



Important General Information Whilst on Assignment



SAFEGUARDING CHILDREN AND YOUNG PEOPLE

The welfare of the child and young person is paramount. There is a moral obligation on anyone who comes into contact with children to provide them with the highest possible standard of care. The A24Group is committed to practices which protect children from harm. All A24Group staff must recognise and accept their responsibilities to develop awareness of the issues which cause children harm and how to deal with instances or allegations of abuse/harm as and when these may arise. All Agency Workers are required to have a valid annual training certificate for Safeguarding Children and Young People. As part of the A24Group's training programs, this training is offered at Level 1, 2 and 3 (Client specific).

CODE OF CONDUCT

Purpose of the Code of Conduct:

- To inform all Agency Workers of our Clients expectations about their general conduct and approach to tasks;
- To emphasise the importance of a professional approach to all Clients and Service users;
- To highlight situations that Agency Workers may have to deal with.

What You Must Do:

Discrimination: Agency Workers should not discriminate between people on the grounds of creed, colour, race, political preference, sexual preference, ethnic background, disability of whatever nature, age, marital status or gender.

Reputation: Agency Workers are ambassadors of the A24Group and must not say or do anything that may harm our reputation.

Own Duties: Agency Workers should never attempt to perform any duties of care, that may fall outside their expertise and/or qualifications. Specifically, care staff must not attempt to perform the duties of nursing staff.

Confidentiality: Agency Workers will at times become privy to information concerning a Client or Service User, this information must be treated with respect and remain confidential at all times. At no time may any temporary worker discuss the confidential affairs of a Client or Service User without specific written permission to do so. The only exceptions to this requirement, are cases where the law dictates otherwise, or if silence may negatively affect a Service User's wellbeing.

Dignity: Agency Workers must not do or say anything that may put the dignity or health of their Service Users at risk.

Professionalism: Agency Workers must at all times remain professional whilst on assignment, even if regular contact with Service UserS or other workers may engender personal relationships. Agency Workers must take specific care to keep the professional nature of the relationship intact in the working environment.

Keep updated: Agency Workers must at all times keep up to date with policies and procedures and changes to legislation that may affect them.

Respect: Agency Workers must always respect the working practices and demands of Service Users unless unreasonable or if a working practice may breach health & safety.

Keep to plan: Agency Workers must always, whenever applicable, keep to the requirements of a care service plan and/or any other agreed role requirement.

Best interests: Agency Workers must always act with the best interests of the Service User in mind.

Notifications: Agency Workers must always allow the Service User to make the decisions about what is best for them. This includes decisions about treatment and personal affairs.

Complaints: The A24Group has a detailed policy on how to report complaints, in the event of a complaint that may affect your duties and obligations please refer to our policy and notify us immediately.

Confidentiality

All Agency Workers, whilst undertaking assignments, will at some point encounter information, which is of a confidential nature. Client details are a matter of a very high level of confidentiality and must not be disclosed to any third party. As an example, even chatting to a client during your visit about whom you are going to see next is a serious breach of confidentiality. Each Client has an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with the Data Laws (GDPR) and Human Rights Act 1999 and your agreement with the A24Group. Any concerns you may have regarding confidentiality should be discussed with an A24Group Manager.

The use of social media and other electronic communication is increasing exponentially with growing numbers of social media outlets, platforms and applications. The internet provides an alternative medium for Agency Workers to share workplace experiences, particularly events that have been challenging or emotionally charged. Without a sense of caution an Agency Worker may indulge in disclosing too much information and therefore violating a Service User, Patient or Clients' privacy and confidentiality. Instances of inappropriate use of electronic media is considered a serious breach of the companies policies. Any patient information learned by the agency during the course of treatment must be safeguarded by that Agency Worker. Such information should be shared only with the patient's informed consent, when legally required or where failure to disclose the information could result in significant harm.

Data Protection/Access to Records

The A24Group is a "data controller" for the purposes of the General Data Protection Regulation (GDPR). This is because the A24Group holds and uses both "personal data" and "sensitive personal data" about its employees, clients, agency workers and other individuals. For further information refer to our Data Privacy Policy.

