



## **USER SERVICE GUIDE**



# **AXIS RECRUITMENT LTD- 2009**

## **SERVICE USER GUIDE**

### **OBJECTIVES**

Axis Recruitment Limited is a proactive company encouraging best practice and will work to achieve a high level of caring and efficient service in dealing with your recruitment needs.

Axis Recruitment Limited can provide you with qualified nursing staff as well as experienced care staff, all of whom, have been recruited following a thorough vetting procedure.

We have our head office and HR department based centrally in Nottingham with other branches covering the UK.

### **STATEMENT OF PURPOSE**

It is the aim of this Agency to promote an independent, respected and dignified nursing and healthcare service to all of our clients delivered, at all times, by reliable dedicated and compassionate members of the Agency, regardless of grade or qualification.

Axis Recruitment Limited is totally committed to providing the highest standards of care to all Clients. These standards are only achievable through the hard work and commitment of our Members. Our aim is for all our Clients to recognise us as being a reliable provider of the highest quality of temporary Nursing and Healthcare Services.

Agency's philosophy of care:

- ❑ Provide the highest quality of care at all times.
- ❑ Help maintain or improve the quality of life of patients.
- ❑ Help preserve the dignity and self-respect of the patient.
- ❑ Be aware of (and uphold) the patient's right of privacy.
- ❑ Be aware of (and uphold) the patient's right to dignity and their individual needs.
- ❑ Provide support and confidence to the patient.
- ❑ Work with the individual and their family and help to foster their independence.
- ❑ Respect the patients (and their families or friends) involvement in the planning and delivery of care.
- ❑ Work in a collaborative and cooperative manner with all health professionals and colleagues.

## **OUR NURSES**

Axis Recruitment Limited can supply nursing staff to a wide range of organisations, including Mental Health, Learning Disabilities, Neuro Disabilities, Psychiatric as well as General settings including the elderly. All nurses supplied by Axis Recruitment Limited undergo a thorough interview and registration process with our employed Nurse Practitioner. The following checks are carried out on all nurses:

- ❑ PIN Number
- ❑ Work Permit
- ❑ CV
- ❑ References
- ❑ CRB
- ❑ Suitability of work
- ❑ Statutory training
- ❑ Training/development needs
- ❑ NMC guidelines on conduct + code of practice/administration of medications

## **CIRCUMSTANCES WHERE AXIS RECRUITMENT WILL CEASE TO PROVIDE SERVICES**

Axis Recruitment Limited shall cease the supply of staff to any service whereby staff feels threatened, abused or unsafe. Supply shall also be terminated should your service be found to be in breach of Health & Safety and/or Equal Opportunities policies.

## **BOOKING OF STAFF**

Axis Recruitment Limited will respond to your request with the highest level of professionalism and courtesy. We pride ourselves on the experienced team of staff ready and willing to deal with your request.

Our consultants all undergo thorough training as well as on-site seminars, which allows all team members to be kept up to date with changes occurring within the health and social care sector.

All rates and fees are available upon request, laid out using simplicity and transparency. Any additional information you may require is available simply by calling any one of our offices, whereby any team member is experienced to provide advice or information.

Axis Recruitment Limited promotes a strong emphasis on consistency of care, therefore will always endeavor to provide continuity of staff supplied. Where applicable we shall always supply the same staff to each organisation to maintain good relations between service user and worker.

When booking a shift or series of shifts, Axis Recruitment Limited shall expect all details of the service user and specific information relating to requirements and needs.

Axis Recruitment Limited does advise all staff to undergo an induction with a potential employer, in order for familiarity to be achieved before the commencement of any work with vulnerable people.

Axis Recruitment Limited operates 24 hours per day, 7 days per week and 365 days per year. You can contact us on:

0845 4701234

During Office Hours

07830 121 668

Out of Office Hours

Axis Recruitment Limited encourages all consultants and Managers to arrange a meeting with each potential customer in order to fully understand and appreciate your specific requirements.

Any organisation has the right to cancel any staff at any time. Axis Recruitment Limited does advise that a shift is cancelled as soon as possible where applicable.

### **SICKNESS**

On any occasions whereby supply staff are sick Axis Recruitment Limited will endeavor to replace the temporary worker as soon as possible.

### **TIMESHEETS**

Each temporary worker is provided with timesheets and instructions of use.

