

Staffing Manager and/or Clinical Engagement Lead. You may be required to complete a statement regarding any incident you have been involved in to support future learning and improve safety.

As a Trust, we learn from the various safety incidents that may occur. These are reported through the Datix system, which any worker can complete.

This handbook is regularly updated. Please ensure you are referring to the most current version. If you have any questions, please contact Temporary staffing.



Temporary Staffing Handbook

General information for Bank Registered Nurses, Healthcare Assistants and Administrators



August 2022

Contents

Page 1- 4	Contents
	Welcome to the Trust and Temporary Staffing
	General Information
	Contact Numbers for Temporary Staffing
Page 5- 14	How to book and cancel shifts
	Communication with Temporary Staffing
	Sickness absence reporting
	Wellbeing support
Page 14	Safeguarding
Page 15- 19	Pay, Tax and National Insurance
Page 19- 23	Induction, Learning and Development
Page 23	Revalidation
Page 24	EPMA - Electronic Prescribing and Medicines Administration
	Appraisal
Page 25	Confidentiality
Page 27	Infection Prevention and Control
Page 27	Retiring
Page 29	Trust Policies
	Uniform and Dress Code/Professional Appearance Policy
Page 30	Working Time Regulation
Page 31 -35	Complaints and Incidents

circumstances it may be necessary for your Bank contract with Temporary Staffing to be terminated. This will be carried out as quickly as possible, during which time you will not be paid.

In line with the Trust's policies and procedures, any Bank worker involved in a complaint will be offered appropriate support by Temporary Staffing in resolving the issue in an open and honest manner as quickly as possible.

A record of any issues and actions to resolve the complaint, which may include your removal from the Bank, and/or where appropriate will be escalated to HR for advice and reported to your professional registration body if necessary. Any action agreed will be recorded and held in the Bank employee's personal file, as per Trust policy.

Concerns about your assignment

If you are unhappy with the way you have been treated during your assignment or an aspect of care or working practice you have observed, you should discuss this with the person supervising you or their line manager in the relevant department. If you do not feel able to do this, you should contact the Temporary Staffing Manager, Clinical Engagement Lead or Operational Team Leader who will advise you on steps to take.

Incident Reporting

The Trust is committed to learning from incidences and has a robust risk management process. An incident or risk is any situation where an employee, patient or visitor has or could have been directly/indirectly or adversely affected. If you have been involved in and/or affected by an incident while on duty you should speak to the manager in charge where the incident occurred and report it using the DATIX system on the intranet. All DATIX that involve bank or agency staff are brought to the attention of the Temporary

For staff who also hold a substantive post, your substantive line manager will liaise with Temporary Staffing if action is being taken to restrict the hours you should work.

Complaints and Incidents

At Dorset County Hospital NHS Foundation Trust, we welcome comments and opinions from our Bank workers to enable us to improve our service.

If there is a problem during your shift, please speak with the supervisor or line manager of the relevant department at that time, but if it is difficult to do so contact Temporary Staffing for advice. The complaints procedure can be found on the Trust's website.

Complaints from patients – should a patient wish to make a complaint about any aspect of their care whilst you are working, this must be handled through the Trust's complaint procedure. In this situation you should speak to the person who is supervising you for the duty at the earliest opportunity so that they can initiate the complaints procedure and ensure the patient receives the correct advice.

If you are the subject of a complaint – should a patient or member of staff make a complaint about you, it will be handled through the Trust's complaints procedure.

If there are concerns about the standard of your work or any other aspect of your assignment, the person who is supervising you, or their line manager in the area in which you are working, should **raise this with you personally first and advise the Temporary Staffing Manager and/or Clinical Engagement Lead**. You will be contacted and given an opportunity to give your version of events. In serious

Welcome to Temporary Staffing

General Information

Our mission statement

Outstanding care for people in ways which matter to them.

Our vision

Dorset County Hospital, working with our health and social care partners, will be at the heart of improving the wellbeing of our communities.

Dorset County Hospital expects its staff to have knowledge, attitude, and skills necessary to maintain a safe and competent standard of caring practice.

This booklet should be read in conjunction with your contract and job description.

Temporary Staffing provides a system for clinical areas to request short term cover for a variety of reasons – a permanent post may have been vacated before a replacement could be found, staff absence due to sickness, special leave, or maternity leave, or when permanent staff are seconded to other posts.

Temporary Staffing contact numbers

Nursing Bank Coordinators (01305 25) 4620

Nursing Bank Administrators (01305 25) 3366

Administrative & Medical Bank Coordinator (01305 25) 3157

Bank Engagement Coordinator (01305 25) 5017

Temporary Staffing Operational Team Leader (01305 25) 3296

Temporary Staffing Clinical Engagement Lead (01305 25) 5794
Temporary Staffing Manager (01305 25) 5228
Out of Hours Urgent Contact Number: Site Managers on Bleep 500
via switchboard (01305 25) 1150

Temporary Staffing contact email: Staffing.enquiries@dchft.nhs.uk

Recruitment Team contact numbers

Recruitment team (01305 25) 4655

Recruitment contact email: Recruitment@dchft.nhs.uk

Frequently Asked Questions

What hours do I have to work?

