



Healthcare Recruitment Service User Guide

“ I know I can count on
being placed within
the right team and
that my skillset will
be greatly valued”



How to Contact us

Keystone Healthcare Limited
Unit 3b, Cartwright Court
Bradley Business Park
Dyson Wood Way
Bradley
Huddersfield
HD2 1GN

Tel: 01484 545990 (24 hours a day)
Fax: 01484 545991

e-mail enquiries@keystonehealthcaregroup.co.uk
www.keystonehealthcaregroup.co.uk

Company Registration No. 5323435

Hours of Operation

We operate a 24 hour on call service – same phone number.

Office Hours Monday – Friday 08:30 -17:00

There is qualified Nurse Support available 24 hours a day 365 days a year.



This information can be provided in other formats upon request for specific user groups such as Audio Cassette, Braille, CD rom, Floppy disk and Large Print and Other languages.

Welcome

Welcome to Keystone healthcare Ltd. This Document provides important information about the service provided by Keystone Healthcare for those using or considering using our service.

This guide gives you information about what you should expect and what to do if you are unhappy with the service. It gives a summary of the main policies and procedures relating to our business operation and expectations of our staff. If you require in-depth details of any of our policies or procedures, please do not hesitate to ask.

Aims

Keystone Healthcare was established to make a positive difference by providing a quality service through the provision of the most highly trained, motivated and experienced personnel to both the NHS and Private Hospitals.

The organisation provides the following services: provision of temporary personnel in the following roles at all Bands; Registered Nurses Band 5 and 6, Operating Departmental Practitioners Band 5 and 6, Health care support workers Bands 2 and 3. NVQ levels 2 and 3. Staff are supplied to operating theatres, wards, HDU, GITU and TSSU. Nursing Homes, Care Homes and EMI Units.

The registered provider is Richard Ward and the registered manager is Colin Parr.

Suspension of services

Keystone Healthcare would cease to provide services to service user if;

- Working conditions fell below an acceptable standard
- Health and Safety at work regulations were not observed
- A member of Keystone Healthcare personnel was subject to abuse, violence, harassment or intimidation in any form or had been instructed to perform any unlawful act.
- Keystone Healthcare deemed the circumstances to be unacceptable.

Cancellation of service

Service users can cancel a booked member of Keystone Healthcare personnel by calling 01484 545990. Where there is less than 24 hours notice

given for the cancellation, the user will be charged four hours at the agreed rate.

Charges and method of payment

Rates will be agreed and verified between the service users prior to engagement of services. Our payment terms are 30 days and payment can be made via BACS, standing order or cheque. Time sheets must be completed and signed before they will be processed.

Sickness and absence arrangements

If a worker supplied to the service user is absent due to sickness or other reasons, Keystone Healthcare will make every effort to provide a suitable alternative member of staff to cover the relevant skills.

Timesheets

A timesheet must be completed after every shift and countersigned by a Manager or Head of Department. Staff must not put any other information /messages on their timesheet; it is only to be used for a record of time worked and must be authorised. Time sheets must be completed and signed before they will be processed.

Complaints Procedures

Keystone Healthcare operates a fair and efficient complaints procedure which is simple and accessible. We hope that through our thorough monitoring system of reviews and quality management system you will not need to use this process.

These are the three stages to Keystone Healthcare complaints process

Stage 1

If you want to make a comment or complaint

Contact Keystone Healthcare office with a concern relating to the service we provide, whereupon you will be asked if you would like to formally instigate the complaints procedure.

The Recruitment Services Manager at Keystone Healthcare Ltd, telephone no. 01484 545990, will take details of your complaint, and reply to you.

You may receive a telephone call and / or the offer a meeting if appropriate.

You can expect:

- A written acknowledgement of your complaint within 2 working days of receipt of your complaint.
- A detailed written response within 20 working days of receipt of your complaint.
- To be notified of any delays, with reasons, if a response within 20 days is not possible.