Axis Recruitment Limited requests that timesheets are signed by the end employer at the end of each shift, or each week, where applicable. Any breaks are to be deducted and

total hours are to be clearly stated at the bottom of the timesheet, where indicated. Axis Recruitment Limited expects timesheets to be signed only by senior members of staff.

## **HEALTH & SAFETY**

Axis Recruitment Limited will accept the responsibility for health and safety of all staff sent to your organisation. Both employer and employee have a legal requirement to work in accordance to the health and safety recommendations set out by the Health & Safety at Work Act 1974. All staff sent to your organisation will have training in the following:

- ❑ Health & Safety at Work Act 1974
- ❑ Control of Substances Hazardous to Health 1998 (COSHH)
- ❑ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR)
- ❑ Manual Handling Regulation 1992

All staff are advised they must not undertake any moving and handling of any service user unless full training has been delivered and understood. All staff will undertake Moving & Handling Training as set out by the CQC.

All staff are advised that no service user should be lifted without the correct use of a moving aid or hoist.

## **EQUAL OPPORTUNITIES**

The Agency is committed to the principles of equal opportunities and we will therefore:

- ❑ Provide equal opportunities to all applicants, Members and Clients, and ensure no one receives less favorable treatment on the grounds of age, class, caste, colour, creed, culture, gender, health status, marital status, mental ability, mental health, offending background, physical ability, place of origin, political beliefs, race, religion, responsibility of dependants, sensory ability, sexual or other specific factors which may result in discrimination.
- ❑ Provide encouragement to all clients to progress their careers.
- ❑ Regularly review our selection criteria, ensuring that everyone is selected, promoted and treated on the basis of their relevant merits and abilities.
- ❑ Ensure these principles are being implemented.

Equal opportunities legislation includes the following:

- ❑ Sex Discrimination Act 1975
- ❑ Race Relations Act 1976

- Equal Pay Act 1970
- Disability Discrimination Act 1995

## **PROCEDURES FOR ADMINISTRATION OF DRUGS**

All nurses supplied by Axis Recruitment Limited will have undertaken all relevant training in order for the administration of medications and the record keeping of medication.

Administration of medication

**Trained Nurses:** Service Users to give their valid consent for the administration of prescribed medication by the Agency Registered Nurse in accordance with the Nursing and Midwifery Council (NMC) Code of Professional Conduct. Auxiliary Nurses will not administer medication.

**Auxiliary Nurses/ Care Workers:** Service Users to give their valid consent to allow 'prompting' of prescribed medication and Auxiliary nurse to document. Any professional misconduct by an Auxiliary Nurse/Care Worker would be reported to the CQC.

## **ABUSE POLICY**

Axis Recruitment follow guidance on abuse from the Department of Health's 'No Secrets' Document including the policy on 'whistle blowing' if necessary Axis members are given guidance on reporting abuse either active or passive including: physical, sexual, financial, material and psychological. Notification of any evidence of abuse will be reported to Social Services and may involve the Police, NSPCC, NMC and NCSC.

Should a Service User or their representative wish to report any suspicion or evidence of abuse, they should contact Axis immediately and action will be taken. If the Service User should be dissatisfied, they should contact the local office of the National Care Standards Commission, as detailed on the back page of this Service Users Guide.

## **CONFIDENTIALITY**

Axis Recruitment Limited accepts that staffs are exposed to confidential records and thus implements a strict attitude to these matters. All staff are to sign a confidentiality statement.

If at any time staff are suspect to fraud or breach of confidentiality Axis Recruitment Limited will conduct a full investigation and where necessary the police will be informed

## **COMPLAINTS**

It is the aim of Axis Recruitment Limited to keep complaints to a minimum through good working practices, regular training updates and selective recruitment procedures. However, all complaints received will be treated as confidential but it must be understood that in serious cases the Nursing and Midwifery Council and the local Commission for Social Care Inspection (CSCI) Office must be informed.

### **A Copy of the complaints procedure is displayed in the main office.**

In this context a complaint is the reporting of an occurrence that is not been to someone's liking in relation to a working matter. It may be as a result of a personal remark, attitude/behavior or a direct complaint in relation to the standard of a person's working practice. All complaints will be taken seriously.

The complaint may be about a Member of the Agency, or from a Member about a Service User based at one of the establishments that use the agency. All complaints will be recorded in the Agency database and this will be available for inspection by the Commission for Social Care Inspection (CSCI) at all times. The policy is not intended to cover any complaints made in any nonworking situations i.e. in personal time.