The main benefit of Bank work is flexibility and the opportunity to experience working in multiple wards and departments.

You are, however, expected to work frequently to maintain your skills. Clinical staff who only hold a Bank contract will be contacted after three months if they have not booked a shift. You will be asked by the Bank Engagement Coordinator whether you wish to keep your contract. The Bank Engagement Coordinator will offer support to return to work, advice on how to access any appropriate wellbeing support and will ascertain your reasons for inactivity. If you are not utilising your contract, or maintaining your skills, in some cases this may lead to your contract being terminated. Clinical staff can access the Bank rosters to look at shift availability in advance or at short term notice. Administrative bank workers should contact the Temporary Staffing department to ask for availability*.

**Administrative Bank workers placements are typically for set periods within one department. If you do not have an active*

Scrubs must not be worn outside the Trust under any circumstances.

Union Membership

Bank workers are entitled to and encouraged to join a union. The principal Unions are:

- Royal College of Nursing (RCN)
- Royal College of Midwives (RCM)
- UNISON
- UNITE

It is your responsibility to arrange and pay for membership to any union.

Working Time Regulations

Bank workers should ensure that they receive adequate daily and weekly rest (as per Working Time Regulations). If you wish to work over 48 hours per week you must sign a Working Time Directive Opt-out form which is available from payroll and HR. This includes any Bank workers who also hold a substantive post with the Trust. Total hours include work carried out for the Trust or any other employer.

Activity is monitored and if you exceed 48 hours over an 11-week reference period you will be contacted by Temporary Staffing to ensure that:

- you are aware of your duty of responsibility.
- an up to date opt-out form is held on your file.

<http://sharepointapps/corppol/Pages/index.aspx>. Infringement of these may result in your period of work being terminated and may also result in termination of your Bank contract.

If you have a substantive contract with the Trust, and are disciplined for conduct issues, your membership of the Bank may be reviewed. Your conduct during periods of Bank work may also affect your substantive post.

Uniform and Dress Code/ Professional Appearance Policy

Uniforms are to be worn in all clinical areas (see [Uniform Policy](#)) you must change before and after the shift. Uniforms **MUST NOT** be worn outside the organisation or on public transport unless this is part of your work e.g., working for Acute Hospital at Home or Community Paediatrics/Maternity.

Other than a wedding ring in clinical areas, nothing must be worn/covered, this includes wrist watches. Staff undertaking clinical work must be **'bare below the elbow'**. Cardigans should not be worn when working in clinical areas. Hair must be clean, neat, off the face and collar. Hair fastenings should be discreet, without adornment.

Fingernails should be short, and no nail varnish or false nails should be worn in clinical areas.

Footwear must be clean and in a good state of repair. For staff performing direct clinical care or working in a high-risk environment then shoes must have enclosed toes and a low sensible heel. Nursing staff should wear plain, black, non-slip, low heeled and enclosed shoes. Flip flops or slip-on shoes, such as mules, are not acceptable in clinical areas.

placement, administrative Bank workers should contact the Administrative Bank Coordinator (01305 25 3157) to arrange a placement. If you have not worked a shift for more than three months, you will be asked whether you wish to keep your contract. There may be occasions when no placements are available, if you have rejected placements, you will be asked for your reasons for inactivity.

How long will a Bank job last?

Bank work is offered on an ad-hoc basis. There is no guarantee that we will be able to continually offer you work when you are available, as this is a zero-hour contract.

Where am I likely to work?

We provide placements to wards, departments, and services within Dorset County Hospital to all clinical areas. In the interest of patient care, the expectation is for Bank workers to reallocate to other areas before substantive staff to maintain delivery of service. On occasion you will be required to reallocate at the short notice request of Temporary Staffing, Matrons, Night Sisters, Site Managers or Charge nurses.

Can I also work for an agency?

Anyone registered on our Bank cannot work for the Trust as an agency worker.

What is the basic rate of pay?

Most shifts sent to Temporary Staffing to request cover for nursing staff are Healthcare Assistant and Registered Nurse requests at band 2 and band 5 respectively. We hire Bank workers onto band 2 and band 5 as default. If you have previous employment at this experience, you may be eligible for a salary justification. Contact us for more information.

If you have a skillset outside of these roles and wish to work flexibly it is likely to be within a singular department and a Flexibly Employed Staff (FES) contract would be appropriate. Guidance on FES contracts is available on <https://staffnet.dchft.nhs.uk/staff-services/HR/Pages/Recruitment-.aspx> - FES contracts work similar to bank contracts but are managed by the individual department as opposed to Temporary Staffing.

Requests for Bank administrators can vary. We recruit Bank workers into band 2 or 3 contracts by default. If you are then offered a placement at a higher band, you may need to complete a further interview to assess your ability. If successful, you will be offered an amended contract at the new banding.

What if my personal details change?

As a Bank worker it is essential that all changes to your personal details are correctly recorded, e.g., name, contact details. You can update these on your personal ESR profile under “My Personal Information”.

