



CANDIDATE HANDBOOK

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1.0 Pure Healthcare – Introduction

Welcome to Pure Healthcare Group!

We are pleased that you have chosen us as your new agency and we look forward to offering you opportunities in the healthcare sector.

Pure Healthcare Group is a recruitment service for the healthcare industry. Our organisation was established to help connect candidates and clients, so as to provide optimum employment solutions for healthcare professionals in both the public and private sector. Innovation is at the core of our business strategy so that we are constantly evolving and proactively adapting to emerging market developments and challenges. We work with professionals and organisations in a broad range of fields in healthcare, including nursing, AHP (Allied Health Professionals) and HSS (Health Science Services). At Pure Healthcare Group, we have expanded our services within the marketplace to become one of the fastest growing recruitment specialists in the industry.

With more than 25 years' combined experience in the business of recruitment and healthcare, we have built up wide networks of contacts, clients and resources within and across the arena. We are unceasing in our approach to providing the best possible service available in our specialist area. Our focus is on connecting the right healthcare professionals with the most suitable positions available in the sector. At Pure Healthcare Group, we take pride in our commitment to rigorously applying due diligence and compliance at all stages of the recruitment process.

This handbook outlines all policies and procedures that need to be followed while being a part of Pure Healthcare. It is important that all candidates, whether you are new or have been with us for a long time, understand each step of our recruitment process and each of our policies and procedures. Please read through this handbook carefully as everything is outlined for you.

2.0 Pre-Screening Candidates

Before you start the registration process with Pure Healthcare Group you undertake a pre-screen with the consultant that covers your profession.

When you have applied for one of our jobs or have been recruited by us this is when the pre-screening will take place. Pre-screening is a chat that you have with your consultant which outlines your availability, your preferences, experience, attributes and it allows you to get to know your consultant who will be in charge of assigning you to available jobs.

2.1 Preferences & Attributes

Your pre-screen with your consultant will cover your preferences and attributes. Preferences are what you would prefer to do such as you would prefer to work 3 days a week due to other commitments. Your attributes are the key information traits that you provide about yourself such as your specialities or what you have experience in.

In the initial screening you may be asked some of the bellow preferences and attributes by your consultant:

- Travel Preferences
- Location Preferences
- Working Preferences (how many hours/days a week you would prefer to work)
- Your Specialities
- Your experience

- What other specialities/departments you have worked in
- Availability

Our booking system then enables us to identify jobs that we have available that are relevant and suited to you based on the information provided in the initial phone call or meeting with your consultant.

2.2 Availability

Letting us know your availability is important because as soon as we receive an assignment that needs to be filled from our clients, we will inevitably contact those locums who have given us their availability in advance. Sometimes our clients will need assignments filled last minute.

Even if you haven't given us your availability in advance if your preferences, speciality & experience match what our client is looking for and we think you would be good for that role we will contact you.

We will endeavour to contact you a week in advance for your availability, due to how our clients work their off duty, providing you haven't already given it to us.

2.3 Contact Details

Please ensure that you provide us with your most up to date contact details and make sure that you update us with any changes to your contact details.

We aim to communicate regularly with you either in person, via telephone, email or media messaging to ensure that you are fully aware of all the opportunities we have available at that time.

3.0 Assignment Booking

When offering and confirming your assignments we will try to give you as much notice as possible, we will also provide you with the below:

- Date you will be starting and the date your placement will end (if applicable)
- Hours and days you will be working
- Booking reference number (if applicable)
- Location, address and your point of contact at your placement along with contact details
- Confirmation of accommodation if previously agrees or if applicable
- Job description

3.1 Job Description

Your job description will include anything relevant to the job and what sort of candidate our client is looking for. The job description will state details of the grade, speciality, sub specialities, hours of work, description of what the client will expect of the candidate, pay rates, any overtime rates.

3.2 Induction Policy

Pure Healthcare Group is committed to giving you a full induction prior to you starting work with us. Your induction will take place at the location of your interview, briefing you on general issues and procedures.

The general terms of induction will cover:

- (a) The types of work
- (b) The hospitals supplied & locations
- (c) Personnel policies and procedures i.e. Supplying availability, Communication with the office, Administration, Completion of Timesheets, Notification of illness, Return to work after an illness
- (d) Pay and benefits i.e. Methods of payment, travelling expenses, etc.

Each location that you work at will have their own induction policy and procedures. It is very important that you make yourself aware of these at the beginning of each visit to a new location.

3.3 Reporting for Assignment

When reporting for your assignment make sure that you turn up on time and report to the person that was listed as your point of contact in the booking confirmation. We offer 24 hour support. If you have any questions about your assignment or please give your consultant a call.

If you are unable to attend your assignment for any reason you must let your consultant at Pure Healthcare know with as much notice as possible.

