Trust Policy and Procedure

Bank and Agency staff engagement

For use in: All clinical areas of the Trust
For use by: All clinical area managers/delegated individuals
For use for: Engagement of temporary nursing and nursing related staff
Document owner: H R Manager and Manager of West Suffolk Professionals
Status: Awaiting Approval

Purpose of this document
To provide comprehensive and clear information for the engagement and use of temporary Nursing staff via West Suffolk Professionals and ensure a consistent approach throughout the Trust.

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1. Introduction

The West Suffolk NHS Foundation Trust (The Trust) is committed to ensuring that appropriate staffing levels are maintained at an optimum level to safe delivery of care wherever possible. To support this requirement the Trust has an established central bank staff service, West Suffolk Professionals, who manage the supply and engagement of NHS bank staff and also book agency staff.

This policy sets out how temporary staff should be managed across the Trust and the process for engaging a temporary staff member. It is important that careful consideration is always given to alternative options and solutions before bank or agency staff are requested and subsequently engaged.

The West Suffolk Professionals (WSP) service is administered by the Trust. Staff registered with WSP follows the same recruitment process as substantive staff recruited to the Trust and in accordance with the NHS employment standards.

2. Definitions

Agency staff — temporary or interim staff provided through an external organisation for an agreed rate, where the contract of employment lies with the providing company rather than the Trust.

WSP Bank staff staff registered to provide work on a casual basis to fill a temporary vacancy as per their Terms of Registration. As a member of WSP the worker is not an employee of WSP or of the Trust. The worker has no entitlement to guaranteed or continuous work and similarly there is no obligation for the worker to accept any offer of work made by the Trust

Substantive — staff employed by the Trust on an on-going contract of employment, usually referred to as permanent staff.

3. Roles and Responsibilities

WSP Manager
The WSP manager will ensure the Temporary Staffing Policy complies with current legislation, Department of Health guidance and recognised best practice.

WSP Team Leader
The WSP Team Leader is responsible for the day-to-day management of the WSP office providing a seamless service for the placement of temporary staff.

WSP Booking Co-coordinators
Responsible for coordinating temporary staffing requests and associated functions

Ward/Area Manager
The Ward/Area Manager will ensure that the policy is implemented for their area and for the management of temporary staff in their area whilst on duty.

4. Recruitment to West Suffolk Professionals

The WSP team, with the support of ward/departmental managers will be responsible for the recruitment of temporary staff, in line with the Trust's Recruitment and Selection Policy. Opportunities to join WSP will be advertised on NHS Jobs and group interviews will be held on a monthly basis.
Applicants who wish to apply for temporary work in a specialist area may be interviewed by a representative of the appropriate area, in line with the Trust's Recruitment and Selection Policy PP(15)049.

Trust substantive staff who wish to be available for bank work must discuss this matter with their ward/area manager. If the ward/area manager is supportive they will be required to e-mail a request for registration, including Band and start date to the WSP Team. Terms of registration will be sent directly to the individual.

If an individual has an unacceptable attendance level they will not be able to undertake bank shifts until they are fulfilling their contracted hours in line with Trust policy, Improving Employee Health, Well-being and Attendance PP (15) 036.

A substantive member of staff or non-contracted WSP bank staff will be engaged through an agency to work at West Suffolk NHSFT.

Pre-registration Nursing Students are eligible to apply to WSP as a Nursing Assistant once they have completed their first year of training. Nursing students will not work as a Nursing Assistant in an area where they are already training to be a RN.

Return to Practice students are eligible to apply for work via WSP as a Nursing Assistant. On completion of the course and verification of registration with the NMC, registration with WSP will be amended to a RN.

All bank staff are expected to comply with their own individual Terms of Registration, Charter of Responsibility, together with all relevant Trust policies and procedures when undertaking any assignment within the Trust.

5. Induction

All staff joining WSP are expected to undertake an Induction Programme relevant to their assignment.

On arrival in the ward/area, the senior person responsible for the shift should welcome and check the identity of the temporary worker, this is especially relevant when the worker is new to the area. Any discrepancies should be reported to the WSP team immediately and the temporary worker should not be permitted to commence the shift until verification has been confirmed.