Patient Record Keeping

Record keeping is a professional requirement of all Agency Workers. Failure to maintain a record would cause considerable difficulties in respect of any legal proceedings, e.g. allegations of negligence. Information is essential to the delivery of high quality evidence-based health care on a day-to-day basis. Records are a valuable resource because of the information they contain. This information can facilitate clinical decision making, improved patient care through clear communication of the treatment rationale and progress, and facilitate a consistent approach to team working. However, a record is only of use if it is correctly recorded in the first place, regularly updated, and easily accessible when it is needed. Everyone working in healthcare that records, handles, stores, or otherwise comes across information, has a personal common law duty of confidence to comply with this.

All patients' attendance, non-attendance, and refusal of treatment and advice must be noted. It is advisable to note when telephone contacts are made. It is imperative that the Agency Worker dealing with a particular patient on a specific day can be identified; this means the patients' attendance is dated and signed either in the Agency Worker's records or on a register, or both. All patient records should be kept confidential in line with the General Data Protection Regulation.

Computer Use

The Client may at its discretion authorise you to gain access to certain computer systems and certain programs and data within those systems. You may not attempt to gain access to data or programs to which authorisation has not been given.

Agency Workers deployed in the provision of Services, must at all times when using such computer systems:

1. Observe the Client's computer security instructions in respect of the proper use and protection of any password used in connection with such computer systems or any computer, CD/DVD, removable hard drive or any other device for the storage and transfer of data or programs;
2. Not load any program into any computer via disk, typing, electronic data transfer or any other means;
3. Not access any other computer or bulletin board or information service (including, without limitation, the internet) except with specific prior consent of the Client or as the case be from the Client's representative; and
4. Not download any files or connect any piece of computer equipment to any network or other item of computer equipment except with the prior consent of the Client or the Client's representative.

The Client shall provide copies of their written computer security policy to the A24Group and if supplied, will be available to you on reasonable request.

Security

Whilst on the Client's premises, you must comply with all security measures of the Client. The Client shall provide copies of their written security procedures to the A24Group and these are available to you on reasonable request. The Client shall have the right to carry out any physical searches, or your possessions or of vehicles used by you at the Client's premises. The Client or any person, firm or organisation who is responsible to the Client for security matters shall, when carrying out such searches, comply with the Human Rights Act 1998.

Professional Indemnity Cover

Whilst working within the NHS you are covered under the Clinical Negligence Scheme for Trust (CNST). It is important to realise that the cover offered by the CNST is by no means sufficient to cover all the situations in which you may find yourself. The A24Group would therefore advise you to take out your own personal PI cover. Additionally the A24Group has reminded you of your responsibility as a medical professional to have the appropriate cover to you role, in line of your scope of practice. You should be aware that it is a lawful and mandatory requirement as of July 2014 to maintain professional indemnity as stipulated by the NMC Code of Conduct. Medical Professionals working outside the NHS should have their own PIC cover.

Who is not covered?

NHS indemnity does not apply to family health service practitioners working under contracts for services, e.g. GP's (including fund holders), general dental practitioners, family dentists, pharmacists or optometrists; other self-employed healthcare professionals e.g. independent midwives, employees of FHS practices, employees of private hospitals, local education authorities and voluntary agencies.

Circumstances covered

NHS Indemnity covers negligent harm caused to patients or healthy volunteers in the following circumstances: whenever they are receiving an established treatment, whether or not in accordance with an agreed guideline or protocol; whenever they are receiving a novel or usual treatment which, in the judgement of the healthcare professional, is appropriate for that particular patient; whenever they are subjects as patients or healthy volunteers of clinical trials aimed at benefiting patients now or in the future.

For full details please see the Clinical Negligence Scheme for General Practice.

Fraud Awareness

In 2006 the Fraud Act came into effect, which recognises fraud as a criminal offence.