4.0 Working for Pure Healthcare Group

The standard terms and conditions for working as a member of our agency is to work as a part of a team. Head office staff will work hard to organise the best possible bookings for you and to ensure that you are paid correctly, on time and in the most tax efficient way. In return we look for you to honour bookings made for you, to arrive promptly for work suitably dressed for the task and to act in a professional manner and to the best of your ability when on an assignment.

4.1 Equal Opportunities Employer

Pure Healthcare Group is an equal opportunities employer. We have a policy of ensuring that all employees, contractors and candidates do not receive less favourable treatment on the grounds of race, religion, creed, colour, age, nationality sex, sexual orientation, marital or family status or disabilities which have no bearing on their ability to perform the role for which they are applying.

4.2 Timesheet Procedure & Payments

Each timesheet must be completed in full by you, the candidate, at the end of each shift/day/week of the assignment and must contain the following:

- Candidate name
- Week ending date
- Booking Reference Number when required (please note candidates should be aware that timesheets that do not have BRN's will not be paid)
- Date for each day/shift
- Start time for each day/shift worked
- End time for each day/shift worked
- Lunch/break duration
- Total hours for the day/shift

- Each shift must be noted on the correct day per the timesheet
- Each shift may be authorised individually to the side of each row
- The total Hours must be entered at the bottom
- The candidate may enter the hospital/trust at the bottom of the timesheet

The completed timesheet should be handed to the client for completion. The Client must sign and date the timesheet and enter their name in block capitals. They should also complete the Trust/Hospital name if this has not been completed by you the candidate.

Timesheet Submission

After a timesheet has been completed according to the above it should be immediately emailed to timesheets@purehealthcaregroup.co.uk

Timesheets are received by payroll once you have sent the timesheet to the email address. They are then opened and the following is checked:

- Legibility – Timesheets are often scanned by Client payables departments and must therefore be sufficiently legible for this process.
- Start to finish times less breaks equal the hours shown as worked.
- Client signature checked.
- BRN on timesheet where necessary.

The cut off is always Monday 12pm, we then run the payroll on the Wednesday for payment to be made on the Friday. Payment is always a week in arrears.

4.3 Pay Rates

Pay rates vary between specialisations, grade, the nature of the assignment and client type.

Therefore pay rates will be clearly identified by the agency and agreed with you prior to the commencement of any engagement.

4.3 Referral Scheme

You can earn additional revenue through referring others to join Pure Healthcare as a one off referral bonus of £250 payable per candidate once they have worked 100 hours.

5.0 Feedback & Complaints Procedure

If you have any feedback or complaints please follow this procedure so that they we review or resolve your feedback or complaint. Pure Healthcare welcomes feedback from our clients, locums and representatives as hearing views from outside the organisation can helps us improve our service.

5.1 Your Feedback

Pure Healthcare Group takes every opportunity to improve the services provided to all those involved with the business. Everyone who is involved with the business are encouraged to share their suggestions and complaints with us. Any feedback or complaints are effective when they are made

immediately and verbally. We will then request that the feedback or complaint is made formally, as we require a written record of all complaints, even those that have been resolved immediately.

5.2 Who to Talk To

Complaints and suggestions can be communicated to anyone who works at Pure Healthcare Group, but the Registered Manager will always be the person who takes responsibility for recording and responding to your feedback.

5.3 Our Response

For minor complaints Pure Healthcare Group will endeavour to provide a resolution immediately, or agree a course of action to immediately resolve the complaint, sometimes it may take a maximum of 24 hours.

When a written complaint is made, we will provide written acknowledgement within 24 hours of receiving it. We will then respond fully on the issue within 1 week with details of how the complaint has been resolved or how we would like to proceed with the complaint, (except where the complaints nature is such that an investigation would take longer e.g. HCPC/NMC/Police, in which case 28 days). Please bear in mind that complaints made anonymously tend to be more difficult to handle satisfactorily, as it is more difficult to check facts. Any complaints received relating to malpractice will be reported to the relevant professional body within 24 hours of the complaint having been received, Pure Healthcare Group will be responsible for the monitoring and follow up of such complaints with the relevant professional body until an outcome is achieved.

Full contact Details of Pure Healthcare Group LTD are outlined below:

Pure Healthcare Group
27 Finsbury Circus
London
EC2M 7EA
Tel: 020 3633 9753
Email: complaints@purehealthcaregroup.co.uk

6.0 Dealing with Allegations of Abuse

All cases of suspected abuse should be reported to your Senior Manager who will instigate an investigation to:

- Establish the matter at hand
- Assess the needs of the vulnerable adult or child for protection and support
- Decide what sanctions are necessary to the perpetrator
- Decide what action should be taken

You should never attempt to take matters into your own hands in suspected abuse cases, as this may jeopardise the questions that the authorities are able to ask in their investigation.