Should your bank account details change please contact Payroll on the below contact details:

Payroll Team: - dhc.dch.payroll@nhs.net

e-Rostering Team: - e-RosteringTeam@dchft.nhs.uk

ESR: esrsystemadministrator@dchft.nhs.uk

Permanent Jobs

Working on the Bank can be a good way of finding out more about the variety of different posts that are available. If you would like to know about jobs as and when they occur you can visit the Trust website or StaffNet which have links to the NHS Jobs website www.jobs.nhs.uk or contact recruitment@dchft.nhs.uk. Due to Equal Opportunities procedures, all staff whether in substantive or Bank posts must put forward a formal application for any post that is advertised.

If you would like to apply for a permanent job and require a reference, please inform the Temporary Staffing Manager, Clinical Engagement Lead or Operational Team Leader. If you would like to request the input of a line manager that you have worked with frequently, please request them to liaise with the Temporary Staffing lead who has agreed to complete your reference.

Personal Possessions

All personal possessions are carried at your own risk. The Trust can only take responsibility for articles recorded appropriately and placed by the Site Administrators in an official Trust safe.

Trust Policies

You will be expected to observe all relevant Trust policies during any period of work. A link to the Trust’s corporate policies can be found on the front page of StaffNet:

Temporary Staffing will provide you with an ID Badge application form, and liaise with you to arrange an appointment to collect your badge.

Leaving the Bank

You are entitled to terminate your Bank contract. You must provide at least four week's written notice. It is expected that you will complete any bookings that were already held within 72 hours' notice of your resignation. This is to ensure safe staffing and patient care. We would appreciate if you could complete as many bookings within the four weeks' notice period as possible.

Temporary Staffing management will then complete a leaver's form on your behalf and send this to payroll. A P45 will be issued to your home address. Please return your identity badge to main reception and uniform to the linen room.

Retiring

If you are retiring and are a member of the NHS Pension Scheme please contact the finance department prior to your retirement date, which will complete the staff leavers form and forward on to payroll. Payroll will then send you Form AW8 for completion and return to ensure your pension is calculated and paid to you at the correct time. If you wish to return to the bank after retirement, please contact the Temporary Staffing Operational Team Leader who can discuss the process in advance to prevent any delays.

No Smoking Policy

The Trust operates a No Smoking Policy and employees are not permitted to smoke during working hours on Trust Property.

Shift times and how to book

Clinical work

Shift types

There are a variety of shifts available at the Trust. You will be required to arrive 10 minutes prior to ensure you are ready to start the shift. Breaks are unpaid and it is a legal requirement for you to take your break.

- Long days: long days start between 07:00 and 08:00 and continue until between 19:00 and 20:30 depending on the ward. These can be split into Early and Late shifts, typically splitting the day at between 13:30 to 14:30. A Long Day will have a mandatory 60-minute break and an Early or a Late shift will have a mandatory 30-minute break.
- Night duty – night duties start between 19:00-20:30 and continue until between 07:00-08:30 depending on the ward. You will be expected to stay awake for the whole of the shift. Breaks will be taken as per arrangements on the ward and are mandatory for 60 minutes.

How to book

For clinical bookings there are several ways to book or provide your availability.

- Employee Online (EOL) is the recommended way of booking assignments. Access via your mobile device on the following link:

<https://eroster.dchft.nhs.uk/EmployeeOnlineHealth/LIVE/Login>

- Email Staffing.Enquiries@dchft.nhs.uk
- Phone the Nursing Coordinator or Administrators.

We do have short notice requests from some departments and will send out text messages or emails to staff to ask for short notice availability to work. Therefore, all staff are recommended to register a personal email or mobile number as urgent shifts will be sent out by this method. This is the preferred way of contact, and you should check regularly for communications.

When booking a shift, it is **your** responsibility to ensure you are aware of the department's specialty/requirements. It is your responsibility to ensure you know where you should go and who you will be reporting to at the start of your shift.

You may book shifts in advance, and the expectation is that you will honour them. However, in exceptional circumstances 48 hours' notice is required for cancellations (see: How to cancel a booking).

In the unlikely circumstances of no shifts being available that suit you, there are two systems to mark yourself as available. "Allocate me to a shift" duties, also known as Allocate on Arrival (AOA), are surplus duties where you must attend the site office on arrival to be allocated. You will be placed into any department on arrival that has unexpected unfilled shifts. There are a limited number of AOA duties advertised, if they are already fully booked it is also worth phoning the Nursing Coordinator (01305 25 4620) who may be able to create a shift by reallocating existing bookings.

You may book shifts directly with the clinical area, but you have a responsibility to ensure that you are recorded on the Bank roster by emailing Staffing.Enquiries@dchft.nhs.uk.

Covid-19

Covid-19 has presented the NHS with a new healthcare challenge and ongoing measures as advised by the IPC team must be followed to minimise risk to patients and staff. Please refer to the IPC pages on the intranet for the most current information regarding the virus.

Sickness due to Covid-19 and Isolation

Sickness management

Where absence is due to illness, accident, or an operation you will need to notify Temporary Staffing. For Bank workers who do not hold any other post in the Trust, any sick notes should be emailed to Temporary Staffing as soon as possible. If you hold another post, please email the sick note to your line manager. When you are fit to return to work, a return-to-work meeting will take place to support you.

The Trust offers an Employee Assistance Programme. It provides support and advice on a range of subjects including access to staff counselling. Information can be found on the intranet Wellbeing pages or from your line manager.