Stage 2

If you are not happy with the response to your complaint at stage 1

Please contact Colin Parr, the registered Manager at Keystone Healthcare, who will investigate the matter fully and negotiate an amicable agreement. Initial contact will be made within 2 working days of the referral to Colin Parr, completion of the investigation will take place 20 days of the initial referral or sooner if possible.

You can expect:

- A written acknowledgement of your complaint within 2 working days of receipt of your complaint.
- A detailed written response within 20 working days of receipt of your complaint.
- To be notified of any delays, with reasons, if a response within 20 days is not possible.

You will be kept informed at every stage of the investigation.

Stage 3

Should you be dissatisfied with the outcome of the registered manager

Contact the Care Quality Commission who are the regulatory body for Nurse Agencies through out the United Kingdom who will then investigate the matter on your behalf.

Care Quality Commission

Post CQC Yorkshire and Humberside
PO Box 1254
Newcastle upon Tyne
NE99 5AR
Tel: 03000 616161
Fax: 0300 616171
Email: enquiries.YorkshireHumberside@cqc.org.uk

Our assurance to you

- We will learn from each and every complaint, to help you and future clients and patients.
- All comments and complaints will be taken seriously, investigated thoroughly and confidentially, and resolved as quickly as possible.
- We will be open and honest.
- Apologies will be given when appropriate.

Insurance details

HCC International Insurance PLC
£10Million Indemnity Insurance
35 Seething Lane
London
EC3N 4AH
Tel: 020 7702 4700

Ace Europe Groupe Ltd
£5Million Employers Liability
Insurance
UK Head Office
The Ace Building
100 Leadenhall Street
London
EC3A 3BP
Tel: 020 7173 7000

Procedures to safeguard Nurse and Patients

Keystone Healthcare complies with Care Standards act 2000 and is registered with the Care Quality commission. We have a comprehensive range of procedures in place to safeguard nurses and patients. These include robust recruitment processes including interviews, enhanced criminal records bureau checks, including the POVAL and POCAL listings, health screening and reference checks.

Procedures for the safe administration of medication

We ensure that all Nurses are aware of the NMC code of professional conduct and that RODP's are aware of the code of professional conduct

during the recruitment and selection process. We ensure that all of our Registered Nurses and RODP's are on their respective registers. All staff are supplied with Keystone Healthcare staff handbooks which outline policies and procedures and code of conduct. Copies of the NMC code of professional conduct and AODP code of professional conduct are held on record and can be accessed at www.nmc.uk.org or www.aodp.org. The HPC Register and code of conduct can be found at www.register.hpc-uk.org

Administration of Medicines

The local hospital / client policies, procedure or protocols must be followed in the administration of medication. It is staff responsibility to familiarise themselves with these measures. Health Care Assistants or support Workers must not be involved in the administration or dispensing of medications. However, in exceptional circumstances, HCA's who have worked in one area over a prolonged period of time may assist in the administration of medicines with supervision.

Prior to administering any prescribed medication staff must ensure that there is a manually or electronically written prescription from a registered medical practitioner or another authorised prescriber. The prescription must be clear and legible, containing full details of the patient, the drug to be dispensed, the dosage and route of administration.

If the patient's consent has been withheld, they must follow the client's policy for dealing with such an event. Only registered Nurses and Midwives, whose prescribed status is noted on the NMC register and who are approved by the client to do so, may prescribe from the Nurse Prescribers Formulary.

Nurse and Midwife prescribers must comply with the current legislation for prescribing and be accountable for their practice. In exceptional circumstances, Registered Nurses and Midwives may be required to dispense medication. This should only be done in the course of the business of a hospital and in accordance with a doctor's written instructions. Clear, immediate and accurate records of every medication you administer must be made. Contact the prescriber or another authorised prescriber without delay where contradictions to the prescribed medicine are discovered, where the patient develops a reaction to the medicine or where assessment of the patient indicates that the medicine is no longer suitable. When administering or assisting with medication in a person's home, always record in the home care medication record and / or care plan / personal file any assistance or advice immediately after the medication is administered; the record

should include dosage given, date and time of medication and method of administration.