It is the aim of the Axis Recruitment Limited to provide a high level of service that will keep complaints to a minimum. All complaints are confidential and we aim to resolve all complaints successfully within 28 working days.

Complaints of a serious nature involving a Nurse will automatically be referred to the Nursing and Midwifery Council (NMC) and the Commission for Social Care Inspection (CSCI) local Office.

Axis Recruitment Limited will use its best endeavors to provide a resolution for minor complaints within 24 hours.

An acknowledgement to all written complaints will be provided within 3 working days of receipt of written complaint in the Branch Office.

## **Complaint made about an Agency Member**

In the event of a complaint made against an Agency Member the following procedures apply:

- ❑ The complaint should be made immediately to the Manager on duty for the Agency.
- ❑ Full details of the complaint will be logged in the Complaint Book and given to a Director of the Agency at the earliest opportunity.
- ❑ The complaint must then be made to the Registered Branch Manager in writing from the person making the complaint.
- ❑ The complaint will be brought to the attention of the member of agency staff concerned and they will be required to give their reply in writing within 3 days of notification.
- ❑ A verbal discussion will be held with the member of agency staff and the Registered Manager may require him/her to leave the place of work until the complaint has been resolved.
- ❑ The member of agency staff may wish to bring a representative to meetings or ask him/her to write in.
- ❑ A copy of the Agency Member's statement will be sent to the person making the complaint as soon as possible.
- ❑ If the complaint is of a serious nature the Registered Provider will also attend the meeting to discuss the possible dismissal of the Agency Member. Complaints of a serious nature which will result in instant dismissal include:
  1. Drunk or under the influence of drugs when on duty.
  2. Theft if proven at place of work.
  3. Breach of confidentiality.
  4. Verbal/Physical abuse of patient or any other person at place of work.

The Agency will endeavor to resolve all complaints within 28 days in all cases. Continual complaints towards an Agency Member staff may be investigated as follows:

- ❑ Obtaining written details regarding complaints.
- ❑ Asking other staff to give valid opinions of circumstances.
- ❑ Asking other Agency members if they have problems with a particular Service User /Member of their staff/Patient.

A verbal discussion will also be held with the Agency Nurse/HCA concerned, and if necessary the manager will insist that the agency nurse leave the place of work until the complaint has been resolved. The agency Nurse/HCA may wish to bring a representative, or may ask the representative/witness to write a formal letter of complaint.

A copy of the Members and representatives statement will be sent to the person making the complaint as soon as possible. If the complaint is of a more serious nature then an agency manager will accompany the director at a meeting with the Member, to discuss

the dismissal. Any serious complaints involving a registered nurse will be sent to the NMC and CSCI immediately.

Repeated complaints towards an Agency Member will be investigated fully, by the following means.

- ❑ Obtaining written requests stating the complaints.
- ❑ The possibility of other staff being asked to give their valid opinion of the situation.
- ❑ Asking other Agency Members if they consider there is a problem with a Service User/Member of Staff/Patient.
- ❑ Discussing with the Member direct the nature of the complaints, and what action should be taken to rectify the situation.

Unfortunately repeated complaints may suggest that agency nursing may not be suitable for his/her assignment and they may be asked to reconsider their employment.

If at any time you are not entirely happy with the outcome of any complaint please see below details of our local CQC office:

Edgeley House,  
Riverside Business Park  
Tottle Rd, Nottingham,  
NG2 1RT –  
0115 934 0900

### **QUALITY ASSURANCE**

The Agency follows strict quality assurance checks in regard to the service offered to all our Clients. The objectives are to ensure that the standard of service offered is the standard met (to ensure that the service offered is the service received) and to promote equal opportunities to all Members through adequate training facilities, NVQ study days and other appropriate training days. Also the objectives are to review, through appraisals and regular meetings, the standards of our members and of our complete service. Please note that this policy is also under review currently to ensure we maintain the best service to our clients.

Accidents should be reported and recorded within the accident book, held within the office. All accidents will be investigated and any additional training or support will be delivered.

Axis Recruitment has Combined Liability Insurance Cover, detailed as:

a) Employers Liability - Limit of Indemnity - £10,000.000

b) Public Liability - Limit of Indemnity - £5,000.000

c) Products Liability - Limit of Indemnity - £5,000.000

Axis Recruitment Limited is registered with the Commission for Social Care Inspection.

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