Identity Badges

All staff must wear a Trust Identification Badge when working that is clearly visible. A maximum of two badges of professional organisation, qualification or trade union may also be worn. No other badges should be worn. Lanyards are required to be tucked into clothing if in direct patient care.

is supervising you. In addition, if you have any enquiries regarding general health and safety issues you should speak to the person who is supervising you/nurse in charge.

If you are under 18 years of age or working alone, you should receive a risk assessment carried out by the departmental supervisor to ensure that all possible risks are reduced.

Pregnant Staff

If you become pregnant you **MUST** notify Temporary staffing at the earliest opportunity. As a Bank worker, you will need to have a pregnancy risk assessment to be carried out by the clinical lead and ongoing reviews as per trust policy. You will also be required to submit your Mat B1 form and a P6 form in a timely manner for any statutory maternity pay. **Please do not delay in informing Temporary Staffing of your pregnancy or of any concerns during your pregnancy so we can ensure you are safe at work and supported.**

Infection Prevention and Control

Infection prevention and control (IPC) is part of the mandatory training and must be adhered to as per Trust policy. The IPC team provide support and guidance for all infection control issues.

Viral gastroenteritis and norovirus are common cause of stomach upsets in England and Wales. The virus is easily transmitted from person-to-person contact, by consuming contaminated food or water. The commonest symptoms are sudden onset of nausea and vomiting.

If you have sickness and/or diarrhoea, you cannot work whilst you have any symptoms and for **48 hours** after the last symptoms.

If the clinical areas double book, only the individual on the system is recognised as the legitimate worker for that shift, irrespective of when you booked or who you spoke to.

NB: If you are booked for a shift, the booking may state a ward/clinical area, however the needs of the service may require you to be moved. You will only be moved to an area that you are competent to work in. For a Band 2 there should be no restrictions as skills are universal to all general wards, but there is some flexibility for a Band 5.

If you have a substantive post and are absent you cannot work on a Bank assignment for seven days, your substantive post takes precedence.

Also, it is not acceptable to book shifts for one area, cancel and book the same for another area at less than seven days' notice. All cancellation of shifts within and outside 48 hours are monitored.

Arriving for Work

All clinical Bank workers should arrive for work at least 10 minutes before the start of their shift.

You should:

- Report to the Nurse in Charge.
- Advise the Nurse in Charge if you are new to the area and if orientation is required.
- Ensure you sign the Bank book on the ward (this will prevent any delays on payment for the shift)
- Ensure that you have your ID for the Trust. Security ID badges must be always worn.

- Wear correct uniform and appropriate footwear. Please ensure that you have familiarised yourself with the [Trust Uniform Policy](#).
- We are unable to issue co-tags to Bank workers. If you resign from a bank position it is your responsibility to return your ID badge.

By arriving for duty, you are declaring that you are fit and able to undertake the shift to the standard expected.

If you have any questions or concerns, please discuss with the person supervising you during your booking.

Attendance Management - Bank Workers

What staff can expect from Temporary Staffing

Bank contracts are designed to facilitate the temporary employment and flexible working patterns of Registered Nurses, Healthcare Assistants and Administrators within the Trust. The choice of when to work is down to the individual member of staff, and hours of work can be increased, decreased, depending on their particular and changing circumstances.

Requests for Bank workers are received up to or beyond six weeks in advance of the shift, so Bank workers can plan their work patterns to suit their preferences and constraints, e.g., transport, childcare, and substantive posts. There is also the option to book work at short notice if unexpected availability arises.

Continuity of patient care is important and will be accommodated, if possible, by booking staff into the same area for several shifts but the Trust retains the right to redeploy Bank workers at short notice

one basis or in a group setting either face to face or virtually. If you feel you would like to access clinical supervision, please contact the Clinical Engagement Lead.

Confidentiality

During your work, you will handle confidential information regarding the Trust, employees, and patients. You may not divulge such information to any other person except with the specific authority of the Trust. The duty of confidentiality must be always maintained including after leaving the trust. Unauthorised disclosure of confidential information will result in you being terminated from the Bank and may result in disciplinary action or prosecution.

All staff are responsible for ensuring that their practices and procedures relating to data are in line with Information Governance policies and procedures.

Health and Safety

Under the provisions of the Health and Safety at Work Act 1974 the Trust undertakes to ensure, as far as it is reasonably practicable, the health and safety welfare of those engaged to work on its premises. At all times whilst providing services to the Trust under this agreement you are expected to take care of yourself and others; cooperate with management in discharging its responsibilities under the Act; and advise the Trust promptly of any injury sustained whilst on Trust premises or sustained elsewhere that could affect your ability to provide services.

At the start of your shift, you should ensure that you are familiar with local health and safety procedures, including fire safety. If these are not offered, it is your responsibility to ask the person who

<http://revalidation.nmc.org.uk>

EPMA - Electronic Prescribing and Medicines Administration

Staff can access the e Learning modules for Nurse, Prescriber and Anaesthetist via e-Learning.