Health and Safety

Keystone Healthcare is committed to providing a safe working environment for all those who work for Keystone. Our objective is to have no injuries or accidents. In accordance with the Health & Safety at Work Act 1974 Keystone Healthcare is responsible for ensuring, so far as is reasonably practicable, the health and safety of its employees, and others who may be affected by the way they go about their work. We are therefore required to provide safe equipment, a safe working environment, safe handling techniques, adequate facilities and to give instruction and training to staff. Should you require more information please contact head office on 01484 545990.

Recruitment Process

Keystone Healthcare will only use experienced personnel to undertake the recruitment procedures. We like to ensure that the skills match the needs of the client. Keystone Healthcare will use a Registered Nurse at an appropriate grade to interview the Nursing staff in case of a nurse registered with the NMC checks are followed to ensure:

1. Which part of the register is the nurse on
 2. What additional nursing certificates (if any) are held by the nurse
 3. Details of continuing professional development of the nurse
- interviews and all relevant checks are undertaken before any assignment takes place

Operating Departmental Practitioners registration details are checked against the HPC register.

Keystone Healthcare ensures records are maintained of results of "enhanced disclosure" including POCA and POVA lists from the criminal Bureau.

All agency workers must supply a minimum of two references one from each of the most recent placement.

Health assessment checks are taken as necessary for the type of assignment to be undertaken to ensure the worker has immunity against the following:

1. (i) Hepatitis B;
2. (ii) Measles;

3. (iii) Mumps;
4. (iv) Rubella;
5. (v) Tuberculosis;
6. (vi) Varicella; and

In the case of an Agency Worker who may reasonably be expected in the course of their normal duties to perform Exposure Prone Procedures, in addition to the requirements above, has demonstrated that the required blood tests using identified, validated samples have been conducted and appropriate negative results for the following diseases have been received:

7. (i) Hepatitis B;
8. (ii) Hepatitis C; and
9. (iii) HIV

All assignments are conducted under the parameters of Keystone Healthcare policies and procedures and the NMC code of professional conduct.

Training and Development Requirements

Keystone Healthcare believes in the principles of long life learning. Our aim is to encourage people to continually review and update their practices and develop new skills. We have a team of instructors, organising and running courses covering a wide range of health-related subjects.

As a minimum Staff are required to annually update themselves in:-

- **Basic Life Support**
- **Manual Handling**
- **Health & Safety (including RIDDOR and COSHH)**
- **Fire Safety**
- **Infection Control**

If they do not undertake this training via Keystone Healthcare, they will be required to provide evidence of formal training on an annual basis from another training provider.

A variety of other clinical courses are available through Keystone Healthcare including Airway Management, Interpretation of ECG'S, Foundation course for HCA's First Aid at Work, Basic Life Support.

Staff Induction

Keystone Healthcare offers a comprehensive Induction Course that Staff will be invited to attend. The induction course will provide you with information about the Company, its key policies and procedures, health and safety. Attendance on the course will ensure that you understand all legislative and contractual requirements of working in our clients' premises. If the client / Hospital would like Keystone Healthcare to arrange for staff to attend an induction prior to their start date for assignment, then this will be arranged on their behalf.

Jewellery

Jewellery should not be worn in all acute specialist areas i.e. Intensive Care, HDU and Theatres. All staff must adhere to local hospital policy on assignment. Should you require any clarification please 01484 545990.

Smoking

Smoking on hospital / client premises is prohibited. Employees who do not comply with the no smoking policy will be subject to disciplinary action. Smoking is only permitted at agreed break times and is to be conducted outside of the building. If you are a smoker it is important to familiarise yourself with the non smoking policy of each hospital or client.

Equal Opportunities Policy

One of Keystone Healthcare's objectives is to ensure that all of its employees and job applicants are treated equally irrespective of disability, race, colour, religion, nationality, ethnic origin, age, sex, sexual orientation or marital status. Keystone Healthcare shall appoint, train, develop and promote on the basis of merit and ability.