6.1 Information on Abuse

Abuse can be described as the mistreatment of a person, which results in suffering and distress. Abuse may involve only a single act or be part of a repeated pattern. It can be a deliberate action or a lack of appropriate action (neglect) occurring within any relationship where there is an expectation of trust.

Every person has rights, including the rights to independence, privacy, choice, protection and safety and to be involved in decision making about their care.

Abuse and neglect occur whenever these rights are infringed. Abuse may take many different forms:

Physical abuse

- Physical abuse is any intentional act causing injury or trauma to another person by way of bodily contact.
- This may range from hitting or slapping to rough handling or unnecessary physical force either deliberate or unintentional.
- The injuries caused by physical abuse may not always be visible although there may be bruises, broken skin, cuts, burns or broken bones.

Verbal abuse

- Verbal abuse (also verbal attack or verbal assault) is the act of forcefully criticizing, insulting, or denouncing another person
- It is a destructive form of communication intended to harm the self-concept of the other person and produce negative emotions.
- Shouting and/or swearing at a person should be regarded as abusive behaviour.
- Equally, speaking in a quiet but threatening way as to make the recipient fearful or feel ridiculed, is abusive.

Emotional abuse

- Emotional abuse is any abusive behaviour which may include verbal aggression, intimidation, manipulation, and humiliation.
- This often unfolds as a pattern of behaviour over time that aims to diminish another person's sense of identity, dignity and self-worth.
- This may include playing on someone's emotions to make him/her afraid, uneasy or unnecessarily dependent.

Abuse through the misapplication of drugs

- The overuse and misuse of sedatives and other medication, to control or restrain a client is unacceptable.
- The only time someone should be restrained by the use of drugs is when it is medically required.

Financial abuse

- Financial abuse involves controlling a victim's ability to acquire, use, and maintain financial resources. Those who are victimized financially may have their own money restricted or stolen by the abuser
- The use of control by withholding a person's money, property or other valuables is a form of abuse.

Racial abuse

- Victimising, verbally insulting, physically attacking and discriminating someone because of their racial or ethnic origin is abusive.

Sexual abuse/sexual harassment

- Forcing someone to take part in sexual activity against his/her will is abuse and a criminal offence. This includes, sexual assault, rape, sodomy, attempted rape etc.

- The force may not always be physical, sexual harassment is a form of abuse and a criminal offence. This includes extortion, indecent act, repeated propositions of a sexual nature, degrading remarks relating to a persons' sexuality or sexual orientation, publishing a picture or video of someone focusing on their sexuality for the purpose of humiliation etc.

Neglect

- Withholding care and treatment when it is required, rejecting various types of appropriate support and depriving residents of the essentials of everyday life.
- Neglect occurs when a person, either through his/her action or inaction, deprives a vulnerable person of the care necessary to maintain the vulnerable persons' physical or mental health. Examples include not providing basic items such as food, water, clothing, a safe place to live, medicine, or health care.

6.2 Policy

Any allegations will be treated seriously and anyone who reported the allegation of abuse will be informed with the how the case will be solved, what we are doing to resolve the issue and what the outcome is. Pure Healthcare Group is committed to preventing the abuse of clients & candidates. It will strive to achieve this in the following ways:

- Recognising the fundamental rights of clients & candidates to privacy, dignity, maintenance of self-esteem and fulfilment, choice, and the recognition of diversity, individuality and independence.
- Encouraging the role of independent advocates where a client or candidate cannot express their own wishes of their own accord
- Making all clients and agency staff aware of the Complaints Procedure and encouraging them to comment upon the care received by
- Being committed to continual Quality Reviews of all services provided by the agency on a regular basis
- Provision of training where necessary on the problem of abuse for all staff
- Prompt action to be taken whenever there is suspicion that abuse has occurred in any of the forms described.

This policy describes the actions to be taken to prevent abuse, detect abuse and to follow in the event that abuse occurs or is suspected.

6.3 Procedure

The Complaints Procedure should be actively given to all clients and agency staff. Staff of Pure Healthcare Group should ensure that all clients and agency staff understand how to use the procedure.

Clients or candidates who have no relatives or friends to act as advocates should be encouraged to have an independent advocate who will act as spokesperson.

When reporting an incident or suspected abuse the following details will need to be provided:

- Name and address of the vulnerable individual
- Information about the suspected abuse perpetrator
- What type of suspected abuse occurred

- Where the suspected abuse took place
- Time and frequency of the suspected abuse
- Whether or not the victim is currently in danger

Sexual, physical or psychological abuse, financial exploitation, theft or fraud constitute criminal offences and should be reported to the police in line with the Hospitals/Trusts/Clients policy. The Police have a duty to the victim to assist, support and obtain evidence of alleged abuse and a responsibility to investigate reported crimes as well as interview any identified suspects.

