



HANDBOOK

0800 246 1966



Welcome to Go Nursing

Thank you for registering with us. We look forward to a long and mutually beneficial working relationship. Our objective is to make you happy by providing suitable work and ensuring you're paid correctly and on time. We want you to be totally satisfied with the services we provide, but in the unlikely event that we do not meet your expectations, it's important that you bring this to our attention to enable us to address the issues you have raised.

Our Care Philosophy

We are totally committed to achieving and maintaining the highest possible standards of care and service. Agency workers are required to be continually aware of the needs and wishes of each individual and have respect for their background, culture and way of life. You should preserve the dignity, self-respect and privacy of each individual and deliver care with sensitivity and discretion. Agency workers are expected to maintain a positive and proactive work ethic and display the highest levels of professionalism at all times.

Timesheets

The accurate and timely payment of your wages is really important to us and your timesheets are an essential part of this payment process. It's vital that you obtain the required client signature and submit your timesheet **immediately after each and every shift.** Timesheets are signed and submitted electronically via the 'Go Nursing' app. Failure to submit your timesheets via the app will delay payment to you.

Payroll

Your wages will be paid into your bank account every Friday before 5pm providing your timesheets have been submitted correctly. You're paid one week in arrears i.e. what you work this week you're paid for next week. The working week is Monday – Sunday. A payslip will be provided by our payroll agent before 5pm every Thursday. If you have any queries regarding your payslip, please contact our payroll agent on **01529 707121** between 9am – 5pm Monday – Friday. If you have any questions regarding your income tax, please call HMRC directly on **0300 200 3300.**



Availability

Providing regular and accurate availability via our app is an important part of getting the shifts you want. If possible, please try and provide 4 weeks' worth of availability. On days you can't work, please mark yourself as unavailable (U). It's important that if your availability changes you update it immediately as it isn't possible to always contact you before assigning a shift. We'll never automatically assign you a shift if the notice period is less than 48hrs and/or it's over the maximum travelling distance we've agreed. Cancelling shifts causes all sorts of problems, so please ensure any availability you provide is definite. For the avoidance of doubt, you can't cancel a shift via the app. Once you have accepted a shift the only way to cancel it is by calling the office on 0800 246 1966.

Mandatory Training

An essential part of your registration with us is ensuring your mandatory training is kept up to date. Care homes will not accept any agency workers who don't have in-date training. Mandatory training is normally completed annually and consists of the following courses:

Moving & Handling
Safeguarding Adults
Equality & Diversity
Health & Safety
Autism Awareness
Food Hygiene

We can provide mandatory training updates if required.

Mobile Phones

Under no circumstances can mobile phones be used whilst on shift. Mobile phones should be switched off and only used on your breaks. For the avoidance of doubt, mobile phones on 'silent' are also not permitted.



Timekeeping

We pride ourselves on high standards of service, so please ensure for arrive for work on time. Lateness is unacceptable and portrays an unprofessional image. You should aim to arrive 10 minutes early. It's important that you plan your journey thoroughly, allowing additional time when travelling to unfamiliar locations. In the unlikely event that you find yourself running late, please call the care home immediately to inform them of your expected arrival time.

Uniform & ID Badges

We can provide 'Go Nursing' uniform if you don't have your own plain tunics to wear. A 'Go Nursing' ID badge will be provided that must be worn at all times. For infection control purposes you must not wear your uniform when travelling to your place of work. If clients request for uniform and ID badges not to be worn, we will inform you prior to the start of your shift. Black/Grey/Navy or similar cotton trousers must be worn. For the avoidance of doubt, jeans and leggings are not permitted. Please keep your uniform clean and tidy as you're expected to portray a professional image at all times. Comfortable, flat or low-heeled work shoes should be worn. Trainers and sandals are not permitted. If you're in any doubt of what is acceptable to wear you must contact us immediately for guidance. Nail varnish and/or acrylic/gel nails should not be worn under any circumstances.

Hairstyles & Jewellery

Please make sure that your hair is clean and tidy. Long hair must be secured in such a way that it does not pose a safety hazard. Jewellery and watches should not be worn; however, one plain ring and one pair of small stud earrings is acceptable.

Contact Details/Communication

We fully understand that people have busy lives and other work/family commitments. However, the success of our business depends largely on us maintaining good communication. Please avoid sending texts and/or emails to inform us of anything urgent. In an emergency you can contact us 24/7 on **0800 246 1966** and on the same number for general enquiries between 8am – 5pm Monday – Friday. **We regularly text messages from 07731 703645 which you can reply to, however, this number is solely used for texts and only monitored during working hours Monday – Friday.**



Shift Cancellations/Emergencies

Providing a reliable service to care homes is vital to ensuring we have regular and continued work. Agency staff are used because of a shortage of permanent staff, so care homes do rely on us heavily. **In the unlikely that you need to cancel a shift within 24hrs of the start time, please contact the care home directly to inform them before contacting us. Please ensure you only speak to the manager, nurse in charge or senior carer. If the start time is more than 24hrs away, you only need to contact us and we'll inform the care home on your behalf. For the avoidance of doubt, notifying us of a shift cancellation must be done by telephone and not text/email.**

Night Shift Working

All night shifts are 'waking nights' meaning sleeping is not permitted under any circumstances. Resting your eyes, i.e. closing them, is also not permitted. You must always remain alert as you are caring for vulnerable people who may need your help at any time.

