

# Temporary Worker Handbook



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# Welcome to the Swiis Healthcare family



We thank you for joining the Swiis healthcare team, we would like to extend a very warm welcome to you. You have now been signed off ready to work as one of our valued temporary workers, so from this point forward we believe you to be an integral part of our healthcare team and will be supported and valued as such.

We take pride in the commitment we provide to all Swiis Healthcare staff registered with us and fully understand that you have chosen to work with Swiis and therefore we will do everything required to ensure your time with us is professional, financially beneficial and long-lasting.

Swiis offer a 'refer a friend' incentive to our healthcare workers and every year run a healthcare worker of the year award. Many of the Swiis Healthcare team have benefited from these schemes so if you are unaware of these please speak to one of the Bookings Team in the office and they will forward you the relevant information. You will receive lots of information about the various registration benefits Swiis offer, so please do take a moment to share the word and "like" our social media posts, helping make Swiis even bigger and better than we already are.

Above all else, please be assured of our ongoing support to you whilst working with Swiis, including that of your professional development and revalidation requirements. We are renowned for being one of the most professional and supportive agencies in the industry - you simply will not find a more dedicated and committed team to help you achieve your goals in terms of flexible working.

This handbook has been produced to help explain everything you need to know about Swiis, guide you through processes and expectations, as well as inform you of important information and guidance relevant to the health care sector.

Swiis are very robust in terms of our recruitment process and only choose the finest healthcare professionals to work with us. We are genuinely proud of the quality of our Swiis healthcare staff. We are renowned within the industry for providing workers of exceptional quality and professionalism and we ask you to remember that you have joined Swiis not only as a healthcare team member, but also as an ambassador for all the good work Swiis do.

This Handbook will be updated from time to time to reflect any changes. Whenever this happens, we will provide you with notification and it will be your responsibility to review the changes and seek advice if you do not understand the changes which have been made. It is important that you thoroughly read through the handbook and understand what is required of you. If you have any questions, please raise them with the Bookings or Compliance team at the earliest opportunity.

We very much look forward to working with you and will do everything we can to ensure you enjoy working with the Swiis Healthcare family.

***“To everyone that makes the Swiis team what it is, thank you. I am proud to be part of the Swiis healthcare team”***

**Mark  
Swiis Nurse**



# Company Information

Swiis was founded in 1988 by our Chairman and owner Mr Dev Dadral and was initially established in a small office in West London to provide local social care provision to the Local Authorities in the Greater London area.

The Swiis commitment to quality was soon recognised by our clients, enabling the business to grow extensively over the years diversifying into foster care (England) in 2000, healthcare (LNA) in 2004 and foster care (Scotland) in 2005.

Swiis is now one of the most reputed providers of temporary health care staffing and is also one of the largest independent foster care agencies (IFA) in the UK with 11 offices across the country.

During the last decade, we have drawn upon our experience of staffing supply in social care and applied it to the general healthcare sector, initially working in the community and in residential settings. Since 2014 however, Swiis Healthcare made a strategic move into the NHS market and have rapidly established a reputation as a leading provider of quality staffing services to the NHS across several regions. Our expertise and commitment to quality is embedded throughout our organisation and ensures that we find the right outcome every time for candidates,

clients and the people who receive our services; the patients and end users.

Whilst we are proud of our past we are also firmly focused on our future. Swiis Healthcare have a strategic development plan to significantly expand our NHS services both in our current client locations and across several new regions. Swiis has the ambition to become the 'partner of choice' for all our NHS and private contracted partners, a position we have achieved quickly with our current NHS clients. Our focus therefore remains on the growth of our temporary agency healthcare staff across all areas and this is primarily being achieved via our social media and advertising campaigns, however many of our nursing staff are recruited through the excellent referral incentive (refer a friend) available to all temporary workers.

Swiis Healthcare is an approved contracted/framework NHS supplier operating across a number of regions. Swiis' commitment to our NHS partners is of supplying only those temporary workers of exceptional quality, who are fully compliant in line with the framework requirements and who further adhere fully to the prevailing NHS Improvement (NHSI) agency rate caps.



# Swiis offer a 24/7 service to our nursing staff

The nursing compliance, booking and resource teams are open between the hours of 7.00 am to 9.00 pm Monday to Sunday and operate an 'out of hours' mobile service from 21.00 hrs through to 7.00 am each day for emergency support.

The mobile out of hours service is utilised for emergency shift requests and for any potential late notice cancellations and we ask our nurses to refrain from using the out of hours facility to provide us with their availability, keeping lines free for priority nursing activity and Trust booking communication.

If a nurse wishes to contact a senior member of the nursing team, either a Team Leader or the Operations Manager will be available during office hours.

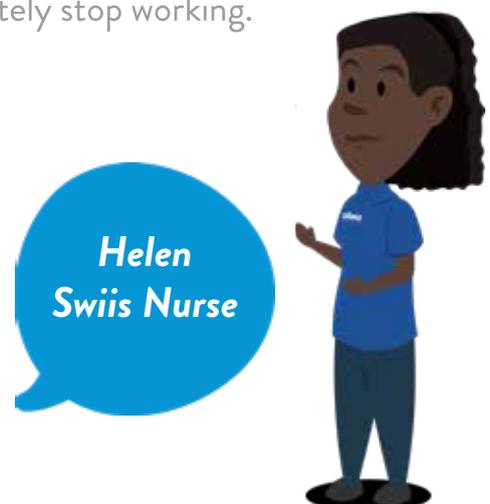
## Compliance/Registration

The responsibility of ensuring continued compliance with government legislation, NHS framework requirements and client requirements are managed for you by the Swiis compliance team based in Gerrards Cross, Buckinghamshire. The Compliance Team ensure that all new applications are processed efficiently and accurately and maintain full compliance for each temporary worker, ensuring that you are always readied for work.

The compliance or training team will alert you whenever any of your compliance documentation or training requires updating and it is very important that you take immediate steps to ensure that your registration remains current. In most instances, our contracts do not offer a grace period so if for any reason your training or documentation has expired, you will be required to immediately stop working.

***"I had worked for the NHS for over 13 years when I started working full-time with Swiis in 2004. It's the best decision I ever made.***

***The Swiis team are excellent across every area of their service - from recruitment, to compliance and bookings. They also provide exceptional training and support with CPD and revalidation. With Swiis you will feel valued and an important part of the team."***



# Professional Registration and Fitness to Work

You are required to sign a statement at recruitment registration confirming that you are aware that you must notify Swiis about any changes to your professional registration immediately. Failing to maintain appropriate up to date, current professional registration will result in you being withdrawn from active assignments until professional re-registration is confirmed.

To ascertain continued clinical competence and to comply with the NHS Employment Check standards, Swiis is required to undertake regular post registration checks on your professional registration status with the appropriate professional body, for example your NMC Pin Number. Swiis undertakes professional register checks at the end of each month for the duration of your active registration with Swiis.

Equally, you are required to declare before each occasion on which you are deployed in the provision of Services via Swiis that you are fit to work at that time.

You should not declare yourself to be fit to work if you are suffering from any of the following conditions:

- **Symptoms of Covid-19**
- **Vomiting**
- **Diarrhoea**
- **Rash**

You should also inform Swiis if you become injured or diagnosed with any medical condition. You **MUST** also let us know if you are pregnant. If you are concerned that your booking involves unnecessary risks to your health or fitness, or that of your unborn child, please do not hesitate to contact us.

## Enhanced Disclosure and Barring Service (DBS)

The nature of the work undertaken may incorporate contact with young people and/or vulnerable adults. For this reason, it is necessary for us to carry out Enhanced Disclosures (criminal record checks), including check of the Children's and Adult's Barred Lists, as part of the recruitment process.

Swiis Healthcare processes all criminal record checks electronically. This ensures that your initial DBS and any other subsequent renewals are processed promptly. Swiis also accepts DBS Certificates, which have been registered with the DBS Update Service. Please note we will need a copy of the original certificate and it must satisfy our compliance criteria.

Once your DBS is on file we will be able to update this automatically, providing the main DBS on your online account has not changed. If you change or fail to pay the update fee for the main DBS on your online update service account, please notify the compliance team as soon as possible.

Swiis are required by the NHS Employment Check Standards to renew your Disclosure annually on the anniversary of your date of registration. You will receive a reminder from the compliance team when your DBS is due for renewal.

## Training and Development

As a Temporary Worker with Swiis, you are responsible for updating your skills and knowledge regarding best practice. You should subscribe to all codes of practice as laid down in the statute, or by the NMC. It is your responsibility to maintain your continuing professional development, however Swiis may support you in this undertaking. We offer access to a range of courses either in-house or online.

Swiis must ensure that all temporary workers are trained and instructed in accordance with the Core Skills Training Framework (CSTF). During the initial stages of the registration process an assessment of the in-date training you have evidenced to Swiis will be undertaken. You may be required to undertake further training to ensure that you fully meet the requirements for registration and will additionally be required to attend update training on an annual basis (or when the training certificate expires). Written confirmation of training undertaken via a previous or current employer or agency is acceptable subject to appropriate verification.

Swiis have an in-house Training Team who are responsible for contacting temporary workers to maintain and update mandatory training. Should a healthcare worker refuse to attend the mandatory professional update training required for our contracts, Swiis may have no other option but to withdraw the temporary worker from the availability or line of work. Such action will be the last resort and communication of any such intention will be provided to the temporary worker by phone and email.

