



pulse

Part of Acacium Group

# *working with Pulse* agency handbook

*thank you for joining Pulse*  
a bright future awaits...

## About Pulse

Pulse is a collection of healthcare specialists all in one place. We support NHS Trusts and private sector organisations by placing nurses, midwives, doctors, allied health professionals, psychological therapists, and health scientists into temporary, permanent, and contract roles.

Our vision is to become the UK's largest and most trusted healthcare staffing solutions provider by being an essential partner to healthcare organisations and the first-choice agency for candidates.

Pulse is part of Acacium Group, the UK's largest healthcare solutions partner offering staffing, managed services and innovative delivery models to health and social care systems and the global life sciences industry. We are focused on using our experience and capabilities to improve people's lives, through expert healthcare, social care and life sciences.

## Welcome

Welcome to Pulse, specialists in healthcare recruitment.

Our mission is to create a healthier future for all by bringing healthcare providers together with exceptionally talented people who are fulfilled and supported throughout their careers.

## Contents

About Pulse.....	3	Lone Workers Information .....	15
Welcome .....	3	Terms of Engagement .....	15
Introduction .....	6	Timesheets.....	15
The Pulse Commitment .....	6	Uniforms & Identification.....	15
Confirmation of receipt of Agency Workers Handbook.....	6	Pay.....	16
Our Office Locations.....	7	The Working Time Directive .....	16
Before you start work .....	9	Paid Annual Leave .....	16
Pre-employment Screening .....	9	Our Expectations of You.....	17
Required Compliance Checks .....	9	Professional Boundaries.....	18
Annual Compliance Updates: .....	9	Alcohol and Substance Misuse.....	18
Eligibility to work in the UK .....	9	Fitness to Work .....	19
Evidence of relevant Training and Competency .....	9	Pregnancy .....	19
Next steps following completion of Pre-employment screening .....	10	Blood Borne Viruses.....	19
Criminal records Disclosure.....	10	Direct assignment/shifts with the Client .	19
International Code of Practice .....	11	Tax & National Insurance .....	19
Occupational Health .....	11	Personal Accident Insurance .....	19
Availability .....	11	Professional Indemnity Insurance.....	19
Assignment/shifts .....	11	Professional Development.....	19
What you should expect when given an assignment/shift .....	11	Training Competency Update .....	20
Agency Worker Regulations (AWR).....	12	Appraisals .....	20
Updating Personal Records.....	12	Revalidation Nursing .....	20
Working for Pulse.....	14	ODPs.....	21
Site Induction .....	14	Doctors.....	21
Code of Conduct .....	14	Our Policies and Procedures for Workers...	23
Rates of Pay.....	14	Our Policies & Procedures.....	23
Attendance/Punctuality.....	14	Rehabilitation of Offenders Act (1974) ...	23
Cancellations.....	14	Information Governance, Confidentiality and Data Protection Introduction .....	23
Letting Pulse know when you are unable to attend work.....	14	Background & Legislation .....	23
		What standards (disciplines) make up information governance? .....	24
		An example of an Information Governance Framework .....	24
		What legislation is in place? .....	24
		The Data Protection Act – What is it? ....	24



Two Main types of Data.....	25
Personal Data, for example: .....	25
Sensitive Personal Data (also known as special categories of personal data under the UK GDPR), which includes: .....	25
Access and use of personal data.....	25
Data Subject Rights.....	25
Our Data Processors .....	26
Responsibilities of Staff .....	26
Freedom of Information – What is it? .....	27
Information Quality Assurance -What is it? .....	27
Password Management.....	27
Information Security – Do not be the weak link.....	27
What is Record Management? .....	28
(Data Protection Principles &) Caldicott Principles.....	28
Disclosure - What is it? .....	29
When would you disclose information without consent? .....	29
What if you think there is a risk or breach of Confidentiality? .....	29
Ownership of Rights & Intellectual Property.....	30
Information Technology .....	30
Duty of Candour .....	30
Social Networking.....	31
Sleeping on Duty .....	31
Smoking .....	31
Mobile Phones.....	32
Health and Safety.....	32
Fire & Other Emergencies .....	32
Waste Disposal .....	32
COSHH (Control of Substances Hazardous to Health).....	33
RIDDOR (Reporting of Injuries, Diseases	

and Dangerous Occurrences).....	33
Safe handling of money & other valuables .....	33
Equal Opportunities .....	33
Complaint Handling .....	33
Dealing with a Complaint.....	34
Complaints Procedure .....	34
Making a Complaint.....	34
Incidents.....	34
Reporting an incident.....	34
Protection of Vulnerable Adults Policy ....	35
Child Protection .....	35
Whistleblowing .....	35
Guidelines on reporting Notifiable Diseases: .....	36
Administration of Medication – Nursing Associates, Registered Nurses, Midwives & ODPs .....	36
Disposal of Unwanted Medication.....	37
Reporting Drug Errors .....	37
Record Keeping.....	37
Capability, Performance & Conduct.....	38
De-registration.....	38
Useful information .....	40
Needlestick & Sharps Injuries Definitions .....	40
Facts .....	40
Key Ways of Preventing Sharps & Needlestick Injuries .....	40
Contact details for regulators.....	42

## **Introduction**

Thank you for choosing to work for Pulse. The Purpose of this Handbook is to help you understand the way in which Pulse Operates and your role within it. It should be read in conjunction with your Terms & Conditions.

We are committed to providing quality service to our patients and to you, therefore it is essential you familiarise yourself with the contents of this Handbook. Please keep this booklet as you may find the information useful as a source of reference now and whilst you are working for Pulse.

If any of the sections are unclear, or if you have any questions please speak to your Pulse Consultant.

When you join us, we will also provide you with all the information you need about your pay and other benefits.

## **The Pulse Commitment**

Pulse aims to provide you with quality assignment/shifts in your chosen specialty, offering a variety of work in the NHS, Private hospitals and community areas covering a wide geographical area to suit your needs. Whether you wish to work an occasional assignment/shift or full time we are able to offer you work to fit in with your professional and social life. Visit us at [www.acaciumgroup.com](http://www.acaciumgroup.com) for the latest jobs

We hope that you enjoy working with Pulse.

## **Confirmation of receipt of Agency Workers Handbook**

Please sign the declaration within the application form once you have received, read, understood and agree to abide by the contents of the Pulse Handbook.



## Our Office Locations

### London

4<sup>th</sup> Floor  
9 Appold Street  
London  
EC2A 2AP

### Hertfordshire

Turnford Place  
Great Cambridge Road  
Turnford  
Broxbourne  
Hertfordshire  
EN10 6NH

### Manchester

4<sup>th</sup> Floor  
One Piccadilly Gardens  
Manchester  
M1 1RG

## Contact Us

### Allied health

Tel: 01992 305 604  
Email: [ahp@pulsejobs.com](mailto:ahp@pulsejobs.com)

Office Open hours  
Monday to Friday 08:00 – 18:00

### Acute doctors

Tel: 0207 4566 1456  
Email: [enquiries@pulsejobs.com](mailto:enquiries@pulsejobs.com)

Office Open hours  
Monday to Friday 08:00 – 18:00

### Nursing

Tel: 0333 577 3410  
Email: [nursing@pulsejobs.com](mailto:nursing@pulsejobs.com)

Office Open hours  
Monday to Friday 05:00 – 22:00  
Saturday and Sunday 06:00 – 22:00

### Psychiatry Doctors

Tel: 01992 305 640  
Email: [psychiatry@pulsejobs.com](mailto:psychiatry@pulsejobs.com)

Office Open hours  
Monday to Friday 08:00 – 18:00

### Psychological Therapies

Tel: 01992 305 604  
Email: [psychology@pulsejobs.com](mailto:psychology@pulsejobs.com)

Office Open hours  
Monday to Friday 08:00 – 18:00

### Payroll

Tel: 01992 474970 or 0207 749 9311  
Email: [payroll@pulsejobs.com](mailto:payroll@pulsejobs.com)



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*before you*  
start work



## Before you start work

### Pre-employment Screening

Before we are able to place you on assignment/shift, and before your engagement with us commences, we carry out certain pre-employment checks to verify that each candidate has in place all relevant qualifications and accreditations, and that you meet our requirements in terms of any required compliance and to ascertain clinical competence.

In addition to the pre-employment checks, compliance checks to ascertain clinical competence will be redone at the start of each and every assignment/shift and may also be done during assignment/shift if that is required.

### Required Compliance Checks

As part of the pre-employment checking process, we are required to carry out the following pre-employment compliance checks:

- Criminal Checks (DBS/PVG/ Access NI or Garda checks)
- Overseas Police Check (if you have been out of the UK for more than 6 months within the last 5 years)
- Photo
- Identity Check
- CV covering full work history with an explanation for all gaps.
- Minimum of 2 references covering 3 Years employment. Right to Work documents (Passport, Biometric Cards, Visa or Sharecode if applicable)
- Interview
- IELTS Competence
- Agreeing to the Terms and Conditions
- NMC/GMC/HPC/GPhC/SWE

#### Registration Check

- Qualification certificate
- Professional Indemnity Insurance
- Occupational Health Clearance

### Annual Compliance Updates:

Pulse compliance teams will ensure the following documents are kept up to date on an annual basis in line with NHS framework agreements:

- Training Certificates
- Appraisal and Revalidation confirmation
- Criminal Records check renewal.
- Occupational Health
- Up to date CV/Work History
- Two references dated within the last 12 months to cover recent placements/assignment/shifts.