**All temporary staff must receive a local induction before undertaking any work.** The local induction checklist can be found in the Trust Induction Policy PP (15)076 and will be completed as part of the new starter paperwork. All staff are required to attend Trust Induction.

It may be agreed that the bank worker requires a period of supernumerary time and the WSP team will liaise with an appropriate ward/departmental manager to arrange this. Payment where appropriate will be made for these shifts.

All bank workers will be provided with computer access and an identification badge which must be worn at all times when undertaking an assignment within the Trust.

Bank workers will be provided with an Introduction Pack when they join WSP containing a wide range of relevant information about the Trust and their registration. They will also receive updated information also via the text messaging service, weekly messages in the green sheet and Bank Staff notice boards.
Agency staff will receive all communications that are delivered to employees whilst working in the Trust e.g. staff bulletin, green sheet.

6. **Bank staff availability**

Registration with WSP does not guarantee work and it is anticipated that there will be fluctuations in the availability of work. Bank staff can maximise their ability to get work by being flexible about when and where they will work and by submitting their availability to the WSP team.

7. **Process for wards/departments requiring bank staff**

Managers/supervisors must adhere to the process for requesting bank and agency staff with WSP. (Appendix 1).

No verbal requests for temporary staff will be accepted by WSP unless instructed by the Clinical Lead

Bank and agency staff must not be booked directly by any ward other than specialised departments as agreed by Executive Chief Nurse

Bank and/or Agency staff cannot be used to take charge of clinical areas unless they have been assessed as competent to do so, and are willing to take charge. This must be approved by the senior manager.

8. **Payment of bank work**

Bank staff are paid using the Agenda for Change salary scales.

- At the end of a shift the bank worker must ensure their time sheet is signed by the person in charge of the shift they have undertaken.

- The person signing the timesheet must check that the timesheet is completed correctly.

- Any alterations must be identified and clearly corrected and signed by the authorised signatory.

- The WSP team must ensure that timesheets are only verified by an authorised signatory.

Substantive staff should be paid at their own incremental point. If the allocated shift is designated as a lower pay scale, than the employees' substantive post, they will be paid the top incremental point for the lower band, or as agreed with the ward/department manager.

9. **Cancellations by the Department**

If a department wishes to cancel a shift filled by a temporary bank worker they must inform the WSP team as soon as possible.

Ward/departments wishing to cancel a shift must provide more than 2 hours notice in advance of the shift start time.

Any cancellation made by a ward/department with less than 2 hours' notice will incur a 50% charge of the shift which may be paid to the employee, if the WSP team are unable to reallocate the Bank worker. If reallocation is possible, no charge will be made to the original ward/department.
If the bank worker is offered reallocation and refuses the new assignment this refusal will be recorded as 'refused by bank worker' and no payment will be made. Unreasonable refusal to be reallocated may lead to disciplinary action being taken which could result in termination of registration.

If on arrival to the ward/department the bank worker is no longer required they must:

**During office hours**
Immediately contact the WSP team or Clinical Lead for reallocation to an alternative area as above.

**Out of hours**
Bleep the Clinical Site Co-ordinator on Bleep 888 for reallocation as outlined above.

Staff may be requested to move to a different ward or department than that originally booked through WSP. Unless there has been prior discussion with the WSP manager, it is expected that staff will move in accordance with service requirements and as advised by the senior nurse on shift or senior bleep holder.

10. **Cancellations by the Bank Worker**

All bank staff are expected to be reliable, flexible and are required to undertake any assignment they accept with WSP.

Bank workers who need to cancel a pre-booked shift are expected to provide as much notice as possible. The WSP team will monitor attendance on a monthly basis. If a bank worker cancels three shifts within a three month period they will be automatically removed from the WSP register. If a bank worker has difficulty fulfilling their commitment they will be advised to speak to the WSP Manager.