You must keep your knowledge and skills up to date throughout your working life. You should take part regularly in learning activities that develop your competence and performance.

# Occupational Health Screening

Swiis is required to ensure that you undergo a comprehensive Occupational Health screening with our partners Healthier Business and obtain a current health clearance / immunisations and test results in accordance with the latest Department of Health guidelines and NHS Employment Check Standards, before we can send you out on any work assignments. We are required to update your health assessments on an annual basis, unless you have spent a period of 3 months or more outside of the United Kingdom, in which case we will need to update the health assessment immediately prior to reengaging you.

## Maintaining Compliance

The process of reaching and maintaining compliance with government legislation and Client requirements are managed for you by our Compliance Team who work initially to ensure that all new applications are processed efficiently and accurately to maintain each Agency Workers' records at full compliance – ensuring that you never find that you are unable to work in a particular area because an item in your file is missing or has lapsed.

Once your recruitment file, including qualifications, references, health and training has been established, you will be offered work. We check your professional registration monthly and will further alert you whenever any of your documentation requires updating. We request that you take immediate steps to update any required items. You will receive a number of reminders, however please be aware that once a document has expired you will be required to stop working immediately. In the case of annual training, a refresher course should be booked in good time to ensure that you have no gaps in work offered to you.

# Registered nurse professional revalidation

Revalidation is a process that all nurses and midwives in the UK are required to follow to maintain their registration with the NMC.

Revalidation is straightforward and will help you demonstrate that you practice safely and effectively. It will encourage you to reflect on the role of the NMC Code of Conduct in your practice and demonstrate that you are delivering the standards set out within it.

This process replaced the previous prep requirements, and you will have to revalidate every three years to renew your registration.

For NMC registered healthcare professionals working for the NHS or other organisations with substantive hours, revalidation will be largely associated to your roles within these organisations.

However, for those temporary workers working full time hours, Swiis will work productively and supportively to ensure that you meet all your revalidation obligations. Swiis will further support any nurses with their revalidation who work lesser hours should they require additional support. Full details are available upon request.

## Performance Monitoring and Appraisal

Swiis actively seek feedback from Trusts upon introducing a candidate to them for the first time, and periodically thereafter. We will enquire about performance, levels of competence, practice and standards, teamwork, time keeping and training needs that may have been identified. We will provide Agency Workers with feedback on their progress.

Performance appraisals are an integral part of ensuring quality standards are met. Swiis ensures that job performances are routinely formally assessed against expected clinical standards and identifies opportunities to enable workers to improve their professional skills. For ongoing work in the NHS, Agency Workers are required to be annually appraised. Each Agency Worker will undergo a formal review of job performance within the first 6 months of registration and commencing assignments with Swiis, and thereafter every 12 months.

Your appraisal will be carried out by a senior practitioner of the same discipline who will be appropriately trained in the conduct of appraisals, and regularly re-trained as appropriate. We are required to consider when assessing your clinical practice, the results of any quality assessment questionnaires and feedback completed by our clients. You are requested to maintain a written portfolio of professional experience and attendance at professional development courses, which should also include a written and agreed Personal Development Plans as agreed at the appraisal.

## Temporary assignments

Assignments and individual shifts are offered to our temporary workers based primarily on availability and geographical location.

The availability and locations you can work will have been determined during the initial resourcing/registration process and this will be updated by the team (with information from you) on a weekly basis. If you have confirmed your availability for the forthcoming week, you will be expected to accept any shifts offered to you for that period as long as they match the dates you have given and also match your choice of location and your skill set. This process is the quickest way of ensuring that you receive work where you want and at the time you want it. If for any reason your availability changes, it is essential that you update us with any changes.

## Agency Worker Regulations (AWR)

These regulations are designed to ensure that agency workers receive, usually after a qualifying period, treatment no less favourable than their full-time employed equivalents. Your entitlements include:

- a) On day one, immediate access to facilities, etc. provided by the client to equivalent employed workers at the client, and,
- b) After a qualifying period of twelve weeks, equal basic working conditions.

# Swiis ad hoc booking process



Please find below the booking process for all ad hoc shifts. Lines of work or long-term placements will be communicated and managed on a 1-1 basis

1. Swiis receives shift notification from our clients by email, online portals (NHSP or other) and by telephone
2. Swiis aligns temporary worker's availability against shift request and temporary worker's preferences
3. Swiis contacts those workers who have given their availability and have 'been before' to the shift location
4. Swiis contacts the temporary worker by phone to provide details of booking/shift
5. Swiis blanket text all relevant workers with shift opportunity
6. Swiis secures the shift request with the client by supplying the temporary workers details in the form of a worker checklist which includes personal information about you, your skills and your compliance details which can include copies of your identification documents, employment history and references, your fit to work assessment and your qualification details
7. Shift secured for temporary worker
8. Swiis sends booking follow-up confirmation SMS to the secured temporary worker, confirming the shift details including date of shift, start and end times of the shift, client, client location and any special instructions
9. Swiis temporary worker must reply to booking SMS, confirming they have received the message and accept the booking
10. Swiis temporary worker responds to an automated text from Swiis, confirming that they, or no one in their household are displaying symptoms of Covid-19

(Please note that as the booking has been made against the availability provided by the temporary worker, it is only in exceptional circumstances that Swiis would expect a temporary worker to decline the booking).

11. Booking confirmed
12. 12-24 hours prior to booking start time, a reminder SMS is sent to the temporary worker
13. Swiis temporary worker reconfirms that they, or anyone in their household are not displaying symptoms of Covid-19

## Pre-booking / shift

Once you have accepted a shift or line of booking you must make sure that you follow the correct procedures below:

- Please do not cancel once you have accepted the shift
- Take full details of the shift i.e. location, date, start time, finish time and reference number
- Confirm receipt of the booking confirmation by text or telephone immediately you receive this
- You will receive a text the day before your shift to confirm that neither yourself or a member of your household are displaying any symptoms of Covid-19. You **MUST** reply to this text appropriately with a yes/no response
- Ensure that you know where you are going. If you have not been to the location before, ensure you plan your route prior to your shift, find out about nearby parking or public transport options. Ask the Swiis Healthcare booking team for assistance if required
- If a uniform should be worn this must be a Swiis uniform. You must not wear scrubs unless instructed by Swiis.
- Always wear your Swiis ID/name badge
- If appropriate, make sure that you have a Swiis timesheet with you (Your booking team will inform you of whether you need to get a timesheet signed)



## Day of booking/assignment/shift

On the day of your shift it is important to present as professional and motivated with a priority of ensuring that you meet the requirements of the healthcare environment you are working in. We therefore ask that you follow the below guidance for each shift you attend:

- Arrive and report to the client/ward/unit on time
- Present your Swiis ID badge which you should wear at all times whilst working for Swiis
- Swiis Registered Nurses should ensure that they know their NMC Pin number
- If you are attending the ward/unit for the first time, please ensure that you present to the person in charge with your induction checklist and ensure that they complete this with you
- All Swiis nurses and health care assistants/clinical support workers must always wear their Swiis uniform with black or navy trousers (if you are wearing a Swiis tunic) or if you are wearing a Swiis dress you should wear this with dark hosiery and sensible black shoes
- Ensure that your timesheet is signed before you leave the ward, or if a timesheet is not required that you have followed the appropriate 'sign in' and 'sign out' process
- Please follow any specific instructions provided to you by the Bookings Team

## Moving Ward or Location

*Depending upon the needs of the client on the day, you may be asked to move to another ward or location. We ask that all workers are flexible and follow all reasonable requests, instructions, procedures and rules of the client. All workers are expected to agree to move ward/location as requested if the new ward/location is within your skill set.*

*Failure to adhere to the client's request (without an appropriate reason), may result in you being restricted by the client for future bookings. Swiis will investigate any potential noncompliance robustly which will include a review of your clinical competency to ascertain the validity of your refusal. Swiis will fully support workers who refuse to move ward/location if the reason is skill related. Under no circumstances should you leave the site without informing a senior client contact (matron/ward manager/ bleep holder) and Swiis.*

## During the booking / shift

Swiis are known as a provider of exceptional quality staffing and we respectfully remind you that whilst working with Swiis as an agency worker you are a representative of Swiis Healthcare. We therefore request that you conduct yourself professionally and apply the experience and skills you have to every shift you undertake. We ask you to refer to the guidelines below to ensure that you are perceived in the most positive way and that the feedback obtained for you is favourable and aides your continued professional development.

- It is your responsibility to ensure that you make yourself familiar with the basic health and safety procedures in the building
- Please ensure that you are aware of and comply with the individual Trust/Unit policies and procedures
- At all times, be professional, courteous, and work in line with the standards set in your professional code of conduct
- Find out what the staff expect you to do. If you finish a task, ask what you can do next
- If you have any concerns about safety when working on your shift, please contact the senior manager on the ward and further contact the Swiis office so that we can follow this up appropriately
- Be a great ambassador for Swiis always
- Make sure that you arrange to have your timesheet signed by an authorised signatory before you leave your shift (if applicable). It is also important that you advise us immediately regarding any problems you may have with timesheets/ logging in sheets so that we can ensure that the hours you have worked are appropriately documented by the client

## Feedback

It is important to advise the Swiis booking team regarding any feedback you may receive from the ward manager. It would be particularly helpful if you could encourage the ward / shift manager to utilise the feedback section on your timesheet to aide Swiis in receiving this information, which we can then utilise when undertaking your appraisal and revalidation.

