



## Temporary Staffing Service Standard Operational Procedure

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Purpose of the Procedure	To provide clear guidelines for use of bank and agency staff within all Trust directorates.

Signed on behalf of the Trust: .....  
**Anna Hills, Chief Executive**

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## 1 **Introduction**

From time to time, to respond to staff shortages, increased demand or when long-term sick leave or maternity cannot be covered, Cambridgeshire and Peterborough Foundation NHS Trust (CPFT) may need to secure temporary workers to cover key roles or functions to maintain service provision.

Temporary Staffing Services will assist in provision of temporary workers for assignments up to 11 weeks. Temporary workers should not work in one area for a period of more than 11 continuous weeks, as they will accrue employment rights; the cost of such workers, particularly agency workers, will increase substantially due to agency additional fees. If an assignment is expected to last longer than 11 weeks, advice must be sought from the Recruitment and Selection Team.

When temporary workers are used, the Trust must have systems and controls in place to ensure that the temporary workers used are:

- Competent to undertake the role;
- Have had clearances in line with NHS Employment Check Standards;
- Are funded from within existing staffing budgets and rates are paid in line with Agenda for Change;
- Agency workers rates are within National Health Service Improvement (NHSI) caps.

## 2 **Purpose**

The purpose of this Standard Operation Procedure (SOP) is to provide clear information for the engagement and use of temporary workers and to ensure clinical quality, full compliance and a consistent approach throughout the Trust. This will assist in reducing the risk to the Trust, patients/service users and staff, which could arise due to non-compliance with national, Trust and local policies, as well as procedures and employment legislation. This policy is intended to:

- Minimise agency staffing costs;
- Ensure that the health, safety and welfare of patients/service users, staff, workers and visitors is not compromised by ensuring appropriate checks are undertaken for each temporary worker;
- Ensure the Trust is compliant with current employment laws;
- Ensure safe, fair and transparent temporary staffing arrangements.

## 3 **Scope**

This SOP will cover the use of temporary workers within the following directorates:

- Adult and Specialist Mental Health;
- Children, Young Peoples and Families;
- Older peoples and Adult Community Services.
- Corporate Services

The SOP should be read alongside the updated Terms and Conditions of TSS Registrations. (See section 13)

## 4 **Definitions**

**Agency Worker** – Individuals supplied to the Trust by nominated Framework Approved registered agencies. CPFT pay the agency not the individual. Agencies will be paid electronically using Heath Roster and our self billing process.

**Approved Agency** – A temporary staff agency, whose business has been audited by the Collaborative Procurement Partnership or similar NHS procurement process, has Framework

Approved status and is compliant with the NHS Employment Check Standards. Approved agencies will also ensure that their workers are compliant with the Agency Workers Directive. Ongoing audits are undertaken by the procurement bodies who maintain the list of approved agencies to ensure continued compliance.

**Assignment** – A shift or period of time that has been deemed for a temporary worker to cover.

**Bank Only** – Workers who are registered with TSS and do not have a substantive contract in the Trust. These workers voluntarily agree to work for the Trust on an 'as and when' basis. Workers are set up on a 'nil hours' basis and will only be paid on the submission of an authorised entry on the Trust Healthroster to payroll, or in certain cases (such as training or Induction shifts) a signed and dated timesheet (Appendix 1). Workers undertaking assignments within CPFT are not offered a contract of employment and there is no obligation for the trust to offer work, nor is there any obligation for a worker to accept any work offered.

**Healthroster** – Electronic rostering system used to record all bank and agency shifts.

**Substantive Post Holders** - Temporary Staffing Services (TSS) recruits both Trust substantive and 'bank only' workers. Substantive staff, who hold a contract of employment within the Trust, can also register with TSS. This post is considered as separate from their substantive employment and is governed by the same rules as 'bank only'. There is no contractual obligation between TSS and any temporary worker to accept or be offered assignments.

**Temporary Worker** – People who are registered with TSS and are able to work bank shifts.

## 5. Roles and Responsibilities

### 5.1 Line Managers and Nominated Deputies

It is the responsibility of all managers and nominated deputies to comply with this SOP to minimise the use of temporary workers, as well as to ensure proper controls are in place for when temporary staff are the only option. Specifically, Line Managers and nominated deputies have responsibility for:

- 5.1.1 Ensuring robust staffing plans are in place, including absence management and effective timely rostering, to minimise the requirement for temporary staffing. Ensure that vacant shifts are identified and sent to TSS via Healthroster as soon as possible. This will increase the effectiveness of the team in identifying appropriate workers.
- 5.1.2 Exploring alternative ways of covering additional duties or vacant shifts before considering the use of temporary workers, such as:
  - Request staff to swap shifts;
  - Request staff to come in on days off, with an alternative day off being provided later in the week (all changes to the Healthroster must be discussed and agreed with the employee concerned);
  - Request part-time staff work additional hours;
  - Temporarily move staff in from other areas of the service to provide short-term cover to the area of need (e.g., at patient meal times);
  - Use Healthroster to identify any staff who have unused hours and allocate these to the vacant hours, with appropriate notice.
  - Manage the use of temporary workers so that their total pay budget is not exceeded. For example, the budget for a vacant full-time post might only buy 30 hours of an agency or temporary worker with substantive salary and 15% uplift;
  - Ensure that any additional controls or instructions by the Directors of the Trust are adhered to, such as replacing agency with bank workers whenever and wherever possible.

- 5.1.3 If engagement of a temporary worker is going to cost more than the agreed NHSI capped rates, then the 'Break Glass' process **must** be followed, including completion of the Break Glass Request form. (Appendix 2)
- 5.1.4 Ensuring that temporary workers have access to relevant IT systems, such as System 1, to undertake the role for which they have been engaged in line with the Trusts computer use policy.
- 5.1.5 Ensuring all requests for temporary workers are submitted to TSS via Healthroster for action.
- 5.1.6 If the temporary worker is engaged out-of-hours, ensuring that TSS are informed by the next business day.
- 5.1.7 Ensuring appropriate approval is obtained prior to making a request for temporary workers, as well as ensuring that all relevant substantive staff are aware of the process to obtain approval.
- 5.1.8 Ensuring that the identification of all temporary workers arriving to the service is confirmed.
- 5.1.9 Ensuring that the service supplies the temporary worker has the equipment needed to complete the work they are engaged to do, such as personal alarms, keys and personal protective equipment.
- 5.1.10 Having a properly managed leaving process in place, which ensures temporary workers hand in said equipment and handover notes etc. at the end of the assignment/s.
- 5.1.11 Monitoring the performance of temporary workers and deal with concerns appropriately, reporting all concerns to TSS.
- 5.1.12 Ensuring that assignment/s are entered onto the Healthroster, authorised and finalised accordingly, to ensure the worker or agency are paid in a timely manner.

