. Unless otherwise advised, we only offer paper timesheets and electronic timesheets depending on the assignment. If you are required by the to use electronic timesheets you will be notified of this requirement beforehand.



Online Process

At the end of your assignment, you will be able to submit your timesheet through admin@nefid-personnel.uk the email. Electronic timesheets are submitted by the employee and approved by the client.

Approved timesheets should be received no later than 10am each Monday to enable payment to be made on the following Friday. Any approved timesheets received after the cut off time will be paid in the following corresponding weekly cycle. In these circumstances, the hours are then loaded onto our system to create a BACS payment to the employee.

PAYE Workers

If you are a PAYE employee, you will have a worker contract with Nefid Personnel LTD and tax, national insurance and pension contributions will be deducted at source. A contract of engagement terms and will have been forwarded to you, which you should have signed it when you were offered the employment.

For each time, week, fortnight, month that you submit a timesheet, you will receive a payslip with a full breakdown of all of the elements of your pay and deductions. Holiday pay will be accrued according to the hours you have worked as detailed below.

Holiday Pay for PAYE employees

As a PAYE Agency employee you will start accruing holiday pay as soon as you begin work through Nefid Personnel LTD. Holiday entitlement is 28 days' paid leave per year. Entitlement to payment for leave accrues in proportion to the amount of time worked during the leave year and will be paid to you within each pay slip for temporary workers. It is important for your health that you take holiday leave. It is simple – holiday is a necessary rest period for all of us. Maternity / Paternity / Adoption Pay for PAYE

Employee

If you are a PAYE employee and have worked the requisite number of hours and



weeks to be entitled to statutory maternity / paternity or adoption pay this will be facilitated through the support of the finance team and the manager. Please contact manager directly if you would like specific advice regarding these statutory entitlements.

Personal Service Companies

If you are being paid via a Personal Services Company, then you will be paid a gross amount and be responsible for your own deductions. You will also not be eligible for the same benefits as PAYE employees.

Substance Abuse

You must not arrive on duty intoxicated by either alcohol or drugs prior to a shift. Clients/Nefid Personnel LTD may request that you undertake an alcohol breath test if they suspect that your performance may be affected. Each client will have a local alcohol and drugs policy. Any employee arriving for or suspected of arriving for duty intoxicated who is sent home will not be refunded travelling or time expenses and may have their assignment terminated with immediate effect. Drugs and alcohol (whether prescribed, over the counter or illegal) can impair judgment and decision making leading to potential health and safety implications for both the individual themselves and the resident / patient.

Nefid Personnel LTD appreciates that, on occasion, an individual may be required to take medication to treat an illness or condition. Such medication is permitted so long as it has been prescribed or pharmacist advice sought where the medication may have side effects that affects an individual's ability to perform their role in a safe way, or affect the safety of any colleague, patient or resident. If you have concerns about the side effects of any medication you are required to disclose this to the most senior person in the work area immediately

Gifts and Gratuities

Under no circumstances should you seek money, gifts, favours, or rewards for services rendered, either for yourself or for any third party. It is not uncommon for a patient, resident, their friend or relative, to offer a voluntary gift as a mark of appreciation for care you have given. Any offer of a gift should be politely refused with an explanation that acceptance would be against Nefid Personnel's LTD and indeed our policy. Nefid Personnel LTD also has an Anti-



Bribery and Corruption Policy, which relates to the business as a whole. The policy can be accessed when requested.

Equality, Diversity & Inclusion

Nefid Personnel is committed to supporting the principle of equality, diversity and inclusion, and opposes all forms of unlawful or unfair discrimination on the grounds of any Protected Characteristic (PC) including sex; race (including colour, nationality, ethnic or national origin); religion or belief; age; disability; marital status and civil partnership; sexual orientation; gender reassignment; pregnancy and maternity. We also oppose discrimination based on other characteristics that are not protected (e.g. class, weight, regional accent etc).

In all aspects of work, Nefid Personnel LTD operates a policy of equality, diversity and inclusion. Information may be requested from staff, applicants and Agency Employee, enabling us to monitor the success of this policy. The giving of such information will be voluntary, and it will be used solely for monitoring purposes. Individual details will be kept confidential; however, group statistics may be released to relevant authorities. Equality of opportunity extends to all aspects of Nefid Personnel's work, including recruitment and selection, assignment of work, pay rates, assessment of performance, and action in response to complaints. Employees are encouraged to make known all special skills and/or knowledge, which may make you particularly suited to care for patients/residents from specific ethnic or cultural groups. Employees have the right to accept or refuse individual assignments but any indication that an employee has not acted, or will not act, in accordance with this policy will be investigated and this may result in removal from our register.