It is also really helpful to feedback to us on how the shift went and if it's your first time to the healthcare facility, whether you would like to go back again. Where possible, Swiis will always endeavour to obtain routine/first-shift feedback. This is important for us and yourself and we will pass this onto you every time we receive this.

## Booking completion

Depending on the client's requirements (details will be provided by the team), the temporary worker must either sign in and sign out when attending the booking or ensure a timesheet is completed and signed. This is imperative to ensure that the temporary worker is paid for their shift.

Process for paying Swiis Temporary workers;

1. Temporary worker to send timesheet to Swiis for processing (prior to cut off point and as per payroll instructions)
2. Payslip received by email from payroll one day prior to payment
3. Temporary worker remunerated for completed booking
4. Payments are made weekly

## Temporary workers terms of engagement

You will have been issued with a copy of the Swiis Healthcare 'terms of engagement' for temporary workers. You will have also been provided with the terms specific to your temporary worker status e.g. 'pay as you earn', 'umbrella contractor' or 'limited company contractor', in line with your preference and where you will be working.

You must read this document carefully in conjunction with the guidance contained in this handbook. Any questions you may have should be raised immediately with the team who will always be happy to assist you.

## Temporary worker status

You are engaged on a 'contract for services' basis. As a temporary worker with Swiis, there is no obligation on the part of Swiis to offer you or provide you with temporary work.

Swiis are required to make deductions in respect of Her Majesty's Revenue and Customs (HMRC) expectations and Class 1 National Insurance Contributions and any other deductions we may be required by law to make. This does not affect your employment status.

## Temporary worker availability and allocation of work

The team contacts workers weekly to obtain availability, however those workers who provide this proactively will be given first opportunity for shifts. Availability of our workers must meet the 'minimum hours' condition (please see the Swiss Conditions Agreement) which was discussed with you during the registration process. If your weekly minimum hours availability changes you must inform Swiss immediately.

A requirement of your registration is that you have available (for daily use) a mobile phone with the ability to send and receive SMS messages, enabling the team to contact you at short notice and to receive ongoing updates in terms of your work status.

Please ensure that mobile phones are turned off whilst on shift.

Providing your availability to us early means that we can more likely offer you the hours at the time and location of your choice.

All shift requests will be circulated via a group SMS to all available temporary workers at any given time. It is the responsibility of the temporary worker to check their texts regularly. Shifts will be allocated on a strictly first come, first served basis. Known 'been before' workers who have given their availability will also be contacted by phone.

All temporary worker activity and communication will be monitored by Swiss, including: temporary workers who fail to attend work, provide inaccurate (or no) availability, do not provide enough availability, or fail to respond to SMS booking confirmations. Equally those workers who are continually late will be provided with a warning with the intent of deregistration. Persistent offenders will be removed from the Swiss temporary worker register, and, if applicable, the Swiss Conditions Agreement will be enforced.



## Rates of pay

Rates of pay vary for each booking are dependent on the job type, day, time of day and location. Rates of pay are available from Swiis upon request, but an indication of rates for each Trust and client will have been discussed during the candidate assessment process immediately prior to registration.

All temporary workers are engaged on the agreed rates (all at or under NHSI rate caps). Only in exceptional circumstances will the NHSI rate caps be escalated, and this will be a decision led by the Trust/s not Swiis. Temporary workers must always adhere to the NHSI rate caps and must not seek to obtain escalated rates. Should a temporary worker request an escalated rate from the Trust, they will be withheld from the booking and their registration with Swiis will be cancelled.

Should there be any changes in the rates of pay either during the registration process or when working for Swiis, these will be communicated to the temporary healthcare worker by email.



## Weekly timesheets and weekly payroll

Swiis Healthcare facilitates payment to its temporary workers on a weekly basis on a Friday (unless this falls on a public holiday).

Payment is generally subject to the submission of an accurately completed timesheet, authorised with a signature. Please ensure that you log all break periods on the timesheet, as the timesheet cannot be processed unless breaks have been deducted.

Depending on the client, a timesheet may not be required - the bookings team will inform you if this is the case. On occasion, you may be asked to 'sign in' (and sign out) when attending a shift. You will be informed by the team if a timesheet is not required.

It is the responsibility of the temporary worker to ensure that the confirmation of shift attendance by yourself (either timesheet or signing in) is adhered to. You will be given full guidance ahead of the shift by the Swiis Bookings Team. Payment may be withheld if this is not undertaken, until verification of attendance can be obtained.

Timesheets should be submitted to Swiis no later than 12 noon on a Monday (for hours worked in the previous week) to ensure payment on the following Friday.

Timesheets should be scanned and emailed. Photographs taken on a mobile phone and emailed will be accepted as long as the quality is acceptable, showing the full timesheet, hours and authorisation. Timesheets should be emailed to [timesheets@swiis.com](mailto:timesheets@swiis.com).

Please ensure that you contact the team by telephone to confirm the safe receipt of your timesheet.

## Method of payment

Payment will be made by Bankers' Automated Clearing Services (BACS) directly into your bank/building society account each week on a Friday. The payment will include all hours worked Monday to Sunday for the preceding week. A payment advice document detailing how pay has been calculated (including any deductions) will be forwarded to your email address or posted to your home address. If you are working via an intermediary (as an Umbrella or Limited Company contractor), payment will be made directly to the intermediary who will then make payment to the temporary worker deducting tax and national insurance contributions at source.

Should you change your personal circumstances (e.g. you change your address or bank details), you must inform Swiis immediately by email to [compliance@swiis.com](mailto:compliance@swiis.com).

## Income tax and HMRC

Although temporary workers are not employed by Swiis (UK) Limited, the company is required by law to treat you as though you were employed for the purposes of PAYE and Class 1 National Insurance Contributions only. Therefore, you are required to pay income tax on your earnings (if they exceed the threshold for the current financial year).

If you have any queries regarding your tax code or feel that you may be entitled to additional allowances, please contact the Swiis Payroll Team who will be pleased to assist you and/or provide you with the details of the tax office you need to contact. If Swiis is not your main source of work for tax purposes and there are issues with overpayment of tax and other income issues, it is advisable to discuss these with HMRC directly.

Should you decide to undertake assignments via Swiis and be registered with an umbrella payroll provider you fully agree that all monies received by you from Swiis (UK) Limited via the Umbrella Company/PSC Provider is remuneration/income received in return for work undertaken by you as a temporary worker with Swiis (UK) Limited.

You will be solely responsible for ensuring all monies received via the Umbrella Company/PSC Provider is subject to the appropriate deductions of Income Tax and National Insurance Contributions at the HMRC prevailing rate.

Furthermore you will be solely responsible for all income tax and national insurance liabilities related to the remuneration received from an Umbrella Company/PSC Provider and that you will take full responsibility for the liability and repayment of any identified shortfalls should they occur.

You may be aware on the 6th April 2017, HMRC legislation confirmed that candidates who work in the Public Sector (NHS) are subject to Tax and NI if your role is classed as "Inside IR35." Unless you are advised otherwise your assignments are classed as "Inside IR35".

## National Insurance contributions

Deductions in respect of Class 1 National Insurance will normally also be made by Swiis Healthcare or the umbrella provider on your behalf (if earnings exceed the National Insurance threshold).

If you are entitled to pay reduced National Insurance or are exempt from paying contributions, you must produce the appropriate certificate, before undertaking any assignments.

## Statutory Maternity Pay

In certain circumstances (and only if you are part of the Swiis PAYE scheme), pregnant temporary workers may be eligible for statutory maternity pay through Swiis Healthcare or maternity allowance from their local Department for Work and Pensions (DWP) office.

If you are pregnant you must:

- **Inform Swiis that you are pregnant**
- **Obtain your maternity certificate (MAT B1) from your doctor or midwife and pass this to Swiis**
- **Keep Swiis informed of any changes in the type of assignments you can or cannot do**

Swiis will pass your MAT B1 form to our payroll department who will be able to determine whether statutory maternity pay is payable through Swiis.

## Statutory Sick Pay (SSP)/Sickness Benefit

Because your “terms of engagement” only exists for the period of each duty, Swiis does not usually pay sick pay. You should make enquiries at your local DWP office with regard to sickness benefit. If you do have a shift booked and you are unable to complete this, please contact Swiis as soon as possible to report this so that a replacement temporary worker can be supplied.

# Annual holiday entitlement

Annual holiday entitlement is attributable for Swiis PAYE scheme temporary workers only. The Swiis annual leave/holiday year runs from 1st October to 30th September. Holiday pay is calculated at a rate of 12.07% in line with the statutory requirement to provide 5.6 weeks (or 28 days) holiday per annum (including bank holidays). 5.6 weeks as a percentage of total possible work weeks per annum is 12.07% (i.e. 5.6/46.4 weeks). This is the recognised industry standard for calculating holiday pay.