### Eligibility to work in the UK

You must have current eligibility to work in the UK. It is a legal requirement to provide evidence of your right to work in the UK. Pulse follow guidance issued by the Home Office to ensure Prevention of illegal Working is adhered to.

Please inform us immediately if your right to work status changes, whilst you are working for Pulse.

### Evidence of relevant Training and Competency

It is a pre-employment screening requirement that you provide Pulse with documented evidence of training or competence undertaken within the last 12 months in:

- Basic Life support/Intermediate Life Support/Advanced Life Support
- Manual Handling
- Health & Safety
- Safeguarding Adults Level 2 or 3

- Safeguarding Children Level 2 or 3
- Equality & diversity
- Lone worker
- Radicalisation Prevention
- Counter Fraud
- Conflict Resolution
- Information Governance
- Complaints
- Fire
- PPE Donning & Doffing
- Autism Awareness – Oliver McGowan training
- Any further training relevant to your role

If you are unable to provide documented evidence of your training or competency, please speak to your recruitment consultant.

Please note that attendance at any Pulse related training is entirely voluntary, and you are not required to attend if you do not wish to do so. You may choose to obtain evidence through an alternative provider. If you opt to use an alternative you will need to provide us with copies of your certificates in order for us to verify these. Please note all training is required to meet the Core Skills Training Framework.

### Next steps following completion of Pre-employment screening

Please note that your engagement with us will not commence (and you are not our worker or employee), and nothing is binding on either of us unless and until:

- we are satisfied that you have met relevant pre-employment checks and eligibility requirements (including but not limited to checking that you have appropriate evidence of training or competence in the areas set out above); and
- you are provided with, and have agreed to enter into, an engagement agreement. Assuming that the above conditions are met, your engagement

with us will commence on the first day of the first assignment/shift that we send you on. If you have any questions in relation to any of the above information, please contact your compliance team.

### Criminal records Disclosure

We are required by law to obtain a criminal record Disclosure for all Workers who are patient facing which includes the barring service check, prior to your first assignment/shift with Pulse and again usually on an annual basis. Your Resourcing Officer will contact you when an update is required. If you have been outside of the UK for any period in excess of 6 months in the last 5 years, you must also provide us with a clear Police Check from the country of residence, dated within the last 3 months. If you did not obtain this prior to entering the UK, please contact your Resourcing Officer for more information.

Depending on where you will work, we will need to obtain criminal records check from the following:

- England & Wales – Disclosure Barring Service (DBS)
- Scotland – Disclosure Scotland (PVG)
- Northern Ireland – Access NI
- Ireland - Garda

#### For Disclosure Barring Service (DBS)

Please note that due to the changes that came into force in June 2013, Pulse will no longer receive a copy of your DBS, therefore you may be contacted to provide a copy of your DBS to Pulse. You will also have the opportunity to join the Update Service this means:

- One DBS Certificate is all you may ever need
- You will only be able to use your update service DBS certificate for the workforce it was issued for



- You are in control of your DBS Certificate
- You get ahead of the rest and apply for jobs DBS pre-checked

There is an annual cost for the online service and some conditions will apply. Speak to your Recruitment consultant for more information or log onto the DBS website [www.gov.uk/government/organisations/disclosure-and-barring-service](https://www.gov.uk/government/organisations/disclosure-and-barring-service). Please note that registration to the update service must be completed within 30 days of the certificate issue date.

### International Code of Practice

Pulse has signed up to the Ethical Recruiters List for International Code of Practice and agree to adhere to the WHO Global Code of Practice's guiding principles and best practice benchmarks to promote the ethical recruitment of international health and social care personnel within member states.

### Occupational Health

When you received your application pack to join Pulse, you will have been asked to complete a health questionnaire to ensure that you are fit to carry out the duties required. In line with current Department of Health Guidelines, Pulse is required to conduct Occupational Health screening prior to your first assignment/shift. This must also be updated on an annual basis. Your Resourcing Officer will contact you when an update is required.

Please be aware that if you have been signed off sick from your current employment you cannot undertake any additional work during this time. If it is discovered that you are working during this period, you may be subject to an NHS fraud investigation which could result in removal from your professional register (if applicable) and potential prosecution.

### Availability

Let us know when you want to work by giving us your availability. Try to give us as much notice of your availability as possible.

Alternatively, please call us to find out what work has become available. Pulse has many different positions from short-term assignment/shifts to ongoing assignment/shifts in all grades and specialties. Please remember to call us if your availability changes.

### Assignment/shifts

- The Pulse office is open Monday to Friday and contactable by telephone seven days a week
- Assignment/shifts are received from clients
- When Assignment/shifts are received from the Client, the details of the assignment/shift will be made available. We take into consideration the requirements of the Client and match it against your skills, qualifications, and work preferences
- If you have been unable to see or book assignment/shifts please call us

### What you should expect when given an assignment/shift

- The name of the Client
- Details of the role
- The grade, specialty & pay rate
- The location and directions
- Start and finish times of the assignment/shift
- The expected length of the assignment/shift (if applicable) and hours of work
- The dress code
- Any special timesheet requirements and any assignment/shift reference number applicable
- Any health and safety risks known

Remember to take a note of ALL the details of the assignment/shift, including any assignment/shift reference number and timesheet requirements.

### **Agency Worker Regulations (AWR)**

Legislation came into force on 1 October 2011, giving agency workers the entitlement to the same basic employment and working conditions as if they had been recruited directly, if and when they complete a qualifying period of 12 weeks in the same job. The AWR are principally focused on the “12-week Period” which primarily focus on basic pay and holiday pay and other basic working conditions (annual leave, rest breaks etc)

### **Updating Personal Records**

It is the candidate's responsibility to keep us informed of any changes of your personal records. These personal details will be handled in accordance with the Data Protection Act 2018 and will not be used for any other purpose without your consent.



*working for*  
Pulse



## Working for Pulse

### Site Induction

We are committed to ensuring that you are appropriately inducted prior to starting work and have the skill and competence.

Each location that you may work in will have their own local procedures and policies and it is very important that you make yourself aware of these when you first visit. At the back of the booklet is a clinical induction checklist to guide you in how to find out this information. Please use a fresh form for each clinical setting and retain the completed form for future reference.

### Code of Conduct

Please conduct yourself in a professional manner at all times when working. In particular, we ask you to pay special attention to:

- Punctuality
- Standards of dress and courtesy
- Quality of care
- Consideration and respect for those around you
- Confidentiality, honesty and integrity

All Pulse qualified healthcare professionals are required to be registered with the following professional bodies and abide by the codes of practices set out but them.

- Nursing and Midwifery Council (NMC) - registered nurses, midwives and health visitors
- Health Care Professions Council (HCPC) – Allied Health Professionals
- General Medical Council (GMC) – Doctors
- General Pharmaceutical Council (GPhC) – Pharmacists

### Rates of Pay

Pulse offers competitive hourly pay rates, which vary according to grade and specialty. Please see our guidance below on Paid Annual Leave for further information about taking your holidays.

### Attendance/Punctuality

If you accept an assignment/shift you must ensure that you arrive on time. If you are unable to work it is essential that you let us know as soon as possible.

### Cancellations

Due to the nature of temporary work, the requirements of our clients may change resulting in the cancellation of your assignment/shift. In some cases, this can occur at very short notice. In the event of a cancellation, we will try to contact you as soon as possible.

If you are cancelled from an assignment/shift, Pulse we will always endeavour to find you alternative work.

If the assignment/shift is cancelled when you arrive at the site, it is important that you call the office immediately and get a timesheet signed by the client that you have been cancelled from. Wherever possible, Pulse We will try to relocate you to another area of the same trust.

### Letting Pulse know when you are unable to attend work

Please call us as soon as possible if you are unable to attend work in order for us to source replacement cover. You must notify us a minimum of 4 hours before your assignment/shift is due to start if you are unable to attend, however we request 48 hours' notice where practically possible.

Pulse continually monitors through our bookings systems, workers who repeatedly



cancel previously agreed assignment/shift with less than 4 hours notification and workers who repeatedly fail to arrive at their assignment/shifts that they have previously committed to do.

If you repeatedly cancel assignment/shifts without giving greater than four hours' notice or fail to arrive at an assignment/shift you have previously committed to, you may be restricted from booking further assignment/shifts with that client and it could also result in Pulse ceasing to place you into assignment/shift and could lead to Breach of Contract proceedings being brought against you.