Prescribers:

https://epmaelearning.dchft.nhs.uk/epma_prescriber/index.html

Nurse:

https://epmaelearning.dchft.nhs.uk/epma_nursing/index.html

For any further training enquiries please contact the Pharmacy Systems Team on Bleep 675 (office hours only Monday – Friday 08:30-17:00) or email EPMATeam@dchft.nhs.uk.

Appraisals

An annual appraisal is offered to all Bank workers as part of the Trust policy. This is to ensure that staff have a clear understanding of their expected role and can receive feedback about their work and future learning needs so that they may achieve their full potential.

You will be offered an annual appraisal with an appropriate member of the team. If for any reason you have not been contacted in the last 12 months, you can request an annual appraisal by contacting the Temporary staffing office on staffing.enquiries@dchft.nhs.uk

Clinical Supervision

Clinical supervision is a process of professional support, reflection and learning that contributes to individual development, especially during challenging times. Supervision can be arranged on a one-to-

due to operational pressures. Staff reminded that they have a duty of care to support the work of the whole hospital.

If the needs of a ward should change and a Bank shift is no longer required, then the office will ensure that the member of staff that has been booked is notified at the earliest possible opportunity. If for any reason a Bank worker is cancelled with less than 48 hours notice, where possible they will be offered an alternative shift in a comparable area. If you are cancelled on arrival, you may be eligible for up to two hours pay as compensation. Contact us for further details.

Orientation to clinics, wards, and departments

At the start of every shift in an area where you have not worked before, it is your responsibility to request an orientation from the nurse in charge.

An orientation is to familiarize yourself with the geographical layout of the area, e.g., fire exits, staff facilities, and provide a briefing on emergency procedures. It provides the opportunity for you to introduce yourself to the team and discuss the routine, their expectation of your role and responsibilities. Ward staff are expected to support you in becoming familiar with the environment in which you are working.

An orientation checklist or 'Ward safety checklist' must be completed by yourself and the person orientating you. When the form has been completed, **please email it to Temporary staffing for recording on your file.** A copy should be kept by the ward.

The emergency number is Ext 2222, for cardiac arrest, fire, engineering, and security. When phoning 2222, this is priority for switchboard. You will need to state the type of emergency, the exact

location, wait for confirmation or in case of fire break the glass if unable to telephone.

What Temporary Staffing expects from Bank Workers?

The Temporary Staffing Department is designed to give both staff and wards maximum flexibility. However, the demand for commitment and professionalism towards work is as high as with any permanent position. Once a Bank worker has committed to a shift, they should endeavour to honour this regardless of any non-significant change in circumstance. Occasionally it may be necessary for a Bank worker to change their booked shifts, and in these circumstances, we would ask that they give the office as much notice as possible, ideally 72 hours and an absolute minimum of 48 hours.

It is the responsibility of the Bank worker to ensure that the Temporary Staffing department is kept informed as to where they intend to work, and of any changes to their schedule. The office hours are 8:30am until 5:00pm Monday to Sunday. There is also a 24-hour answer machine on (01305 25) 4620. It is the responsibility of the Bank worker to contact the Site Management via switchboard for any cancellation that occurs outside of normal working hours. Once the Site Management has been informed, an email **must** be sent to staffing.enquiries@dchft.nhs.uk including the reason for the cancellation or shift change. If you cannot reach Site Management, please notify the ward, and continue to try to contact the Clinical Site Manager (CSM).

In any circumstance where this information is not provided the Temporary Staffing department will treat the cancellation as a “no show” in the cancellation register.

All other courses are booked through the education centre/online. If you are unable to attend a course, you must notify the education department at the earliest opportunity and rebook as appropriate.

Equipment competence

All staff who use or operate medical devices, have a responsibility to ensure that they do so in a safe and effective manner. Training is available for those who require it for their role.

HealthCare Assistants should not be performing clinical observations and blood glucose monitoring until you have completed the necessary training/education and have been assessed as competent. Clinical policies and guidelines can be obtained via the intranet.

Revalidation – For Registered Nurses

Registered nurses and midwives will be familiar with the professional requirement to revalidate as per the Nursing and Midwifery Council (NMC). Please ensure that you are aware of your renewal date, submit your revalidation and that fees are paid in sufficient time of your renewal date. You will not be permitted to work as a registered nurse without a current NMC PIN.

Bank registered nurses are expected to maintain a portfolio and ensure they can demonstrate they meet the required standards for revalidation.

Temporary staffing can supply you with details of the hours you have worked and any training that you have booked via the Trust. If you require support with your revalidation or require a nurse to have a reflective conversation and/or sign off, please contact the Temporary Staffing Clinical Engagement Lead.

Further information can be found on the NMC's revalidation website

There is no need to book, just go to the e-Learning Suite in the Education Centre, East Wing.

Library

The library has several PCs that are available 24/7 if you have a co-tag. Otherwise, access is restricted to 09:00 - 17:00, Monday – Friday.

Learning Zone

Access to the Learning Zone is available from the Education and Training menu on StaffNet.

Mandatory e-Learning

To supplement the face-to-face learning that is given on Trust induction there are several mandatory e-Learning modules that need to be completed. Please check your ESR compliance record to see your training record. You will find a full list of the mandatory training schedules on the intranet 'learning zone'

All staff are expected to complete the initial mandatory training within 6 weeks of starting with the Trust. Staff must maintain their compliance and failure to do so will result in a restriction on booking shifts.