Temporary workers must put holiday/holiday pay requests in writing to the Swiis Compliance Team and give a minimum of 2 weeks' notice. You may take holiday at any time during the leave year, which will be paid on the next pay date after your period of leave.

All holiday hours must be taken prior to the 30th September each year - any hours not claimed by this date will be lost. It is each temporary worker's responsibility to claim their holiday pay; Swiis will not send reminders, nor will Swiis be responsible for the loss of holiday payments.

## Pension Enrolment

All Swiis PAYE scheme temporary workers will be auto enrolled into our workplace pension scheme. You can decide if you want to stay enrolled in the scheme or if you wish to opt out.

### Payroll queries

Should you have any queries relating to your pay, please contact one of the dedicated Payroll Team on [payroll@swiis.com](mailto:payroll@swiis.com) or 0333 577 1000. It is in your interest to cross-check payment details against your copy of your timesheet.



# Swiis Healthcare Insurances

Swiis holds a level of insurance to cover its temporary workers whilst on temporary assignments. The insurance covers our public and employer's liability, professional and products liability.

All temporary workers are responsible for their own actions, errors, or omissions at work. You are therefore strongly encouraged to take out individual insurance, appropriate to your needs and which will provide adequate cover. Registered Nurses are now required by the NMC to evidence their own individual professional indemnity insurance.

## Motor Insurance

The use of a private motor vehicle travelling to or from your booking, should include "own business use". You are advised to check with your motor vehicle insurance company to confirm that you are covered for such risks and to arrange such cover where this is necessary.

## Termination of temporary workers agreement with Swiis Healthcare

Temporary workers may be stopped working for a specific client or removed altogether from the Swiis register of temporary workers in the following circumstances:

- When a written concern or complaint is received from a client
- When it is believed that a Temporary Worker has acted in an unprofessional manner, Swiis reserves the right to remove the worker from the booking and not reassign until the matter has been investigated and fully resolved
- The temporary worker's conduct or standard of work has seriously fallen below the level required by Swiis
- The temporary worker has been declined the opportunity to attend the shift by the client due to conduct
- Swiis has been alerted by the Nursing and Midwifery Council (NMC) or any other regulatory bodies with regard to practicing health and social care professionals
- Unauthorised refusal to move ward/location at the clients request when it is within the temporary workers skill set
- Repeated lateness
- Repeated non-attendance (without due reason)
- Rudeness to Swiis members of staff or external client's staff



# Swiis Healthcare Temporary Worker Code of Conduct and Expectations

## Personal appearance

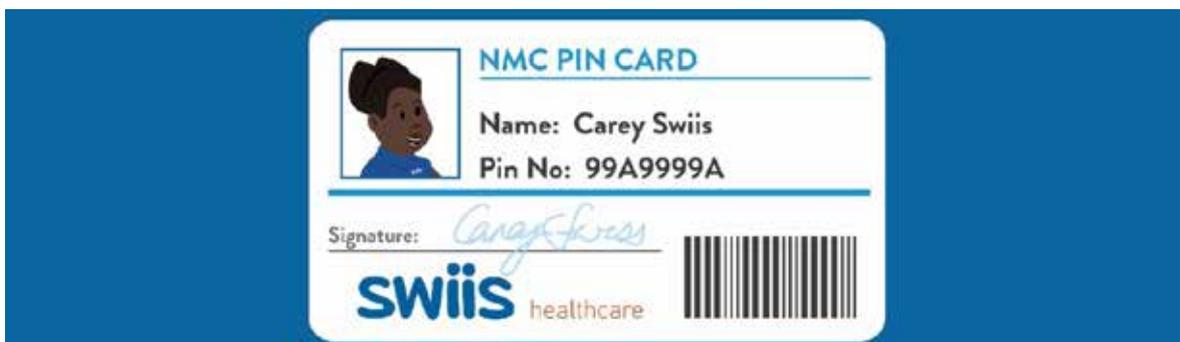
Whilst undertaking assignments with Swiis you will generally be required to wear a Swiis uniform. In all cases Swiis will notify the temporary worker of this requirement.

When undertaking assignments for Swiis Healthcare we expect each member of the healthcare team to present themselves as a positive ambassador for Swiis, the client you are working for and for your own professional code of conduct.

We therefore ask that you are clean and tidy, ensuring that your uniform (or work clothes) are cleanly laundered each day. Please make sure that your hair is clean and tidy and that long hair is secured in such a way so as not to cause infection or a safety hazard.

As the nature of our work involves being in close proximity to patients, please keep yourself personally fresh, free from odours and practice good oral hygiene. Minimal (if any) jewellery should be worn.

Swiis healthcare temporary staff are at all times, required to wear identity badges whilst engaged on on shift with Swiis. This will display your full name, recent photograph and signature. Identity cards will be issued after your registration process has been finalised. Please keep your identity card safe. In the event that it is misplaced please inform Swiis immediately. If you cease to be a temporary worker for Swiis, please return your identity card to us.



## Suspension or removal from professional registers

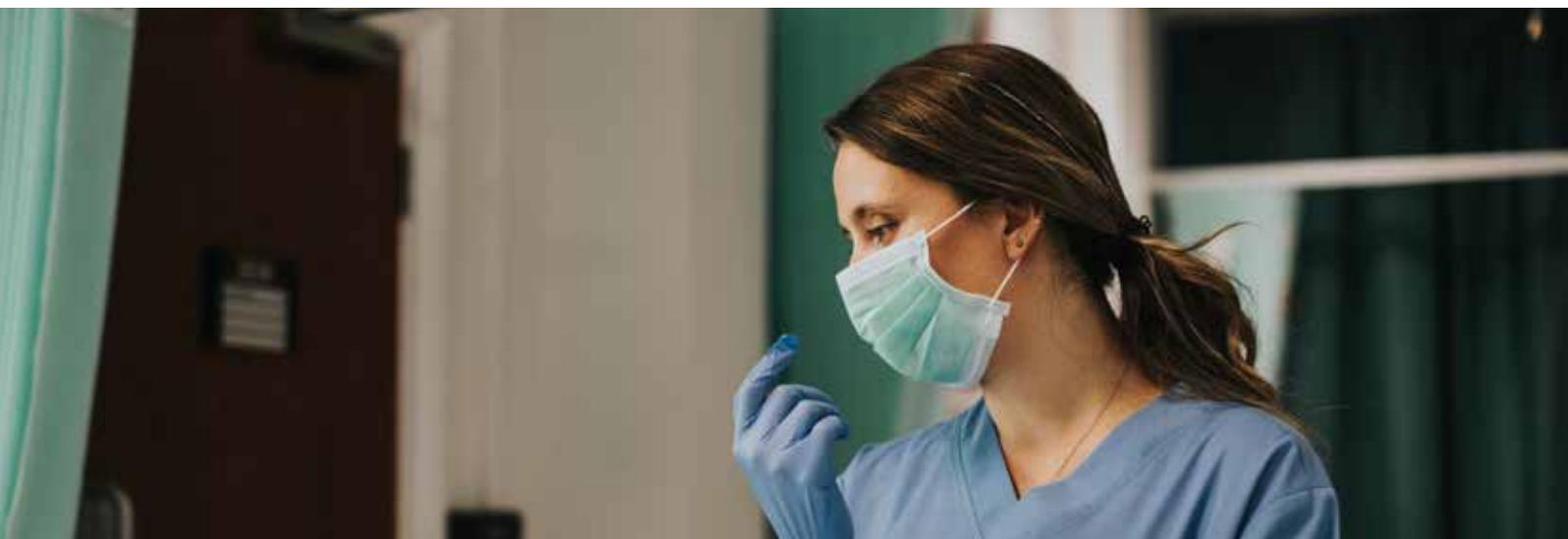
It is the duty of every Registered Nurse to inform us if they are either under investigation, suspended from or removed from the NMC register. Swiis undertakes routine NMC Pin and HPAN checks.

## Attendance and reliability

Swiis Healthcare prides itself on the fact that its temporary workers maintain a high professional standard while carrying out their assignments. Reliability and punctuality are of prime importance. For handover and induction purposes, try to arrive early for your booking and report to the person as advised in your shift confirmation. If this person is not available, then you should report to the person in charge.

If, in exceptional circumstances, you expect to be late for duty, you should inform Swiis so they can inform the client. If you are unable to fulfil the booking, we need as much notice as possible but always more than 4 hours before the start time of your shift, so we may endeavour to replace you. Swiis are proud of being known for the quality and reliability of its healthcare workers. As a member of our team, once you have accepted the shift, you have a duty of care to the people you will be supporting to ensure that you either attend or provide Swiis with as much notice as possible so that there will be no adverse effect on the patient's care.

Swiis operate a 3-strike rule for DNA's, late cancellations and repeated lateness. Should a temporary work exceed the 3-strike rule they will be removed from the Swiis register and prohibited from working via Swiis.



# NHS Counter Fraud Service:

## NHS Executive Directorate for the Prevention of Fraud

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:

- 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.
- 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.
- Overseas Patients Fraud - People not resident 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 decide 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

## Equal opportunities

Swiis is firmly committed to the principle of equal opportunities in both the delivery of its services and the engagement of temporary workers.

Equality of opportunity means that service users, applicants and temporary workers will be treated equally and fairly, regardless of their colour, race, nationality, ethnic or national origin, religion, gender, marital status, sexuality, disability, age, or any other 'Protected Characteristic' as identified in the Equality Act 2010 which came into force on 1st October 2010.