Harassment / Bullying

Harassment is defined as unwanted conduct which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Individuals can complain of 3rd party harassment also which is behaviour they find offensive, humiliating etc., even if:

- It is not directed at them.
- The behaviour is perpetrated by a third party who is not an employee of



the company.

- The behaviour is based on perception or association.

Initially you may feel it possible to address the situation informally with the perpetrator with a view to resolving matters. Sometimes it may be the case that the perpetrator is unaware that their conduct is having such an effect and may be genuinely upset that they have caused offence. You may wish to try to explain to the perpetrator that their conduct is unwelcome, makes you feel uncomfortable and ask that they avoid such behaviour in the future. Notes should be taken of any conversation. In the event that addressing the issue informally does not resolve it or you consider the actions to be too serious to try to resolve informally, you should raise these concerns formally by contacting the manager. Nefid Personnel LTD will investigate any concerns alongside the client and ensure that appropriate actions are implemented to ensure a positive working environment for its workers. Bullying or harassment of a resident or patient is a safeguarding concern and should be dealt with firstly by following the safeguarding procedures outlined below.

Nefid Personnel is committed to creating a working environment where every employee is treated with dignity and respect and where each person's individuality and sense of self-worth within the workplace is maintained. All have a duty to treat colleagues with respect and dignity and to take all steps necessary to ensure that harassment does not occur. Whatever the form of harassment (whether by direct contact, written correspondence, the spoken word or by use of email/intranet), behaviour of this nature can be objectionable and will not be tolerated by Nefid Personnel LTD or any of the institutions we service. Any employee, who is considered, after proper investigation, to have subjected a patient/resident, another Agency Worker or anyone else that they work with to any form of harassment or bullying will have access to the Nefid Personnel LTD platform removed and any assignment ended immediately.

Fraud Awareness

In 2006 the Fraud Act came into effect, which recognises fraud as a criminal offence. A person is guilty of fraud if they are in breach of the following:



- Fraud by false representation.
- Fraud by failing to disclose information.
- Fraud by abuse of position.

Types of Fraud

Payroll Fraud - payments made to fictitious entries or fraudulent manipulation of payment. False or inflated travel, expense claims, overtime or unsocial hours claims, timesheet fraud claiming for hours that have not been worked or putting in duplicate timesheets. Requisition and Ordering Fraud - accepting inducements from suppliers, ordering goods and services for personal use and collusion with suppliers to falsify deliveries or order supplies not needed. Overseas Patients Fraud - People not resident in the UK who come to the NHS for treatment must pay for their treatment before they leave the UK.

What to Do

If you suspect fraud, you should follow these guidelines:

- DO make an immediate note of your concerns.
- DO report your suspicions confidentially to someone with the appropriate authority and experience.
- DO deal with the matter promptly if you feel your concerns are warranted.
- DON'T do nothing.
- DON'T be afraid to raise your concerns.
- DON'T approach or accuse individuals directly.
- DON'T try to investigate the matter yourself.
- DON'T convey your suspicions to anyone other than those with the proper authority.



Whistleblowing

Nefid Personnel LTD is committed to ensuring employees, contractors and employee are able to raise matters of concern without suffering any discrimination, victimisation, disadvantage or detriment for doing so. Nefid Personnel LTD has a 'Freedom to Speak-up' Guardian and a Whistleblowing and Complaints policy which can be accessed here. The policy is designed to promote a culture of freedom, honesty and openness by encouraging employees, contractors and employees to report any concerns relating to malpractice, wrongdoing, bribery, corruption, dangerous or illegal activity in the workplace internally (rather than having to go to an external organisation to do so), so allowing the company to take early action to resolve the problem before it escalates. The policy provides a clear procedure for reporting improper actions and omissions of colleagues which may cause harm to either people or the organisation itself without suffering detriment or reprisals of any type for making the disclosure. If you have concerns to raise about a care home please contact the incident team via the incident email address (info@nefid-personnel.uk) If you want confidential advice at any stage, you may contact the independent charity Public Concern at Work on 0207 404 6609 or by e-mail on: whistle@pcaw.org.uk or the NHS and Social Care Whistleblowing Helpline on 08000 724725 or by email on: enquiries@wbhelpline.org.uk. You may also wish to ask your Trade Union representative for assistance.

Any users of the Nefid Personnel LTD platform who may have concerns about the care delivered within the care home setting, or concerns about actions, omissions or decisions of Nefid Personnel LTD have a responsibility to make their concerns known via info@nefid-personnel.uk.