Contact Details

Andrea Hawkins, Mandatory Training Manager

LearningZone@dchft.nhs.uk

You cannot book other training/learning until all your mandatory training is completed. Completion of mandatory training is closely monitored as this is part of your conditions of employment.

It is unacceptable not to attend a booked shift or to leave part way through a shift, without explanation to the person in charge.

If less than 48 hours notice is given by a Bank worker, for whatever reason, a record of this will be made in the short notice cancellation register. If a Bank worker's name appears in the register three times within any six-month period, they will be contacted by the Temporary Staffing department to discuss the circumstances around the cancellations and offer support as appropriate.

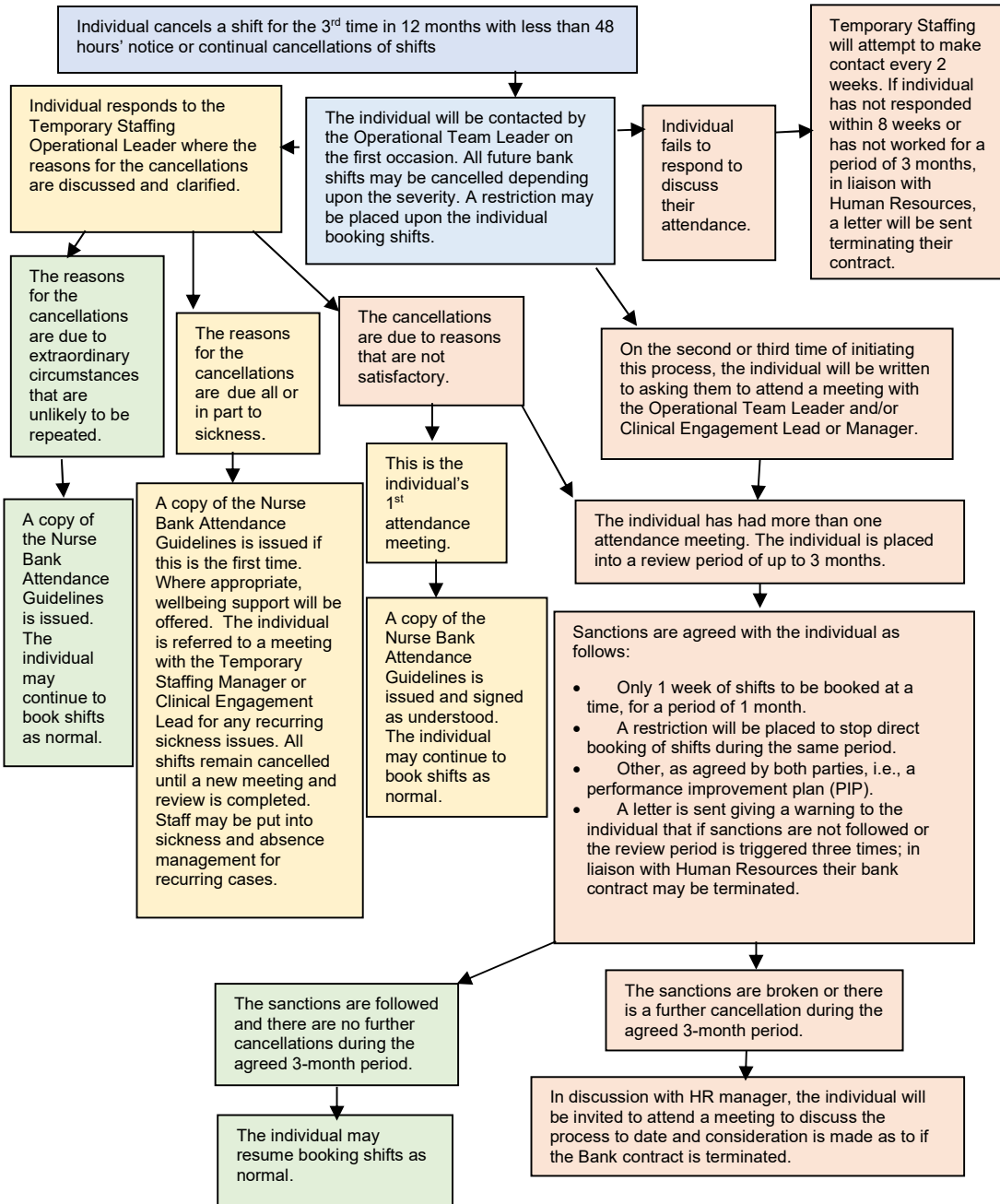
A referral to Occupational Health and Wellbeing Service may be made if appropriate. A record of the conversation will be kept in their personnel file.

Monitoring is in place to review patterns and continued non-attendance. In these cases, you may have your account blocked from booking further shifts and you will be contacted by the Temporary Staffing department.

Inactive Staff

Staff who have not worked on their Bank contract **for a six-month continuous period** will have their contract terminated. Exceptions or circumstances may involve maternity leave or long-term sickness absence. Please notify Temporary Staffing if you do not believe you are able to work for more than a six-month continuous period but wish to keep your contract.