Swiis seeks to create an environment in which services are provided without fear of discrimination and is opposed to all forms of unlawful and unfair discrimination or harassment of any kind.

Swiis recognise that we are living in a diverse society and we take this into account when providing a service. Swiis does not tolerate discrimination against patients, temporary workers, client's staff or Swiis employees and will respond to any such incidents robustly.

To this end, Swiis will fully implement the requirements of the Disability Discrimination Acts 1995 and 1998; The Equality Act 2010; the Sex Discrimination Acts 1975 and 1986 and the Race Relations Act 1976 Amendment Regulation 2003, together with all associated regulations and codes of practice.

Any indication that a temporary worker has not acted, or will not act, in accordance with this policy will be investigated and this may result in removal from our temporary worker register.



## Harassment/bullying

Swiis Healthcare is committed to creating a working environment where every temporary worker is treated with dignity and respect and where each person's individuality and sense of self worth within the workplace is maintained.

All temporary workers and Swiis employees have a duty to treat colleagues 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 or by use of email/internet), behaviour of this nature is objectionable and will not be tolerated by Swiis or any of the clients to whom we provide a service.

Any temporary worker who is considered, after proper investigation, to have subjected any client, patient, colleague or any other individual to any form of harassment/bullying will be disciplined and, subject to similar findings, may be removed from our register.

## Independence/privacy/dignity

All patients, service users or clients should be encouraged and enabled to live as independently as possible, with the emphasis placed on encouraging individuals to do as much as they can for themselves.

They should also be encouraged to make decisions about their daily lives and exercise choice over the way their care is delivered.

The temporary worker should recognise the right of individuals to be left alone, free from intrusion or public attention into their affairs.

## Dignity

All patients must be treated with respect regardless of their circumstances and should be seen and respected as unique individuals.



## Rights

As a temporary worker, your role includes safeguarding the rights and freedom of individuals to make informed decisions and choices within their capability.

## Safe handling and administration of medicines

All temporary workers are personally accountable for their own professional practice and must adhere to their professional code of conduct and the client's regulations with regard to the administration of medicines.

All temporary workers will adhere to the individual client's policies and procedures when administering medication. The Temporary Worker will familiarise themselves with the client's policy and sign any relevant documentation prior to administering any medications.

Temporary Workers will only dispense medications that they are familiar with, are appropriately qualified, and for which they have undertaken recent relevant training. Any problems regarding the dispensing of medications should be raised with the client and Swiis.

All dispensed medication **MUST** be accurately documented in the relevant patient's / client's records.

## Communicable diseases

Supporting patients involves the risk of exposure to communicable diseases (e.g. HIV, Aids, Hepatitis B, and MRSA).

It is therefore important to be familiar with the measures available to minimise this risk and ensure that all immunisations remain updated in line with NHS guidance and legislation.



## Temporary workers with communicable diseases

Swiis recognises that temporary workers with communicable diseases may still be capable of fulfilling assignments. The overriding principle is the safety and well being of the patient and colleagues, even where the level of risk is thought to be low. This principle should be applied when deciding whether to make yourself available for work and at all times during assignments, as well as by Swiis when considering your suitability for specific assignments.

Application to become a temporary worker for Swiis requires the declaration of any communicable diseases. Good practice requires that you also disclose any subsequent contraction of, or exposure to, such diseases. Having an infectious disease will not be grounds for refusal or termination of your temporary worker status, but may make you temporarily unsuitable for certain assignments, or restrict the types of work to which you may be assigned.

Both Swiis and the temporary worker need to give due consideration to ease of transmission in relation to the type of work you undertake. For example, care of patients who are particularly frail or suffer from lowered immunity should not be undertaken by temporary workers suffering from colds, influenza, or other minor ailments. Temporary workers with more serious conditions, including AIDS, might be suitable for a wide variety of assignments, e.g. where there is no requirement for invasive practices.

In all assignments, it is your individual responsibility to take adequate precautions to protect patients from communicable diseases. If you are unsure of the appropriate measures to be taken you should discuss the booking with one of the Swiis team, who will advise you or suggest suitable sources of guidance.

In order that clients may make a judgement concerning the Temporary Worker to be assigned, Swiis may consider it appropriate to inform the client regarding communicable diseases. Since we will not assign temporary workers who constitute a risk to patients, we will also make our judgement clear regarding the significance of known risks. In accordance with Swiis policy, all information regarding temporary workers will be treated as confidential and no disclosure of information will occur without your prior consent.

## Patients with communicable diseases

Swiis recognises the right of all patients to receive appropriate care, regardless of the condition or circumstances which give rise to their need for support. Swiis is committed to maintaining, as far as possible, the independence, dignity, privacy and confidentiality of patients.

Swiis expects clients to disclose any patients with known communicable diseases where there is a risk of exposure, and to give consent, where appropriate, for Registered Nurses and other health professionals to disclose and discuss such information. Swiis will brief you on known conditions relating to specific patients to enable you to provide appropriate care, but it should be stressed that best practice for infection control should be followed in all cases, not just those where a specific risk is known. If the existence of such a risk becomes apparent retrospectively, clients are expected to inform Swiis as soon as possible.

It is the responsibility of the temporary worker to take adequate precautions to protect themselves from communicable diseases. If you are unsure of the appropriate steps which should be taken, you should discuss your concerns with Swiis or with the ward manager (or equivalent). All information regarding a patient's condition or circumstances will be treated as confidential.

To avoid risks of cross-infection, it is essential that all incidents that may result in the spreading of a disease be reported. Incidents in a hospital, nursing home, or other healthcare settings should be reported and recorded in accordance with the policies of the individual client. All incidents should also be reported to the Swiis Healthcare Operations Manager, who will seek support internally from our in-house Nursing Advisor who will provide advice, support and communicate any appropriate further action.

Following an incident of exposure to a communicable disease, it will be assumed that you have been infected until evidence is provided that infection has not occurred.

# Managing violence and aggression

The management of challenging behaviour requires the temporary worker to think carefully about the way they work with someone and be clear about what has been agreed and why.

Although prevention is the best course of action, this will not always be effective or possible. If the Temporary Worker is presented with an individual whose behaviour is challenging, the following actions may help de-escalate the situation:

- Do not be confrontational in your attitude, appearance or by raising your voice
- Do not take personal offence to an accusation or assault
- Do not attempt to initiate any physical contact with the person as this may be misunderstood or resented
- Do not approach the person from behind or too quickly
- Do not corner or crowd the person, as this will increase feelings of alarm or threat
- Do not alarm them by calling for assistance from other workers
- Do not provoke by teasing or ridiculing
- Do not use restraints (unless fully trained and initiated by the client)
- Do not show fear, alarm or anxiety or retaliate with violence
- If there is an immediate physical threat to your safety, withdraw if possible and call for assistance. If there is no immediate physical threat to your safety, do the minimum to contain the situation

## In all cases:

- Stay calm
- Respect the person's personal space
- Ask others to withdraw from the immediate incident area
- Provide reassurance and encourage them to talk about their feelings
- Ask the person what is troubling them, to identify/clarify the possible cause of behaviour
- Listen to complaints and be flexible and accepting in your reply
- Provide alternatives to the behaviour or divert their attention
- Check that the environment is not causing the problem
- See the person as an individual, with individual needs and not problems



If there is an immediate physical threat to you and you cannot withdraw, or if the person is likely to harm themselves or another person, the minimum necessary restraint or control may be used as a last resort.

If you have been involved in an instance of violence or aggression, you must report this immediately to the client's manager or equivalent who will liaise with Swiis. The temporary worker must then complete an incident report in line with the client's procedures and give copies to the client's manager and Swiis.

## Safeguarding vulnerable people

A vulnerable adult is a person who "is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of themselves, or to protect themselves against significant harm or exploitation".

A vulnerable child or young person means a child or young person:

- (a) who is unlikely to achieve or maintain, or have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for them of social care services
- (b) whose health or development is likely to be significantly impaired, or further impaired, without the provision for them of social care services
- (c) who have a physical or mental impairment
- (d) who are in the care of a public authority, or who are provided with accommodation by a public authority in order to secure their wellbeing

Abuse is a violation of an individual's human and civil rights by another person or persons.

Abuse may be physical, including: hitting, slapping, pushing, kicking, and misuse of medication, restraint or inappropriate sanctions. Sexual abuse can include: rape and sexual assault or sexual acts without consent. Psychological abuse includes: emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, intimidation, coercion, verbal or racial abuse, isolation or withdrawal from services or supportive networks.

Financial or material abuse, including: theft, fraud, exploitation, pressure in connection with wills, property or inheritance transactions, or the misuse or misappropriation of property, possessions or benefits.

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.

Multiple forms of abuse may occur in an ongoing relationship or service to one person, or to one or multiple persons at any given time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm.

It is important to consider reports or allegations of abuse with an open mind about the appropriateness of intervention. Factors affecting the assessment of seriousness are:

- The vulnerability of the person
- The extent of the abuse
- The length of time it has been occurring
- The impact on the individual
- The risk of repeated or escalating acts

Abuse of vulnerable people may be perpetrated by a wide range of people including relatives and family members, professional staff, temporary workers, volunteers, other clients, neighbours, friends and relatives.