A person is guilty of fraud if they are in breach of the following:

1. Fraud by false representation;
2. Fraud by failing to disclose information;
3. Fraud by abuse of position.

Types of Fraud within the NHS

1. Payroll Fraud - payments made to fictitious employees or fraudulent manipulation of payment, false or inflated travel expense claims, overtime or unsocial hours claims, timesheet fraud claiming for hours that have not been worked or putting in duplicate timesheets.
2. Requisition and Ordering Fraud - accepting inducements from suppliers, ordering goods and services for personal use and collusion with suppliers to falsify deliveries or order supplies not needed.
3. Overseas Patients Fraud - people not residing in the UK who come to the NHS for treatment, must pay for their treatment before they leave the UK.

What To Do?

If you suspect fraud, the following are some simple guidelines to help you in what you should do:

- DO make an immediate note of your concerns;
- DO report your suspicions confidentially to someone with the appropriate authority and experience;
- DO deal with the matter promptly if you feel your concerns are warranted;
- DON'T do nothing;
- DON'T be afraid to raise your concerns;
- DON'T approach or accuse individuals directly;
- DON'T try to investigate the matter yourself;
- DON'T convey your suspicions to anyone other than those with the proper authority;

Report any potential/suspected cases of fraud to risk@A24Group.com

Equal Opportunities

The A24Group recognises that discriminatory attitudes held by both institutions and individuals are widespread in our society, and that such attitudes hinder both equal opportunities for work and the effective provision of services in minority groups and communities. In all aspects of work, the A24Group operates a policy of equal opportunity and equal access to services. Information may be requested from staff, Agency Workers, applicants or Clients, enabling the A24Group to monitor the success of this policy. The giving of such information will be voluntary and it will be used solely for monitoring purposes. Individual details will be kept confidential; however group statistics may be released to relevant authorities.

A24Group Agency Workers

Equality of opportunities extends to all aspects of the A24Group's registration, including recruitment and selection, assignment of work, pay rates, assessment of performance, and action in response to complaints by Clients. Equality of opportunity covers all Agency Workers/potential Agency Workers and you will be treated equally regardless of your sex, age, marital status, racial, ethnic or national origin, physical or mental disability, political or religious beliefs, sexual orientation or gender reassignment status.

Agency Workers are encouraged to make known all special skills and/or knowledge, which may make you particularly suited to care for Clients from specific ethnic or cultural groups. Agency Workers have the right to accept or refuse individual assignments but any indication that an Agency Worker has not acted, or will not act, in accordance with this policy will be investigated and this may result in removal from the Staffing Register.

Harassment/Bullying

The A24Group is committed to creating a working environment where every Agency Worker is treated with dignity and respect and where each person's individuality and sense of self-worth within the workplace is maintained. All Agency Workers have a duty to treat those alongside whom they work with respect and dignity and to take all steps necessary to ensure that harassment does not occur, whatever the form of harassment (whether by direct contact, written correspondence, the spoken word or by use of email/intranet) behaviour of this nature can be objectionable and will not be tolerated by the A24Group or any other the institutions we service.

Any Agency Worker, who is considered, after proper investigation, to have subjected a Client, another Agency Worker or anyone else alongside whom they work, to any form of harassment or bullying, will be dealt with in an appropriate manner under the A24Group's complaints procedure. This includes removal from our Staffing Register.

DEALING WITH ALLEGATIONS OF ABUSE

Guidelines on dealing with suspicions or allegations of abuse in relation to safeguarding children, young people and vulnerable adults:

1. Definitions of abuse

Abuse under the policy on safeguarding children, young people and vulnerable adults includes:

- **Physical Abuse** – including hitting, slapping, pushing, kicking or inappropriate sanctions.
- **Sexual Abuse** – including encouraging relevant individuals to look at pornography, harassing them by making sexual suggestions or comments, or sexual acts where the individual has not consented, or could not consent or was pressured into consenting.
- **Psychological Abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation from services or supportive networks.
- **Neglect And Acts Of Omission** – including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating, and financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Discriminatory Abuse** – including racism, sexism, that based on a person's disability, and other forms of harassment, slurs or similar mistreatment.

