



Social Care  
**HANDBOOK**



## **Contents.**

- 03** - Welcome to Sanctuary Social Care
- 04** - Code of Conduct
- 05** - Before you start an assignment
- 05** - Appraisals
- 05** - When on an assignment
- 07** - Timesheets and Payment
- 08** - Service User Records
- 09** - Code of Practice when working within a service user's own home
- 09** - Handling violence and aggression
- 10** - COSHH
- 10** - RIDDOR
- 10** - Risk of Incident reporting
- 11** - Fire safety
- 11** - Moving, lifting and Handling
- 11** - Health and Safety
- 12** - Complaints reporting, handling and management
- 12** - Confidentiality
- 13** - Agency Worker Confidentiality Agreement
- 13** - Access to Information
- 14** - Disclosure and Barring Service Checks
- 15** - Complaints and allegations of abuse
- 15** - Whistleblowing Policy
- 16** - Sanctuary Social Care Ltd Grievance procedure
- 16** - Indemnity Insurance
- 16** - AIDS / HIV Infected Health Professionals
- 18** - Agency Worker Handbook Declaration



## Welcome to Sanctuary Social Care.

Thank you for choosing to work with Sanctuary Social Care. We know there are many options available to you when choosing an agency and we pride ourselves with the fact that we can offer you a great experience.

Sanctuary Social Care is committed to providing a quality service to all of our agency workers. This is supported by our team of dedicated specialists, who have unrivalled knowledge of the marketplace and employer requirements.

Sanctuary Social Care is proud to have a reputation for quality and integrity, which has been achieved by ensuring we follow relevant guidelines for recruitment including NHS Employers.

Our thorough recruitment procedures will match your skills and individual requirements to ensure you are offered the best locum opportunities for your grade, speciality and personal circumstances.

In addition to location and pay, we consider the work environment, hours and sub-specialities involved in a placement. We are open, fair and helpful with our clients and professionals, working together to provide the highest quality service.

Whether you are looking for full or part time work, long or short term placements, Sanctuary Social Care are ready to find the right role for you.

Whilst working for Sanctuary Social Care, you will be required to adhere to all policies and procedures set out in the handbook and be accountable for your practice at all times. In order to uphold our high standard of service, we would like to maintain regular contact with you. We welcome feedback, comments and suggestions and encourage you to share these with us.

## Contact Details.

Sanctuary Personnel  
15 Friars Street  
Ipswich  
Suffolk  
IP1 1TD

T: 0333 7000 020

F: 0333 7000 030

E: [info@sanctuarysocialwork.com](mailto:info@sanctuarysocialwork.com)

W: [www.sanctuarysocialwork.com](http://www.sanctuarysocialwork.com)

Our office hours are Monday to Friday 09:00 to 18:00



## Code of Conduct.

Sanctuary Social Care has rules and guidelines to ensure appropriate standards of conduct are adhered to. These are in addition to the duty of Health Professionals to comply with the law and the relevant regulatory body guidance on standards of conduct performance and ethics. These can be found at:

### HCPC

[www.hpc-uk.org/registrants/standards/download](http://www.hpc-uk.org/registrants/standards/download)

- You must complete and sign all necessary declarations before starting any assignment. These will be provided to you by your consultant.
- You must adhere to Sanctuary Social Care confidentiality guidelines, including the Caldicott principles and the Data Protection Act 1998.
- If your registration status changes or you become the subject of investigation at any time, you are required to inform Sanctuary Social Care of all details. Please note that your registration status will be checked on a regular basis.
- It is forbidden to be under the influence of alcohol and / or illegal drugs or substances at any time whilst on duty during an assignment. Sanctuary Social Care policy on alcohol and drugs in the workplace states that such behaviour could result in dismissal on the grounds of gross misconduct.
- All Local Government Offices, NHS Trusts and Hospitals are now smoke-free environments (since 1st September 2005). Sanctuary Social Care also has a non-smoking policy, which extends to all Sanctuary Social Care buildings and company vehicles. Please refrain from smoking at any time during working hours. Smoke smells remain on your clothing and may be offensive to service users.
- You must arrive for duties at the requested time and carry out your duties for the full time you have been booked. If it is found that your attendance time does not meet the requested time, Sanctuary Social Care has the right to reduce your pay accordingly.
- You must not agree to provide cover for a colleague or arrange for your own cover unless it has been agreed to by an authorised member of staff at the Client Office you are working for and Sanctuary Social Care has been informed and accepted the changes.
- Under no circumstances should you accept any gifts, loans or gratuities from service users, relatives or other interested parties.
- You are not permitted to act as a witness to the Will of individuals for whom you are providing or have provided care. You are also not permitted to give any advice in relation to Wills, investments or other financial matters to individuals for whom you are providing or have provided care.