Abuse can take place anywhere. It may occur when a vulnerable adult lives alone, or with a relative. It can also occur within nursing, residential or day care settings, hospitals, custodial settings and other places likely to be assumed safe, even public areas.

Authorities and all associated stakeholders have a responsibility towards vulnerable individuals. This will usually involve an assessment of their needs and steps taken to empower them and protect them from further harm.

## Procedure for dealing with safeguarding concerns

In determining what action to take, consideration should be taken of the rights of all people to make choices and take risks. You should also take into account their capacity to make decisions about arrangements for investigating or managing the abusive situation. All cases of suspected abuse should be reported to the client, who in conjunction with the relevant department and other appropriate agencies (for example the safeguarding team), will instigate an investigation.

## Comments and complaints handling

Swiis Healthcare welcomes comments from clients, individual service users, their representatives and temporary workers, as knowing their views helps us to improve our service. Compliments let us know we are getting things right and are always passed on to the appropriate people.

If an individual is unhappy with any aspect of the service they receive and wish to complain, they should contact the Swiis Healthcare Operations Manager. This can be done in person, by telephone or in writing. It is important that complaints are made as soon as possible after the event in order that an effective investigation can take place.

Swiis will do their best to sort out the problem as quickly as possible and, in many cases, will be able to resolve the issue straight away.

For more information, please ask for a copy of the Comments and Complaints Policy.

## Complaint against a temporary worker

Where a complaint is received against a temporary worker, they will be given notice to attend a debrief session to discuss the matter in detail, a written statement of events will be requested and a full investigation will be carried out.

If the complaint is regarding a clinical issue, the debrief will be undertaken by the Swiis Healthcare Registered Nurse Assessor - a clinically experienced Registered Nurse who has practised at Band 6 or higher.

Temporary workers will learn of the outcome of the meeting within 2 working days, dependent on any investigation the client may be carrying out in addition to the Swiis investigation.

If, after investigation, the complaint is deemed to be founded and of a serious nature, it may result in your removal from the clients approved list of temporary workers and the Swiis register, and may be reported to the appropriate professional body.

# Confidentiality and GDPR

All temporary staff whilst undertaking assignments will at some point encounter information which is of a confidential nature. Patient details are a matter of complete confidentiality and must not be disclosed to any third party. Equally, each client has an absolute right to confidentiality and privacy regarding the services they are receiving in accordance with The Data Protection Act 2018 which is the UK's implementation of the General Data Protection Regulation (GDPR), Human Rights Act 1999 and forms part of your confidentiality agreement with Swiss Healthcare .

The Caldicott Report sets out a number of general principles that health and social care organisations should use when reviewing their use of client information and these are detailed below:

## **Principle 1: Justify the purpose(s)**

Every proposed use or transfer of personally identifiable information within or from an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by the appropriate guardian.

## **Principle 2: Do not use personally identifiable information unless it is absolutely necessary.**

Personal identifiable information items should not be used unless there is no alternative.

## **Principle 3: Use the minimum personally identifiable information.**

Where the use of personally identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identifiability.

## **Principle 4: Access to personally identifiable information should be on a strict need-to-know basis.**

Only those individuals who need access to personally identifiable information should have access to it.

## **Principle 5: Everyone should be aware of their responsibilities.**

Action should be taken to ensure that those handling personally identifiable information are aware of their responsibilities and obligations to respect patient/client confidentiality.

## **Principle 6: Understand and comply with the law.**

Every use of personally identifiable information must be lawful. Someone from each organisation should be responsible for ensuring that the organisation complies with legal requirements.

# Data Protection Principles/Privacy Notice

The purpose of this Privacy Notice is to advise you what information Swiis (UK) Limited trading as Swiis Healthcare collects from you, how and when it may be collected and what happens to it. We take our legal duty for safeguarding your personal data and privacy very seriously.

This privacy notice sets out what sort of information we hold on health care workers, why we need it, how we hold it, how we use it, who we share it with and what rights you have in relation to this information.

For the purpose of data protection laws, the data controller is Swiis (UK) Limited, Connaught House, 80-81 Wimpole Street, London, W1G 9RE.

We are required to have a Data Protection Officer. This person is responsible for making sure that our staffing service complies with its legal duties about collecting, keeping and sharing your personal data. Our data controller is Oliver Webber who can be contacted by writing to the address above or by emailing [Oliver.Webber@swiis.com](mailto:Oliver.Webber@swiis.com)

Under the GDPR, there are six data protection principles that we must comply with. These provide that the personal information we hold about you must be:

- Processed lawfully, fairly and in a transparent manner
- Processed only for specified, explicit and legitimate purposes that have been clearly explained to you
- Adequate, relevant and limited to what is necessary
- Accurate and kept up to date
- Kept for no longer than is necessary
- Processed in a way that ensures appropriate security of the data

## What constitutes personal information?

Personal information is any personally identifiable information, such as your email address, name, home or work address, telephone number, bank details or tax codes, which can directly or indirectly identify you.



## What personal information will we collect?

When communicating with Swiis Healthcare for the purpose of applying to work as a temporary healthcare worker, Swiis are required to request a range of personal information at different stages of the registration process to clarify your employment history, skills and suitability to work and other personal information. Further details are outlined below:

During initial contact the following information is required:-

- Personal and contact details (for example your name, email address, date of birth, gender and your language preference with which you wish to interact with us)
- Personal and contact details you give us when subscribing to receive emails, newsletters or marketing information

## Application to work as an agency worker

During the registration process, we will require personal details from you, these include:

- Name, work history, qualifications, contact details (such as email, telephone number and home address), right to work documents, information pertaining to legislation checks and your personal choices and requirements you may have in communicating with us
- Details of your education, employment history, bank details and national insurance number, references, right to work and other information you share about yourself (eg the information contained within your CV) when you engage with us for the pro-vision of services
- Information required for pre-registration compliance, such as DBS checks and results of medical screening and training (where appropriate)
- Information we may collect via cookies or similar technology stored on your device. Please refer to our Cookies Policy below for more information
- Your IP address
- Information from any social media activity, including shares, tweets and likes
- Information you provide if you report a problem with our website or service
- Any voluntary Information you provide to us /or which we may ask from you to better understand you and your interests
- Additional personal information pertaining to possible physical or mental health, ethnicity, criminal allegations or offences, membership of any union or professionally aligned organisation and any other personal information you may choose to provide to us

## How and when we collect your Personal Information

We may collect your personal information when you apply for work as an agency worker through us (or otherwise contact us from time to time) by:

- Responding to an advert on a job board, website, third party website, social media posting or communicate to a Swiis representative when undertaking events in the community
- By directly contacting Swiis
- By completing an application form in preparation to work as a temporary worker
- When you communicate to our registration team by telephone or during 'open interview' days
- A third party provides your details to us as a third-party supply agency

## Why do we collect your Personal Information?

Swiis gather and utilise your personal information during the pre and post registration process to determine your appropriateness to work as an agency healthcare worker through Swiis UK Ltd. Swiis require this information to enable us to confirm to our contracted parties your work experience, professional status and other competencies which enable us to match you to different work opportunities and it is essential to Swiis to further receive further personal information from you in the course of operating our business, including that of:

- Responding to any queries
- Providing work opportunity / information to you
- Conveying personal information between both parties for registration and administrative purposes
- Confirming shift patterns
- Ensuring network and information security
- Communicating a range of marketing initiatives
- Communicate industry related information
- We will only collect, use and handle your personal information when:
  - There is an appropriately valid reason to do so when carrying out our business and ensuring that each time we do, it is in line with applicable law and your legal rights
  - Where you have agreed
  - Where this is necessary for legal responsibilities which apply to us



## **How we use the Personal Information that you provide to us**

We undertake the following processes in respect of your personal information on the legal basis that it is necessary to the service we provide and the proposed agency registration (contract) agreement aligned to the services we have agreed to provide to you. Prior to the completed registration process (contract) between both parties, we will be required to utilise your personal information pertaining to your registration as this is a genuine business requirement to deal with requests, enquiries or validate comments you have made to us.

## **Submission of details to client's Temporary agency workers**

Your name and professional registration number will also be forwarded to the NHS or other client for preparation of your shifts.

## **Contracted agency workers (Lines of work)**

If you are offered and accept bookings through Swiis, we will require personal financial information from you such as NI number and bank account details and additionally to ensure we meet our statutory and contractual obligations to both you and our client, we will be required to provide emergency contact details and on occasion medical information about you.

## **Contract reporting**

Providing activity reports, managing timesheets, payroll and work performance is part of our contractual requirement and obligations to our clients. Swiis are required to prepare and submit reports relating to the services provided by us. Information provided within these reports may for example contain financial, training and compliance information which outline the compliance of our obligations to our individual healthcare contracts.

On occasion these reports may contain personal information of our agency staff such as name, hours worked, compliance status and pay rate.

Further to this, Swiis manage the submission of timesheets, accrual of holiday entitlement and other Human Resourcing services such as managing your statutory rights and work appraisals, all of which would require us to share your personal information internally.