Attendance Management Process Diagram



If you **do not complete the Care Certificate** in the set time frame, we will not be able to offer any further shifts on the Bank and this may lead to your contract being terminated.

Bank workers can attend other internal training/education courses free of charge, as long as this is in your own time. Please contact the Temporary Staffing Clinical Engagement Lead for further discussion. Non-attendance will result in a cancellation fee being charged. All courses **must be agreed** with your line manager.

Here in the Trust, we are using e-Learning as a way of ensuring staff achieve their mandatory training requirements.

The Learning Management System that we use is the Electronic Staff Record (ESR). This system records all your mandatory training. As a learner you will be able

- manage your own learning
- view your competencies
- see when they due to expire
- enrol and complete any e-learning
- view when you are booked onto face-to-face sessions

Courses can be either a mandatory course or any e-learning from the catalogue of some 600 + courses.

Bank workers are paid for completing Mandatory Training in their own time, in line with the Education centre's expected completion time available on SharePoint. For any extracurricular training, please discuss with the Temporary Staffing Clinical Engagement Lead.

Education Centre Drop-in Sessions

Facilitated e-Learning drop-in sessions are available: every Wednesday 09:00 - 12:30 and 14:00 -17:00.

Supernumerary shifts will be completed on a variety of wards. This is to deliver a broad experience for all general wards. Induction shifts on specialist areas such as Accident & Emergency, Theatres or Special Care Baby Unit will not be permitted within the first six months unless approval is provided by the Temporary Staffing Manager.

Student Nurses

Student Nurses can apply for a Bank contract once they have been on their program of study for six months. *They are not required to attend the Care Certificate as the first 6 months of their NMC pre-registration nursing program meets all the standards and requirements of the Care Certificate.

Care Certificate for HealthCare Assistants

The Care Certificate is built on national standards and sets out what you must know, be able to do and standards of behaviour that will be expected of you. The Care Certificate also reflects how these behaviours are underpinned by the Chief Nursing Officer's 6Cs (care, compassion, competence, communication, courage, and commitment).

The Care Certificate is an important part of the induction which your employer must provide, legally and to meet the essential standards set out by the Care Quality Commission.

The Care Certificate is the start of your career journey. It must be completed before you can work without supervision. If you have not yet successfully completed the certificate you must be supervised in your work. You will still receive indirect/ remote supervision following completion of the certificate.

Sickness absence/cancellation

Early notification is expected wherever possible, arrangements must be made to cover shifts or duties. At weekends you must firstly contact the area where you had the assignment, then the Clinical Site Team and email Temporary Staffing with the details. Contact Temporary Staffing to complete a Return-to-Work meeting before attending your next shift.

If your Booking is Cancelled by the Trust

In exceptional circumstances your booking may be cancelled by the service, often due to a change in service requirements or a member of staff returning from sick leave. The service will aim to provide you with as much notice as possible to ensure that you can look for an alternate booking.

Should you arrive for your assignment and the area no longer requires your services, contact the Clinical Site Team, who may be able to offer another assignment if one is available. If you decline the shift, you will not be paid.

Where your booking is cancelled by the Trust with less than two hours notice before the normal time which you commence work, and no other alternative work can be offered, you will be entitled to a cancellation payment equalling two hours pay.

Safeguarding Information for Bank workers

All staff are required to safeguard and promote the welfare of children, young people, and vulnerable adults. Staff must follow the

Trust's Safeguarding policies, guidelines and undertake appropriate mandatory training and updates. It is your responsibility to ensure your mandatory training is compliant.

It is the policy of this Trust to ensure that ALL staff are aware of their safeguarding responsibilities and that correct procedures are followed.

Concerns should always be escalated to the senior staff member in charge/manager in a timely manner and documented appropriately.

Pay

Completion of Health Roster

In areas that use e-roster (Healthroster), all shifts are verified and signed off by the authorised person and sent to payroll for payment. Bank workers **must** complete the Bank staff folder sheets/ 'Bank Book' on the ward on completion of their shift. If you are moved during a shift, please sign the Bank book on your original ward for the hours you have worked until that point. The Bank book must be signed by the nurse in charge, so that the shift can be finalised to ensure payment and any changes to the hours worked logged on the system. If you forget to sign the book, contact the ward immediately to correct, otherwise payment will be delayed. **If nobody on the ward can verify your attendance, your shift may be rejected. It is therefore imperative that you remember to sign the book.**

Your assignment number can be found on the pay advice slip; this element should also be included when completing documents for payroll. It is very important that the correct number is quoted so please advise staff to check they have the correct pay advice slip when copying the number.

For more details on any aspect of pension, you can access the NHS Pensions Agency website <http://www.nhsbsa.nhs.uk/Pensions.aspx>. Continuous NHS Service will only apply to substantive posts, not to Bank work.

Acceptance of gifts

You are not allowed to solicit or receive any gifts or consideration of any kind because of your work. Any offer of inducement or a gift should be politely declined, and the matter reported to your line manager.

Induction, Learning and Development

All new Bank workers **MUST** attend the organisation's corporate induction before you can work. This will be arranged through our recruitment colleagues.