**You may be removed from Sanctuary Social Care register and not considered for further assignments if:**

- You fail to comply with Sanctuary Social Care Code of Conduct.
- There are reports of continual poor performance.
- The Hospital or Trust/Local Authority you are working for deems it necessary on the grounds of competence and / or public interest.
- You have seriously breached the rules and / or policies of the client you are working for.
- You continually fail to notify Sanctuary Social Care that you will not be attending a duty once you have accepted it, or you are continually late without acceptable reason.
- There is evidence of theft, fraud, dishonesty or corruption.
- There is evidence of deliberate damage to the property of others.
- There is evidence of any type of abuse and / or disorderly or indecent conduct.
- There is evidence of acts of incitement or actual acts of discrimination on the grounds of sex, disability, race, religion or ethnic origin.
- You allow another person to use your identification badge.

**Please note this list is not exhaustive.**



## **Your responsibilities as a Sanctuary Social Care Locum.**

Please adhere to the Sanctuary Social Care code of conduct and where relevant, your regulator's guide to standards of conduct performance & ethics at all times when working on an assignment for Sanctuary Social Care.

### **Before you start an assignment.**

Before starting a new assignment we will send you an offer letter with all of the information you will need to begin work. (This may include interview details if the client requests an interview with you prior to the commencement of an assignment).

It is necessary for you to declare to Sanctuary Social Care before you start any assignment if you are a new (given birth in the last 6 months) or expectant mother. This is necessary so that a risk assessment can be performed in accordance with the Health and Safety regulations of the client you will be working for.

Some clients will require you to have carried out specific training in addition to your qualifications, in these events, Sanctuary Social Care will arrange for this training to be carried out. Failure to complete any required training may mean your placement will not commence. Where training is required to be renewed annually, we will notify you in good time of this. All renewals must be completed prior to the expiry of your training certificate.

For NHS placements, you will be required to undertake mandatory training prior to commencing your role Sanctuary Social Care will arrange the necessary training and renewals for you.

### **Appraisals.**

Sanctuary Social Care regularly requests updates of your work with our clients. Where you have been in the same post for 12 months or more, we will arrange for an appraisal or your placement to be carried out.

### **When on an assignment.**

#### **Your first day**

On arrival, before you start work, it is compulsory that you familiarise yourself and comply with the client's general policies and procedures including (but not limited to):

- Fire safety
- Information security
- Health and safety
- Incident reporting systems

It's vital that this is done at the start of an assignment as policies will vary between departments and clients.



## Security.

Whilst on an assignment you must comply with the client's security measures in respect of personnel and other persons attending the premises. It is your responsibility to familiarise yourself and comply with these policies. The client you are working for has the right to search your person, possessions and vehicle if they deem necessary. Failure to comply could result in the termination of your contract.

## Computer access.

The client you are working for may at its discretion authorise you to gain access to certain computer systems and certain programs and data within those systems. Attempts must not be made by you, alone or in concert with others, to gain access to data or programs for which authorisation has not been given.

### **When authorised to use client's computer systems, you are advised to:**

- Observe the specific security instructions in respect of the proper use and protection of any password required.
- Observe the specific security instructions in respect of the procedures followed when using any floppy disk, CD ROM disk, removable hard drive or any other device for the storage and transfer of data or programs.
- Not load any program into any computer via disk, typing, electronic data transfer or any other means.
- Not access any other computer or bulletin board or information service (including, without limitation, the Internet) except with specific prior consent of the client you are working for.
- Not download any files or connect any piece of computer equipment to any network or other item of computer equipment without prior consent of the client you are working for.

## Environmental Policies.

Please make yourself aware of and abide by any current environmental laws and policies which are particularly applicable to your place of work.

## Smoking.

As outlined in the code of conduct, Sanctuary Social Care has a non-smoking policy, which extends to all Sanctuary Social Care buildings and company vehicles. The majority of our clients, in particular NHS Trusts also have a smoke-free policy (since 1st September 2005), meaning that smoking is banned on all premises.

Please refrain from smoking at any time during working hours. Smoke smells remain on your clothes and may be offensive to service users. If you are a smoker and would like to quit, Sanctuary Social Care would like to offer their help and support.