## Other lawfully permitted processing

We may also request permission to utilise your personal information (and request additional information) for NHS clients seeking candidates for lines (fixed working pattern) of work. If you choose not to provide additional personal information requested by us, we may not be able to provide you with the services and/or information you have requested or otherwise achieve the purpose(s) for which we have asked for the personal information, including placing you in the work of your choice.

In all cases we will (where appropriate) anonymise or aggregate such data for reporting purposes.

# Consent for use of your personal information

## Marketing

Where legally permitted to do so and where you have provided us with your contact details, you have agreed to be contacted for marketing purposes. We may contact you for marketing purposes relating to our services, our website, and/or to research opinion or opportunity on proposed business development. Your agreement to the use of your personal information for these purposes is optional and if you fail to provide your agreement, your contract (registration) services will not be affected.

## Marketing Opt-Out

You are entitled to opt-out from receipt of marketing communication at any time and free of charge by emailing [GDPR@swiis.com](mailto:GDPR@swiis.com) or by using the “unsubscribe” option included in any marketing e-mail or other marketing material received from us

## Website Cookies

We use cookies on our website. You can find out about the cookies we use and why we use them by viewing our Cookies Policy below.

## How and when do we share information with third parties?

Due to the nature of our services, we may on occasion be required to share information with third parties. We have carefully selected these third parties and taken steps to ensure that personal information is adequately protected. The third parties may include our clients, suppliers of IT services, payroll or vetting services.

Where we employ third party companies or individuals to process personal information provided by us on our behalf, including IT support, hosting our data on cloud platforms, legal, accounting, audit, consulting and other professional service providers, and providers of other services related to our business, any information utilised is minimised to meet each individual requirement.

We ensure that any agreement with our service providers fully meets all legal requirements and will ensure that their Privacy Statement meets all legislation.

## Sharing information within Swiis group of companies

Personal information provided to us is collected by Swiis (UK) Ltd and as part of Swiis International Limited group or one of its subsidiaries. However, where we are legally permitted to do so in accordance with this Privacy Policy, we may transfer your personal information between and to other functions or offices within the same corporate group for the purposes set out above.

## Sharing with other third parties

We may also provide your information to other third parties such as regulators and law enforcement agencies, where we are required by law to do so, where necessary for the purposes of preventing and detecting fraud, other criminal offences and/or to ensure network and information security.

## How long do we store Personal Information for?

It is our policy to retain personal information for the length of time required for the specific purpose or purposes for which it was collected, which are set out in this Privacy Policy. However, on occasion we may be obliged to store some data for a longer time, for example, where a longer time period is required by applicable laws. In this case, we will ensure that personal data will continue to be treated in accordance with this Privacy Policy.

## Security and Confidentiality

We employ appropriate security measures to help protect your personal information and guard against access by unauthorised persons. Information storage is on secure computers in a secure environment, or in secure, locked storage in the case of hard copy information.

The information is encrypted wherever possible and we undergo periodic reviews of our security policies and procedures to ensure that our systems are secure and protected. The transmission of information via the Internet is completely secure and is managed via Egress Switch which provides a broad security platform which allows us to securely share confidential information by email and file transfer, large file transfer, secure online collaboration and via secure web forms.

However, we cannot guarantee the security of your information when it is transmitted to our website or from third party websites such as job boards, as this is outside of our control.

We acknowledge that the information you provide may be confidential. We do not sell, rent, distribute or otherwise make personal information commercially available to any third party, but we may share information with our service providers for the purposes as set out in this Privacy Policy. We will keep personal information confidential and protect it in accordance with our Privacy Policy and all applicable laws.

## Your Rights

You may withdraw your consent to receive marketing at any time by emailing [GDPR@swiis.com](mailto:GDPR@swiis.com). It is important to us that you are in control of your own information. As a result, we offer the following controls:

- You may request access to or copies of the personal information that we hold about you. If you would like to exercise this right, please contact us at [GDPR@swiis.com](mailto:GDPR@swiis.com) or the address below.
- If you believe that any information we have about you is incorrect or incomplete, please contact us [GDPR@swiis.com](mailto:GDPR@swiis.com) as soon as possible. We will take steps to seek to correct or update any information if we are satisfied that the information we hold is inaccurate.
- You may request that your personal information be deleted, where it is no longer necessary for the purposes for which it is being processed and provided there is no other lawful basis for which we may continue to process such information.
- To the extent we are processing your personal information to meet our legitimate

interests (as set out above), you may object to the processing of your personal information by us. If we are unable to demonstrate our legitimate grounds for that processing, we will no longer process your personal information for those purposes.

- You may object to our processing your data as set out above, please contact [GDPR@Swiis.com](mailto:GDPR@Swiis.com)
- You may withdraw any consent you have given to processing your data by contacting [GDPR@Swiis.com](mailto:GDPR@Swiis.com)

## **Gifts and gratuities**

Care is provided in return for agreed fees. Under no circumstances should the temporary worker seek any other money, gifts, favours, or rewards for services rendered, either for you or for any third party.

It is not uncommon for a patient, their friend or relative, to offer a voluntary gift as a mark of appreciation for the care they have received. Swiis 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 Swiis policy.

## **Wills and bequests**

Under no circumstances should you seek, invite or accept an offer of any bequest or consideration in a patient's will, either for you or any third party. Unsolicited offers should be disclosed to Swiis who will discuss the matter with the relevant parties.

If a bequest is made to you without your prior knowledge, it should again be disclosed to Swiis. Following discussion with you and the executors of the patient's will, if Swiis is satisfied that this policy has been complied with, the bequest may be accepted.

Those providing care to vulnerable people may acquire an unusually strong position of influence over them. To avoid accusations of improper conduct, you should politely refuse to advise your patient on any aspects of making a will. You should also avoid acting as a witness to a signature of a will, as doing so may make the will invalid. Patients should be referred to a solicitor or other independent adviser.

## **Record keeping**

Maintaining records is an essential and integral part of providing care. It is the temporary worker's responsibility to ensure that patient records are updated before the completion of each shift.



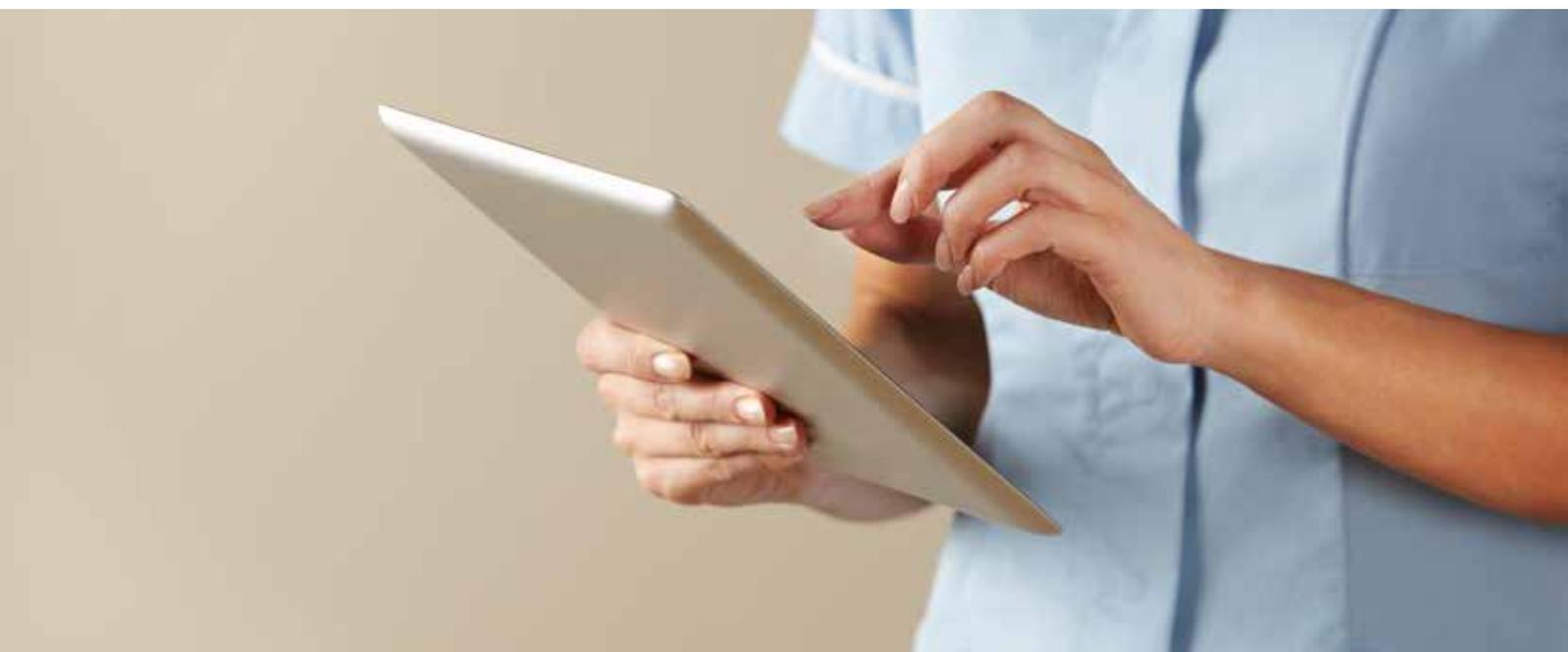
# Health and Safety

All temporary workers to be aware of hazards when undertaking a shift and should report back to Swiis, via the complaints procedure regarding anything they feel may present a risk to anyone's health and safety. If the hazard is deemed urgent and be potentially life threatening, you should call the office immediately.