### Lone Workers Information

A Lone Worker is defined as someone who works unsupervised. Those who work alone like Community / District Nurses and domiciliary homecare workers, and those who work outside normal working hours like cleaners, porters and security all fall under this category.

Risk assessments must be undertaken by the clients to ensure any risk is minimised, as necessary.

The risk assessment should cover simply whether a specific task is safe for one person. It is essential that you contact your Consultant immediately if you feel at risk, to enable further assessments to be done

### Terms of Engagement

Please ensure that you have signed and accepted our Terms of Engagement. It is your responsibility to ensure that you have read and understood these in their entirety.

### Timesheets

- You will be required to complete a timesheet which needs to include your name and payroll number
- Timesheets should be submitted on

at least a weekly basis

- The Pulse working week runs from Monday to Sunday and this is reflected on the timesheet
- Please fully complete your timesheet including your name, the patients name and hours worked (less any breaks taken)
- You should complete a new timesheet each week
- If you are given a reference number for the booking, please ensure it is on your timesheet
- Please use a separate timesheet for each separate booking (do not put the details of different Clients, wards, grades or weeks on one timesheet) If you are in any doubt, contact the Pulse office
- Once your timesheet is submitted the client department is required to confirm and sign off the timesheet prior to any payment being processed
- If your timesheet is not completed correctly we will contact you to let you know what we need in order to pay you. If you have any queries, please call the office for clarification
- Please deduct breaks from the total hours, as these are unpaid
- Pulse will treat any attempt to falsify any of the information on your timesheet very serious.
- For any questions regarding the timesheet process, please speak to your consultant

### Uniforms & Identification

- You will be issued with an ID badge before your first assignment/shift that you must wear at all times whilst working for Pulse
- All Workers should wear the designated uniform which will be provided to you
- Please ensure you are wearing the appropriate footwear otherwise you will be sent home

- Please ensure your clothes and shoes are clean
- Please make sure your hair is off your shoulders
- Nails must be kept short and no nail varnish is to be worn. Acrylic or gel nails are not permitted
- You are permitted to wear a wedding band but all other jewellery should be removed whilst working for Pulse
- No other forms of visible body jewellery (including tongue, eyebrow, nose and lips) are to be worn

## Pay

Pulse runs a daily payroll processing cycle and the timesheets are paid in lieu, if:

- There are no issues with the timesheet; it must have been completed correctly, correct dates, Client name and all other relevant information needed
- Timesheets are authorised on time by the ward
- Payroll tax weeks run from Thursday to Wednesday, so assignment/shifts worked Monday to Wednesday cannot be pay rolled until Thursday of the same week or later.
- Pulse is not responsible for delays in salary payments due to factors beyond its control. You will be advised of any changes to timesheet deadlines for Bank Holidays. Please note you must not, under any circumstances, discuss your rates of pay with other workers.

## The Working Time Directive

Pulse is required to take reasonable steps to ensure that you do not work more than an average of 48 hours a week over a 17- week period. Working time does not include travelling time to and from work and shall include only the attendance period for each placement.

In some instances, you may have been automatically opted out of the Working Time Directive, however, you are entitled to choose to work more than the 48-hour limit by opting out of the Working Time Directive. Your terms and conditions will detail whether you have been automatically opted out of the Working Time Directive.

If at any time you wish to opt back into the Working Time Directive, you may do so by writing to your consultant providing one months notice.

It is unacceptable to work back-to-back assignment/shifts, Pulse considers this to be unsafe for you and our Clients. Pulse takes this matter very seriously. If an incident occurs this could lead to a Breach of Contract or Professionals Meeting and could result in your termination or de-registration.

## Paid Annual Leave

- You are entitled to 5.6 weeks annual leave, per annum, pro rata
- The leave year commences on 6th April and lasts until the 5th April
- Paid annual leave is calculated in accordance with and in proportion to the number of hours that you have worked on assignment/shift and is based on reference pay
- When you join Pulse, you will be informed of the different rates of pay available. You will be advised of the applicable rate of pay for each assignment/shift, when you are offered that assignment/shift.
- There are two ways in which holiday pay may be paid to you. The method used will be determined by the contract.
- Method 1 holiday pay is paid at the point in which you take holiday
- Method 2 each time you are paid your pay will include an element of holiday pay, this means that you will receive a payment in respect of your accrued



holiday irrespective of when you actually take time off work. You will be informed of the amount of pay, and the amount of holiday pay will you receive. We are committed to staff wellbeing.

- We actively encourage and support staff to take their annual leave entitlement as this is key for your Health and Safety and wellbeing. Where you receive your holiday pay on a regular basis throughout the year, you must still, in accordance with employment legislation, ensure that you take time off work to reflect your accrued annual leave entitlement. You will be asked to confirm this at Appraisal and sign an annual declaration that you understand your holiday entitlement and that you have taken/will take appropriate periods of holiday
- All entitlement to leave must be taken during the course of the leave year in which it accrues and none may be carried forward to the next leave year (unless you are prevented from taking holiday on account of sickness or maternity leave which must be communicated in writing with the appropriate certificates)
- It is important that you communicate regularly with us. When you wish to take your holiday, you need to let your consultant know your intention to take leave and the dates so that we can record when you are not available for work, and so that we can be sure you have taken sufficient time off work

You must give notice of at least twice the length of the period for which you wish to take leave. Unless we inform you that it is not possible for you to take leave on the requested dates, you shall be entitled to take up your leave entitlement as notified. Pulse reserves the right to require you to take any accrued holiday during any notice period on such dates as it may specify. Please ask

your consultant if you are in any doubt about your holiday entitlements.

### **Our Expectations of You**

We ask all Workers to behave in a way that upholds the reputation of their profession and of Pulse.

- You must comply with the clients procedures for the safe handling of money and property belonging to patients
- Under no circumstance will you accept any gifts, loans or gratuities from patients, relatives or other interested parties
- You are not permitted to act as a witness to the Will of any patient for whom you are providing or have provided care
- You must not give any gifts or lend money to your patients
- Do not agree to look after or safeguard any part of a patient's property
- You must ensure that your registration status is not used in the promotion of commercial products or services; declare any financial or other interests in relevant organisations providing such goods and services and ensure your professional judgement is not influenced by any commercial considerations
- During an engagement you are expected and required to be flexible.
- You must be willing to share your skills and experience for the benefit of colleagues. This may mean you may need to move wards/sites/departments to ensure patient safety. If you are requested to move, and it is within my competencies, you are required to do so.
- When providing advice regarding any product or service relating to your professional role or area of practice, you must be aware of the risk that,





on account of your professional title or qualification, you could be perceived by the patient as endorsing the product

- Most importantly know your own limits and always ask if you are unsure of anything

Please read your regulatory body code of conduct. For non-registered practitioners please refer to the skills for health code of conduct <https://www.skillsforhealth.org.uk/standards/item/217-code-of-conduct> or ask your Pulse Consultant for a copy.

You must also comply with all relevant Pulse policies and procedures, details of which you will find later in this handbook.

- To act in a manner that promotes and safeguards the interests and wellbeing of patients, The Client and Pulse
- To acknowledge any limitations in your knowledge and competence and decline any duties or responsibilities unless you are able to perform them in a safe and skilled manner
- However, you must also be flexible and accept any alternative work within a Trust, provided it is within your clinical competence.
- Failure to accept alternative work within an assignment/shift as directed which is within your clinical competence and required to maintain patient safety, could lead to Pulse ceasing to place you into assignment/shifts and furthermore, could lead to Breach of Contract proceedings being brought against you.
- To arrive for your assignment/shift at least 10 minutes before it is due to start in order to get changed and be ready for handover at the start of the assignment/shift
- To familiarise yourself with any client specific policies and procedures (e.g.

Health & Safety Procedure, Security & Fire Procedure, Evacuation Procedure, Safe Systems of Work Procedures, IV and Administration of Medicines Policies, Documentation Guidelines, etc.)

If induction, fire escapes and risks are not identified to you, you must ask your line manager. If they are still not identified to you, you must inform your Consultant immediately

- To wear the correct uniform & photo ID badge
- To report any accidents, incidents or near misses to your line manager
- To let us know if you find a particular assignment/shift is not to your liking so we can find you alternative work
- To maintain and improve your professional knowledge and competence

### Professional Boundaries

You must maintain clear professional boundaries:

- You must never use your professional status to promote causes that are not related to health

For more information about this for registered practitioners please refer to your regulatory body code of conduct. For non-registered practitioners please refer to the skills for health code of conduct. <https://www.skillsforhealth.org.uk/standards/item/217-code-of-conduct>

### Alcohol and Substance Misuse

Pulse have a zero tolerance on alcohol and substance misuse and Pulse are entitled to terminate your contract if you are found to be consuming or distributing narcotics or alcoholic beverages on the client or company premises. This also extends to arriving at a client or company premises under the influence of alcohol or drugs.





If you feel that you are suffering from a drug or alcohol problem, we can refer you to our Occupational Health Company who can help you seek advice and support.