## 5.2 Temporary Staffing Services

**ALL** requests for temporary workers, short-term only (a **MAXIMUM OF 11 WEEKS**), will be made to TSS. **NO** contact should be made with agencies without prior agreement with TSS. Any requests over 11 weeks **MUST** be made to the Recruitment and Selection Team. TSS will:

- 5.2.1 Provide advice on the use and engagement of temporary workers.
- 5.2.2 Carry out the pre-employment checks in line with NHS Employers Standards.
- 5.2.3 Monitor the professional registration of workers registered to TSS, as well as when booking agency workers.
- 5.2.4 Administer recruitment of bank workers.
- 5.2.5 Ensure all requests for temporary workers are actioned appropriately and efficiently in line with this policy.
- 5.2.6 Ensure newly appointed bank workers have completed all mandatory training and attended the TSS Induction programme. (Appendix 3)

- 5.2.7 Monitor and evaluate the utilisation of temporary workers across the Trust to ensure that cost effectiveness is considered at all times.
- 5.2.8 Maintain a list of Agencies, through the East of England Framework: Collaborative Procurement Partnership, who have assured the Trust that they operate in accordance with the NHS Code of Practice for the Supply of Temporary Workers. This includes assurances of pre- and post-employment checks including Disclosure and Barring Service (DBS) and Occupational Health (OH) checks at the appropriate level.
- 5.2.9 Ensure temporary workers are given access to Trust e-mail, the Trust Intranet to access Trust policies, Employee On-Line and an E-learning account to ensure on-line mandatory training is available and completed in a timely way.
- 5.2.10 Ensure temporary workers can access Trust systems to record information and access care plans.
- 5.2.11 Co-ordinate activity involving Human Resources, agency, temporary workers and managers following concerns or complaints about the performance of a temporary worker.

### 5.3 Temporary Worker

The temporary worker:

- 5.3.1 Will adopt the CPFT Visions, Values, Aims and behaviours whilst engaged on assignment/s with the Trust.
- 5.3.2 Maintain professional registration in line with Trust policy and the job role for which they are engaged.
- 5.3.3 Maintain compliance with all relevant mandatory training.
- 5.3.4 Remind line managers to finalise an assignment/s on Healthroster.
- 5.3.5 All 'bank only' workers will be expected to complete at least one assignment per 12 months; workers who also hold a substantive contract with the Trust do not have to meet this requirement.
- 5.3.6 Ensure that they take the prescribed breaks, in line with the Working Time Regulations, for the length of the assignment/s
- 5.3.7 Wear photographic ID at all times when on assignment/s.
- 5.3.8 Comply with the Trust Dress Code Policy (see - Links to Other Policies). Where uniform is required, in most cases for the inpatient areas this will be scrubs, but in the Older Persons Community or Adult in-patient settings, TSS will provide scrubs or a polo shirt featuring the Trust logo and a 'Temporary Staffing Service' embroidery. Workers should supply and wear their own dark trousers. Workers are responsible for laundering their uniform and it is a requirement that they ensure clothing is always clean, pressed and presentable.

## **6 Process of Booking a Temporary Worker**

- 6.1 All requests for temporary workers should be affordable and within the ward/department funded established budget, unless previously agreed with the Executive Board.

- 6.2 All requests for temporary workers must be made to TSS, unless the need is identified out of office hours. All staff should be aware of the process for booking temporary workers out of hours (Appendix 6).
- 6.3 Requests for cover via email or phone must contain the following information:
- Name of department/area/ward/cost code
  - Date and time cover is required
  - Reason for cover, i.e. sickness, vacancy
  - Any special skills required
  - Band of worker required
  - Name of person authorising request
- 6.4 Temporary workers should not work in one area for a period of more than 11 continuous weeks, as they will accrue employment rights; the cost of such workers, particularly agency workers, will increase substantially due to agency additional fees. If an assignment is expected to last longer than 11 weeks, advice must be sought from the Recruitment and Selection Team.
- 6.5 Individual managers are responsible and accountable for ensuring that temporary workers are not booked on assignments lasting for more than 11 continuous weeks. Regular monitoring will be carried out to ensure compliance.
- 6.6 Temporary workers will be registered on the TSS Register to be flexible to work in all areas of the Trust as necessary; they will move to the required area to work wherever the requirement for staffing cover is requested, whilst paying due regard to the reasonableness of the move, and within the workers competency.
- 6.7 TSS will amend the Healthroster to reflect any changes made; managers and nominated deputies should monitor their own rosters to be aware of such changes.
- 6.8 Agency workers will be used only in exceptional circumstances and when all other options for staffing have been exhausted. Approval for use of agency workers must be given by Modern Matrons/Service Leads or higher management above Band 8.
- 6.9 Agencies will be approached in line with the agreed East of England Framework: Collaborative Procurement Partnership. TSS will negotiate with all agencies to prevent costs above the agency cap. If, in exceptional circumstances, the need arises to go above agency caps, the 'Break Glass' process will be followed (Appendix 2).
- 6.10 It is a Trust directive that wherever and whenever possible, TSS will cancel an agency worker and replace with TSS Registered staff. All team managers and nominated deputies must be made aware of this directive.