### **Most smoking cessation plans have several important steps. These include:**

- Anticipate withdrawal symptoms and plan for how you will deal with them (for example through nicotine replacement therapy).
- Inform family, friends and co-workers that you have decided to quit.
- Get rid of all tobacco products in your possession.

Taking these steps will greatly enhance your chances of quitting smoking. There is also a lot of helpful information on the following websites:

[www.quitnet.com](http://www.quitnet.com)

[www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)



## Timesheets and payment.

### Electronic Timesheets

Sanctuary Social Care encourages our candidates to use our online timesheet facility, for more information on how to use this system, please speak to your consultant. By avoiding the use of the paper timesheets, you can clearly track the status of your timesheet and ensure your correct hours reach us immediately.

### Paper Timesheets

Where you choose to use paper timesheets, it is your responsibility to submit these to Sanctuary Social Care. They must be signed by an authorised signatory in the department of the client you are working for. It is vital that all sections of your timesheet are complete, and all writing is printed clearly. This will avoid delays in your payment being processed.

#### Your timesheet must be completed with:

- Your full name, grade and locum reference number (provided by your Sanctuary Social Care recruitment consultant)
- The client you are working for and the department you are working in.
- The booking reference for the assignment you are on (provided by your Sanctuary Social Care recruitment consultant)
- The date of each day you have worked (dd/mm/yy format)
- The shift start time, break start and finish times and shift finish times for each day worked (24 hour hh:mm)
- The total hours worked per day and per week
- The stand by/on call hours worked per day and per week (if applicable)
- Your signature (dated)
- The name and signature (dated) of an authorised signatory of the client
- Any expenses claimed and an authorised signature (dated). (Please note that if you are able to claim expenses we will inform you at the time of the booking. Do not fill in this section of the form unless you are certain you are able to claim)

The intentional use of unauthorised signatures on any part of the form and/or intentional claims for hours not worked or expenses not owed are fraud, and will be treated as such.

When completed and signed you must fax or scan this to us for processing. The Sanctuary Social Care week, ends on a Sunday and you are paid weekly in arrears on the following Friday. Payment will only go through on time if you return your timesheet to us by 11am on Tuesday.

Return timesheets via fax to **0333 7000 031**. Other faxed correspondence should go to **0333 7000 030**.

Your rate of pay and information regarding claiming expenses will be included in your offer letter for each assignment. You should not accept any payment directly from the client you are working for. If you run out of timesheets, please call the **Administration Team** on **0333 7000 020**. If you have any queries relating to payment, please call the **Payroll Department** on **0333 7000 020** as soon as possible. If a payment is shown to be incorrect Sanctuary Social Care reserves the right to adjust future pay to compensate. Please inform the payroll department in writing if your bank or building society details change.





## **Pay as You Earn. (PAYE)**

Please ensure you fill in any tax forms sent to you as soon as possible to avoid paying more tax than necessary. If you cannot produce a P45 when you commence employment with us then you will be taxed on a week one basis. If you cannot complete a P46 then you will be taxed at basic rate.

Annual holiday entitlement is 20 working days. This includes public holidays. Your holiday year will be the 12 month period starting with the date of your first assignment, or in subsequent years, with the anniversary of that date. Your entitlement will start to accrue from the date you commence work. All holidays must be taken in the holiday year in which they accrue and cannot be carried over to the next. Applications for holiday must be requested through your Sanctuary Social Care recruitment consultant.

## **Working Time Regulations.**

It is vital that you work in accordance with the Working Time Regulations and its limits on working hours.

Please note that this only applies if you did not sign the agreement to opt out of the 48 hour week limit in section 15 of the application form. You may terminate this agreement at any time by giving Sanctuary Social Care four weeks written notice.

For further information on working time regulations, [www.dti.gov.uk](http://www.dti.gov.uk) or ask your Sanctuary Social Care recruitment consultant.



## Service User Records.

Under the Public Record Act, due to the nature of work carried out, all employees (employed directly or via a recruitment agency) have a degree of responsibility for any records that they create or use. Any records created by an employee are public records and may be subject to both legal and professional obligations.

Notes about service user care must therefore be accurate and up-to-date.