### **Fitness to Work**

It is important for your own health and that of those in your care that you are fit and well to work whenever you attend an assignment/shift. You must declare your fitness to work or otherwise, when you accept an assignment/shift/assignment/shift. In particular, please report illness, especially vomiting or diarrhoea, ear, nose or throat infection or skin conditions to your consultant.

### **Pregnancy**

Because of the potential risks to an unborn child, you **MUST** let us know if you become pregnant. If you are concerned that your assignment/shift involves unnecessary risks to your health or fitness or that of your unborn child, please do not hesitate to contact us.

This is important, as you will be required to perform a health and safety self-assessment for expectant mothers. If the self-assessment identifies any particular risk, we will work with you to ensure the risk is reduced as is reasonably possible.

### **Blood Borne Viruses**

If you have or you think you have been exposed to any blood borne virus (Hepatitis B, hepatitis C or HIV) you must inform Pulse immediately to ensure we can follow the specific occupational health processes to allow you to continue to work safely. All occupational health information is treated with the strictest confidentiality.

### **Direct assignment/shifts with the Client**

In some circumstances, the ward/department may approach you directly with work. It is essential that if you are booked in this way you inform Pulse immediately. Many clients

have clear assignment/shift procedures in place and will not pay for work that has been booked outside of these arrangements.

### **Tax & National Insurance**

If this is your only or main job and you are working as PAYE, please provide Pulse with your P45 from your last employer. If you do not have a P45 or if this is not your main job, please complete a Starter Checklist available from the Pulse office, or you can download from the HMRC website: [www.gov.uk/government/publications/payee-starter-checklist](http://www.gov.uk/government/publications/payee-starter-checklist)

If a P45 or P46 is not supplied then Pulse will need to apply tax at Basic Rate.

The details for the HMRC are as follows: The Pay Reference Number you need to quote is 321/ HA43261 which corresponds to Pulse Healthcare Temp.

#### **Address:**

H M Revenue & Customs Pay As You Earn  
PO Box 1970 Liverpool  
L75 1WX

#### **Telephone:**

0845 300 0627

### **Personal Accident Insurance**

Pulse does not provide personal accident insurance cover. We advise that you consider taking out your own cover.

### **Professional Indemnity Insurance**

As a registered practitioner you are professionally accountable for all of your practice. Pulse requires you to have your own Professional Indemnity insurance that is suitable for the work you will be doing. If you do not already hold this, please contact a suitable organisation to arrange the relevant cover.

### **Professional Development**

Pulse is committed to supporting you in your professional development.

Pulse can provide access to training for all Workers. All training is voluntary and is available free of charge to assist in your professional development. Please contact your local office for details of what training we have available.

### Training Competency Update

On an annual basis we require you to provide evidence you are up to date and have the skills and competency in the following:

1. Moving & Handling
2. Basic Life Support (in line with Resuscitation Council (UK) guidelines)
3. Health & Safety
4. Complaints Handling
5. Protecting and using patient information including the Caldicott Principles
6. Infection Control
7. Fire Prevention
8. Lone Worker Guidelines
9. Management of Violence and Aggression
10. Safeguarding Adults Level 2 or 3
11. Child Protection Level 2 or 3 as required
12. Autism Awareness

To assist you in this we have some designed competency assessments that you can complete online at your leisure for items 3-12.

We also offer voluntary drop in sessions for you to evidence competency for items 1 & 2. If you choose not to attend the voluntary sessions, you must provide us with evidence that you have completed this elsewhere.

### Appraisals

If you are on Pulse terms and conditions Pulse will be required to conduct your appraisal, unless you can provide evidence of your annual appraisal from a substantive employer. The main purpose of appraisal is to measure your overall performance,

to identify any weaknesses or areas for improvement and to identify appropriate courses of action towards such improvement.

However, the review is also an opportunity for you to make known any personal ambitions or concerns and to provide useful feedback about the client and/or work undertaken.

Your Pulse Consultant will contact you when evidence of your annual appraisal is due.

### Revalidation Nursing

From the 1st April 2016 the NMC made it a mandatory requirement for all nurses/ midwives to be revalidated, every three years, in order to maintain NMC registration. In order to revalidate with the NMC you must be able to demonstrate that during the three year period you completed the following:

- 450 hours of practice
- 35 hours of CPD (20 hrs must be participative)
- 5 pieces of feedback and demonstration of how it has improved your performance
- 5 reflective statements – this will detail what you learnt from your CPD or feedback
- Yearly appraisals with a senior practitioner
- A reflective discussion – this must be done with a senior Nurse and face-to-face

All of this information will be submitted to a confirmer who will confirm that you have met all the requirements for revalidation. If you are substantively employed, then your main employer will be responsible for supporting you through revalidation. If you are a sole Worker on Pulse terms and conditions, then Pulse will support you through your revalidation.

## ODPs

The HCPC has defined Continuing Professional Development (CPD) as:

“A range of learning activities through which health professionals maintain and develop throughout their career to ensure that they retain their capacity to practice safely, effectively and legally within their evolving scope of practice.”

In order to maintain your registration with the HCPC:

- You must keep a record of your CPD
- You must make sure that your CPD is a mixture of different kinds of activities - not just one kind of learning and that it's relevant to your work. It could be relevant to your current role or to a planned future role
- You should aim for your CPD to improve the quality of your work. It may not actually improve your work, due to factors beyond your control, but when you choose your CPD activities you should intend for them to improve your work
- You should aim for your CPD to benefit patients. As above, you may not be able to make sure that this happens, but you should have the intention of benefiting patients. Depending on where and how you work, patients, your team, or students
- For more information, download the CPD brochures available from [www.hcpc-uk.org](http://www.hcpc-uk.org)

## Doctors

In order to maintain your registration with the GMC, you are required to maintain and improve your standards by undertaking continuous professional development. As defined in “Good Medical Practice” You must keep your knowledge and skills up to date throughout your working life. In particular you should take part in regular educational

activities which maintain and further develop your competencies.

Revalidation Requirements:

1. Continual Professional Development (50 CPD a year / 250 CPD over the 5 years)
2. Quality Improvement Activity (Case Based Discussions 2 a year / 10 over the 5 years, Audits 1 – 2 over the 5 years or Alternative QIA)
3. Colleague and Patient 360 Feedback (both with analysed report has to be completed within the 5 years)
4. Complaints, Compliments and serious events to be logged and reflected upon (to be logged at every appraisal)
5. Reflections to be completed on each of the above sections



A photograph of a male caregiver with a beard, wearing blue scrubs and a lanyard with an ID badge, leaning over and smiling at an elderly woman with white hair who is seated in a wheelchair. The background is a brick wall.

pulse

Part of Acacium Group

*our policies and*  
procedures for workers

## Our Policies and Procedures for Workers

### Our Policies & Procedures

Many of our clients have their own specific policies and procedures. When you start work at any client it is important that you make yourself familiar with ALL policies and procedures relating to the work you are undertaking e.g. clinical procedures, infection control, fire safety, confidentiality and child protection.

### Rehabilitation of Offenders Act (1974)

The Rehabilitation of Offenders Act (ROA) 1974 (amendment 2013) is aimed at helping people who have been convicted of a criminal offence and who have not re-offended since. This Act makes it unlawful to take into account any offences of a person who is considered to have undergone a satisfactory period of rehabilitation. However, there are some exceptions.

Anyone applying for a position that involves working with children or working with the elderly or sick people are required to reveal all serious or multiple convictions and those that resulted in a custodial sentence. For minor convictions you must disclose any that have taken place in the last 11 years and all cautions that have been issued in the last 5 years. Please note multiple minor convictions must be reported regardless of when they took place.

- We will consider which posts require Disclosure and at what level
- We will not request an Enhanced DBS unless the job is exempt under the terms of the Rehabilitation of Offenders Act 1974 (amended 2013)
- We will inform prospective Workers of the requirement, where applicable, to carry out a Disclosure for the position
- We will where possible, consider the

nature of any conviction and relevance to the job in question

- We will take a balanced view during the recruitment process whilst at the same time maintaining awareness of our obligations to protect our patients and general public
- We will comply with the Data Protection Act when accessing criminal records information

You must inform Pulse if you receive any warnings, cautions or convictions at any time.

### Information Governance, Confidentiality and Data Protection Introduction

Information Governance relates to the collection, use and retention of personal information pertaining to customers, clients and staff. Information governance also can apply to corporate and commercially sensitive data.

Pulse is required as part of its overall information governance structure to have appropriate policies, systems, processes and effective management accountability embedded into its work practices and to ensure that measures are in place to maintain them.

The organisation holds large amounts of personal, commercially confidential and special categories of personal data. All agency workers/associates are expected to observe Information Governance standards.

Any information obtained by you during the course of your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation.

### Background & Legislation

This document provides a framework for staff to meet legal, corporate and ethical requirements in relation to information





handling that falls within the scope of information governance legislation, ensuring alignment with UK's Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). It is crucial to regularly review and update our understanding and application of these legal frameworks to reflect changes in the law, ensuring our practices remain compliant.