Guidance on Adult Support and Protection

(Safeguarding)

Nefid Personnel LTD has a zero-tolerance approach to abuse and/or neglect and all employees are required to understand and comply with training received as well as Nefid Personnel's own policy available here. Where the services are provided on client premises (e.g. a care home), we will operate according to the policies and procedures of that institution /



organisation and it is expected that the child /vulnerable person / adult at risk of harm will have been informed of their rights by that institution / organisation and that the institution / organisation will provide independent support and advice to the person concerned.

An adult at risk is anyone who (a) has need for care and support (b) is experiencing or is at risk of abuse or neglect and (c) as a result of those needs is unable to protect him or herself against the abuse or neglect or the risk of it Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it There are many types of abuse. These often co-exist and include physical, sexual, psychological, neglect, financial, discriminatory, domestic violence, poor practice, organisational, stranger abuse and harm. All individuals who work with Nefid Personnel have a responsibility to update their knowledge relating to adult protection In all cases of concern, an individual should inform the most appropriate senior person of any cases causing concern relating to adult protection and safeguarding. All individuals who work with Nefid Personnel work in partnership with all agencies whose responsibility is primarily to safeguard adults at risk of abuse In respect of a safeguarding adults review or conference where a user of the Nefid Personnel platform is requested to attend, Nefid Personnel Team will make every effort to attend to support you and provide information as required All cases of reported abuse should be appropriately recorded on the incident record at the office. In the event that you have been reported to safeguarding as part of an investigatory process, the Incident Support Manager will in most cases request a statement from both you and the reporter as part of the investigation. In respect of safeguarding children, you should familiarise yourself with both our policy here and the local policy and practice within the work area, and practice within the confines of this policy at all times You are responsible for completing and updating your training as per the Nefid Personnel Training schedule in regard to child protection. You should ensure that you report abuse or raise concerns relating to safeguarding children; through the manager in the first instance. Nefid Personnel LTD also has policies on Anti-Slavery and Human Trafficking available here and the Protection of Vulnerable People from Radicalisation available in the office.



Health and Safety

It is Nefid Personnel's policy to ensure, as far as is reasonably practicable, the health, safety and welfare of all our Employees, Agency Workers, contractors as well as patients, residents and members of the public. This involves working in partnership with clients on whose site you may be working. Nefid Personnel LTD has a Health and Safety Policy which can be accessed in the office.

Nefid Personnel LTD acknowledges and accepts the responsibilities placed on it by the Health and Safety at Work etc. Act 1974 and other relevant legislation. Nefid Personnel LTD considers that a safe and healthy working environment is a prerequisite to achieving the safe, high-quality care and a safe working environment for those who work on its behalf. The management need the full support of Nefid Personnel to ensure that the Health and Safety Policy and the arrangements that are put in place to support the objectives of the policy are implemented effectively. Injuries sustained at work may result in a RIDDOR (Reporting of Injuries Disease and Dangerous Occurrences) Report being submitted. All such incidents will be fully investigated in line with HSE expectations and as such Nefid Personnel should be notified of any work-related injuries or diseases immediately at info@nefid-personnel.uk.

You have a responsibility to do everything you can to prevent injury to yourself and other individuals affected by your actions or omissions at work. You should ensure that you follow Nefid Personnel procedures, in particular to report any incidents which have or may have led to injury or damage. You should inform a senior manager of any work situation where there is a danger to individuals and identify any shortcomings in the health and safety arrangements for protecting individuals to ensure action can be taken to rectify this. You should ensure that you check work areas and equipment are safe prior to use and use any work equipment in accordance with the training and instructions provided. You should ensure that you report incidents relating to Health and Safety to the manager as soon as possible.

COSHH

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

Duties on Agency Workers include:

- Making proper use of any control measures.
- Following safe systems of work.
- Abiding by local rules and policies.
- Reporting defects in safety equipment as appropriate.

Health surveillance must be carried out, where assessment has shown that a substance is known to cause occupational asthma or severe dermatitis and COSHH requires that employer provide suitable information, instruction and training about:

- The nature of the substances you work with or are exposed to and the risks created by exposure to those substances and the precautions workers should take.
- Control measures and how to use them.
- The use of any personal protective equipment and clothing.
- Results of any exposure monitoring or health surveillance and emergency procedures.

If you suffer illness or injury as a result of a work-related issue, Nefid Personnel LTD should be notified immediately.