## **7 Application and Registration Process**

- 7.1 All external applicants will be dealt with in accordance with the Trust Recruitment and Selection Policy by submitting an application and undergoing an interview.
- 7.2 Interviews will be held at regular intervals by a suitable member of TSS and an appropriate member of Trust staff, e.g. Registered Mental Nurse, Registered General Nurse, Occupational Therapist or Admin manager.
- 7.3 Occupational Health clearance, references and identity / right to work checks must be obtained as part of the employment check process.
- 7.4 Temporary workers registering with TSS will be required to disclose on their application form any criminal record. A full Disclosure will be processed by the Recruitment Team for all roles requiring a Disclosure and this will be for both Adults and Children.
- 7.5 While registering with TSS, if a temporary worker is arrested on a criminal charge, which may potentially affect the DBS check, or affect their ability to work within the Trust, there is a duty to report the incident to Clinical Nurse Lead for TSS and failure to do so could result in the end of registration with TSS. Any conviction, caution or reprimand resulting from the arrest must also be reported and, if considered by the Clinical Nurse Lead for TSS to be of a serious nature, may lead to removal from the TSS Register and depending on the nature of the incident referral to a professional body or the DBS.
- 7.6 All external applicants for roles will be asked to provide evidence of qualifications at interview, to meet the requirements specified in the person specification of each job description.
- 7.7 Professionally registered applicants must disclose if they are subject to any proceedings by their professional body, e.g. Nursing & Midwifery Council.
- 7.8 Candidates interviewed for substantive posts who are unsuccessful, e.g. due to lack of posts, but are suitable for TSS Registration and who are willing to be registered, do not require further interview. The recruiting manager should notify TSS and Recruitment of the successful applicant for TSS. The Recruitment Advisor will request the interview notes, ID documents and qualification / professional registration information from the recruiting manager. The employment checks will then be processed by recruitment prior to the TSS worker starting with the Trust.
- 7.9 Temporary workers new to the Trust will attend TSS Induction and complete mandatory on-line training, either at home or in Trust premises. They will be required to book themselves on classroom-based mandatory training, before being offered one shadow shift with an established temporary worker or substantive staff member. The new worker will be paid for 7.5 hours to complete the on-line training, on production of completion of the training and for the shadow shift. However, payment will only be authorised once this is. The shift must be completed within three months of undertaking the TSS Induction; if full adherence to the Induction programme is not completed then temporary workers will not receive payment.
- 7.10 Annual leave for temporary workers is accrued as a percentage of the shift worked (12.07%) and is accumulated over time to be taken when needed or desired. Please spread your annual leave requests across the tax year to ensure you maintain a consistent income, as otherwise this may affect your tax you can get to a maximum of 210 hours per annum, which is the statutory annual leave entitlement. This annual leave can be claimed by the worker, by filling in a Annual leave table submitting to TSS, at any time during the current financial year. Annual leave cannot be carried forward to a new financial year.

- 7.11 Staff who have a substantive contract with the Trust and who wish to apply to join the bank will be required to formally apply to register with the TSS if they wish to undertake bank work. This they do by asking their managers to complete an auto enrolment form (Appendix 4) and, themselves, completing a new starter form (Appendix 5) for payroll. For nurses still on Preceptorship, until they have had competencies signed off, they will be restricted to their substantial area of work but will be paid as a band 5. , once the competencies are completed, they will then be unrestricted and can work in other areas as a band 5.

Where a CPFT staff member works a Bank shift at THE SAME BAND AS THEIR SUBSTANTIVE POST, the Trust will pay the same hourly pay for Bank shifts as their substantive hourly rate.

Where a CPFT staff member works a Bank shift which is DIFFERENT FROM THEIR SUBSTANTIVE POST, the Trust will pay for the role covered during the Bank shift. All TSS workers will receive a 15% uplift on their basic hours. This uplift will be subject to review.

## **8 Who Can Work a Bank Shift?**

- 8.1 Any person who completes assignment/s must be registered with TSS.
- 8.2 It is the temporary workers responsibility to ensure they do not exceed the working time limits set out in the Working Times Regulations and must take personal responsibility for ensuring they are well and safe to attend work (See **References** and **Links to Other Documents and Associated Policies** section)

### **Maximum Working Time Limit**

- 8.2.1 Staff should not work more than an average of 48 hours per week over a 17-week period.
- 8.2.2 Individuals may opt to work more than 48 hours per week by following the formal opt out process which can be found on the CPFT Staff Intranet. A maximum of 112 worked hours will be allowed in a 14 day period.
- 8.2.3 These regulations are set as global rules in HealthRoster/BankStaff

### **Breaks and Rest Periods**

- 8.2.4 All shifts of more than 6 hours (up to 12 hours) must include a minimum 20 minute unpaid break. A minimum of 40 minutes unpaid break is required for shifts of more than 12 hours. Night shifts must include a reasonable rest period.
- 8.2.5 Breaks must be taken during the shift as their purpose is to provide rest time during the shift.
- 8.2.6 All staff must have an uninterrupted rest period of not less than 24 hours in each 7 day period or 49 hours when averaged out over a 2 week period.
- 8.2.7 These regulations have been set as global rules in HealthRoster and will be adhered to when setting up shifts for units.
- 8.3 Temporary workers who may be registered with agencies are unable to cover agency assignment/s within CPFT; they must only cover bank assignment/s in the Trust. TSS will check all agency worker names submitted for assignment/s to ensure that these workers are not substantive staff or workers registered with TSS.
- 8.4 CPFT is comprised of many different teams and specialities covering Physical Health, Mental Health and Children's Services, both in-patients and community over a very wide geographical area, and competencies required will differ according to the team/service area. Attached, in Appendix 7 is a copy of the job description for a nursing position.

## **9 Cancellation of Shift/Assignments**

### **9.1 By Ward/Department/Area**

- 9.1.1 Should the need for the temporary worker cease, the ward/department will notify TSS or, if out-of-hours, the temporary worker or agency themselves at the earliest opportunity.
- 9.1.2 If the notice is less than 12 hours, then the temporary worker ('bank only') will be paid for 2 hours of the assignment.
- 9.1.3 Agency workers will require a minimum of 2 hours.
- 9.1.4 If the temporary worker is notified of the assignment's cancellation at the commencement of the assignment, they will be entitled to full payment of the assignment, even if they are unable to be utilised by the person in charge of the ward/department. If, however, they are offered a reasonable alternative place of work within their capabilities, and refuse such an offer, they will forfeit the right to payment.

### **9.2 By Temporary worker**

- 9.2.1 Give as much notice as possible when cancelling an assignment/s for reasons other than sickness or exceptional circumstances; this should be not less than 24 hours prior to the start of the assignment.
- 9.2.2 Reasons for cancelling an assignment/s should be notified to TSS as soon as possible and, when out-of-hours, to the area for which the booking was made.
- 9.2.3 Other than for sickness, failure to provide adequate notice of the cancellation of an assignment/s will be noted. If this failure is repeated, then TSS will communicate with the worker and ask the reasons for repeatedly cancelling assignments.
- 9.2.4 Repeatedly cancelling an assignment/s without adequate notice may lead to removal from the TSS Register.

## **10 Education and Training Requirements and Competencies**

### **10.1 Bank Only**

- 10.1.1 All 'bank only' workers must attend the TSS Induction.
- 10.1.2 All temporary workers must attend mandatory training and keep training up-to-date on an annual basis. Failure to keep updated may result in restrictions, such as no assignments being offered or removal from the TSS Register.
- 10.1.3 Temporary workers will be paid to attend on-going mandatory classroom based training and 7.5 hours of on-line mandatory training.

### **10.2 Agency**

- 10.2.1 All agency staff submitted to TSS to work in the Trust will have had a profile submitted prior to working which will need approval. This profile will be available to ward/service managers upon request.

10.2.2 TSS will advise the agencies of what additional competencies will be required of the worker when the request is made.

10.2.3 IR35 brings in a requirement that any worker either engaged via an agency or by us directly on a contract for service style agreement will be required to pay via PAYE tax and NI at source. Please see section 13 for a link to updates regarding this issue.