If the bank worker cancels a shift due to sickness they should, wherever possible, notify the WSP team no less than 2 hours prior to the commencement of the shift. If the WSP office is closed, the bank worker must notify the Clinical Duty Manager on Bleep 888 and the ward/department directly.

There is no entitlement to Occupational Sick Pay for Bank staff. Statutory Sick Pay may be available dependent National Insurance Contributions. Payroll will advise on this matter where requested.

11. **Performance**

All bank staff are responsible to the ward or departmental manager during an assignment. All bank staff are expected to adhere to the WSP Charter of Responsibility which sets out the standards for conduct and performance at work.

It is the area manager's responsibility to identify and address any performance or any other issues as they arise. In the event that an individual's conduct and/or performance is identified as substandard, the manager may refer this to the WSP Manager to consider whether disciplinary action is taken in line with the WSP Disciplinary Procedure for bank staff.

It may be necessary to remove the individual from an assignment and any other Trust banks whilst an investigation is in progress.
If capability issues are identified, the area manager is expected to bring these to the attention of the bank worker immediately providing advice on how this matter may be resolved. This should be followed up in a letter to the individual and referred to the WSP Manager.

Any complaints regarding Bank staff will be forwarded to the WSP Manager who will take the appropriate action.

12. Appraisal and Professional Development

Staff who hold a substantive contract with the Trust and are also registered with WSP will only have an appraisal completed in their contracted area. If capability or other issues are identified the Service Manager may decide that bank shifts cannot be offered until these issues are resolved.

Staff who do not hold a substantive contract, but work bank shifts regularly in one area will have their annual End of Placement review within that area and a copy will be sent to the WSP manager. The WSP team will liaise with the appropriate manager when the review is due.

An Annual Placement Review will be undertaken on an annual basis for all bank staff registered with WSP. (Appendix 2) The WSP Manager will identify and liaise with the most appropriate supervisor/manager to complete this.

All bank staff must undertake the appropriate statutory & mandatory training relevant to their assignment and in line with Trust policy. Failure to do so will result in the withdrawal of all offers of work and/or potential removal from WSP.

Bank staff will be supported to undertake appropriate training required for the assignment that they are fulfilling. The training required is detailed in the Trust Training Matrix.

Bank staff will be reimbursed for essential training as defined in the Trust Training Matrix.

Attendance at any additional non-essential training would be in the Bank worker's own time and without reimbursement. Permission to attend non-essential training must be sought from the WSP Manager.

Professionally registered bank staff will be provided with the appropriate opportunity to maintain their continuing professional development in line with the requirements of their registration.

With effect from April 2016, all nurses and midwives will have to revalidate to maintain their registration with the Nursing and Midwifery Council. Requirements for revalidation include:

- 450 practice hours or 900 if revalidating as both a nurse and midwife
- 35 hours CPD including 20 hours participatory learning
- Five pieces of practice-related feedback
- Five written reflective accounts
- Reflective discussion
- Health and character declaration
- Professional indemnity arrangements
- Confirmation

The WSP team will be notified by email from the HR Compliance Officer of all NMC pins due to expire on a monthly basis and this will include those staff that are due for revalidation.
A few days prior to expiry HR Compliance Officer will check the NMC website and update WSP team via email to confirm registration renewal and revalidation.

WSP team notify the staff concerned to ask their intention of renewing their registration.

In the meantime WSP team will add an amendment to the system and block the staff member on Health Roster stopping the individual from working until registration is confirmed.

After a week if still not renewed their registration WSP team will terminate the members registration with WSP by removal from Health Roster, complete a P4 and send the information to pay role.

13. Engaging Agency staff

The West Suffolk Professionals team are responsible for booking Registered Nurses via an agency for the Trust.

Requesting agency staff is only authorised when all local internal processes are exhausted.