Any complex queries regarding service user notes should be directed to your line manager at the client you are working for. Sanctuary Social Care guidance on confidentiality and the Data Protection Act 1998 must be adhered to at all times. Please refer to the following notes for guidelines on making and managing service user records:

- It is your individual responsibility to document your own actions and decisions in notes.
- Date and sign each new entry with your full name and professional designation.
- All entries should be neat, legible and written in black ink.
- Use objective, precise language avoiding abbreviations.
- Record the source of referral.
- Record relevant conversations with the family or friends.
- Every page of notes should be printed with the service user name, case reference and client location to avoid mistaken identity.
- Do not skip lines or leave blank spaces.
- Draw a single line through incorrect entries. This should be initialled, dated and noted in the margin that it was an incorrect entry.
- Printed test results are part of a service user records and must be signed to confirm you have read them.
- Record in notes any information given before they give consent when you require a consent form to be signed.
- Record any adverse reactions to or problems with treatment on: prescription charts, case notes and treatment sheets.

**Do not remove case notes from the location you are working in or send original case notes to other locations.**



## **Code of Practice when working within a service user's own home.**

All sections of the Sanctuary Social Care code of conduct apply when working outside of a client location or client location, for example working within a service users own home.

When providing care outside of a hospital, trust or client location, the client you are working for will have adequate arrangements in place to assess any potential risks. However you will not always have access to immediate support from colleagues if faced with difficult or hostile situations. Special arrangements will be made where necessary if high risk visits require that you will be accompanied by a colleague or security officer. Please adhere to the following guidelines to minimise the risk of incidents occurring:

- Check that you are suitably insured for carrying out home visits before accepting the duty.
- Always wear your identification badge.
- Always carry a means of contact, i.e. a mobile phone.
- On arrival to a service user's home, carry out a "10 second" risk assessment. If you feel there is a risk of harm to yourself have an excuse ready not to enter the home and to arrange an alternative appointment.
- Remain alert throughout visits, ensuring you are aware of entrances and exits.
- Under no circumstances should you compromise your own safety. If you feel unsafe at any point you should remove yourself from the situation immediately.
- Always ensure that an appropriate colleague from the client you are working for is aware of your movements and has details including your mobile telephone number and details of the vehicle you will be travelling in.
- Report incidents that have occurred or potential causes of incidents. This will ensure that any lessons learnt can be fed back into risk management processes.

## **Handling violence and aggression.**

Workplace violence is defined as "any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well being or health" (European Commission SG V 1997).

Violence, abuse, threats, harassment and aggression towards staff is unacceptable. Managing them is the responsibility of the Hospital, Trust or client you are working for, and yourself. Personal security is the responsibility of every member of staff. You must always behave in a manner to ensure your own safety and security, especially when working outside of a Hospital, client location for example in a service user's home. (See Sanctuary Social Care Code of Practice for working within a service user's home).

You are under no obligation to put your own safety at risk and must withdraw yourself from any situation you feel is unsafe then seek advice from your line manager regarding continuing treatment. Different clients will have their own strategies on handling violence and aggression and on what to do if you believe there to be a risk; these must be adhered to at all times. Service users: Any incidence of service user violence should be documented in their notes and via the client's incident reporting system (which you will have familiarised yourself with at the start of the assignment).

If the violent or aggressive behaviour is mild, it may be sufficient to raise the problem with the service user in an informal manner by highlighting the unacceptable behaviour. If the violence or aggression is of a more serious nature and / or it is occurring consistently over a period of time, you must inform your line manager and together consider further actions required.

Visitors to client sites: Any incidence of violence or aggressive behaviour by a visitor should result in the visitor being asked to leave the premises. The incident should be documented and referred to management to discuss whether or not the visitor should be banned from the site.



## **COSHH.**

COSHH stands for the Control of Substances Hazardous to Health regulations 2002. It requires employers to control exposures to hazardous substances to protect both employees and others who may be exposed from work activities. During assignments, you may encounter a wide range of substances which could be toxic, harmful, corrosive or irritant. It is your responsibility to familiarise yourself and comply with the local procedures of the client you are working for.

Where appropriate you will be provided with personal protective equipment, such as gloves and aprons. To ensure the protection of others, you must ensure all hazardous substances are stored correctly and safely.

## **RIDDOR.**

RIDDOR stands for the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, which came into force on 1st April 1996. It requires the reporting of work related accidents, diseases and dangerous occurrences. This is a legal requirement. Further guidance can be found at:

[www.riddor.gov.uk](http://www.riddor.gov.uk)

It is your responsibility to adhere to this act and the policies of the client you are working for.