Detecting Abuse

There are a number of ways in which suspicions of abuse may be raised or actual abuse brought to your attention:

- A child/young person/vulnerable adult may confide in you that they are being abused;
- A colleague may report to you that a child/young person/vulnerable adult has confided in them that they are being abused or that they have a suspicion that a child/young person/vulnerable adult is being abused;
- A child/young person/vulnerable adult may display signs of physical abuse;
- The behaviour of, or a change in the behaviour of a child/young person/vulnerable adult, may suggest that they are being abused;
- A colleague may confide in you that they have abused a child/young person/ vulnerable adult;
- The behaviour of, or a change in the behaviour of a colleague, may suggest that they are abusing a child/young person/vulnerable adult.

2. Dealing with a suspicion or awareness of abuse

If you have a suspicion or are aware that a child/young person/vulnerable adult is being abused you must act quickly but appropriately and professionally.

To assist in the reporting procedure, please ensure that you:

DO:

- Be accessible and receptive;
- Listen carefully;
- Take it seriously;
- Reassure the child/young person/vulnerable adult that they are right to tell;
- Negotiate getting help;
- Find help quickly;
- Make careful records of what was said using the child's/young person's/vulnerable adults own words as soon as is practicable following the disclosure. Date, time and sign the record. This record would be used in any subsequent legal proceedings.

DO NOT:

- Jump to conclusions.
- Directly question the child/young person/vulnerable adult or suggest words for him/her to use;
- Try to get the child/young person/vulnerable adult to disclose all the details;
- Speculate or accuse anybody;
- Make promises you cannot keep;
- Give your opinion; just state the facts as reported to you.

If you suspect abuse has taken place or abuse has been brought to your attention you are obliged to take action but you must also ensure at all times that the welfare of the child/young person/vulnerable adult is paramount and that the interests of the person against whom the allegation has been made are protected.

Where practicable you should obtain the following information:

- Contact details for the child/young person/vulnerable adult;
- Details of the allegation or suspicion, including where known, the name of the alleged abuser and the circumstances which brought the alleged abuse to your attention;
- Report any potential/suspected cases of abuse to risk@A24Group.com

3. Reporting Suspicions Or Allegations Of Abuse

You should immediately report any suspicion or allegation of abuse to the A24Group. Do not attempt to assess yourself whether or not the allegations are true and do not attempt to deal with any suspicion of abuse yourself.

The A24Group may:

- Provide appropriate support for the child/young person/vulnerable adult;
- Report the suspicion or allegation to the relevant agencies that may include the Police and /or Social Services;
- Make a written record of the contact at any of these agencies to which the case is reported;
- Provide appropriate support for the person against whom the allegation has been made;
- Confirm to the person who originally reported the allegation that action has been taken.

4. Follow Up Procedures

The A24Group will confirm to you the action that has been taken. If you feel that insufficient action has been taken and you still have concerns for the safety and welfare of the child/young person/vulnerable adult, you should report your suspicions or allegations again explaining why you feel the action taken to date is insufficient.

GIFTS AND GRATUITIES

Agency Worker Services are provided in return for agreed fees. Under no circumstances should you seek any other money, gifts, favours or rewards for services rendered, either for yourself or for any third party.

It is not uncommon for a Client, their friend or relative, to offer a voluntary gift as a mark of appreciation for care they have received. The A2 Group believes that giving and receiving such gifts is not generally appropriate to the provision of professional care. Wherever possible, any offer of a gift should be politely refused; with an explanation that acceptance would be against A24Group policy.

If refusal is likely to cause serious offence to your Client, the gift may be accepted under the following rules:

- All offers of gifts should be disclosed to your A24Group Manager who will discuss the matter with your Client, their personal carer or other advocate as appropriate, to explain A24Group policy.
- A gift of money may only be accepted with the stated intention that it will be passed in full to a charitable organisation nominated by the A24Group.
- Gifts of consumables (e.g. flowers, chocolates, etc.), if unlikely to cause offence, should be left in the Client's possession, to be shared and enjoyed by all members of the nursing and care team.
- Other gifts should be refused with the suggestion of an equivalent donation to charity.
- Your A24Group Manager will acknowledge all gifts in writing.

