

www.libertatemhealthcare.co.uk

This handbook contains information and details which relate to your registration and provides guidance to the Company policies and procedures. This handbook is regularly updated in line with business demands and changes in legislation and does not form any contractual obligations. Since policies and procedures and the content of the handbook may change from time to time, we have the right, at our sole discretion, to add, amend, or delete any policy or procedure in the handbook. It is effective from February 2017 and replaces all previous versions of the handbook and we therefore request that you read it carefully and take notice of any changes.

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Staff Handbook

Welcome

Libertatem
Healthcare Group

Welcome to the Libertatem Healthcare Group, one of the UK's primary providers of Specialist care and support for client's with Acquired Brain and Spinal Injuries and a leading provider of care for those with long term conditions.

We are delighted to have you as part of our team of dedicated and talented care and support staff and we are looking forward to developing your skills and building your experience over the coming months and years.

Libertatem Healthcare recognises as one of it's 3 underlying principals that our staff (you) are our biggest asset, you represent us on a daily basis in the community , in client's homes and in front of our customers.

We expect the highest possible standards from you at all times in everything you do, from delivering care and support to your punctuality and appearance, everything contributes to our reputation in the healthcare market.

In return for the high standards which I hope you will adopt we pledge to support, reward, mentor and train you and provide you with a diverse and challenging career, one that will one day make you one of the best in your chosen field.

As a company we are extremely approachable and are here to support you, to support our clients, so if you are in doubt about anything from this day onwards, we need you to just simply ask us.

Enjoy your work, be positive, be diligent and be safe.

- Libertatem Healthcare Board of Directors

Duty of Candour

Libertatem
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- That line managers understand an individual or team may well require support during and after an incident. Support for employees is available from the Human Resources Department.

Employee Responsibility

All employees must understand their duty for being open and must demonstrate the principles of being open in their work.

All employees who become aware of an incident or near miss having occurred must follow Libertatem Healthcare Group Incident Reporting Policy and apply the principles of being open and the Duty of Candour throughout these processes.

All employees dealing with clients or relatives should abide by Libertatem Healthcare Group complaints process and advise who clients or carers should write to if they wish to formalise a complaint.

Safeguarding

Libertatem Healthcare takes it's responsibility in ensuring as best we can that all our clients remain safe and free from harm. Safeguarding of adults and children is everyone's business and each and every member of Libertatem Healthcare Group staff have a responsibility towards the prevention, detection, and reporting of abuse of adults and children at risk. In addition, however, staff have particular duties for those clients who are less able to protect themselves from harm, neglect or abuse.

Every member of staff has a responsibility, regardless of position, to take action if they suspect or are made aware of safeguarding concerns.

- To complete and maintain compliance with their Safeguarding training
- Be alert to potential indicators of abuse or neglect
- Know how to act upon their concerns in line with Libertatem Healthcare Group's Raising Concerns Policy
- Staff members who work predominantly or completely with adults who have a responsibility to share a commitment to safeguard children who could be at risk of abuse
- staff who become aware of a situation which they feel is of concern should report it to their Line Manager as soon as possible, and to escalate the matter to more senior managers if they believe their line manager has not responded appropriately.

Duty of Candour

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While the Duty applies to organisations, not individuals, it is clear that individual Libertatem Healthcare Group staff must cooperate with it to ensure the Duty is met.

Definition

"The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made."

Aim

Conversations between clients, families and staff about risk and the potential for harm are essential for fostering a culture of candour, both as a means of preparing clients should something happen, and in encouraging clinicians and healthcare staff to do the right thing when errors occur.

The principle of this policy is to reinforce a 'conversation of equals' between people who use our services and staff who provide the services. Having a candid conversation when something goes wrong might not be so difficult if it is part of an on-going clinical relationship, in which issues of risk and consent are clearly discussed with the client from the outset.

This policy underpins the Libertatem Healthcare Group values and aims to ensure:

- The client's right to openness from Libertatem Healthcare Group is clearly understood by all staff;
- That this right is integrated into the everyday business of the Trust;
- Libertatem Healthcare Group learns from mistakes with full transparency and openness;
- Clients and their families and carers can Libertatem Healthcare Group us to share information with them in an open and collaborative way;
- Libertatem Healthcare Group works in partnership with others to protect clients;
- Libertatem Healthcare Group staff ensure appropriate support is offered to the client/families/carers/ and colleagues and;

Regulations & Best Practice

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Ethics and Values

Libertatem Healthcare is one of the UK's leading providers of Health and Social Care and aims to provide outstanding care and services to all our Clients. Therefore we work to the following ethical guidelines and values, which are applicable to all Registered Nurses and Healthcare Assistants.

Governing Bodies

Health and Social Care Act 2008/Regulation of Care (Scotland) Act (2001)/Care Standards Act 2002 (Wales)

These Acts are established governing bodies to independently regulate the provision of healthcare in the three countries of the UK. The aim is to standardise the provision of Health & Social Care and to promote the protection and care of the vulnerable person.