Data Protection / Access to Records

To deliver the service, Nefid Personnel LTD needs to process data, including your records. Additional information can be found within our privacy notice [here](#). The information contained in your records is taken from your application form, as well as other elements of



your application including but not limited to PVG Scheme / DBS, professional registration, right to work in the UK, references and Terms and Conditions. There may be occasions when your records are disclosed to Regulators, Inspectors and clients (e.g. Care Inspectorate, CQC, LPP, CCS, Workforce Alliance, HealthTrust Europe etc). In line with the Conduct of Employment Agencies and Employment Businesses Regulations 2003, we will obtain and store the following information from all work seekers:

- Date the application was received.
- Your name, address and, if under 22 years of age, date of birth.
- Any terms which apply or will apply between you and Nefid Personnel and any document recording any variation thereto.
- Details of your training, experience, qualifications, and any authorisation to undertake particular work (and copies of any documentary evidence of the same).
- The names of any Client to whom you are introduced or supplied.
- Details of any resulting engagement and the date from which it takes effect (including all assignment start and end dates).
- Details of any requirements specified by you in relation to taking up employment.
- A copy of any contract between Nefid Personnel and you.
- Dates of requests of fees from you and receipts for such fees with copy statements or invoices, numbers and amounts (please note we do not charge fees to work-seekers for our services).
- Details about you and the position concerned with copies of all relevant documents and dates they were received or sent as the case may be. These include:
 - Your proof of ID.
 - Your experience, training, qualifications and professional registrations.



- o Your references.
- o Confirmation that you are willing to work in the position that you are being submitted for.
- o All relevant pre-employment checks.
- o Health & safety risks.
- o Any information received by us to indicate that you are unsuitable for the work being provided.

We are not required to retain details of any work-seeker that we do not provide services to. Nefid Personnel LTD has an Information Governance policy available here, which you should familiarise yourself with. In particular you should know that information governance gives assurance to individuals that personal information is dealt with legally, securely, efficiently and effectively in order to deliver the best possible service. All new workers will not be able to commence work unless evidence is received of information governance training within the previous 12 months Any breach or suspected breach of the General Data Protection Regulation (GDPR) must be reported immediately to the Data Protection Officer on Info@nefid-personnel.uk providing as much information as possible. A breach can be broadly defined as a security incident that has affected the confidentiality, integrity or availability or personal data. There will be a personal data breach whenever personal data is lost, destroyed, corrupted or disclosed; if someone accesses the data or passes it on without proper authorisation; or if the data is made unavailable, for example when it has been encrypted by ransomware or accidentally lost or destroyed. You should ensure that you practice within the Caldicott Principles at all times.

Complaints

Nefid Personnel LTD has a Whistleblowing and Complaints policy available here Complaints and concerns should be submitted via the incidents email address (info@nefid-personnel.uk) This is to ensure clarity of the full and specific details of the complaint. Where the complainant is unable to submit a complaint in writing, they should raise the complaint with the Nefid Personnel LTD team who will then record the complaint and advise the manager of the details. Comments made on internal Nefid Personnel social media sites may be considered and dealt

with as complaints, unless they are a part of a group of complaints of a similar pattern, whereby they may be considered as whistleblowing scenarios. Once recorded; the complaint / incident will be fully investigated, and the outcome recorded. The aim to resolve the complaint within 4 weeks of initial referral. The complainant informed, as far as reasonably practicable, as to the progress of the investigation. They will also update the complainant around the progress of the investigation if it extends beyond the 4-week timescale. Where required, the ISM will formally respond in writing to the complainant outlining:

- How the complaint has been considered.
- The conclusions reached in relation to the complaint, and whether it was upheld or not.
- How any action needed as a result of the complaint is being taken, or is proposed to be taken; and
- The possibility of an internal appeal if the complainant does not agree with the investigation findings. Any appeal to the outcome of a complaint will be heard by the director. Themes and trends from complaints will be analysed monthly on the records.

Training and Development

Appraisals

In line with best practice, you are required to be annually appraised. The requirements are as follows:

- The appraisal must be carried out by an individual who has been trained to carry out appraisals
- The Appraiser may be required to supply documentary evidence to demonstrate that they have been appropriately trained in the conduct of appraisals and have been regularly re-trained as appropriate. In addition to the above Nefid Personnel LTD may request feedback from our Clients. This feedback will cover the following areas:
 - General levels of service including punctuality, attitude and ability to carry out practical tasks.



- Clinical performance.
- Training needs.
- Any other issues, including progress since the last appraisal.

Information about the feedback will be available within the Nefid Personnel LTD. You are welcome to discuss these further with the manager. You should ensure that you maintain a written portfolio of your professional experience and attendance at professional development courses, which should also include a written and agreed 'Personal Development Plan' as agreed at your appraisal.