Once the Standard Operating Procedure and Agency Nursing Staff Request & Monitoring Form have been approved at Service Manager Level and authorised by the Executive Chief Nurse, a request is made to the WSP team for an agency Registered Nurse by the Clinical Lead. (Appendix 3 and 4 explain this procedure)

The West Suffolk Professionals Team initially request staff from agencies on a recognised Agency Framework i.e.:-

- National Collaborative Framework for the Supply of Nursing and Nursing Related Staff
- Crown Commercial Services RM3711 Multidisciplinary Temporary Healthcare Personnel
- Crown Commercial Services RA/l970 Agency Nurses and Social Care Workers
- Health Trust Europe Agency Nursing and Care Services

The above frameworks have been granted approval by Monitor and Trust Development Authority (TDA). Agencies on these approved frameworks provide access to a wide range of suppliers who have had an on-site process audit as part of the procurement process and continue to be audited on an annual basis to ensure compliance with pre-employment checks.

Prior to the commencement of any shifts, the agency will complete the supplied WSP “Employment Checklist for Temporary Workers”. (Appendix 4).

14. Non-Framework Agencies

When the WSP team is unable to source a RN via any of the approved frameworks the decision will be made by the Executive Chief Nurse/ Executive Director of Workforce and Communications or Clinical Lead to approach a non-approved framework agency.

It is the responsibility of the WSP manager to ensure that any engagement with a non-framework agency fully complies with all pre-employment checks, quality assurance and governance standards.

Ward managers, Service managers and Deputy General Managers must be advised when WSP source staff from a non-framework agency by WSP or Clinical Lead.
15. Agency Workers Regulations

The Agency Workers Regulations came into force on 1 October 2011 and mean that agency workers receive "equal treatment" compared to directly recruited staff after being employed for 12 weeks. Further information is accessible from http://www.nhsemployers.org/your-workforce/planiagency-workers/agency-workers-regulations

16. Review and Monitoring

This policy will be reviewed by the Executive Director of Workforce and Communications in consultation with Trust Council.

17. Document Configuration

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<th>Claire Scott, HR Manager</th>
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<td>Policies will be distributed by the IG Manager to General Managers, Service Managers and all Ward/Department Managers. Policy will be available on the Trust Intranet Site.</td>
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<td>Recruitment and Selection Policy PP049</td>
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Process for booking bank/agency staff via West Suffolk Professionals

1. Ward manager identifies staffing deficit on rota

2. Ward manager attempts to fill vacancy with own substantive staff:
   - Swapping duties
   - Bank hours (Own staff only, no direct bookings with external bank staff)
   - Extra hours
   - Overtime as appropriate

3. Shift filled by own staff
   - Yes
     - NO FURTHER ACTION
   - No
     - Ward manager contacts Clinical lead for allocation of Pool staff
     - Clinical Lead will allocate staff based on a vacancy which has altered from planned requirement for shift

4. Shift filled by Contracted Pool staff
   - Yes
     - NO FURTHER ACTION
   - No
     - Clinical Lead gains authorisation from Rowan Procter to request WSP staff

5. WSP team source available bank

6. Shift filled by Contracted Pool staff
   - Yes
     - NO FURTHER ACTION
   - No

7. Ward manager completes Agency Request form, signed by Service Manager.
   Clinical lead obtains authorisation from Rowan Procter

8. WSP team source agency as advised

9. Shift filled by agency staff
   - Yes
     - Escalate to Medical Manager of the day
   - No
     - NO FURTHER ACTION
Annual Placement Review

The temporary worker below has worked regular shifts over a period of time in your area. In order to evaluate his/her progress, and to award incremental credit, I would be grateful if you would answer the questions below, ticking in boxes provided:

Name of temporary worker: _______________________________________

Date: ___________________________________________________________

Assignment No: ___________________________________________________

Date of Increment: ________________________________________________

Ward/Department: ________________________________________________

<table>
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<tr>
<th></th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
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<tr>
<td>Communication Skills</td>
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<tr>
<td>Punctual/Reliable</td>
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<tr>
<td>Adheres to dress policy</td>
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<td>Responses to patients</td>
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<tr>
<td>Performs to relevant job description</td>
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<td>Appropriate use of documentation</td>
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<td>Ability to work without supervision</td>
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<tr>
<td>Able to and does ask for assistance when appropriate</td>
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<tr>
<td>Skills and Knowledge</td>
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<tr>
<td>Undertake appropriate planned duties</td>
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<tr>
<td>Ability to Prioritise</td>
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Please indicate any training needs identified:
________________________________________________________________________