Care Quality Commission (CQC)/Care Inspectorate (Scotland) (CI)/Care and Social Service Inspectorate Wales (CSSIW)

These are arms length government bodies established by the legislation of the three countries within the UK to regulate Health & Social Care and private and voluntary health care services. These bodies have responsibility for the registration and inspection of care services.

National Framework Agreements for the supply of Healthcare Professionals

A service specification setting out the conditions and supplementary conditions of contract for the supply of Healthcare Professional services to certain NHS bodies in Scotland, England and Wales.

Health and Care Professionals Council (HCPC) formerly known as General Social Care Council (GSCC)

This body was set up to ensure that all those providing care do so to a high standard. As a Healthcare Assistant you should be aware of your Code of Conduct and abide by this at all times.

Regulations & Best Practice



Laws and Regulations

Libertatem Healthcare Registered Nurses and Healthcare Assistants should comply with the laws and ethical practices of any country in which they conduct business. Libertatem Healthcare's tangible assets, such as materials, equipment, cash and non-tangible assets, such as computer systems, trade secrets and confidential information, are resources to be used for no other purpose than the proper advancement of the business.

Medical Ethics

Libertatem Healthcare ensures that all its Clients receive care appropriate to their needs from professionals who are properly trained and who are committed to improving the Client's quality of life. In so doing, they will comply with the Professional Codes of Practice and the regulations under which we are registered. Interserve Healthcare recognises each care professional's responsibility to adhere to the standards of their professional body of which they are registered.

Libertatem Healthcare registered professionals are expected to ensure that medical practice and treatment of Clients, whether conducted on behalf of Interserve Healthcare or third parties, is conducted according to the standards and requirements laid down by the appropriate bodies.

Relations with Third Parties

Relations with Suppliers, Clients and Government Officials should, at all times, be such that neither Libertatem Healthcare's integrity nor its reputation would be damaged if details became publicly known. It follows that unlawful payments may not be made to, or received from such persons, regardless of amount, directly or indirectly.

Disclosure & Barring Service (DBS)/Disclosure Scotland

Provides a service for employers and agencies, to check the criminal records of candidates. It is now a requirement by law for every Registered Nurse and Healthcare Assistant to have an Enhanced Disclosure carried out through the DBS/Disclosure Scotland before starting work.

The DBS in England and Wales now includes an enhanced check against the barred lists for vulnerable adults and children.

Working for Libertatem



Insurance

All work you undertake is covered by Libertatem Healthcare's Indemnity, medical malpractice and vicarious liability insurance scheme. Libertatem Healthcare does however strongly recommend that registered professionals also take out their own insurance through membership with a professional body for example, the RCN to cover any care they provide outside of Libertatem Healthcare or other formal employment environments. Should you be using your own vehicle for during your shift for purposes of transporting your client in the community, then you will be required to amend your vehicle insurance policy to include business insurance.

Training and Professional Development

As a care provider Libertatem Healthcare has a responsibility to provide you with the appropriate skills and knowledge to ensure you can deliver the highest standards of care and carry out your duties effectively. We are also committed to supporting your development through internal up-skilling training opportunities.

As a Registered Nurse or Healthcare Assistant you also have a responsibility to update and maintain your skills and knowledge and therefore undertake the mandatory training and any other training we provide. This maintains our compliance with the Care Quality Commission (CQC) England, standards and is a requirement of your continuing work with us.

Appraisal & Supervision

All Registered Nurses and Healthcare Assistants will have an appraisal with their Manager on a regular basis. An appraisal is a judgement or assessment of the professional performance of an individual, an appraisal should be objective and based on measurable criteria e.g. performance reviews and feedback.

Supervision is the exchange between practicing Registered Nurses and Healthcare Assistants to enable the development of knowledge and skills. They provide a forum where your Manager reviews and reflects on your performance with a view to improving. Supervisions will be arranged as and when necessary.

Where performance is not satisfactory or misconduct has occurred, following a full investigation, the Formal Action procedure may be invoked, which may ultimately result in your removal from our the agency's register.

Working for Libertatem

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Currently, should you wish to work over 48 hours on a regular basis i.e. if the average hours worked over 26 weeks are more than 48 hours, you must sign an opt-out form and immediately return this to the branch. Please note this is subject to review in line with the Working Time Directive.

Pay

Your method of pay is outlined in your terms and conditions. You will be paid weekly directly into your bank account.

Timesheets

It is your responsibility to submit timesheets for the work you undertake EACH week. Timesheets MUST be submitted electronically via the timesheet portal provided to you on the tablet in the client's home. You will be emailed your unique timesheet user log in prior to commencing your first shift with Libertatem Healthcare. You must fill in the time you start and the time you finish your shift each day and at the end of your working week, you must submit your timesheet by pressing the submit button at the bottom. Your timesheet will then be sent electronically for approval to either your care manager or other approved authoriser. Any hours worked over and above the agreed hours must be submitted with a note explaining the reason. The notes section is also on your electronic timesheet. Any timesheets incorrectly completed will not be authorised and you will be notified by email that you need to amend it and resubmit, therefore possibly delaying the processing and payment of your wages. Payment will only be processed on submission of a timesheet.