Grievance and Disciplinary Procedures

These procedures do not form part of your contract with us. They may be amended at any time, and we may use alternative procedures depending on the circumstances of the particular case.

Grievance Procedure

Grievances are concerns, problems or complaints that you may raise with us. Our aim is to facilitate a positive environment for all our workers, and we will take every complaint seriously. Where appropriate, you should seek to resolve any grievance informally with the person to whom you immediately report. If this does not resolve the problem, you should raise your grievance formally as set out below. If the matter cannot be satisfactorily resolved informally, or it is inappropriate to do so, you should raise the matter formally, without unreasonable delay, by setting out your grievance in writing and sending it to your manager. If the matter concerns your manager, you should send your grievance to the manager at Pearls Community Homes. Your written grievance letter should set out the nature of your complaint and include relevant facts, dates and the names of the individuals involved so that we can investigate it.

Your written grievance will commence the formal grievance procedure and we will endeavour to resolve your issue promptly and without unnecessary delay. We may invite you to attend meetings for discussion or endeavour to resolve the issue by reliance on documentary



evidence only depending on the nature of the grievance, but in any event, we will confirm our decision to you promptly in writing. Our letter will explain any further action we intend to take to resolve your grievance.

Disciplinary Procedure

The disciplinary procedure will be used where there are possible issues of misconduct or unacceptably poor performance. It does not apply to less serious cases where you fail to perform to the required standard as a result of genuine lack of skill, capability or training or have genuine sickness absence. In these minor cases, we will first try to resolve the issue with additional training and support if this is appropriate in the circumstances. If any complaint of misconduct or unacceptably poor performance is made against you by any colleague, client or other third party, an investigation into the allegations will be commenced. We shall decide if there is a disciplinary case to answer and, if so, aim to establish the facts of the case and conduct and complete the investigation without delay. You will be expected to cooperate fully with any investigation, including attendance at any disciplinary meetings, in order to enable us to deal with the matter promptly. We reserve the right to suspend you from providing services to our clients during any investigation and if we exercise this right, you will not receive any compensation or remuneration from us, although you will be paid for any shifts that you have completed up to the date of your suspension. If you are guilty of an act of sufficiently gross (serious) misconduct or some other fundamental breach of our rules, the rules of our clients, or of your contract, you may be summarily dismissed and removed from the platform without investigation. On completion of any investigation, you will be notified promptly in writing about what steps we have decided to take in relation to the situation, which could include your permanent or temporary removal from the Nefid Personnel platform.



Staff Handbook Declaration

I have read a copy of the staff’s Handbook which outlines the goals, policies, benefits and expectations of Nefid Personnel LTD and its Clients as well as my responsibilities as an employee. By signing each section of this document, I acknowledge that I have read and understood the requirements of Nefid Personnel LTD in relation to my role. By me signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Agency Worker Handbook provided to me by Nefid Personnel. I understand this handbook is not intended to cover every situation which may arise whilst on assignment, but is simply a general guide to the goals, policies, practices, benefits and expectations of Nefid Personnel LTD. Updates to this manual will happen from time to time. Whenever this happens Nefid Personnel LTD will notify me of this where possible. I agree to familiarise myself with these changes before undertaking any further shifts through Nefid Personnel LTD. I also acknowledge that the most up to date version will be available on the Nefid Personnel website and undertake to review regularly.

I understand that the staff Handbook 2023 is not a contract of employment and should not be deemed as such.

Print Name: _____

Role: _____

Signature: _____

Date: _____

I hereby give permission for Nefid Personnel LTD to allow access, as a minimum, to my personnel files as part of any official audit, or Client compliance purposes carried out by, any client. These personnel files will be viewed in accordance with the requirements of the Data Protection Act 2018 and General Data Protection Regulation.

Signed: _____

Date: _____



This section is just a recap of the key points stated in the contract regarding your shifts.

1. You must always be punctual to shifts. We advise setting off early to ensure you do not end up late due to factors such as traffic.
2. When in your shifts, you must follow the instructions given to you by the senior members of staff. You are not to argue with the tasks they set you.
3. You must not swear or use offensive language whilst in the premises as you may be asked to leave without pay.
4. You must show respect to all members of staff and service users whilst on your shift.
5. You must only smoke in the designated areas of the premises.
6. You must not leave until your shift is complete.
7. You must not use your phone whilst on duty, you can use it during break times or if it is urgent, please ask a senior member of staff for permission to use it.
8. If you are unsure about something during your shift, ask a member of staff. It is better to ask than do something wrong!