## **Risk of Incident reporting.**

The definition of an incident is: "any event or circumstance (the hazard) that leads to unexpected harm, loss or damage." Harm is defined as "injury (physical or psychological), disease, suffering, disability or death." If you encounter any hazards which could potentially result in an incident occurring, you must:

- Document who is at risk, and how they may come to harm.
- Inform your line manager and work together to eliminate or reduce the risks.
- Never undertake repairs or maintenance work of any description to equipment provided in the client you are working for. Instead, attach a dated "DO NOT USE" notice.
- Follow up and ensure that action has been taken to eliminate or reduce the risk. If not, then rereport the risk.

### **Examples of hazards within a working location or service user's home can include:**

- Unsafe furniture, commodes or wheelchairs.
- Loose carpets or uneven floor surfaces (slipping or tripping hazards).
- Faults or defects to equipment.
- Inadequate lighting.
- Extremes in temperature.
- Flammable materials.
- Inappropriately stored chemicals.

**Please note this list is not exhaustive.**



## **Fire safety.**

It is your responsibility to familiarise yourself with fire safety procedures at the start of every assignment before you start work.

If a fire alarm sounds and you are unsure of what action is to be taken, seek the advice of a permanent member of staff immediately.

If you believe there to be a risk of fire in your place of work, you must report this risk immediately and ensure actions are taken for it to be reduced or eliminated.

## **Moving, lifting and Handling.**

You should not lift loads above the safe level that you have been trained to lift. It is your responsibility to take reasonable care for your own safety and that of your colleagues or service users. You must also familiarise yourself and comply with the procedures and policies of the client you are working for.

In addition to attending regular refresher training courses, please observe the following guidelines on moving and handling to avoid injury to yourself and your service users:

- Assess: the task, the environment, the service user or load, the equipment to be used and the capabilities of the handler(s).
- Any lifting equipment or aid must be used in accordance with manufacturer's instructions.
- Get help if necessary.
- Explain to the service user exactly what you are about to do, where possible.
- Position yourself as close to the service user or load as possible.
- Prolonged loading of the spine should be avoided where possible.
- Avoid heavy loading with the spine rotated or laterally flexed.

[www.nhs.uk/conditions/social-care-and-support-guide](http://www.nhs.uk/conditions/social-care-and-support-guide) provides more information and guidance.



## Health and Safety.

Sanctuary Social Care Ltd and any client you may work for will comply in all respects to the Health and Safety at Work Act 1974 and any subsequent legislation or regulations. Sanctuary Social Care will provide information and training where necessary in order to maintain safe and healthy conditions for our staff.

It is also your responsibility to ensure your own health and safety, and the health and safety of those who may be affected by your actions. At the start of every assignment you must familiarise yourself and comply with the Health and Safety policies of the client you are working for. Please also see the following guidelines:

- Prior to starting each assignment, you must confirm that you are not suffering from any illness which may pose a risk to service users. This declaration is included in your booking confirmation. Please note the importance of informing us and the client hirer you are working for if you become diagnosed with any condition and / or you are, or become pregnant. It is important that you notify us of any condition that you may require any workplace assistance with. You are not required to complete a health declaration prior to being offered a position with Sanctuary Social Care.
- It is your responsibility at the start of every assignment to immediately familiarise yourself, and comply with the client's health and safety policies and procedures.

## Complaints reporting, handling and management.

A complaint is defined as an "expression of dissatisfaction requiring a response" (The Citizen's Charter Complaints Task Force).

Each client you are working for will have their own policy for dealing with complaints which you must adhere to. For NHS placements there is guidance available on the NHS complaints procedure at:

[www.dh.gov.uk/ContactUs/ComplaintProcedures](http://www.dh.gov.uk/ContactUs/ComplaintProcedures)

### **Please also observe the following guidelines:**

- Service users have the right to complain, and also have the right to expect a prompt, honest and constructive response. You must not allow a service user's complaint to affect their care or treatment.
- Regardless of how a complaint is made, its substance must be considered carefully and entirely. However, if the complainant is abusive or threatening, it is reasonable to suggest that they should communicate in an alternative way (for example in writing).
- All complaints should be fully documented and treated as being confidential.
- Complaints should always be used as tools for change or improvement to the service that is being provided. If you are the subject of a complaint, either from a service user or from the Hospital/Trust or client you are working for, it may be necessary to withdraw you from that assignment whilst the complaint is investigated. Depending on the severity of the complaint, we may not be able to offer you any work during the complaint investigation.