## **11 Management of Complaints, Capability and Conduct of Temporary Workers**

### **11.1 Complaints about Workers**

11.1.1 All incidents relating to the capability and conduct of temporary workers, including Safeguarding concerns, will be dealt with in line with the relevant CPFT policies and procedures. All Safeguarding concerns will be discussed, and actioned accordingly, with the Safeguarding lead for CPFT.

11.1.2 Complaints should be forwarded to TSS Manager, who will investigate, reply and take any action required.

11.1.3 If an incident is discovered at the time of the assignment, a Trust Datix incident form must be completed as per Trust Policy and the on-call manager must be informed and offer advice on immediate actions required.

11.1.4 If an incident/complaint is discovered after the assignment, an incident form will be completed and sent to the TSS Manager for investigation, together with the appropriate professional and/or substantive line manager.

11.1.5 Any complaint or incident involving agency workers will be directed to the manager of the agency by the TSS Manager, who will refer the issue to the relevant agency for resolution. TSS will ensure that if a safeguarding issue is identified then the appropriate steps are being taken.

11.1.6 TSS keeps a digital record of all complaints and incidents and will only rebook that agency/temporary worker if appropriate.

11.1.7 Agency and 'bank only' workers do not have the right of appeal.

### **11.2 Complaints by Workers**

11.2.1 If a worker registered with TSS feels they need to make an immediate complaint, they can do so by speaking to the senior person of the service or ward in which they are working the assignment/s. This should then be communicated to the clinical nurse lead manager- TSS or Team manager.

11.2.2 If the complaint does not require immediate action, then the worker should initially speak to the TSS Senior Nurse Lead or Team Manager.

11.2.3 clinical nurse lead manager- TSS or Team manager will process the complaint and take all necessary action, such as taking statements, liaising with Human Resources and the ward/service areas involved in the complaint.

11.2.4 TSS will ensure that the worker is offered support/supervision regarding the incident and can access any other support required.

### **11.3 Capability and Conduct**

11.3.1 Cases of alleged gross misconduct involving Registered Nurses and other registered professional TSS workers or agency workers will be investigated by the clinical nurse lead manager- TSS

- 11.3.2 Clinical nurse lead manager- TSS has a duty to inform the NMC or any other professional body of any investigation should it be substantiated. Please refer to NMC for further information..  
[Raise a concern as an employer - The Nursing and Midwifery Council \(nmc.org.uk\)](http://nmc.org.uk)
- 11.3.3. If the temporary worker leaves before the end of a Disciplinary/Dignity at Work investigation, the Clinical Nurse Lead Manager has a duty to continue the investigation in their absence and will do so in cases involving potential safeguarding issues.
- 11.3.4 Any substantiated allegations regarding capability and conduct may lead to removal from the TSS Register.

## 12 Monitoring Compliance

To monitor compliance with this policy, the auditable standards will be monitored as follows by TSS.

No	Minimum Requirement	Evidenced by	NHSLA standard
1.	Suitability of applicants will be assessed	Application forms	
2.	All new starters will undertake TSS Induction	Completion of TSS Induction forms	
3.	All ward/department temporary worker shifts will be booked directly on to Healthroster	Shifts recorded on Healthroster and regular monthly report actioned	
4.	Training records for 'bank only' workers to be monitored	Recorded on TOTARA system and regular monthly report monitored	
5.	Monitoring of agency worker profiles to check compliance with training requirements	Profiles checked on booking and updated in file every three months	

### **13 Links to Other Documents and Associated Trust Policies**

Policies applicable to bank workers can be found on the Trust Intranet or by clicking the title below:

[CPFT Visions and Values](#)

[Dress Code](#)

[Roster Management](#)

[N&MC Code of Conduct](#)

[CPFT Academy – E-learning](#)

[IR35 Update](#)

[Terms of Registration](#)

[HR Operations | Intranet \(cpft.nhs.uk\)](#) (Working Time Regulations)

[Anti-Fraud and Bribery Policy and Procedures](#)

### **14 References**

[NHS Standard Employment checks](#)

[Working Time Directive](#)

# Appendices





# TSS Booking Request Process Map

Non Clinical - A need arises in Corporate and non-clinical services including admin

Ward Managers / Modern Matron will 'send shift to Bank' on Healthroster, providing as much information as possible i.e. correct shift times, name/s of preferred workers, whether male or female is required. This shift is not yet visible to Temporary Staffing Services until approved.

Once the Bank shift has been approved in Healthroster (usually Ward Manager/Matron), this will now be visible to Temporary Staffing Services. The dept is able to directly book the worker into the shift on Healthroster

This shift will appear on the Temporary Staffing Services Bank staff system and the TSS Team will attempt to cover directly from the bank. (TSS will always contact bank staff as priority first)

For teams using Healthroster (e.g. admin bookings) to submit shift via Healthroster

TSS will attempt to cover directly from the bank or work with the manager regarding the requirements to go straight to find agency cover

Assignment covered by the bank

Assignment covered by agency

Name of worker entered onto Healthroster and Manager informed

Agency authorisation requested by exec / service manager

Can the bank provide cover?

Yes

No

Name of bank worker entered onto the bank shift in Healthroster.

Booking request forwarded to external agency for cover once approval received from Modern Matron

Can the agency provide cover?

Yes

No

Price caps not agreed  
Break glass rates of pay  
TSS negotiate with Agency

Service is notified by Temporary Staffing Services

Unsuccessful

Successful

Price and wage caps agreed

Service is notified by Temporary Staffing Services

Agreed

TSS provides written confirmation to agency that bookings fall under IR35 regulations.

TSS to determine if the agency worker falls inside or outside IR35 regulations

Agency worker falls inside the IR35 regulations

Agency worker falls outside the IR35 regulations. TSS informs the agency or worker of their responsibility to pay the appropriate tax to HMRC and to meet all IR35 regulations.

Name of agency worker entered onto the agency shift in Healthroster.