You are responsible for ensuring that all incidents or accidents that relate to the provision, control, and maintenance of a safe and healthy workplace are reported to the client (and/or to the local authority in the case of serious accidents and/or dangerous occurrences).

It is also important that the internal reporting procedure of the client is carried out e.g. recording the accident in the accident report book. Additionally, the client must ensure the following events are reported to the appropriate enforcing authority, i.e. the local Environmental Health Officer:

- Fatal accidents
- Major injury accidents/conditions
- Dangerous occurrences
- Accidents causing more than three days' incapacity for work
- Certain work-related diseases
- Certain gas incidents



# Health and safety and the temporary worker

Since the Health and Safety at Work Act was introduced in 1974, a number of regulations have been added providing a comprehensive framework of health and safety legislation. These regulations provide both employers and the temporary worker with detailed guidance about their responsibilities towards providing and maintaining a safe and healthy place of work.

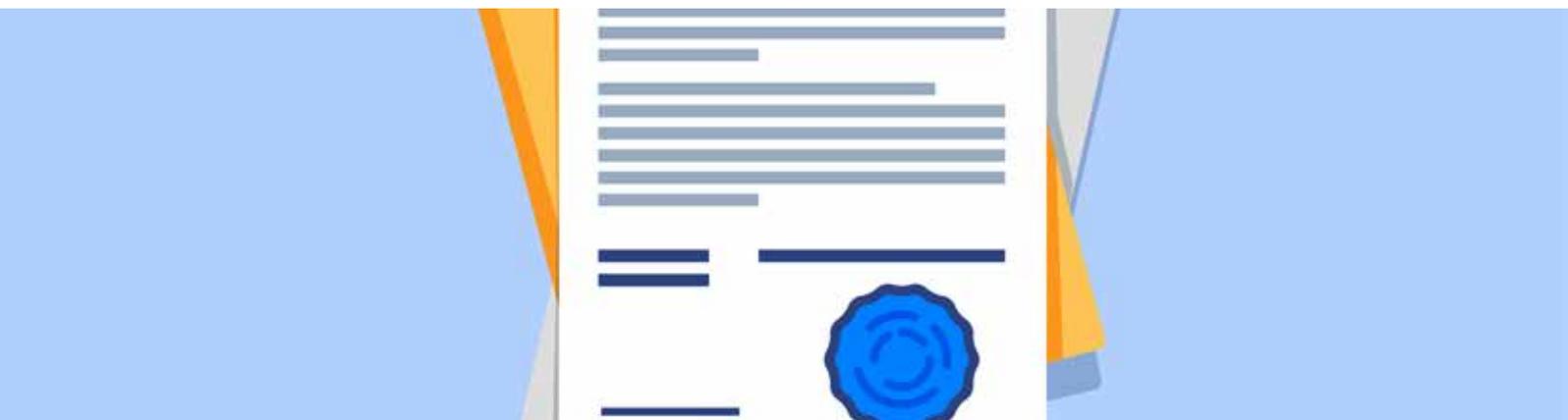
The law is aimed generally at employers as they are most able to influence whether a place of work is safe. However, the law applies equally to the temporary worker. You have a general duty to ensure that your work activities do not endanger yourself or others. This duty applies irrespective of where you are undertaking work, including home care.

Equally, the client has a general duty to ensure that the work environment is itself free from any dangers to health or safety.

Swiis does not have any legal responsibility for your health and safety whilst you undertake shifts through Swiis. However, if you are a Registered Nurse, the NMC Code provides advice and guidance to ensure that you are fully aware of your responsibilities regarding health and safety. You are then in a position to establish and maintain safe systems of work and a safe working environment.

It is imperative that you familiarise yourself fully with the policies and procedures of the client you are working, particularly those relating to fire and other emergencies.

Swiis remind all temporary workers that the health and safety policy is unlikely to succeed without their active involvement and participation. Swiis will notify you of any specific hazards relating to your place of work which have been notified to us by the client.



# Whistleblowing

Whistleblowing concerns relate to something which:

1. Is against NMC code of Professional Conduct
2. Is against the Swiis Terms and Conditions
3. Is against the Swiis handbook
4. Amounts to improper conduct, including things believed to be
  - a. Against the law
  - b. Abuse of Clients or service users
  - c. A health and safety hazard
  - d. Damaging the environment
  - e. A misuse of public money
  - f. Corruption or unethical conduct

Concerns may be raised to anyone within Swiis. All concerns will be treated in confidence and every effort will be made to protect your identity if they you wish. At the appropriate time however, individuals may need to provide a statement or act as a witness. Full details of Swiis's Whistle Blowing Policy is available on request.



# Swiis Conditions Agreement

Swiis Healthcare currently offer its temporary workers a range of financial incentives to assist in their registration with Swiis. These include free annual Disclosure and Barring Service checks (including DBS Update Service Fee Reimbursement), Free Mandatory Training (including practical and online), Free Uniform Provision, and Free Occupational Health Clearance, including immunisations where agreed. Swiis further provide exceptional revalidation support including free clinical training where appropriate. The below terms and conditions will apply to all temporary staff who wish to participate in this offer.

## Terms and Conditions

### Availability:

To qualify for free DBS, mandatory training, uniform, occupational health clearance and immunisation, all temporary workers must offer the following availability each week to the Swiis Centralised Booking & Resource Team. Hours can be accumulated on a monthly basis and include weekend working.

Once the temporary worker is registered with Swiis and signed the 'Temporary Worker Conditions Agreement', they will be expected to fully adhere to the terms and conditions contained within. Failure to fulfil any part of this agreement will result in the temporary worker being charged in accordance with the cost table below. This charge will be invoiced and must be paid to Swiis within 14 days of receipt of invoice. Failure to meet the payment terms, will result in Swiis taking further action to recover the invoiced funds.

If a temporary worker is not able to meet the availability requirements, and still wishes to be registered with Swiis, payment will be requested for costs associated with the compliance requirements applicable to the temporary worker as detailed in the table of charges.

<b>Worker Type</b>	<b>Weekly Availability</b>
<b>Registered Nurse</b>	<b>14 Hours Per Week</b>
<b>Healthcare Assistant/Care Assistant</b>	<b>21 Hours Per Week</b>
<b>Support Worker</b>	<b>21 Hours Per Week</b>

In order to meet the Swiss Conditions agreement, Temporary Workers must fulfil the weekly availability requirement and complete at least 500 hours of work with Swiss within 6 months from the date of registration. All other terms in this agreement may still apply and may be charged.

## Training

Temporary Workers will be required to attend practical training on an annual basis (or as and when required by the Training Department) and undertake online training when requested within the required timeframes. It is the responsibility of the temporary worker to undertake all required training within two to four weeks of the request by the training department.

If the required training has already been undertaken within a current NHS substantive post, then we will require evidence of this training to ensure that you remain compliant to work through Swiss.

Failure to attend confirmed practical training sessions without providing at least 48 hours' notice will result in the temporary worker being charged a late cancellation fee as detailed in the cost table below.

Certificates of training through Swiss, will be released to the temporary worker free of charge following the completion of 500 hours worked with Swiss (and) within a 6 month period from the date of the temporary worker registration interview.

## Occupational Health Checks and Immunisations:

Occupational Health and Immunisation certificates will be released to the temporary worker free of charge following the completion of at least 500 hours worked with Swiss (and) within a 6-month period from the date of the temporary worker registration interview.



# General Terms

Temporary workers must provide Swiis with suitable notice if they wish to cancel shifts. Failure to communicate your non-attendance, or intended 'no show' may, at the discretion of the Swiis Operations Manager result in removal from the Swiis register of temporary workers. If this is the case, charges may be levied for any costs incurred by Swiis in relation to registration or the maintenance of annual registration.

Temporary workers must provide Swiis with all required documentation in relation to the maintenance of compliance in the timeframes specified by the compliance team.

## Table of Charges:

<b>Compliance Item</b>	<b>Re-charge Fee</b>
<b>Disclosure &amp; Barring Service Enhanced Certificate</b>	<b>£54.00</b>
<b>Occupational Health Clearance</b>	<b>£35.00</b>
<b>Immunisation Charge (if applicable and dependent on immunisation)</b>	<b>£70.00 £100.00</b>
<b>Practical 1 Day Training Course (Non-attendance or registration failure re-charge)</b>	<b>£80.00</b>
<b>Online Training (Full Package)</b>	<b>£30.00</b>
<b>Uniform (Per Item)</b>	<b>£25.00</b>



# Useful Contacts

## Swiis Healthcare

### Gerrards Cross:

Rear of 26/28 Packhorse Road, Gerrards Cross, Buckinghamshire, SL9 7DA

Telephone: 0333 577 1000

### Bristol:

Prince House, 4th Floor, 43-51 Prince Street, Bristol, BS1 4PS

Telephone: 0117 906 5298

Email: [compliance@swiis.com](mailto:compliance@swiis.com) or [nursingcare@swiishsc.co.uk](mailto:nursingcare@swiishsc.co.uk)

Website: [www.swiishealthcare.com](http://www.swiishealthcare.com)





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