## Confidentiality.

Confidentiality is central to trust between health professionals and service users. Without assurances in confidentiality, service users may be reluctant to disclose information that you require to provide good care. The "Caldicott Principles" are protocols that have been nationally agreed on service user confidentiality and form the Department of Health guidance on the protection and use of service user information.

To ensure service user confidentiality is maintained, please comply with the Caldicott Principles:

- Justify the purpose(s)

You must justify the purpose(s) for which information is required. Every proposed use or transfer of service user-identifiable information within or from an organisation should be clearly defined and scrutinised. Justified purposes include; provision of care, assuring and improving the quality of care and treatment, investigating

## Complaints and risk management.

- Do not use service user-identifiable information unless it is absolutely necessary: Unless a genuine case can be made for the inclusion of this information and there is no alternative, service user-identifiable information should be removed or modified so that all those who may see it are not aware of the individual's identity.
- Use the minimum necessary service user-identifiable information: Where use of this information is considered to be essential, each individual item of information should be considered with the aim of reducing the possibility of identification, and be fully justified.
- Access to service user-identifiable information should be on a strict need-to-know basis: Individuals should only have access to the information they really need to see. It is vital that information about service users must be effectively protected against improper disclosure at all times. Do not leave documentation in a place where an unauthorised person could gain access to it. Do not discuss any service user in a public place.
- Everyone with access to identifiable information should be aware of their responsibilities.
- Understand and comply with the law. By law, you have an obligation to safeguard confidentiality of service user information. In addition to service user confidentiality it is also vital that information regarding the client you are working for, including its staff and procedures, is treated confidentially. It is vital that you:
  1. The client you are working for
  2. The identity of any service user under the care of the client
  3. The medical condition or treatment received by any service user
- Comply with the Data Protection Act 1998 and any other applicable data protection legislation. This can be found at:

[www.opsi.gov.uk/acts/acts1998](http://www.opsi.gov.uk/acts/acts1998)



## **Agency Worker Confidentiality Agreement.**

In return for any client of Sanctuary Social Care providing information to you in the course of your assignment as an Agency Worker. You agree to do the following in relation to the information given to you or obtained by you in the course of such placement ("the information"):

- To hold the information in the strictest confidence and to ensure that it is kept in a safe and secure place when not in use. You acknowledge that no Information is to be removed from Client premises without the express permission of the Client;
- To use the Information only for the purpose of the work for which you have been given such Information.
- Not to disclose it to any third party or to copy the Information except as may be required in the course of your duties; You agree that any breach of this undertaking by you or any third party to whom you release the information may result in legal proceedings being commenced against you including a claim for the recovery of any losses or damages incurred by the client as a result of that breach. The above is confirmed by signing and returning the declaration at the back of this handbook and forms part of your contract with Sanctuary Social Care.





## Access to Information.

In order to process your application for temporary work or for purposes of auditing, we may be required to disclose all or some of the details held in your personnel file, including but not limited to: your application form; curriculum vitae; driving licence; evidence of your right to work in the U.K.; and employment references, to a client to whom you will be assigned to carry out work. The client may themselves verify any of these documents at any time.

In accordance with client processes for safeguarding vulnerable adults and children, if you are placed into a role where you will be working unsupervised with vulnerable groups we may also be required to disclose your Disclosure Barring Service (DBS) Disclosure to our client.

When supplying us with details of your update service membership, you agree to us carrying out checks on your DBS as required. These checks will be carried out at least once per calendar year, however, may be carried out more frequently where necessary.

Where you are required to supply your driving licence for a role, by signing this document you are authorising us to check the status of your licence online at gov.uk following the counterpart licence becoming obsolete. We may check this at intervals deemed necessary but a minimum of the start of each new relevant placement. We may be required to scan a copy of your photo I.D. and where applicable your work visa and upload the scans to a Managed Vendor's I.T. system.

Our clients comply fully with their obligations under the Act and all other relevant legislation pertaining to the safe handling, use, storage, retention, processing and disposal of Personal Data and/or Sensitive Personal Data contained with DBS Disclosures and ensure that it:

- Does not disclose the DBS certificate to any third party and that it is passed only to those who are authorised to receive it in the course of their duties except where disclosure is required by any applicable laws, court orders, or government regulations or where you give us permission to do so;
- Uses the information only for the specific purpose for which it was required;
- Does not keep disclosure information for any longer than is necessary; and
- Takes all reasonable steps to protect any information submitted via an online submission system.