It is of vital importance that you understand the principles concerning confidentiality and the use of patient information.

Pulse have information governance policies, procedures and training material available for all staff and they can be summarised into the following categories:

- Collection of personal data.
- Accuracy and retention of personal data.
- Use of personal data including the requirements for consent.
- Security of personal data.
- Transparency of organisations' personal data policies and practices.
- Access to and correction of personal data.

### **What standards (disciplines) make up information governance?**

Information Governance is the way our organisation, along with its partners like the NHS and the Department of Health, handles information, in particular the personal and sensitive information about patients and employees. It provides a framework to bring together all the requirements, standards and best practices that apply to the handling of personal information.

- Data Protection
- Freedom of Information
- Information Quality Assurance
- Information Security
- Records Management
- Confidentiality Code of Practice

### **An example of an Information Governance Framework**

The Department of Health has developed a model for managing information using the acronym HORUS. Information should be:

- Held securely and confidentially
- Obtained fairly and efficiently
- Recorded accurately and reliably
- Used effectively and ethically
- Shared appropriately and lawfully

### **What legislation is in place?**

- The Data Protection Act 2018
- The UK General Data Protection Regulation 2018
- The Freedom of Information Act 2000 and Freedom of Information (Scotland) Act 2002
- The Human Fertilisation and Embryology Act 1990
- The National Health Service Venereal Disease Regulation (SI 1974 No.29)
- The Mental Capacity Act (2005)
- The Computer Misuse Act 1990
- Guidance on Health Act (S31 Partnership Arrangements) 1999

### **The Data Protection Act – What is it?**

All organisations in the UK must comply with the data protection legislation which is defined in the Data Protection Act 2018 (DPA) and is enforced by the Information Commission's Office (ICO) who has the power to impose penalties. Non-compliances with the law and data breaches can attract fines from the ICO. Organisations must also be able to provide evidence that they are complying with the Data Protection Act.

Further information on the principles can be found on the Information Commission's Officer website. <https://ico.org.uk/>

## Two Main types of Data

### Personal Data, for example:

- Name
- Date of Birth
- Address
- Contact Number
- Bank details

### Sensitive Personal Data (also known as special categories of personal data under the UK GDPR), which includes:

- Ethnic Origin
- Political opinions
- Religious or other beliefs
- Trade Union Membership
- Physical or mental health
- Sexual Life
- Offences
- Criminal proceedings or sentencing

All personnel processing personal information must ensure they adhere to the principles as defined in the data protection law which require that information is:

- used fairly, lawfully and transparently
- used for specified, explicit purposes only
- used in a way that is adequate, relevant and limited to only what is necessary
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary
- handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

### Access and use of personal data

- This handbook should be used by everyone that has access to personal data and includes any third party or

individual who conducts work on behalf of the Pulse or who has access to personal data for which the organisation is responsible and who will be required contractually or otherwise to comply with this policy.

- Deliberate unauthorised access to, copying, disclosure, destruction or alteration of or interference with any computer equipment or data is strictly forbidden and may constitute a criminal and/or disciplinary offence. Processing must always be proportionate, necessary, and not excessive in relation to the purpose of which data is processed
- It is an offence for any person to knowingly or recklessly obtain, procure or disclose personal data, without the permission of the data controller (Pulse) subject to certain exceptions.
- It is also an offence for someone to sell or offer to sell personal data without appropriate consents in place.

### Data Subject Rights

Under the Data Protection legislation, data subjects have the following rights with regards to their personal information:

- Be informed about how data is being used
- Access to their personal data
- Have incorrect data updated
- Have data erased
- Stop or restrict the processing of data
- Data Portability (allowing subjects to get and reuse data for different services)
- Object to how data is processed in certain circumstances

These rights are not absolute, and only apply in certain circumstances. The Data Protection Officer should be consulted where exercising these rights is unclear.

Data subjects have additional rights when the organisation is using their personal data for:

- Processing personal data without human involvement i.e. automated decision-making.
- Profiling, for example to predict behaviour or interests.

The organisation monitors compliance with this policy by evidencing that staff responsibilities within the handbook are followed.

### Our Data Processors

It may, in certain circumstances be necessary to disclose your personal data to:

- Customers, suppliers or clients of Pulse
- Third parties who provide services to Pulse
- Business partners or third parties involved in the management of Pulse business, as a result of, for example, a joint venture, merger or outsourcing contract
- Pulse advisers, the relevant regulatory authorities
- Other third parties where required by law
- In all cases, third parties to whom your personal data is disclosed for processing on behalf of Pulse will be contractually obliged to use the data only for the relevant purpose specified above and not to forward the data to other parties without your consent, unless there is a legal basis that requires them to do so.

### Responsibilities of Staff

The processing of personal data must be compliant with legal, industry, regulatory and business requirements.

Pulse holds a personnel file and computer records within the UK, which contain data

relating to you and concerning a wide variety of matters. These include matters such as your contact details, application, references, bank details, and other personal details. It may include some sensitive data concerning your health and ethnic origin. It is held for the following purposes:

- Staff administration
- Administration of payroll and agency workers benefits
- Internal accounts and records, marketing and business transactions
- The provision of management information for business purposes such as marketing activities and corporate and staff planning
- To ensure fair treatment and permit Pulse to comply with its legal responsibilities
- Inform a Caldicott Guardian

We may collect from you certain details relating to another individual, for example, details of a person to contact in case of emergency. In such cases, it is your responsibility to ensure that you have informed any such individual of the use of his/her data by Pulse for the applicable purpose.

It may, in certain circumstances be necessary to disclose your personal data to:

- Customers, suppliers or clients of Pulse
- Third parties who provide services to Pulse
- Business partners or third parties involved in the management of Pulse business, as a result of, for example, a joint venture, merger or outsourcing contract
- Pulse advisers, the relevant regulatory authorities
- Other third parties where required by law

In all cases, third parties to whom your personal data is disclosed for processing on



behalf of Pulse will be contractually obliged to use the data only for the relevant purpose specified above and not to forward the data to other parties without your consent.

Data that you collect about individuals whilst working for Pulse is subject to the same obligations. Whilst you are working for Pulse you must safeguard the data as if it were your own and ensure you act within the law, policies and procedures at all times.

### **Freedom of Information – What is it?**

- The Freedom of Information Act (2000) is a law giving people the general right to see recorded information held by public authorities
- The Act gives people a better understanding of how public authorities carry out their duties, make decisions and spend public money
- Whilst Pulse is not directly subject to the freedom of information act, as a private organisation, due to the nature of the work that we carry out for public sector organisations, we are often required to supply those organisations with information to enable them to meet their obligations under Freedom of Information legislation.

### **Information Quality Assurance - What is it?**

Information Quality Assurance is the maintenance of a desired level of quality in our service delivery, through documented processes, procedures and responsibilities (of staff) for achieving quality related objectives and the consistent delivery of a quality service. The purpose of the organisation's activities is to meet customer and regulatory requirements and continually improve its effectiveness and efficiency.

Quality Assurance needs to be considered at every stage of service delivery. The quality

assurance process includes reviewing documents, reviewing work equipment, reviewing manufacturing records, reviewing other work-related records, among other things.

There are 6 dimensions of data quality that Pulse consider in all quality assurance work activities:

- Accuracy
- Validity
- Reliability
- Timeliness
- Relevance
- Completeness

### **Password Management**

Passwords should be a combination of letters, numbers and special characters. Avoid using passwords that are easy to work out. The most common words used on passwords are either a person's pet name or their child's name. Consider the strength of your password.

Passwords should not be written down.

Regular password changes reduce the risk of unauthorised access to the machine and therefore passwords should be changed frequently.

Avoid using the same password on different accounts.

### **Information Security – Do not be the weak link**

The Information Security Team put security and privacy controls in place to ensure that information is protected at all times and available for staff to use. Information security is the protection of information from a wide range of threats.

- Access to data (paper or electronic) must be restricted.
- Staff must ensure that doors and





windows are closed properly and where applicable any door entry codes are changed regularly.

- All staff must wear identification badges and where practical should challenge individuals not wearing identification in areas they know are not for members of the public.
- On termination of employment or contract employees must return door keys, identification badges and IT equipment and follow the leavers process.
- All information assets (hardware, software and smartcards) must be recorded on an asset register (detailing the description, specification and any related security breaches).
- Staff must protect information which is being processed remotely or stored on a portable device (follow remote working policy).
- Staff must follow BYOD policy to avoid the loss, theft or damage of portable devices (in the event of loss, damage or theft staff must contact the IT Team immediately).

### What is Record Management?

Record Management is the process by which an organisation manages all the aspects of records whether internally or externally generated and in any format or media type, from their creation all the way through to their lifecycle and their eventual disposal.

It is a requirement to ensure that records are accurate and reliable, can be retrieved swiftly and kept for no longer than necessary.

Personal and special categories of personal data (along with commercially confidential) can be contained in a variety of locations including the following documents:

- Health Records
- Staff Records

- Corporate Documents
- Patient records

Pulse records can be paper or electronic and all systems, policies and procedures comply with the organisation's Record Management Policy.