Registered Nurses should also refer to the NMC guidelines on gifts.

Failure to comply with this policy may result in removal from the A24Group Register.

COMPLAINTS REPORTING, HANDLING AND MANAGEMENT

From time to time it may be the case that you receive a complaint from a Client, patient or other person. If you are on assignment, please report any complaints to a senior person in the department where you are working and document all the details of the complaint. You must also report the complaint to the A24Group. If you personally are the subject of a complaint you will be asked to record details as part of an investigation and in some circumstances it may be necessary to suspend you from assignments whilst the investigation is in progress. Any complaints of misconduct against you will be reported to the NMC or other relevant Registration Body.

The A24Group's complaint procedures are in accordance with the HSC 2003/012 - Maintaining high professional standards in the modern NHS. This will enable the Client to make complaints quickly and the A24Group shall be required to investigate and resolve a complaint within the prescribed timeframes. The Client will, with due regard to the Data Protection Laws, provide the A24Group with the necessary information in order for them to thoroughly investigate the complaint.

The Complaints Procedure is as follows:

1. Within two (2) working days of receipt of a complaint from the Client or Agency Worker, the A24Group will acknowledge receipt of the complaint. The complaint should be made in writing on the A24Group's complaints form, which is available for download at www.A24Group.com/downloads.
2. All reasonable endeavours will be made by the A24Group to ensure that all complaints are resolved within ten (10) working days of the complaint being submitted to the A24Group.
3. The A24Group shall ensure that in the event of the complaint being against an Agency Worker, that the Agency Worker is fully informed of complaints relating to them. The Agency Worker shall be entitled to receive a copy of the complaint.
4. The Agency Worker will be afforded the opportunity to state his/her version of events and will be given seven (7) days to respond to the A24Group in writing.
5. All responses will be shared with the complainant and if appropriate, the A24Group will take demonstrable action to ensure there is no recurrence of the act or omission complained of.
6. The Client may at any time request the A24Group to provide the Client with an update as to the progress of the resolution of the complaint.

7. The Client will receive a written response from the Employment Business, detailing how the complaint has been resolved.
8. Where there is evidence of malpractice or the complaint is an event that requires notification, the A24Group will immediately notify the Care Commission, the police, Protection of Vulnerable Adults and Children and where applicable alert the Temporary Workers professional body.
9. The A24Group where necessary will immediately exclude the Agency Worker from its register whilst an investigation is in progress.
10. The A24Group undertakes to work with all parties applicable to an investigation and where necessary share findings of such investigations.
11. A full written record of the nature of each complaint and details of the action taken as a result of the complaint, is kept in a database for easy access.
12. The A24Group has a quality assurance system in place to analyse and identify any patterns in complaints and trend analysis is conducted continuously.
13. The complainant, at any time, has the right to refer this matter for review to the Care Quality Commission, The Scottish Care Inspectorate.

THE AGENCY WORKERS REGULATIONS (AWR)

These regulations, which came into force on 1 October 2011, are designed to ensure that Agency Workers receive, usually after a qualifying period, treatment no less favourable than their full-time employed equivalents.

Detailed guidance on the regulations is available online (www.bis.gov.uk) and your consultant can help, but in short your entitlements include:

- a) Immediate access to facilities, etc. provided by the Client to equivalent employed workers by the Client; and,
- b) After a qualifying period of twelve weeks, equal basic working conditions. The working conditions referred to are principally pay and holiday pay.