You have a right to ask to see details of any personal information that a client holds about you at any time. You may also request a copy of a client's policy statement on the Secure Storage, Handling, Use, Retention and Disposal of DBS Disclosures and Disclosure Information.

We may be required to share your personal data for the prevention and/or detection of crime.

The above is confirmed by you signing and returning the confirmation at the end of this handbook.



## Disclosure and Barring Service Checks.

Where relevant to your role, you are required to hold a Disclosure and Barring Service check dated within 12 months. Sanctuary Social Care will contact you three months prior to expiry of your current disclosure to process a renewal. Failure to complete the renewal within the required timescale may result in your disclosure expiring and you may be removed from your placement until a new one is obtained.

Registered Bodies no longer receive physical copies of DBS Disclosures; it is therefore your responsibility to ensure that you provide us with your disclosure upon receipt. Failure to do so prior to expiry of your previous disclosure may mean you are removed from your placement until we are in receipt of the disclosure. You are required to notify Sanctuary Social Care should you become the subject of any police investigations during your placement.

The Disclosure and Barring Service now offer an Update Service, which you can register with. This will, on many occasions, remove the requirement to complete an application annually. For more information on this service, please see below.

[www.gov.uk/dbs-update-service](http://www.gov.uk/dbs-update-service)

## Complaints and allegations of abuse.

Any complaint and / or allegation of abuse made against you would be investigated fully by us and continuation of your assignment would be decided by the client you are working for. You would be made fully aware of any allegation or complaint made against you.

Abuse can result inadvertently from well-intended actions. Always adhere to Sanctuary Social Care's code of conduct and please be aware that the following actions all constitute "abuse":

- Physical and sexual abuse ranges from rough handling to indecent assault. Always adhere to the client's guidelines on manual handling.
- Neglect is the deliberate withholding of basic rights and comforts, including deprivation of food, light, heat, medication, personal hygiene and contact with others.
- Psychological abuse can result from inappropriate or demeaning language or forcing someone to undertake or witness distasteful events.
- Financial abuse ranges from inappropriately influencing an individual's financial decisions to stealing money and valuables.



# Whistleblowing Policy.

## Introduction

- Employees may, in properly carrying out their duties, have access to, or come into contact with, information of a confidential nature. Their terms and conditions provide that except in the proper performance of their duties, employees are forbidden from disclosing, or making use of in any form whatsoever, such confidential information.
- However, the law allows employees to make a 'protected disclosure' of certain information. In order to be 'protected', a disclosure must relate to a specific subject matter (clause 2) and the disclosure must also be made in an appropriate way (clause 3). Whistleblowing protection is confined to a disclosure which, in the reasonable belief of the employee making the disclosure, is made in the public interest.
- Sanctuary Personnel ("the Company") is committed to be compliance with the Bribery Act 2010. The Company actively encourages a culture of honesty and openness and therefore all employees are required to bring up to their manager or other designated person any issue that, in the employee's opinion, might constitute bribery or corruption.]

## Specific Subject Matter

If, in the course of employment, an employee becomes aware of information which they reasonably believe tends to show one or more of the following, they must use the Company's disclosure procedure set out below:

- That a criminal offence has been committed is being committed or is likely to be committed.
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which he is subject.
- That a miscarriage of justice that has occurred, is occurring, or is likely to occur.
- That the health or safety of any individual has been, is being, or is likely to be, endangered.
- That the environment, has been, is being, or is likely to be, damaged.
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.
- That the business or any associated person has been, is being, or is likely to be receiving or offering bribes.
- That any foreign official has been, is being, or is likely to be bribed or offered facilitation payment by the company or any associated person.

## Disclosure Procedure

- Information which an employee reasonably believes tends to show one or more of the above should promptly be disclosed to their manager so that any appropriate action can be taken.
- If it is inappropriate to make such a disclosure to the manager, the employee should speak to their team leader.
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure.
- However, failure to follow this procedure may result in the disclosure of information losing its 'protected status.'
- For further guidance in relation to this matter or concerning the use of the disclosure procedure generally, employees should speak in confidence to the Head of Support Services.