Please ensure ALL temporary requests are centralised via TSS:-  
Approved agencies will be accessed  
Only Framework agencies will be contacted  
Full Compliance checks completed prior to booking  
Charge rates agreed prior to booking

Any queries contact TSS team via email:- [Temporarystaffing@cpft.nhs.uk](mailto:Temporarystaffing@cpft.nhs.uk) or via telephone on 01223 868800  
For Annual review or update if any changes by HMRC or NHSI: - next review January 2024

# Break Glass Request Form

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Date	Ward/Service Area	Manager

<b>Speciality and Grade Required</b>	
<b>Number of Shifts</b>	
<b>Shift Dates and Times</b>	

<b>Details of Action Taken To Avoid Break Glass</b>	
Requested staff to swap shifts	
Requested staff to come in on day off	
Request part-time staff to do additional hours	
Move staff from other areas	
Use Health roster to identify unused hours	
Look at skill mix	

<b>Acuity levels</b>	
Number of patients	
Additional information <i>le palliative, deteriorating patient, admission, 1-1 observations</i>	

<b>Risk Assessment</b>	
Impact of Risk	
Risk Score	

**Once completed, email your manager, Locality Manager, Heads of Nursing, AFO and Clinical Director to ensure process is followed. The request form will be emailed to the COO/Director of Nursing by the HON/ADO who will escalate the request to the CEO for sign off and approval. A copy must be returned to Temporary Staffing Services.**



## Break Glass Authorisation

Break Glass authorisation granted	Yes/No
Break glass authorisation valid until <i>(must contain date of review)</i>	

Signature of Authoriser

Name of Authoriser

Date

# Temporary Staffing Service Induction Checklist for New Registrants

**To be completed by all Workers – this is a  
Mandatory requirement for bank workers**

**Updated July 2023**

**IMPORTANT:** Both the Inducting Lead and Worker must sign the checklist on completion.

Please ensure a copy of the TSS Handbook is also given out prior to or at the Induction.

**In line with Agency Worker Regulations, job opportunities within the trust are advertised publically or internally, both of which are available to TSS Staff via the Intranet or TRAC (Google “NHS Jobs”). If you wish to be made aware, please sign up to alerts for roles within the trust.**

**Name of Worker:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Induction Lead Responsible for Local Induction:** \_\_\_\_\_

Welcome. As a new TSS worker to the Cambridgeshire and Peterborough NHS Foundation Trust, we hope your time with us will be enjoyable. This is your Induction Checklist which has been designed to help you become acquainted with your working environment and department, and policies and procedures related to your job. This is used in conjunction with the TSS Handbook for guidance.

In order to monitor your progress, you and your Inductor are required to date each item were indicated on completion. Once the induction has been completed your line manager will record confirmation of full completion with the TSS team and hold this on your personnel file.

**VERIFICATION OF IDENTITY AND QUALIFICATIONS**

*By signing below you are verifying that the appropriate documentation has been placed on the new employee's personal file*

<b>Documents Check</b>	<b>Inducting Leads Signature</b>
<ul style="list-style-type: none"> <li>• Check appointment documentation has been completed and signed – relevant copies to personal file.</li> <li>• Copies of all relevant qualifications taken and placed on personal file including professional registration checks where relevant e.g.:               <ul style="list-style-type: none"> <li>- NMC Registration</li> <li>- HCPC Registration</li> <li>- GMC Registration</li> <li>- Other</li> </ul> </li> <li>• ID documentation has been checked and copies are present on personal file</li> </ul>	

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INFORMATION DISCUSSED AND PROVIDED		DATE OF COMPLETION:
<b>The Job and Terms and Conditions of Employment</b>		
1	Check to confirm terms and conditions of Registration have been received and are understood	
2	All clinical / registered staff to be reminded of their responsibility to maintain their professional registration and the implications of failing to do so. Staff should also be reminded of their responsibility to ensure that their registering body is kept up to date with any changes in their details including a change of name or address	
3	Explanation of the duties of your role, job description and the standard of performance required and conduct expected	
4	Advised of the organisation of the NHS, the Trust, ward / department	
5	The Trust's Vision and Values	
6	Immediate Supervisor / Lines of accountability and reporting	
7	SBS Employment Services – Payroll, Training, Pensions, Recruitment	
8	Payment of salaries and wages <ul style="list-style-type: none"> <li><input type="checkbox"/> completion of timesheets</li> <li><input type="checkbox"/> other claims (e-Expenses if applicable to Local Area)</li> <li><input type="checkbox"/> NHS counter fraud measures</li> </ul>	
9	Hours of duty and / or rota requirements and rules including any European Working Time Directive (EWTG) guidance	
10	Leave <ul style="list-style-type: none"> <li><input type="checkbox"/> Health Roster</li> <li><input type="checkbox"/> Sickness notification and arrangements</li> <li><input type="checkbox"/> Annual Leave entitlement (accrual)</li> <li><input type="checkbox"/> Rest break arrangements</li> </ul>	
11	Transport arrangements <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidance on Business Travel</li> <li><input type="checkbox"/> Travelling on Trust Business</li> <li><input type="checkbox"/> Claims procedures</li> <li><input type="checkbox"/> Car parking / permits</li> </ul>	
12	Code of Conduct for role <ul style="list-style-type: none"> <li><input type="checkbox"/> Professional Code of Conduct</li> <li><input type="checkbox"/> Code of Conduct if appropriate to role</li> <li><input type="checkbox"/> For healthcare staff Band 2 – 4 provided with DOH Code of Conduct for Healthcare Support Workers.</li> </ul>	
13	ID and Dress Code <ul style="list-style-type: none"> <li><input type="checkbox"/> ID badge form completed</li> <li><input type="checkbox"/> Aware to check Local Dress Code prior to working</li> </ul>	
14	Discuss Supervision <ul style="list-style-type: none"> <li><input type="checkbox"/> Professional or clinical supervision arrangements (if applicable to role, as and when needed)</li> </ul>	

INFORMATION DISCUSSED AND PROVIDED		DATE OF COMPLETION:
15	Preceptorship arrangements if appropriate to role	
16	Disciplinary and Capability Process explained	
17	Contact Details checked, consent to contact Out of Hours	
18	Dignity at work / Bullying and Harassment	
19	Equality & Diversity	
20	Patients and Advisory Service (PALS) and Complaints procedures	
21	Professional and personal boundaries including gifts and gratuities	
22	Smoke Free Policy	
23	Substance use policy and guidance for staff	
<b>Health, Safety and Security</b>		
24	Fire <ul style="list-style-type: none"> <li><input type="checkbox"/> E-Learning</li> <li><input type="checkbox"/> Local Checklist</li> <li><input type="checkbox"/> Local Procedures to be checked</li> </ul>	
25	Health and Safety <ul style="list-style-type: none"> <li><input type="checkbox"/> E-Learning</li> <li><input type="checkbox"/> Local Checklist</li> <li><input type="checkbox"/> Local Risks Folder/data to be checked</li> </ul>	
26	If the new staff member is under 18 years of age a <b>Young Persons Risk Assessment</b> must be completed	
27	Display Screen Equipment Assessment – Admin only <ul style="list-style-type: none"> <li><input type="checkbox"/> Display Screen Equipment Assessment arranged if appropriate to role</li> </ul>	
28	Manual Handling People and Non People <ul style="list-style-type: none"> <li><input type="checkbox"/> Aware not to do this until Training complete</li> </ul>	
29	Control of Substances Hazardous to Health (COSHH) <ul style="list-style-type: none"> <li><input type="checkbox"/> COSHH Local Procedures to be checked</li> </ul>	
INFORMATION DISCUSSED AND PROVIDED		DATE OF COMPLETION:
30	Infection Prevention and Control <ul style="list-style-type: none"> <li><input type="checkbox"/> E-Learning</li> <li><input type="checkbox"/> Local Checklist</li> <li><input type="checkbox"/> Local Procedures to be checked</li> </ul>	
31	Trust management of violence and aggression <ul style="list-style-type: none"> <li><input type="checkbox"/> Local personal safety procedures</li> <li><input type="checkbox"/> Personal safety training / lone working</li> <li><input type="checkbox"/> Restraint of violent service users – aware not to do</li> </ul>	
32	Food Hygiene Food Hygiene Basic Certificate – booked onto basic food hygiene course if appropriate to role	
33	Health and wellbeing	