Health Care Assistants will need to attend the Care Certificate programme if not previously completed and between four to eight 'Shadow'/supernumerary shifts will be offered. These shifts must be completed at a time when support from the ward management is available. 'Long day' shifts will count as two induction shifts.

Student Nurses who are also working as bank HCAs do not need to complete the care certificate* but are required to book supernumerary shifts.

Registered nurses must attend corporate induction, complete mandatory training, and liaise with the Temporary Staffing Clinical Engagement Lead for any other identified learning requirements for the role.

Tax options

The HMRC office will automatically allocate your total tax allowance to your first job and will deduct basic tax/higher rate on the second job. But you can request that your tax allowance is split between the two jobs - you can write to or telephone the tax office to ask for this to be done. They can even split the allowance in any ratio you want, e.g., 60/40, 80/20 depending on where you will be earning the majority of your wages.

You must discuss this with Inland Revenue yourself; we cannot do this on your behalf. If you do not negotiate with the tax office and think that you have had too much tax deducted, you can contact them when you receive your P60 in April each year.

National Insurance

If you are over state pension age, you must forward your age exemption certificate to the Payroll Team so that no National Insurance contributions are deducted from your pay.

Pension

You are entitled to join the NHS Pension Scheme and it is automatically assumed that you will be contributing unless you tell us that you want to opt out. Should you wish to opt out, please complete the 'opt out' form accompanying the pension booklet. Pension contributions can be taken up to weekly whole time equivalent hours and enhancements including substantive posts held in the NHS. For example, if you are a nurse and work more than 37.5 hours in any week, you will not pay pension contributions on any hours worked over 37.5 in that week. Pension contribution rates vary according to the whole-time equivalent salary to which you are working.

A break must be deducted from all assignments/shifts that are over six hours, please refer to the associated shift types. This is unpaid.

Payroll

Payroll will calculate your basic pay from the details provided on your timesheet, they will deduct:

- Income Tax
- National Insurance contributions (unless you are exempt, in which case, we need to have the original of the card that the DPW will provide for you on application)
- Pension contributions (unless you have opted out).

Employee number

This number is generated once you are set up on the Electronic Staff Record (ESR) system. Your first payslip will contain your employee reference number (shown as 'assignment number'); please quote this on any timesheet and when contacting Payroll direct with any query.

Please note that some Bank workers will have more than one ESR number if they have more than one role in the trust. In such cases, each position will hold a separate rate of pay and have a separate assignment number, and if you submit timesheets for both positions in the same pay period, you will receive two payslips.

Payment

Payment is by BACS monthly, one month in arrears, so the net pay is credited directly into your Bank or Building Society account on last working day of month, or at Christmas when special instructions will be issued. It is your responsibility to check what arrangements are in place for getting your work shift signed off on the roster.

Weekly Pay

Bank workers can register for weekly pay. Please contact the Temporary Staffing team for the documentation and application form. Shifts between the Sunday to Saturday roster period need to be finalised by the Tuesday after. The payroll file is then sent on Wednesday, payment is released a week later, on the following Friday. **It is the Bank worker's responsibility to check their roster is assigned correctly on employee online and chase the ward to finalise the shift on time (the shift will show as padlocked after this).**

Payroll department contact number

Please call this number in the first instance. You will then be transferred to the Payroll Officer responsible for your pay.

Bank Payroll number: 01305 361406

Bank workers are not entitled to sickness pay, home to work travel pay, compassionate leave pay, or to occupational maternity leave pay, however they may be entitled to Statutory Sick Pay (SSP) if sickness is more than 3 consecutive Wednesdays.

For further information on Statutory Sick Pay waiting days, and why for Bank this is consecutive Wednesdays, please visit the Government website: <https://www.gov.uk/guidance/statutory-sick-pay-manually-calculate-your-employees-payments>

Pregnant bank staff may be eligible for Statutory Maternity Pay (SMP). If you become pregnant, please notify Temporary Staffing. For more information you should refer to the relevant Trust policies.

Holiday pay

You are entitled to receive statutory holiday pay (pro-rated to the number of hours you work) in line with the financial year, i.e., 1 April to 31 March. A premium of 12.07% is added to each hour that you

work on the Bank, paid separately, and shown on your payslip as WTD (Working Time Directive). Bank workers are subject to Working Time Regulations, which means that you must inform your manager of any hours worked in a second job elsewhere to ensure that you are not working too many hours or more than 48 hours in total per week. Should you wish to opt out of the Working Time Regulations and work more than 48 hours per week in each reference period, you will need to contact payroll and request an 'opt out' form.

Income Tax

As soon as you start working for the Trust, please ensure you post a copy of your P45 to payroll (details below). If you do not have a P45 then please fill in a P46 and ensure that is posted instead. Failure to do so will mean that you are put on a basic (higher rate) tax code.

DCH Payroll Department
Forston Clinic
Dorchester
Dorset
DT2 9TB

If you are already employed by Dorset County Hospital NHS Foundation Trust, you will not have a P45 or P46 to submit. You do not need to submit a P46.

If you are only working for the Dorset County Hospital NHS Foundation Trust, then Inland Revenue will assume that we are your main employer and will apply your tax allowance to your job but if you have another job elsewhere you need to be aware of your tax options.