Records with personal, commercially confidential or special categories of personal data should be controlled through the use of logins, password protection and encryption. Please review the Information Security Policy.

### (Data Protection Principles & Caldicott Principles)

The Caldicott report reviewed how the NHS patient information is shared and kept confidential. All NHS staff and its partners must be aware of the following principles which apply to both patient and staff data:

- Justify the purpose(s) of the using confidential information
- Only it when absolutely necessary
- Use the minimum that is required
- Access should be on a strict need to know basis
- Everyone must understand his or her responsibilities
- Understand and comply with the law
- The duty to share can be as important as the duty to protect patient confidentiality
- Inform patients and service users about how their confidential information is used

Data protection legislation and the Caldicott principles translate into key rules for staff to follow:

- Patients and staff should be fully informed about how their information may be used.
- There are strict conditions under which personal and special categories



- of personal data may be disclosed.
- Individuals have the rights including the right to information, the right of access, the right to rectification and erasure, the right to restrict processing, the right to data portability, and the right to object to various types of processing of their data.
- Identifiable information should be anonymised or pseudonymised wherever possible.
- The disclosure or sharing of personal data is permissible where there is a legal obligation to do so or an exemption can be applied or where the individual has given explicit consent.
- Sharing of personal data between organisations can only take place with appropriate authority, safeguards and agreements in place.
- Sometimes a judgement must be made about the balance between the duty of confidence and disclosure in the public interest. Any such disclosure must be justified.
- Personal data should be kept secure and confidential at all times.
- An organisation must be able to provide evidence to show compliance with the data protection legislation.

### Disclosure - What is it?

You may, as part of your job, need to disclose patient/personal information to others:

- Keep the amount of information disclosed to the minimum necessary,
- Do not duplicate records (on paper or in a computer) unless essential for the purpose.
- Ensure that information that contains personal, confidential and special categories of personal data are only disclosed in accordance with the law – seek advice from your key business

contact, Data Protection Champion or the Privacy team if in doubt prior to any disclosure.

### When would you disclose information without consent?

- Information is required by statute or court order
- Where disclosure is essential to protect the patient, or someone else from risk of death or serious harm
- For the prevention, detection or prosecution of serious crime
- If a patient is not competent to give consent, in public interest
- In the public interest where the benefits of disclosure to an individual or society outweigh the patient's and public interest in keeping the information confidential
- The decision to release information in these circumstances should be made by the Data Protection Officer and/or the Caldicott guardian for Pulse.

### What if you think there is a risk or breach of Confidentiality?

- Staff must ensure that information is handled, stored and transferred in a safe, secure and appropriate way. If staff are aware of a possible breach of security or confidentiality they should always:
- Report any incident that could possibly relate to a breach of personal, commercially confidential or special categories of personal data, following the Breach Reporting Policy.
- Staff should be careful when sharing personal, commercially confidential or special categories of personal data without consent and may be held accountable for any unauthorised disclosure.
- Do not open any suspicious emails



and report possible cyber incidents to the Information Security Team.

- Where an incident is likely to result in a risk to the rights and freedoms of data subjects the Information Commission's Officer (ICO) must be informed within 72 hours of the organisation becoming aware of the incident and fines/penalties may be incurred. Consult the Data Protection Officer or a member of the Privacy Team to discuss.

You are not authorised to make any statement to representatives of the press, radio or television or other body. Any such request for information should be referred to the Pulse manager.

Please refer to the NMC Code of Conduct or the HCPC Standards for further information. This is available on the NMC website [www.nmc-uk.org](http://www.nmc-uk.org), the HCPC website [www.hcpc-uk.org](http://www.hcpc-uk.org) or ask your Pulse Consultant for a copy.

### **Ownership of Rights & Intellectual Property**

You are not permitted at any time whilst working with Pulse or at any time after you have ceased working with Pulse to disclose to any person, company or third party any Confidential Information obtained during the course of any client assignment/shift.

For the purposes of this agreement, Confidential Information means information relating to Pulse or its clients including patents, trademarks, rights subsisting in domain names, registered designs, unregistered designs, copyrights, database rights; and all similar or equivalent rights protecting software programs, databases, data, methodologies, technical information, know-how, inventions, technological improvements or discoveries together with all applications and rights to apply for registration of any such rights and the right to enforce past infringements of the same.

To the extent permitted under any applicable laws, you now assign to Pulse or its nominee with full title guarantee all Intellectual Property arising in the course of your work with Pulse ("Company IP") capable of being assigned in advance of its creation in accordance with the laws of the applicable jurisdiction (whether by way of future assignment/shift or automatic assignment/shift upon creation); agree to assign to Pulse or its nominee with full title guarantee any Company IP that is not so capable of being assigned in advance of its creation; and unconditionally waive all moral rights that you may have in respect of any Company IP and shall promptly at Pulse's request and expense execute all such documents and carry out such acts as may be reasonably necessary or desirable in order to effect the provisions of this.

### **Information Technology**

During the course of your assignment/shift, you may be required to use client IT systems. Please make yourself aware of and adhere to, any client specific guidelines related to Information Technology and the use of computer hardware and software. You must not use any computer equipment unless directed to by an authorised member of staff and it should only be used for work related purposes.

### **Duty of Candour**

The Duty of Candour places a requirement on Pulse and other providers of health and social care to be open with patients when things go wrong. Medical treatment and care is not risk free. Errors will happen and nearly all of these will be due to failures in organisational systems or genuine human errors. The obligations that challenges candour reminds us that for all its continued technological advances, healthcare is a deeply human business. A Statutory Duty of Candour being introduced relates to implementing a key recommendation from



the Mid Staffordshire NHS Foundation Trust Public Enquiry (The Francis Enquiry) In responding to the Francis Report, the government supported the proposal to implement a duty of candour with criminal sanctions on providers.

The Statutory Duty of Candour is enforceable by law. It is a criminal offence to fail to provide notification of a notifiable safety incident and/ or comply with the specific requirements of notification. If Pulse are non-compliant to this legislation they could be liable to a potential fine of £2500 per incident. All healthcare professionals have a duty of candour – a professional responsibility to be honest with patients when things go wrong.

As a Worker you must first discuss the need to inform the patient and with the client to identify who will inform the patient therefore any concerns/ incidents that come under the duty of candour are reported immediately to Pulse who will inform the Client, the client will then manage the incident through their process and procedures. If there is an immediate patient safety issue then inform the client and Pulse immediately.

## Social Networking

Social Networking has the potential to put yourself, the patient and the company at risk. Key Points to remember about social media:

- Social media can blur the boundary between a healthcare workers public and professional life
- The ethical and legal duty to protect patients confidentiality applies equally on the internet
- It is highly inappropriate to post informal, personal or derogatory comments about patients on social media
- Pulse recommends that workers should not accept friend requests from current or former patients
- Healthcare workers should be conscious of their 'online image' and

how it may impact on their

- Social networking sites should not be used for raising and escalating concerns (commonly referred to as whistleblowing). Pulse's policy on Whistleblowing sets out your professional duty to report any concerns which put the safety of people in your care or the public at risk, and the steps you should take.
- If you are concerned about the online behaviour of someone who is registered with Pulse, you should take steps to raise your concerns with Pulse. In the most serious circumstances, for example: If someone's use of a social networking site is unlawful, you should also report the incident to the police.

If you are found to be:

- Sharing confidential information online
- Posting inappropriate comments about colleagues or patients
- Using social networking sites to bully or intimidate others
- Pursuing personal relationships with patients or service users
- Distributing sexually explicit material
- Using social networking sites in any way which is unlawful

This may lead to disciplinary action taken against you by Pulse and possible referral to your registered body and/or the police.

## Sleeping on Duty

Sleeping on duty, at night or during the day, is prohibited by Pulse. Any Worker reported to be asleep on duty will be investigated and appropriate action will be taken. Action could include termination or de-registration and referral to your professional body and/or the Criminal Records Bureau.

## Smoking

You are not permitted to smoke except in places where it is expressly permitted.



Smoking on duty is forbidden (including E-Cigarettes).

Please remember that if you smoke the smell remains on your clothing which many people find offensive.

### Mobile Phones

There are a number of complex issues that can arise out of the use of mobile phones. In order to protect the interests of patients, Pulse and other Workers you **MUST NOT**:

- Give your contact telephone number (mobile or other) to the patient
- Disclose the telephone numbers of other Workers to patients
- Use your mobile phone to photograph patients
- Create or send mobile phone messages which make comments or statements which could in anyway be contrived to be defamatory
- Create or send mobile phone messages containing photographs/ images of patients
- Create or send mobile phone messages containing information confidential
- or otherwise, regarding patients
- Initiate or forward mobile phone messages that could be considered to constitute an act of harassment or discrimination on any grounds
- Use your mobile phone whilst on assignment/shift, except in an emergency unless advised this is permitted
- If you require to have your mobile phone on for personal reasons please inform your Consultant and Department manager.