	<input type="checkbox"/> Occupational Health Service <input type="checkbox"/> Staff Wellbeing Service <input type="checkbox"/> Insight	
34	Health and safety issues pertinent to the employee's work area not yet covered: Please add in space provided:	
<b>Quality Standards</b>		
35	Care Programme Approach (CPA) – signpost to ; <input type="checkbox"/> Trust Requirements <input type="checkbox"/> Care Planning Policy	
36	Care Quality Commission (CQC) requirements - explain	
40	Medicines Management <input type="checkbox"/> Correct procedure for completion of medicine charts <input type="checkbox"/> Medicines Administration Competency Assessment <input type="checkbox"/> Medicines Policy	
41	Observation of Service Users Undertaking safe observations of service users as required by the Trust's Enhanced Observation and Engagement Policy	
<b>INFORMATION DISCUSSED AND PROVIDED</b>		<b>DATE OF COMPLETION:</b>
<b>IT</b>		
42	<b>Covered in Handbook, any Q`s?</b> IT: <input type="checkbox"/> Information Security & Confidentiality <input type="checkbox"/> Department Systems <input type="checkbox"/> Network Access / Intranet Information Security Policy including: <input type="checkbox"/> Personal computer security <input type="checkbox"/> Acceptable use of e-mail <input type="checkbox"/> Acceptable use of internet	
<b>Clinical Governance/Risk Management</b>		
43	Information Governance: <input type="checkbox"/> E-Learning <input type="checkbox"/> Local Checklist <input type="checkbox"/> Local Procedures to be checked (Notes)	
44	Incident Reporting <input type="checkbox"/> Near Miss, Incident and Serious Incident (SI) Policy and Procedure <input type="checkbox"/> Process of reporting an incident explained <input type="checkbox"/> Process of recording incidents on Datix explained where relevant to employee role <input type="checkbox"/> Stop the Line – Procedure explained	
45	Safeguarding Adults and Children <input type="checkbox"/> Ensure staff member knows how to source the contact details of the Safeguarding Children Team/SOVA Leads (Posters in area, asking the team) <input type="checkbox"/> Ensure staff member knows who their Safeguarding Children Link worker in the team is	

46	Completion of medical records <ul style="list-style-type: none"> <li><input type="checkbox"/> Clinical Record Keeping Policy</li> <li><input type="checkbox"/> Procedure for the completion of clinical records (System1)</li> </ul>	
<b>Communications</b>		
47	Internal Communications <ul style="list-style-type: none"> <li><input type="checkbox"/> Staff News</li> <li><input type="checkbox"/> Trust Intranet</li> <li><input type="checkbox"/> CPFT public website</li> <li><input type="checkbox"/> Social Media policy</li> </ul>	
48	Mobile phone use and social media guidance (Handbook)	
49	Greeting Etiquette for Visitors and Phones <ul style="list-style-type: none"> <li><input type="checkbox"/> Dealing with Public</li> <li><input type="checkbox"/> Polite and professional introduction</li> <li><input type="checkbox"/> Hello, Work Area, Name, Role, "How can I help?"</li> </ul>	
50	Appropriate Use of Ward Resources <ul style="list-style-type: none"> <li><input type="checkbox"/> Telephone</li> <li><input type="checkbox"/> Internet</li> <li><input type="checkbox"/> Food</li> <li><input type="checkbox"/> Consumables</li> </ul>	

INFORMATION DISCUSSED AND PROVIDED		DATE OF COMPLETION:
<b>Learning and Development Mandatory Training</b>		
51	Internal Training <ul style="list-style-type: none"> <li><input type="checkbox"/> Accessing Learning and Development Information</li> <li><input type="checkbox"/> CPFT Academy account</li> </ul>	
52	Mandatory Training <ul style="list-style-type: none"> <li><input type="checkbox"/> Mandatory Training (Risk Management) Policy</li> <li><input type="checkbox"/> Mandatory Training compliance responsibilities</li> <li><input type="checkbox"/> Accessing Mandatory Training</li> </ul>	
53	<b>Classroom training dates for clinical staff (if appropriate to role) have been booked for:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> People Moving &amp; Handling Induction – must be completed or booked before first shift</li> <li><input type="checkbox"/> Basic Life Support or MERC – must be completed or booked before first shift</li> <li><input type="checkbox"/> Care Certificate for Identified Clinical Support Staff Band 2 – 4 in contact with CC team to register</li> </ul>	
54	<b>All Mandatory for role E-learning that needs to be completed prior to Shadow Shifts being completed:</b>  <b>Please refer to your CPFT Academy account for individual mandatory training requirements</b>	
INFORMATION DISCUSSED AND PROVIDED		DATE OF COMPLETION:

	Other	
55	Any further local induction requirements specific to the work area? <input type="checkbox"/> Car Parking Permit (North) <input type="checkbox"/> Local P9 etc needed? NT/Community only	

## Completion

**Both the Inductor and employee declare the following:**

- That they have signed below and fully completed all aspects of the TSS Induction Checklist
- That a copy of the completed TSS Induction Checklist has been retained on the employee's personal file

**Inductors Signature:** ..... **Date:** .....

**Employee Signature:** ..... **Date:** .....

**Appendix 4 –**

**Substantive enrolment to bank**

If you are a member of staff and are keen to sign up to the bank, please ask your manager to complete the auto-enrolment form below. A duplicate assignment will be set up based on your substantive contract details (band, pay point, bank details). If you wish to be paid into a different account you can use ESR Self-Service to change this once the assignment is live, in the same way as your permanent contract ESR details.