All employees are dutifully bound, both morally and legally not to discriminate against individuals. This means that there shall be no discrimination on account of disability, race, colour, religion, nationality, ethnic origin, age, sex, sexual orientation or marital status. Keystone Healthcare expects their employees to have personal responsibility for the practical application of the Company's Equal Opportunities Policy, which extends to the treatment of clients, patients, members of the public and employees.

Managers and supervisors who are involved in the recruitment, selection, promotion and training of employees have special responsibility for the

practical application of the Keystone Healthcare Equal Opportunities Policy.

The grievance procedure is available to any employee who believes that he or she may have been unfairly discriminated against.

Disciplinary action under the disciplinary procedure shall be taken against any employee who is found to have committed an act of unlawful discrimination. Discriminatory conduct or sexual or racial harassment shall be regarded as gross misconduct.

If there is any doubt about appropriate treatment under the Company's Equal Opportunities Policy, employees should consult their manager.

Whistle blowing Policy

Employees may, in properly carrying out their duties, have access to, or come into contact with information of a confidential nature. Employees terms and conditions provide that except in the proper performance of their duties, employees are forbidden from disclosing or making use of, in any form whatsoever such confidential information. However, law allows employees to make a "protected disclosure" of certain information. In order to be "protected", a disclosure must relate to a specific subject matter (listed below) and the disclosure must also be made in an appropriate manner.

If in the course of employment an employee becomes aware of information which they reasonably believe tends to show one or more of the following, they must use the company's disclosure procedure set out below:

- That a criminal offence has been committed, is being committed or is likely to be committed;
- That a person has failed, is failing or is likely to fail to comply with any legal obligation which he/she is subject;
- That a miscarriage of justice that has occurred, is occurring, or is likely to occur;
- That the health and safety of any individual has been, is being, or is likely to be, endangered;
- That the environment, has been, is being, or is likely to be, damaged;
- That information tending to show any of the above is being, or is likely to be deliberately concealed.

Allegations of Abuse

All locum and employees have a responsibility to bring to the attention of the statutory agencies any situations where you believe that anyone (a child, a vulnerable adult, a patient or colleague) is in need of protection.

Upon the reporting of such an incident:-

a	The appropriate manager will visit both the victim and the accused to investigate and evaluate the allegation.
b	In cases of a severe nature, the accused will be asked to vacate the premises
c	The manager will examine all the evidence presented and if deemed appropriate or necessary, invoke a disciplinary procedure and/or inform the appropriate authorities.

In the event of authorities being involved, management will seek appropriate advice to determine the extent of involvement, knowledge and actions Keystone Healthcare should seek to achieve. In such circumstances the following advice and /or additional involvement will be sought;

- a. Local authorities e.g. Social Services. Guidelines on abuse and child care selection
- b. Local authorities child care protection procedures
- c. Local authorities adult protection procedures

The advice given by such parties will be followed together with the necessary documentation to the satisfaction of all parties. The Directors of Keystone Healthcare and other persons relevant to the client will be kept informed at all stages.

Should a client be accused of abuse to a Keystone locum or employee, on any grounds, then the appropriate manager will investigate the allegations to the limit of their capacity to do so. If they feel that the employee may be at risk they will remove the employee from the client's premises, giving a full and clear explanation to the client as to the reasons why.

If the situation is considered a severe case of abuse and either the employee and/or the company wish to take the matter further, the appropriate authorities will be informed.

Patients in their own Home

If staff attend a patient's home and discover an accident / incident they must contact the emergency services if that is necessary or the designated person / authority, as designated by the organisation / Trust in charge of the patient's care package.

First Aid should only be given by those qualified in First Aid.

Quality Assurance

Keystone Healthcare has in place a policy of continuous quality improvement.

Client Feedback

Keystone Healthcare asks and expects feedback from all our users to establish if they are happy or not with the service that they are receiving. We request written feedback following the placement of staff, and also follow up feedback via a telephone call to ensure any issues are dealt with as soon as possible. We take our audit of information seriously and strive for continuous improvement.

Address

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Dyson Wood Way, Huddersfield, HD2 1GN

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enquiries@keystonehealthcare.co.uk

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