Workplace Pension

All agency workers over the age of 22 must be enrolled into our workplace pension scheme when their weekly earnings exceed £192 – it's the law. A total of 8% will be paid in: 4% by you, 3% by us and 1% by the government. If you don't want to participate in the workplace pension scheme, you can 'opt out' by following the instruction in the 'Welcome Pack' you'll receive by post. Further information can be provided by our payroll agent on **01529 707121**.

Go Nursing App

Our Go Nursing app can be downloaded from the Apple App Store or Google Play Store. **However, please don't download our app until you've successfully completed our app training.** Details of how to complete the app training will be provided once you're fully compliant. Our app is used for submitting availability, accepting your shifts, getting timesheets signed and checking shift information e.g. start/end times, care home address. Please don't upload any documents to the app as it's not required. We do not use the messaging function within the app, so please call the office on 0800 246 1966 if you have any general enquiries.



Social Media/Confidentiality

All agency workers will come into contact with information which, in many instances, is private and confidential. You are required to ensure such information remains private and confidential at all times. Discussing information concerning clients and/or service users that is not essential for you to perform your duties is forbidden. For the avoidance of doubt, this includes all forms of social media, whether in an open or closed forum. We will not tolerate any breaches of confidentiality. A copy of our privacy statement is on the 'Home Page' of our website. Please take time to read and understand this document, as you must adhere to it all times. Should you have any questions about your responsibilities, please contact the office for further guidance.

Prevention of Abuse / Escalation of Concerns

In accordance with the Human Rights Act 1998, Mental Capacity Act 2005 and the Sexual Offences Act 2003, agency workers are required to safeguard the welfare of all service users. Abuse can take many forms, including physical, psychological, neglect, sexual, financial, discriminatory and institutional. If you suspect any abuse, bring it to the attention of the care home manager and inform Go Nursing immediately. Additionally, if you have any other concerns whatsoever whilst at work, please also bring these to the attention of the care home manager and Go Nursing at the earliest opportunity.

Gifts to Agency Workers

Although in principle there may be nothing wrong in accepting a small gift from a service user or their relatives, for example during the Christmas period, there is a danger that these gifts could be mis-interpreted by the giver as a means of buying influence or preferential treatment from the nursing/care worker. For this reason, there needs to be control over the receipt of gifts of any kind. Therefore, you are not to accept any gift, favour, or hospitality without the consent of Go Nursing. All gifts, favour and hospitality must be reported. Under no circumstances will Go Nursing, or the nursing/care worker benefit from a service user's last Will and Testament.



Health and Safety

Your Health and Safety is fundamentally important at all times. You must familiarise yourself with all rules, policies and procedures regarding Health and Safety at your place of work and adopt the best safe working practices. These include taking the necessary rest breaks during your shift. As a care worker you have an important role to play in ensuring that health and safety within your care home is adhered to and maintained. As you are working on 'the shop floor' you will often be more acutely aware of practices carried out on a day-to-day basis than management. Therefore, you are key in working with your employer to ensure safe practices are carried out. So as an employee, make sure you:

- Are aware of, and conversed in, your employer's policies and procedures, including risk assessments and emergency procedures
- Do not undertake any activities or use any equipment that you are not sufficiently trained to undertake or use
- Inform your employer if you think that a particular risk has not been highlighted or you observe something unsafe
- Report accidents and near misses and know where the accident book is
- Do not put yourself or others at risk of harm
- Use personal protective equipment provided by your employer, such as gloves and aprons, to prevent infection and cross-contamination
- Use equipment provided, such as hoists, in line with manufacturers' instructions (if appropriate for the service user concerned and they are properly assessed)
- Report any defective equipment

(Ridout, P. (June 2011) Health and Safety in Care Homes in Care Talk: The voice of excellence in Social Care, Issue 3, p.48)



Key Information Document

This document sets out key information about your relationship with us, including details about pay, holiday entitlement and other benefits. The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 7215 5000 or through the Acas helpline on 0300 123 1100, Monday to Friday, 8am to 6pm.

GENERAL INFORMATION (example only)

Name of employment business:	Go Nursing
Type of contract you will be engaged under:	Contract for Services
How often you will be paid:	Weekly
Expected or minimum rate of pay:	£15ph including holiday pay
Deductions from your pay required by law:	PAYE tax, Employee NI, Pension contributions, Student Loan(s)
Any other deductions or costs from your pay (to include amounts or how they are calculated):	None
Any fees for goods or services:	None
Holiday entitlement and pay:	Included in hourly rate (equivalent to 12.07%)
Additional benefits:	Free mandatory training updates

EXAMPLE PAY

Example rate of pay:	28hrs @ £15ph = £420
Deductions from your wage required by law:	Tax £30, NI £15, Pension £10
Any other deductions or costs from your wage:	None
Any fees for goods or services:	None
Example net take home pay:	£365



Agency Worker Regulations

On October 1st 2011 the Agency Workers Regulations came in to effect in the UK. These regulations give agency workers the entitlement to the same or no less favourable treatment as comparable employees, with respect to basic employment and working conditions. From day one, an agency worker will be entitled to:

- the same access to facilities, such as staff canteens and childcare facilities
- information about job vacancies

After a 12-week qualifying period, an agency worker will be entitled to the same basic conditions of employment as if they had been directly employed by the hirer on day one of the assignment, specifically:

- pay - including any fee, bonus, commission, or holiday pay relating to the assignment. It does not include redundancy pay, contractual sick pay, and maternity, paternity or adoption pay
- working time rights - for example, including any annual leave above what is required by law