You will need to ask your current line manager to complete the table and e-mail this back to [temporarystaffing@cpft.nhs.uk](mailto:temporarystaffing@cpft.nhs.uk)

On receipt of the completed table we will be in contact with a welcome pack. Your bank post will automatically be set up with payroll and health roster.

Join TSS table

Substantive assignment number	Surname	Forename	Band	Contact number	Contact e-mail	Confirmation that employment checks are complete

**Appendix 5** – New Starter form will be emailed for completion.

## Appendix 6 – Copy of Out of Hours Booking Information

### Booking Workers Out of Hours

Temporary Staffing Services does not provide an out of hour's on-call service.

However, any last minute bookings and out of hour's requirements at evenings and weekends should be dealt with in the following way:-

Notification must be made to the Temporary Staffing Services office at the earliest opportunity (e.g. the following morning or if it's a weekend, first thing on a Monday.) This should be done by e-mail at [temporystaffing@cpft.nhs.uk](mailto:temporystaffing@cpft.nhs.uk) of any bookings made out of hours.

Should there be no available bank workers, agency usage can be considered. Request for Agency workers must be approved by the on call Manager, prior to obtaining the worker. If required please contact the below approved agencies only. Notification must be made to the Temporary Staffing Services office at the earliest opportunity (e.g. the following morning or if it's a weekend, first thing on a Monday.) This should be done by e-mail at [temporystaffing@cpft.nhs.uk](mailto:temporystaffing@cpft.nhs.uk) of any bookings made out of hours.

Blackstone Recruitment  
020 3146 2969 (All Areas) HCA, RMN's & RGN's

Bleep 360  
020 3376 0360 (All Areas) HCA's, RMN's & RGN's

Day Webster  
020 8498 6800 (All Areas) HCA's, RMN's & RGN's

DRC Locums  
0203 817 4012 (All Areas) HCA's, RMN's & RGN's

HCL Healthcare  
020 7451 1451 (All Areas) HCA's, RMN's & RGN's

ID Medical  
01908 552820 (All Areas) HCA's & RMN's

Interact medical  
01908 357 900 (All areas) HCA & RMN's

Liquid Personnel  
0345 2419590 (All Areas) HCA's, RMN's & RGN's

Locum Vision  
01908 303080 (All Areas) HCA & RMN's

Medacs  
01480 421800 (All Areas) HCA, RMN's & RGN's

MSI  
020 3608 5252 (All Areas) HCA, RMN's & RGN's

National locums  
01908 776477 (All Areas) HCA, RMN's & RGN's

PE Global Healthcare  
020 3868 9000 (All Areas) HCA, RMN's & RGN's

Pertempts  
01223 620924 (All Areas) HCA, RMN's & RGN's

Promedical  
01277 583850 (All Areas) HCA, RMN's & RGN's

Rig  
0345 3631187 (All Areas) HCA, RMN's & RGN's

Sanctuary  
0333 7000 020 (All Areas) HCA, RMN's & RGN's

Service care solutions  
01772 555530 (All Areas) HCA, RMN's & RGN's

Tripod  
020 3096 5000 (All Areas) HCA, RMN's & RGN's

Yourworld  
020 7220811 (All Areas) HCA, RMN's & RGN's

NO direct contact should be made with ANY Agencies during office hours. ALL bookings should be made directly with Temporary Staffing Services.

NO DIRECT CONTACT SHOULD BE MADE WITH NON-FRAMEWORK AGENCIES.  
THE TRUST ARE COMMITTED TO ENSURING ONLY THOSE AGENCIES ELIGIBLE TO SUPPLY THROUGH THE CPP FRAMEWORK  
FAILURE TO ADHERE CAN RESULT IN:-  
Non-Compliant workers provided, Charge rates not meeting NHSi caps or non compliance with IR35 regulations.

## Appendix 7 Supervision for bank only staff and agency workers

Supervision is a supportive and developmental measure. The focus of all conversations around supervision needs to be the value for the supervisee, for all the reasons described in the supervision policy. [supervision policy](#)

As highlighted in the policy, there are different supervisions identified: One-to-one supervision between a supervisor and supervisee Group supervision in which two or more practitioners discuss their work with a supervisor Peer supervision where practitioners discuss work with each other, with the role of supervisor being shared or with no individual member of staff acting as a formal supervisor Safeguarding Supervision.

Other ways of supervisions can be sourced from:

- Action Learning Sets
- Schwartz Rounds
- Staff Network Meetings
- Team Meetings
- Learning environment – with reflective practice
- Coaching / Mentoring
- Case Discussions
- Debriefs
- Safety Huddles
- Informal catch up with manager

Due to the nature of the of the variety of roles, bank only staff and or agency workers are not required to record or document supervisions or appraisals. Good practice suggests that bank and agency workers are to regularly keep InTouch with their line manager, so they are able to receive consistent feedback. If they wish to discuss a situation around their supervision, they can do so by speaking to the senior person of the service or ward in which they are working the assignment/s. This can then be communicated to the clinical nurse lead manager- TSS or Team manager if needed.

If a senior person raises a cause of concern around a bank only or agency worker this should be forwarded to the TSS Manager or team manager, who will investigate, reply and take any action required. When this is reported the senior person will need to highlight areas of concerns, current interventions used and highlight the level of risk.

TSS will keep a digital record of all complaints and incidents regarding the worker and will manage the situation as appropriate.

**Job Description**

<b>Job Title:</b>	Staff Nurse
<b>Band:</b>	5
<b>Responsible to:</b>	Modern Matron
<b>Department:</b>	Nursing and Midwifery Registered
<b>Directorate:</b>	All Directorates

**Our Values**

	<b>Behaviour</b>	<b>How we will demonstrate this behaviour</b>
Professionalism	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
Respect	We will create positive relationships	By being kind, open and collaborative
Innovation	We are forward thinking, research focused and effective	By using evidence to shape the way we work
Dignity	We will treat you as an individual	By taking the time to hear, listen and understand
Empowerment	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

**Job Purpose**

The post holder will provide quality evidence based nursing advice, support and care for service users with mental and physical health needs and to their carers within a multidisciplinary setting. They will be responsible for the assessment, planning, implementation and evaluation of nursing care, and will have a working knowledge of local, national policies and legislation which govern current service provision.

The post holder will be responsible for identifying and contributing to the training needs of junior registered and unregistered staff, and ensure that issues of equality, diversity and rights are dealt with in accordance with good practice and legislation. They will ensure that effective communication pathways exist, and that they act within their sphere of responsibility, managing the shift in the absence of the Ward Manager or the designated deputy.