## Ref: The Public Interest Disclosure Act 1998

[www.pcaw.org.uk/guide-to-pida](http://www.pcaw.org.uk/guide-to-pida)



## **Sanctuary Social Care Ltd Grievance procedure.**

If you would like to raise a problem or concern about any of the services that Sanctuary Social Care provides to you as a Locum, please follow this procedure:

- Set out your complaint in writing and send this statement to your recruitment consultant at Sanctuary Social Care.
- We will invite you to attend a meeting to discuss the issues, provided you have informed us of the basis of the grievance and we have had reasonable opportunity to consider the information you have provided.
- After the meeting we will inform you of our decision.
- If you wish to appeal, you must inform Sanctuary Social Care within 5 working days of receiving the decision. On doing so, we will arrange a further meeting. After the appeal meeting we will inform you of our final decision within 5 working days of the appeal meeting.

## **Indemnity Insurance.**

NHS or Crown Indemnity pays for the financial consequences of alleged negligence which occurs in NHS hospitals. Crown indemnity would not apply to give you personal support if you have acted outside the terms of your contract, for example if you are being prosecuted for a criminal offence as when a service user has been killed by gross negligence.

It also does not apply for "Good Samaritan" acts, such as stopping at a roadside accident, defence at regulatory proceedings or inquiries into professional competence, work outside of NHS premises or General Practice.

Sanctuary Social Care strongly recommends that you take out supplementary insurance with one of the medical defence bodies. For those working under Ltd or Umbrella Companies, you are required to hold professional indemnity insurance. Please ensure you provide us with up to date copies of your insurances. Sanctuary Personnel Ltd holds indemnity insurance.



## **AIDS / HIV Infected Health Professionals.**

All health care workers are required under ethical and legal duties to protect the health and safety of their service users. They also have a right to expect that their confidentiality will be respected and protected. The following information and guidance is taken from "HIV Infected Health Care Workers: Guidance on management and notification of service users." Please read and abide by these guidelines, which can be found at:

[www.hse.gov.uk/biosafety/blood-borne-viruses](http://www.hse.gov.uk/biosafety/blood-borne-viruses)

The circumstances in which HIV could be transmitted from an infected health professional to a service user are limited to exposure prone procedures, in which injury to the health professional could result in their blood contaminating the service user's open tissues. HIV infected health care workers must not perform any exposure prone procedures.

The final decision about the type of work that may be undertaken by an HIV / AIDS infected health professional is made by the trained specialist carrying out the occupational health screening required to be a Sanctuary Social Care Locum Health Professional.

These include procedures where the worker's gloved hands may be in contact with sharp instruments, needle tips or sharp tissues (e.g. spicules of bone or teeth) inside a service user's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times. Procedures where the hands and fingertips of the worker are visible and outside the service user's body at all times, and internal examinations or procedures that do not involve possible injury to the worker's gloved hands from sharp instruments and / or tissues, are considered not to be exposure prone, provided routine infection control procedures are adhered to at all times.

### **Examples of such procedures include:**

- Taking blood (venepuncture)
- Setting up and maintaining intravenous lines or central lines (provided any skin tunnelling procedure used for the latter is performed in a non-exposure prone manner)
- Minor surface suturing
- The incision of external abscesses
- Routine vaginal or rectal examinations
- Simple endoscopic procedures

If a service user has been at distinct risk of contamination then the decision on whether or not they should be notified should be made on a case-by-case basis. Further guidance can be found at:

[www.webarchive.nationalarchives.gov.uk](http://www.webarchive.nationalarchives.gov.uk)



## Agency Worker Handbook Declaration.

I have read a copy of the Agency Worker Handbook which outlines the goals, policies, benefits and expectations of Sanctuary Social Care and its clients, as well as my responsibilities as an Agency Worker. I have familiarised myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Agency Worker Handbook provided to me by Sanctuary Social Care. I understand that 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 Sanctuary Social Care.

Updates to this manual may be issued. Should this happen, Sanctuary Social Care will notify you of this by email. You will, at that time, be required to familiarise yourself with any changes notified.

In particular, by signing below, you are confirming that you have familiarised yourself with the content of this handbook. This agreement relates to all information held within the handbook, however, with particular note to the following, which form part of your pre employment compliance checks

- Sanctuary Social Care Confidentiality Agreement on page 13 of this handbook
- Access to Information Agreement on page 13 of this handbook
- Sanctuary Grievance Procedure on page 16 of this handbook

By signing below, you are agreeing to adhere to all areas covered in this handbook whilst on assignment with Sanctuary Social Care. Failure to do so may affect your placement through our agency.

This page must be returned to your Sanctuary Social Care consultant prior to commencement of assignment.

**Sign:**

**Print Name:**

**Date:**