### Health and Safety

All workers have a duty under section 7 of the Health and Safety at Work Act 1974 to take reasonable care for their own health and safety and that of others who may be

affected by their actions or omissions at work. Therefore, all workers must use all work items provided for them correctly; in accordance with best practice, policy and procedure to use them safely. Regulation 14 of the Management of Health and Safety at Work Regulations 1999, states that:

- Every worker shall use any machinery, equipment, dangerous substance, transport equipment, means of production or safety devices provided in accordance both with any training in the use of the equipment concerned which they have received, and the instructions respecting that use which have been provided in compliance with the requirements and prohibitions imposed under the relevant statutory provisions

We will let you know about any specific hazards relating to your place of work that we have been notified about. If during the course of your work you identify a risk to the health, safety and welfare of your own personal safety, and/ or that of your colleagues or patients, you have a duty to report this to your Pulse consultant.

### Fire & Other Emergencies

All patients have evacuation procedures in order to prevent injury to persons and avoid impeding emergency services.

For your own safety and that of other people you must familiarise yourself with, and adhere to, fire regulations and procedures. If you see, or suspect a fire, act immediately. Never try to tackle a fire yourself - call the emergency services immediately.

### Waste Disposal

All workers have a responsibility to comply with local waste disposal procedures. These include the requirement to dispose of waste materials safely and correctly.





## **COSHH (Control of Substances Hazardous to Health)**

Control of Substances Hazardous to Health Regulations 2002: COSHH requires employers to control exposures to hazardous substances to protect both employees and others who may be exposed from work activities.

All Workers must adhere to the clients COSHH requirements, at their workplace. Please refer to your Health & Safety guidelines for more information about COSHH and the role you play.

## **RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences)**

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) places a legal requirement on employers, self-employed people and people in control of premises to report work-related deaths, major injuries, injuries that result in more than seven days off work, work related diseases and dangerous occurrences (near miss accidents) to the HSE. All accidents involving staff or patients must be reported to your line manager. If during the course of your work you identify a risk to the health, safety and welfare of your own personal safety, and/ or that of your colleagues or patients, you have a duty to report this to your Pulse consultant. Please refer to your Health & Safety guidelines for more information about RIDDOR and the role you play.

## **Safe handling of money & other valuables**

Please familiarise yourself with any client specific policies on the safekeeping of patient valuables and money. If you are asked to handle money or other valuables, please seek guidance from your line manager.

## **Equal Opportunities**

Pulse seeks to offer equality of opportunity to all workers and will treat all allegations of discrimination with the utmost seriousness. In accordance with these principles, workers may not discriminate on the grounds of race, ethnic origin, nationality, colour, religion or belief age, gender, sexual orientation, marital status or disability.

## **Complaint Handling**

During the course of your work with Pulse you may encounter complaints from patients, and their relatives or interested parties, colleagues, co-workers, referring hospitals/care environments, the media or HR.

Please advise your line manager of any complaints in order for Pulse to invoke their own complaints policy.

Depending on the nature and severity of the complaint you may be requested to put details of the complaint in writing on a complaint record form and/or attend an interview to investigate details further.

To ensure that you deal with complaints effectively, it is important that you understand who may complain, common reasons for complaints and the process for dealing with complaints.

The main causes of complaints are:

- A lack of information
- Withholding information
- "Not my patient"
- Constantly being referred to someone else for advice/resolution
- Lack of explanations of procedures
- Lack of fundamental care
- Questioning judgement/ability/decisions of staff

## Dealing with a Complaint

An effective and efficient initial response to a complaint will often be all that is required for a local resolution.

You should immediately acknowledge the complaint verbally. Give the complainant privacy and show that you have the time to listen.

You must inform the Pulse manager at the earliest opportunity, even if you believe the complaint has been resolved locally.

### Do

- Remain calm and actively listen
- Isolate the situation
- Be aware of the non-verbal communication
- Be consistent
- Report any level of complaint to your manager

### Do Not

- Overreact
- Get into a power struggle
- Make false promises
- Fake attention
- Be threatening
- Use jargon as it can confuse or frustrate

## Complaints Procedure

You should be aware of the local policy and also Pulse' policy for complaints handling.

## Making a Complaint

If you have a complaint about the way you have been treated on assignment/shift or by our staff, please direct this in the first instance to your Pulse consultant.

If for any reason you are still unsatisfied with the case in point, please contact Pulse who will refer you to a senior member of staff.

If you have serious concerns about our

service, which have not been resolved, the representative body for the recruitment and staffing industry is the Recruitment and Employment Confederation (REC).

Their helpline is available from 8am to 6pm, Monday through Friday on 020 7009 2100. Their headquarters are at the address below:

Recruitment and Employment Confederation  
15 Welbeck Street London W1G 9XT  
Email: [info@rec.uk.com](mailto:info@rec.uk.com) [www.rec.uk.com](http://www.rec.uk.com)

The full Pulse Complaints Procedure is available upon request.

## Incidents

During your work with Pulse you may come across or be involved in an incident. An incident includes the terms untoward incident, near miss, adverse incident or accident. These are where an act, omission or undesired circumstance or event results, or had the potential to result in an unintended or undesirable outcome, harm, loss or damage. This may involve patients, Workers, members of the patients family, property or equipment. The term 'incident' includes issues related to but not exclusively related to:

- Working practices
- Patient safety
- Health and safety
- Fire
- Theft
- Emergency situations
- Loss of information or data or data security breaches
- Violence/aggression from service user or their family against
- Any Agency Worker and vice versa

## Reporting an incident

If you are required to report an incident that has occurred, please complete an incident form/Datix for the client and telephone or email your Pulse office. The incident will be



logged onto Pulse risk management software and will be investigated by the complaints and incidents team. You may be asked for a statement and/or be required to attend and investigation meeting. As per our Incidents policy you must cooperate with our investigation.

### **Protection of Vulnerable Adults Policy**

Pulse is committed to safeguarding vulnerable adults. At all times the safety of vulnerable adults is paramount. Please ensure you familiarise yourself with the clients safeguarding policies. Any action or behavior by Workers which is believed to be a criminal offence will be reported to the police.

### **Child Protection**

‘The child’s welfare is paramount and should be safeguarded and promoted by all staff’.

Please ensure you familiarise yourself with the clients safeguarding policies.

Any action or behaviour by Workers which is believed to be a criminal offence will be reported to the police.

### **Whistleblowing**

Whistle blowing is the disclosure of confidential information that relates to danger, fraud\* or other illegal or unethical conduct connected with work including abuse or neglect of patients.

The disclosure may relate to concerns regarding:

- The location in which you currently work or have worked
- Pulse
- Fellow Pulse Workers
- A member of the Pulse team
- Any other party e.g. a patient or patients relative

\*Common type of fraud within the NHS include professionals claiming money for assignment/shifts not worked (commonly known as ‘timesheet fraud’), patients falsely claiming exemption from optical, dental or pharmaceutical charges (‘patient fraud’) and staff working in unauthorised jobs while on sick leave. Please visit <http://www.nhscounterfraud.nhs.uk> for more information.

Under the Public Interest Disclosure Act 1998, Workers who speak out, in good faith, against corruption and malpractice at work have statutory protection against victimisation and dismissal.

Pulse encourages an open culture, which recognises the potential of our Workers to make a valuable contribution to protecting public interest. If you would like to see a full version of the Pulse Whistle Blowing Policy please ask your Pulse consultant.

- To provide avenues for Workers to raise concerns
- To receive feedback on any action taken.
- To inform Workers how to take matters further if they are dissatisfied with the response to such action
- To reassure Workers that they will be protected from reprisals or victimisation for whistle blowing in good faith

What to do if you suspect or have evidence of some form of danger, fraud illegal or unethical conduct including the abuse or neglect of patients or service users at your workplace

- In the first instance you should contact your Pulse manager at your local office. If for some reason you do not wish to report your concerns to the manager you may approach the Pulse divisional director or the Pulse Group Clinical Director at Head Office

- The Group Clinical Director will arrange for a mutually agreed manager to meet with you in order to put together a statement detailing your concerns
- A summary report of your concerns and your statement will be forwarded to the Group Clinical Director who will decide what action is appropriate e.g. carrying out an internal investigation (where the concerns relate to Pulse) or passing on the concerns to the appropriate external organisation e.g. the Care Quality Commission or Social Services
- The Group Clinical Director/appointed investigator will liaise directly with the organisation and will keep you informed of any investigation or action that is taken
- If, following an investigation, it is concluded that there is no case to answer and that the allegation is unfounded, Pulse will ensure that you are protected provided the disclosure was made in good faith
- If you are not satisfied with the outcome of the investigation, you have a right to make an external disclosure to a prescribed person, such as the Care Quality Commission

### Guidelines on reporting Notifiable Diseases:

If you have a notifiable disease you must report this to Pulse. You must not carry out duties for Pulse during the period you have a notifiable disease as you will be putting others at risk.