Length of Notice

The required length of notice a Healthcare Assistant is required to give is 1 month or 4 weeks.

Registration

Should your professional status change you must notify your branch immediately.

Should you become the subject of any investigation by a professional body or another agency/employer you must notify your care manager immediately.

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Pension

As a Registered Nurse or Healthcare Assistant of Libertatem Healthcare, you will be automatically enrolled into the National Employment Savings Trust (NEST) provided you have satisfied the appropriate eligibility criteria (i.e. are at least 22 years old; have not reached state pension age; earn more than a minimum amount each year (set by the Government); and work, or ordinarily work, in the UK). Further details can be found at Page 20 of this handbook.

Annual Leave

You are entitled to all provisions under the Working Time Directive, in respect to any holiday pay. You must advise the branch in advance of holiday arrangements and periods of non availability. Payment for these holidays will be calculated on the average hours worked and monies earned over the previous 12 weeks in accordance with the Working Time Directive.

Maternity Pay

Payment of Statutory Maternity Pay (SMP) is subject to the production of a MATB1 certificate to be forwarded to your care manager who will forward to our payroll provider. Payroll will then confirm whether SMP is due to you in accordance with the rules and regulations governing SMP.

Extended Leave

If you are conducting an on-going assignment and wish to be unavailable for work for more than 2 weeks you must inform your care manager of the dates you will be unavailable. This does not mean that assignments currently undertaken prior to leave will be held open.

Changes in Personal Information

Please notify changes in your personal circumstances to your branch so that records can be maintained accurately, for example, home address, next of kin, change of name and phone numbers.

Working with another Agency

If you consider working with another agency, you must advise the branch giving details of the nature of work and the number of hours to be worked.

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Sickness Absence

If you are unwell, you should telephone the branch as soon as possible and at least within one hour of your shift start time. If this is outside branch hours then you must speak to the Out of Hours service. You must explain the reason for your absence and the likely date you will next be available for work.

If you are absent for seven calendar days or less (including non working days), you will be required to complete a "self-certification form". You must contact your care manager to discuss the reason for your absence and ensure you are fit for work, when you wish to return. If your illness is prolonged, you should keep your Manager fully informed. For absences of more than seven calendar days, you must obtain a Doctor's Certificate.

Payment during Sickness Absence

Statutory Sick Pay (SSP) will be paid in accordance with rules and regulations as stipulated by the Department of Social Security and the Working Time Directive. Details are available from your Care Manager.

Paternity Pay

Please seek advice from your care manager with regard to your eligibility for Paternity pay.

Adoption Pay

Registered Nurses and Healthcare Assistants who adopt children may be eligible for Adoption pay. Please seek advice from your care manager

Daily Reporting

It is an essential element of the care and support provided by Libertatem Healthcare that all its employees complete a daily record log giving an overview of the shift they have just completed, their client's well being and any incidents or concerns during that shift. An electronic daily record form has been provided for you to access through your client's tablet and a log in and password will be emailed to you prior to your first shift. Full training on how to use this technology will also be provided as part of your induction. It is your responsibility to ensure daily record forms are completed at the end of each and every shift.

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Libertatem Healthcare is a National Healthcare provider. We provide opportunities for work as a Registered Nurse or Healthcare Assistant.

We do not provide contracts of employment; however we will always try to provide you with suitable assignments and hours that suit your requirements in line with your Terms & Conditions.

Your Responsibilities

You should always keep you care manager fully informed of your availability in order that you do not miss out on shifts that may be available to you. The more flexible you are, the more likely it is that you will be offered work. If you accept a shift, you are expected to honour that shift. Due to the nature of our work last minute cancellations are not acceptable and may affect your continued work with us. If you are going to be unexpectedly late for a shift, please inform your care manager at the earliest opportunity, so we can inform the Client. When accepting a shift please ensure that you have all the relevant information, to have an understanding of the client's needs, to be able to get there on time and to be well prepared.

If you are working and you are asked to work extra shifts, please inform your care manager as soon as you are notified and before you confirm acceptance with the Client.

It is our responsibility to ensure you are competent to undertake the work offered. If you have any doubt ask for further details. If you are not confident you have the skills and knowledge to undertake the work, then you must refuse the shift explaining the reasons to us.

Hours of Work

We cannot guarantee you will be offered a set number of hours of work in any given week, however it is important for you to understand your obligations in relation to the Working Time Directive, especially when undertaking work with more than one agency/employer. Under the Working Time Directive you must take reasonable steps to ensure that you do not work more than an average of 48 hours a week over a period of 26 weeks. A record of your hours worked will be kept by your main work provider and we strongly advise that you inform your main work provider of the hours you work as a Registered Nurse or Healthcare Assistant.