For the purpose of entitlement to equal working conditions, the definition of the twelve week "Qualifying Period" is important, so when calculating whether any weeks completed with the Client count as continuous towards the Qualifying Period, where:

- a) the Agency Worker has started working during an assignment and there is a break, either between assignments or during an assignment, when the Agency Worker is not working;
- b) the break is:
 - i) for any reason and not more than six Calendar Weeks;
 - ii) Wholly due to the fact that the Agency Worker is incapable of working in consequence of sickness or injury and the break is 28 Calendar Weeks or less; paragraph(iii) does not apply; and, if required to do so by the Employment Business, the Agency Worker has provided such written medical evidence as may reasonably be required;
 - iii) related to pregnancy, childbirth or maternity and is at a time in a protected period, being a period beginning at the start of the pregnancy and ending at the end of the 26 weeks beginning with childbirth (being the birth of a living child or the birth of a child whether living or dead after 24 weeks of pregnancy) of, if earlier, when the Agency Worker returns to work;
 - iv) wholly for the purpose of taking time off or leave, whether statutory or contractual, to which Agency Worker is otherwise entitled which is:
 1. ordinary, compulsory or additional maternity leave;
 2. ordinary or additional adoption leave;
 3. ordinary or additional paternity leave;
 4. time off or other leave not listed in paragraphs iv, i, ii or iii above; or
 5. for more than one of the reasons listed in paragraphs iv, i, ii, iii to iv above;
 - v) wholly due to the fact that the Agency Worker is required to attend at any place in pursuance to being summoned for service as a juror and the break is 28 Calendar Weeks or less;
 - vi) wholly due to a temporary cessation in the Client's requirements for any worker to be present at the establishment and work in a particular role for a predetermined period of time according to the established custom and practices of the Client;
 - vii) wholly due to a strike, lock-out or other industrial action at the Client's establishment, or;
 - viii) wholly due to more than one of the reasons listed in paragraphs (ii), (iii), (iv), (v), (vi) or (vii).
- c) The Agency Worker returns to work in the same role with the Client. Any weeks during which the Agency Worker worked for the Client before the break shall be carried forward and treated as counting towards the Qualifying Period with any weeks during which the Agency Worker works for the Client after the break. In addition, when calculating the number of weeks during which the Agency Worker has worked, where the Agency Worker has started working in a role during an Assignment and is unable to continue working for a reason described in paragraph b) iii), iv) i), ii), or iii), for the period that is covered by one or more such reasons, the Agency Worker shall be deemed to be working in that role with the Client for the original intended duration or likely duration of the relevant Assignment, whichever is the longer. For the avoidance of doubt, time spent by the Agency Worker working during an assignment before 1 October 2011 does not count for the purposes of the definition of "Qualifying Period".

In the event that your pay is to be increased so as to comply with the regulation the new rate will be shown on your payslip.

STATUTORY LEAVE

As noted in the terms of engagement, Agency Workers under PAYE are entitled to up to 5.6 weeks leave (or a proportion thereof pro-rata according to your levels of agency work). The terms of engagement also state the basis on which this leave is to be claimed by you and paid to you.

In the event of you meeting the qualifying period, there is a possibility that you might, depending on the Client concerned, be entitled to annual leave at a higher rate than the equivalent of 5.6 weeks due to you will not be added to your leave entitlement but will be paid to you as it is earned and will be included in your standard hourly rate of pay.

In the event that additional holiday pay does become payable to you under the Agency Workers Directive, there may or may not be accompanying pay increase or pay decrease separate to the additional holiday pay. This will be explained to you on an assignment by assignment basis.

WHAT IF I AM NOT TREATED AS A PAYE WORKER FOR TAX PURPOSES?

As you are aware our preferred option is that all Agency Workers operate via our own PAYE system. If however you operate through a limited company or through an umbrella company we will pay your gross pay (without deduction of tax) to the nominated limited company or umbrella company. In so far as we are able this gross pay will be paid at the same gross rate as any PAYE equivalent Agency Worker (which will of course be set so as to comply with the Regulations). How this is then paid to you will be determined by the umbrella company/the limited company and as such represents something over which we have no control. If you are self-employed then the Agency Worker Regulations do not apply to you.

WHAT ARE MY OBLIGATIONS UNDER THE AGENCY WORKER REGULATIONS?