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## **Key Responsibilities**

### **Clinical / Service Specific**

1. To be responsible for the assessment, planning, implementation and evaluation of the evidence based care required, including health promotion for a named service user/group ensuring it meets Trust timescales.
2. To participate in the setting of quality standards, including the monitoring and reviewing in line with current clinical guidance practice and policy.
3. To ensure the post holder understands and meets their professional role and responsibilities under the Care Programme Approach
4. To ensure that the requirements of the Mental Health Act 2007 are observed, adhered to and implemented.
5. To promote carer and service user involvement within the service and for its provision.
6. To encourage recovery, discovery and independence, taking into account risk assessment and management.
7. To establish therapeutic relationships with service users and the implementation of evidence based therapeutic interventions with appropriate boundaries in accordance with Nursing and Midwifery Councils professional code of conduct.
8. To demonstrate care and compassion in your work.
9. To respect and value the different therapeutic approaches within the multi-disciplinary team but ensure that the agreed philosophy approach is adopted and followed.
10. To be responsible for maintaining and conducting oneself in a professional manner towards service users, carers, colleagues and other agencies, at all times.
11. To participate in working collaboratively with other Trust services and external agencies to provide seamless care for service users.
12. To ensure that they contribute and work towards the service/organisational aims and objectives.

### **Research & Service Evaluation**

1. To ensure that accurate and timely written records are kept which comply with the Trust policy and NMC guidance, reporting on any issues as appropriate.
2. To ensure that they comply with current good practice in informing/updating all members of the multi-disciplinary team, their colleagues, service users and appropriate others of changes involving current nursing care plans, progress, mental state and psychosocial factors in line with best practice.
3. To ensure that they communicate effectively with service users and carers, actively listening to establish an understanding of their needs.
4. Empower service users by ensuring that they receive the relevant information about their treatment, medication, available services, advocacy services, ward routines and safety procedures.
5. To deliver a personal duty of care for the effective utilisation of nursing to ensure adequate clinical care is provided.
6. To work within a framework commensurate with their level of knowledge and competence and to act accordingly within their sphere of responsibility.

## **Human Resources**

1. To provide formal and informal training of junior registered and unregistered staff, carers and service users
2. To be responsible for the safe custody and administration of medicines in accordance with all medicine policies.

## **Training & Development**

- To participate in regular supervision in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

## **Quality & Patient Safety**

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

## **General**

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

## **Equality & Diversity**

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

### **To be noted:**

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

**Person Specification**

<b>Job Title:</b>	Staff Nurse
<b>Band:</b>	5
<b>Responsible to:</b>	Modern Matron
<b>Department:</b>	All Directorates

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Education / Qualifications	<ul style="list-style-type: none"> <li>Registered Nurse Mental Health (RNMH) or other specialism relating to post such as Registered Nurse Learning Disability (RNLD) or Registered Nurse Children's (RNC)</li> <li>NMC registration</li> </ul>	<ul style="list-style-type: none"> <li>Post graduate qualification relating to ward specialism</li> <li>Mentor qualification / ENB 998 or equivalent</li> <li>Additional qualification for specialism</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience of in-patient services and working as part of a multi-disciplinary team</li> <li>Basic level of dealing with service users with complex mental health needs</li> </ul>	<ul style="list-style-type: none"> <li>Experience of providing mentorship</li> <li>Experience relating to ward specialism</li> <li>Lived experience of mental health</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>Effective communication skills both verbal and written, including IT literacy (MS Office)</li> <li>Ability to work as part of a team, as a role model, empowering and motivating other team members</li> <li>Enthusiastic and has the ability to participate in full rotational shifts</li> <li>Ability to work with minimum supervision</li> </ul>	<ul style="list-style-type: none"> <li>Level of good assertiveness skills</li> <li>Decision making, delegation and problem solving skills</li> </ul>

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charity



DIVERSITY IN PEOPLE



POSITIVE ABOUT  
DISABLED PEOPLE

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	<ul style="list-style-type: none"> <li>• Shows appropriate professional and personal boundaries</li> <li>• Ability to carry out physical interventions (certain posts only)</li> <li>• Ability to use own initiative, to enable a contribution to a multi-disciplinary team approach</li> <li>• Ability to advocate for the service users and colleagues</li> <li>• Able to keep calm and respond appropriate under pressure</li> <li>• Effective time management and organisational skills</li> <li>• Able to demonstrate commitment to high quality care and service provision</li> </ul>	
Knowledge & Understanding	<ul style="list-style-type: none"> <li>• Thorough understanding of care planning</li> <li>• Knowledge of physical healthcare needs</li> <li>• Commitment to and understanding of evidence based practice</li> <li>• Awareness of safeguarding issues and responsibilities under relevant legislation</li> <li>• Basic understanding of the Mental Health Act and Mental Capacity Act</li> <li>• Knowledge of NICE guidance</li> <li>• Basic understanding of needs and service users</li> </ul>	<ul style="list-style-type: none"> <li>• Basic understanding of legislation relating to care including: <ul style="list-style-type: none"> <li>➢ Deprivation of Liberty Safeguards Act</li> <li>➢ Children's Act</li> <li>➢ Equality Act 2010</li> <li>➢ Health and Safety Act</li> <li>➢ Data Protection Act</li> </ul> </li> <li>• The Trust 7C's and Respect Enable Values (REV) initiative expectations</li> <li>• Understanding of the Care Programme Approach (CPA)</li> </ul>
Physical Requirements	<ul style="list-style-type: none"> <li>• Physically able to undertake a demanding role safely, as and when required</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Recognise people's right to privacy and dignity, treating every person with respect</li> <li>• Willingness to embrace</li> </ul>	

	<p>integrated model and new ways of working.</p> <ul style="list-style-type: none"> <li>• Willingness to be flexible in approach and attitude</li> <li>• Willingness to follow instruction but also able to question and challenge</li> <li>• To continue your professional development and participate in annual appraisal and the performance management process</li> <li>• Interest in user and carer involvement</li> <li>• Demonstrates an interest in working with this age group</li> </ul>	
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The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.

## Appendix 9 Annual Leave table

Annual leave for temporary workers is accrued as a percentage of the shift worked (12.07%), and is accumulated over time to be taken when needed or desired. Please spread your annual leave requests across the tax year to ensure you maintain a consistent income, as otherwise this may affect your tax. You will receive a monthly update to your registered email address (as supplied to TSS) of how much annual leave you have accrued. To take any or all of this, use the below template e-mailed in to the TSS team at [Temporarystaffing@cpft.nhs.uk](mailto:Temporarystaffing@cpft.nhs.uk)

### Annual leave claim TSS

<b>Annual leave claim</b>	
Full name	
Assignment number	
How many hours' leave am I claiming for	
Date I would like to be paid for the annual leave ( please refer to pay schedule)	