Any other comments:
________________________________________________________________________

Do you support the above worker receiving an annual increment? ______________________

The content of this report will be discussed with the individual as part of their ongoing review

Signed: ______________________________________________________________

Dated: ________________

PRINT NAME & BAND: _______________________________________________________

For Office Use Only

Hours worked in this time period: ______________________________

Achieved / has not achieved expected standard – date: ____________________________

Signed (BANK CO-ORDINATOR):

ACTION REQUIRED (BANK CO-ORDINATOR)

ACTION REQUIRED (WORKER):

Signed (WORKER)

Review date set:
Appendix 3

Standard Operating Procedure for Requesting Agency Staff

During office Hours

If a shortfall of staff is identified which cannot be filled by either redeployment of substantive staff or a member of Bank staff, please call the Clinical Lead for the Contracted Pool on Bleep 364.

If the Clinical Lead cannot provide cover then the Nurse in Charge should contact their divisional bleep holder (933 Medicine or 390 Surgery) who will contact the relevant Service Manager/Deputy General manager for authorization to offer over time.

If cover cannot be achieved by offering over time, then the Service manager will contact the Clinical Lead for the contracted pool to request an agency member of staff – they will also provide the Clinical lead with a completed agency monitoring form.

Once the Clinical Lead has received the monitoring form they will authorise WSP to contact the agencies to place a booking. Finally the completed monitoring form is passed to the Secretariat for the Medical Division for entry onto their database.

Once the booking has been confirmed as filled, WSP will advise the Clinical Lead for the contracted pool and then add the booking details to Health Roster.

When the Agency Invoice is received, the WSP team will verify the invoice against Health Roster and check that the correct hourly has been charged. The invoice is then passed to the Service Manager for signature and for entry onto the agency spend database. The invoice is then sent to the finance department.

Out of Hours, Weekends and Bank Holidays

If a shortfall of staff is identified which cannot be filled by either redeployment of substantive staff or a member of Bank staff, please call the divisional bleep holder (933 Medicine or 390 Surgery) who will contact the Clinical Duty Manager for authorization to offer over time.

If the offer of overtime does achieve the cover required, Clinical Duty manager should contact the Executive Chief Nurse to request authorization to book an agency member of staff.

If authorization is granted then the Clinical Duty Manager will contact the agencies on the approved list and ensure that all details of the booking are recorded and passed to the WSP team and Clinical Lead for the contracted pool. They should also complete an agency monitoring form (appendix 5)

Procedure for Processing Agency Invoices

- Agency invoice with timesheet attached received by West Suffolk Professionals Team.
- WSP team check invoices with timesheet attached
- WSP amends shift times, if necessary in accordance with agency timesheet
- WSP checks correct ward is charged in accordance with agency timesheet
- WSP finalizes the shift on Health Roster, once necessary amendments have been made
- WSP sign agency timesheet to confirm the timesheet has been checked and finalization of the shift on Health Roster
- WSP checks the invoice is charged at the correct rate by the Agency & WSP send invoices, with timesheet attached to the relevant Service Manager for Department.
Appendix 4

Agency Nursing Staff Request & Monitoring Form

Name of Requester

Date Requested

Date Required

Shift

Shift start and finish time

Area/Ward

No more than one Agency Nursing staff request per form

To be completed by requester - please ensure you complete the processes detailed below prior to the request:

Other staff requested to change shift to fill gap

Explore cross cover between wards

Can the shift be downgraded

Bank / Pool cannot fill

Discussed with 933 – Name

Overtime offered to full time staff

Are core staffing levels unsafe as identified by the Senior Matron/888 out of hours

(Please provide name of senior matron/888)

Reasons for booking agency staff

Reason: [ ] >Vacancy rate of 20% [ ] Long Term Sick Leave [ ]

Other*

*Reason requested: __________________________________________

Approved/Declined by: Signature ____________________________ Date: __________________________

Reason for Decline: _______________________________________

Print name: ______________________________________________

Please return this form to Secretariat Medical Division
Appendix 5

Agency Worker Placement Checklist — Agency to complete

This form must be completed by all agencies providing a temporary worker to the Trust. Please return to the West Suffolk Professionals Team before any agency worker commences work in the Trust.