You may be required to stop working if you have or have had contact with a person with a notifiable disease. These include:

- Acute encephalitis
- Acute poliomyelitis
- Anthrax
- Cholera

- COVID-19
- Diphtheria
- Dysentery
- Leptospirosis
- Haemophilus influenza
- MPox
- Malaria
- Meningitis (meningococcal, pneumococcal)
- Meningococcal septicaemia
- Mumps
- Ophthalmia neonatorum
- Paratyphoid fever
- Plague
- Rabies
- Relapsing fever
- Rubella
- Salmonella
- Scarlet fever
- Smallpox
- Tetanus
- Tuberculosis
- Typhoid fever
- Typhus fever
- Viral haemorrhagic fever
- Viral hepatitis (A, B and C)
- Whooping cough
- Yellow fever

### Administration of Medication – Nursing Associates, Registered Nurses, Midwives & ODPs

If you are registered with the NMC you should familiarise yourself with and follow the latest version of the Nursing and Midwifery Council Guidelines for safe practice in the management and administration of medicines.

Midwives should also refer to the NMC Midwives rules and conduct of practice for specific additional information. These are available at [www.nmc-uk.org](http://www.nmc-uk.org) or ask your Pulse Consultant for a printed copy.

If you are an ODP you should familiarise yourself with and follow the latest version





of the AODP Standards of Good Practice Guidance in Relation to Controlled Drugs and the Safer Management of Controlled Drugs and a Guide to Good Practice in Relation to Controlled Drugs. These are available at [www.aodp.org](http://www.aodp.org) or ask your Pulse Consultant for a printed copy.

Medication should only be administered by a Registered Nurse, Midwife, ODP or by an appropriately trained Nursing Associates.

When administering medication, Workers should:

- Check that the medication is recorded in the Care Plan, medication chart or patient record
- Understand the therapeutic use of the medication administration, its normal dose, side effects, precautions and contra- indications of its use
- Be certain of the identity of the patient to whom the medication is being given
- Check that the prescription or the label on the medication is clear and relates to the patient
- Check the expiry date
- Check that the patient is not allergic to the medication
- Keep clear, accurate and signed records of all medication administered, withheld or refused in the patients Care Plan, medication chart or patient record
- Any mistake or error in administering drugs must be reported to your line manager immediately
- Workers should never in any circumstances administer medication which has not been prescribed, give medication against the wishes of the patient or alter the timing or dosage of medication

Mistakes should not be covered with correction fluid or scribbled out so as illegible. One line should be scored through the

mistake and your initials and date written next to it.

Please bear in mind that full records are essential should any questions be raised about the care and standards of care delivered.

Doctors need to ensure they are following the GMCs Good medical practice guidelines for prescribing and administering.

### **Disposal of Unwanted Medication**

Please refer to the clients policy on the disposal of unwanted or surplus medication.

### **Reporting Drug Errors**

If you make an error, identify an error or have concerns over a patients medication, you must report it immediately to your line manager at your place of work and, where appropriate to the medical practitioner or prescriber.

If you make a drug error or if you have any concerns regarding any aspect of drug administration, you should also inform the Pulse manager.

### **Record Keeping**

Good records are essential to safe and effective care and should be:

- Clear, legible and indelible
- Factual and accurate
- Written as soon after the event as possible
- Written in black ink
- Signed, timed and dated

Mistakes should not be covered with correction fluid or scribbled out so as illegible. One line should be scored through the mistake and your initials and date written next to it.

Records should not include abbreviations, jargon, meaningless phrases, irrelevant

speculations and offensive subjective statements.

Please bear in mind that full records are essential should any questions be raised about the care and standards of care delivered.

Most clients now operate electronic records, as a Worker you must ensure you have been trained on the relevant system, have a log-in that is personal to you and not shared. Please ensure you follow the local client policy and procedures.

Nurses and midwives should also refer to the NMC publication 'Guidelines for records and record keeping' for further guidance available at [www.nmc-uk.org](http://www.nmc-uk.org) or ask your Pulse Consultant for a printed copy.

ODPs should also refer to the HCPC Statement on Record Keeping available at [www.hcpc-uk.org](http://www.hcpc-uk.org) or ask your Pulse Consultant for a printed copy. Doctors need to ensure they are following the GMCs Good medical practice guidelines for record keeping.

### Capability, Performance & Conduct

In situations where it is alleged that a worker has fallen below the minimum standards of capability, performance, conduct and behaviour, appropriate action will be taken.

In most cases of minor misdemeanours, or shortcomings, the matter can and should be dealt with informally by the Pulse business partner. There will be instances however where informal measures do not change the workers behaviour or improve their performance or a more serious breach of conduct, capability, performance or behaviour standards may be alleged.

It is in these circumstances where formal action needs to be taken which could include termination or de-registration.

### De-registration

We reserve the right to remove a candidate from our Register in the following circumstances:

- If a candidate has behaved in an unprofessional manner, we reserve the right to remove you from all assignment/shifts and to not book any further assignment/shifts until the issue is resolved.
- In the event that the candidate's professional body alerts us of any investigations, cautions, suspensions or lapses.
- If a candidate's professional conduct or performance has become substandard to our expectations.

A smiling male healthcare professional with a beard, wearing teal scrubs, stands in a clinical setting. He has his hands clasped in front of him. The background is slightly blurred, showing medical equipment and a wall with charts.

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*useful*  
information

## Useful information

### Needlestick & Sharps Injuries Definitions

A sharps injury is defined as an injury where a needle or other sharp object contaminated with blood or other body fluid penetrates the skin.

This also includes human bites and scratches that break the skin. Needlestick injuries occur when healthcare workers jab themselves or a colleague with a needle, or other sharp medical device, which is contaminated with potentially infected blood or bodily fluid.

### Facts

Needlestick and sharps injuries account for 17% of accidents to the NHS staff second only to moving and handling at 18%. Contaminated needles can transmit more than 20 dangerous blood-borne pathogens. Needle stick and sharps injuries can have devastating effects on the members of staff concerned. Over 40,000 incidents are reported each year and at least as many go unreported. It is therefore really important that you protect yourself and your colleagues as much as possible.

### Key Ways of Preventing Sharps & Needlestick Injuries

Before Use:

- Identify how exposure could be eliminated
- Allow consideration of possible alternative systems
- Eliminate the unnecessary use of sharps
- Wear the correct gloves for all activities that have been assessed as carrying a risk, including sharp or contaminated instruments
- Always seek assistance when dealing with any patient whose condition or mental state may increase the risk

of a sharps injury occurring

During use:

- Sharps must not be passed directly from hand to hand
- All sharps handling should be kept to a minimum
- Do not recap, bend, break or disassemble needles before use or disposal
- Staff must take responsibility for the safe disposal of all items
- If you are unsure of safe disposal, ask someone who knows, no sharps items should be disposed of with normal domestic waste

It is vitally important that you remain updated with current guidance on infection control and key protocols on conditions such as:

- Viral Pandemics
- MRSA (Methicillin-Resistant Staphylococcus aureus)
- C. diff (Clostridioides difficile)
- Sepsis
- Norovirus
- E. coli (Escherichia Coli)

This list is not exhaustive please refer to the current client policies



A man with curly hair, wearing a striped t-shirt and a green backpack, is looking down at his smartphone in a subway station. The background shows a blurred train and station lights.

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# *contact details* for regulators

### Contact details for regulators

Nursing and Midwifery Council – web address related to:  
Covert administration of Medicines NMC guidelines September 2001 [www.nmc-uk.org](http://www.nmc-uk.org)  
Ethical Responsibilities of Health Care Workers [www.nmc-uk.org](http://www.nmc-uk.org)  
Expert Advisory Group on Aids [www.doh.gov.uk](http://www.doh.gov.uk)

### The Health and Care Professions Council (HCPC)

184-186  
Kennington Park Road, London, SE11 4BU  
Tel: 0300 500 6184  
[www.hcpc-uk.org](http://www.hcpc-uk.org)

### The General Medical Council (GMC)

3BH, 350 Euston Rd,  
London  
NW1 3JN  
Tel: 0161 923 6602  
[www.gmc-uk.org](http://www.gmc-uk.org)

### General Pharmaceutical Council (GPhC)

General Pharmaceutical Council,  
25 Canada Square,  
London,  
E14 5LQ  
Tel: 020 3713 8000  
Email: [info@pharmacyregulation.org](mailto:info@pharmacyregulation.org)

### Care Quality Commission (CQC)

Citygate,  
Gallowgate,  
Newcastle upon Tyne,  
NE1 4PA  
Tel: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

For details of how to contact your local  
Child or Adult Abuse Team contact:

Association of London Government  
59 Southwark Street  
London  
SE1 0AL  
Tel: 0207 934 9999  
[www.alg.gov.uk](http://www.alg.gov.uk)

### Recruitment & Employment Confederation (REC)

Dorset House,  
First Floor,  
27-45 Stamford Street,  
London,  
SE1 9NT  
Tel: 020 7009 2100  
Email: [info@rec.uk.com](mailto:info@rec.uk.com)



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