In order to help us and any Client to provide you with comparable treatment, we will need to immediately know:

- a) if you work or have worked through any other agency at any Client where we placed you. Your consultant will ask you at the time of making any bookings but if we are to help you then you must please inform us of any bookings at any of our clients;
- b) if you believe that you have not received the equal treatment to which you are entitled;
- c) if you become pregnant or are otherwise entitled to maternity or paternity leave;
- d) if you are returning to work after maternity leave, paternity leave, jury service or sick leave.

WHAT SHOULD I DO IF I BELIEVE THAT I AM NOT RECEIVING MY RIGHTS UNDER THE AGENCY WORKER REGULATIONS?

You must please immediately raise your concerns to us by contacting:

- a) awr@A24Group.com
- b) or the hiring Client in the event of denied access to shared facilities.

Removal from the A24Group register

Agency Workers may be removed from the Register in the following circumstances:

- Where an Agency Workers conduct or standard of work has seriously fallen below the level required by the A24Group or Code of Professional Conduct;
- If it is believed that an Agency Worker has acted in an unprofessional manner, the A24Group reserves the right to remove you from your assignments and not re-assign you until the matter has been investigated and resolved;
- If an Agency Worker has a reason to be put onto the "A24Group Alert List";
- If the A24Group has been alerted by the NMC, GMC or other regulatory bodies with regard to practicing Agency Workers.

Examples of such conduct are as follows. The list is not exhaustive:

- Failure to attend a Client having accepted an engagement, or repeated lateness;
- Failure to provide care in a fashion consistent with the Agency Workers Professional Code of Conduct or in a caring and appropriate manner, e.g. sleeping on duty, non-adherence to clinical instruction;
- Failure to carry out reasonable instructions of the Client or the A24Group;
- Breach of trust involving the A24Group or the Client;
- Disclosure of confidential information to a third party relating to either a client or the A24Group;
- Misconduct and/or gross misconduct - any behaviour which potentially puts any Client, individual or vulnerable person at risk or puts the A24Group at risk including the following (non-exclusive and non-exhaustive) list:
 - Being under the influence of alcohol or any substance that will adversely affect your performance;
 - Possession, custody or control of illegal drugs while on duty, or the supply of illegal drugs to Clients, their families or representatives;
 - Theft or stealing from Clients, colleagues or members of the public;
 - Other offences of dishonesty;
 - Abusive or violent behaviour including physical, sexual, psychological, emotional or financial abuse of a Client, a member of

their family, or their representative or deliberate act of omission which leads to harm or potential for harm to someone from this group;

- Fighting with or physical assault on other workers, Clients or members of the public;
- Harassment, bullying and/or discrimination;
- Sexual misconduct at work;
- Gross insubordination, aggressive/insulting behaviour or abusive/excessive bad language;
- Falsification of a qualification which is a stated requirement of the workers' employment/registration or which results in financial gain to the worker;
- Falsification of records, reports, accounts, expense claims or self-certification forms whether or not for personal gain;
- Failure to observe A24Group procedure or serious breach of the A24Group's rules;
- Unsatisfactory work;
- Damage, deliberate or otherwise, to or misuse of a Client's or the A24Group's property;
- Gross negligence which covers acts of neglect, misuse or misconduct and/or not following requirements of the care plan or care instruction (deliberate or otherwise) which exposes Clients, Client/patients, their representatives, colleagues or branch staff to unacceptable levels of risk and/or danger;
- Conviction of a criminal offence, caution by a police officer or being bound over by a court where this is relevant to the worker's employment/registration; or failing to disclose an unspent criminal offence, caution or bind over which occurred before engagement with the A24Group;
- Inappropriate relationship with Client or customer.

Other acts of misconduct may come within the general definition of gross misconduct.

You are advised to read both your Terms of Engagement for A24Group Agency Workers and this Handbook in full, to ensure you fully understand what we ask of you. Agency Workers cannot work if their health or physical ability impedes them from carrying out their duties effectively. Whilst Agency Workers will not be required to relinquish registration at the normal retirement age of 65, as the default retirement age of 65 has been phased out, however they must, like any other Agency Worker, be in good physical and mental health. They may be requested to undertake a medical examination/assessment, at their own expense, to confirm their fitness for work.