Agency Worker Details

Full Name of Worker..........
Band ..........................................................................................................
Name of Agency ..............................................................................
Framework..........................
Framework Agreement Number ..................................................

CV provided

Start Date ......................

Allocated ward or Department .......

Agency Checks
Please confirm the following checks have been verified/undertaken

<table>
<thead>
<tr>
<th>Employment checks</th>
<th>Mark</th>
<th>Comments</th>
<th>Date Issued</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity of worker verified</td>
<td>Yes/No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Right to work in the UK confirmed</td>
<td>Yes/No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evidence of current professional registration has been checked directly with the appropriate regulatory body</td>
<td>Yes/No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there any conditions attached to the practitioner’s registration? If so the worker must not be placed until agreement has been sought from the Trust’s representative.</td>
<td>Yes/No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificates and qualifications verified</td>
<td>Yes/No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment history and references have been obtained (covering the last 3 years of employment)</td>
<td>Yes/No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are there any concerns highlighted on references that may impact on the agency workers ability to undertake their duties? If so the worker must not be placed until agreement has been sought from the Trust’s representative.</td>
<td>Yes/No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enhanced DBS clearance has been obtained</td>
<td>Yes/No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name of employer that obtained enhanced DBS disclosure</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occupational Health Clearance has been obtained</td>
<td>Yes/No</td>
<td></td>
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<tr>
<td>Certificate of OH Fitness for Employment issued by</td>
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<tr>
<td>Alert notification?</td>
<td>Yes/No</td>
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Photographic ID attached | Yes/No
---|---
Mandatory training for the following areas is up to date:-
Moving and Handling | Yes/No
Basic Life Support | Yes/No
Infection Control | Yes/No
Health and Safety awareness | Yes/No
Fire safety | Yes/No
Information Governance | Yes/No
Safeguarding Vulnerable Adults Level 2 | Yes/No
Safeguarding Vulnerable Children Level 2 | Yes/No

**Pay rates**

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<tr>
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<td>VAT (as appropriate)</td>
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<tr>
<td>Travel and/or Other disbursements</td>
<td>As agreed with the Trust</td>
</tr>
<tr>
<td>Accommodation required</td>
<td>As agreed with the Trust</td>
</tr>
</tbody>
</table>

As a Trust we have signed up to the Dementia Action Alliance's Dementia Friendly Hospital Charter which outlines a set of expectations that people with dementia and their carers have when they access a dementia-friendly hospital. This means that we are working to ensure that a person with dementia or their carer can expect to receive care from staff appropriately trained in dementia care, and staff with the right skills, right values and behaviours. As such, there is an expectation that any agencies providing staff will ensure that all clinical staff working in adult services at West Suffolk NHS Foundation Trust will have undertaken dementia awareness training i.e. information about dementia, its symptoms and common issues faced by people with dementia.

I confirm that the agency worker supplied has the completed the above checks and will not undertake any duties that they are not competent to undertake.

Signed __________________________________ Print Name _______________________________________

Position _______________________________________________________________________________________

Date ____________________________________________________________________________________________

On Behalf of (Agency) ____________________________________________________________________________

**Agency worker**

It is important that you keep your skills and knowledge up to date. All Trust policies and procedures can be found on our website [www.wsh.nhs.uk](http://www.wsh.nhs.uk).

**Confidentiality, Data Protection and Information Security**

I understand I have a legal duty to uphold the confidentiality of all information held by the Trust, including patient, health, financial, personal and administrative information that I gather and use as part of this assignment.

Please refer to your staff handbook for further information.

Signed ………………………………………………… Print Name …………………………………………………..

Date …………………………………………………………………………………………………………………..