6.4 Detection

All Agency Workers are asked to:

- Be aware of signs of abuse such as bruises that are said to be self-inflicted or the result of repeated accidents; unconvincing explanations should arouse suspicion. Signs of sexual abuse include pain or injury in the genital area, bloodstains or discharge on underwear or discomfort when walking or sitting.
- Be aware of how people react to different people; abused clients are likely to be nervous or possibly fearful when the abuser comes near, or to strike out to prevent an anticipated attack.
- Be aware of signs of abuse of clients by other clients, particularly bullying and intimidation.
- Be alert for potential financial abuse, particularly when someone else is managing a persons' finances.

7.0 Safeguarding Children

All Agency workers must have the knowledge to be able to recognise child maltreatment and to take appropriate action.

They must know and understand their responsibilities. Pure Healthcare Group will support all agency staff to fulfil their duties.

7.1 What is child abuse?

Children can suffer a single type of abuse or a combination of several forms of abuse. For example physical abused children are also often neglected and emotionally abused.

Abuse includes physical injury, emotional abuse, child labour, child soldiers and sexual abuse, including use of children for pornography. All abuse is damaging to children's physical and emotional development.

The common form of abuse is battering, in which physical injury is inflicted on children. A child with physical abuse is presented with bruises, slap marks, burns or scalds, lacerations, fractures and internal injuries. It is important to assess the child fully and distinguish accidental from intentional injury.

In child abuse, there may be:

- A history not consistent with the injury.
- Delay in reporting the injury.
- Inconsistent histories from caregivers.
- Inappropriate reaction of parents or carers regarding current injuries

- Injuries inconsistent with the child's stage of development.

There are six levels that have been identified.

Level one as a minimum applies to all associates working through Pure Healthcare Group.

- Understand what constitutes child abuse
- Know about the range of physical abuse, emotional abuse, neglect, and sexual abuse
- Be able to recognise the signs of child abuse
- Know what to do when you are concerned that a child is being abused
- Be able to seek advice and report concerns
- Understand the importance of sharing information
- Know what to do if you experience barriers when referring a child/family

7.2 Safeguarding Measures

While the agency does not provide community workers who may have unsupervised access to children or workers who work closely with children, we provide staff who work in a healthcare setting, such as hospitals.

As such, Pure Healthcare Group will take all appropriate steps to ensure that children are safeguarded from potential abuse and clinical errors. These measures include:

- Making the above information available to staff
- Taking out an enhanced CRB disclosure on all agency workers before employment and ensuring that they are updated annually thereafter.
- Making pre-employment checks and checks while the candidate is working.
- Ensuring healthcare workers who work with children have the appropriate qualifications and maintain suitable registration with their professional body (e.g. be registered as a children's nurse and have the appropriate life support training)

7.3 Reporting Abuse

If you witness or suspect child abuse please take the following steps:

1. If abuse is witnessed and the situation is urgent you should:

- 1.1. Immediately challenge the abuser and try to persuade him/her to stop (except where this may put you at unacceptable risk).
- 1.2. Report the incident to the manager of the institution in which they are working (or the manager of the agency where this is not possible or otherwise appropriate).

2. If the immediate risk has passed you should immediately report what you have seen or suspect to the manager of the institution in which you are working (or the manager of the agency where this is not possible or otherwise appropriate).

3. Whether or not you report the matter to a local manager you should always advise Pure Healthcare Groups manager about the situation. We will then use our complaints procedure to log and possibly investigate the matter, and, if appropriate contact outside agencies such as the Police, Social Services and the Care Quality Commission.

8.0 Behaviour at Work

Pure Healthcare Group expects all agency workers will conduct themselves in a professional and caring manner when representing the agency. The minimum codes of conduct, listed below, must be applied:

- All staff are expected to behave in a professional manner towards fellow workers, clients and to other people with whom they may come into contact with as part of the duties in working on behalf of the agency.
- Refrain from using bad language and other offensive or insulting behaviour.
- Any sexual, verbal, racial harassment or bullying in the workplace towards fellow workers, clients, patients or anyone you come into contact with while working on behalf of the agency will result in disciplinary action.
- The Policies on the consumption of Alcohol, Mind Altering drugs and Smoking apply at all times whilst on duty.

8.1 Your Roles & Responsibilities

You should work in a way that reflects the professional reputation that Pure Healthcare Group hold.

- You must comply with all procedures of safe handling of money and properties belonging to patients and Authorities wherever you are placed.
- You will not under any circumstance accept gifts, loans or gratuities from patients or other parties.
- You must not give gift or lend money to your patients.
- You must not agree to look after the property of your patients
- You must always ask if you are unsure of anything.
- You are required to inform Pure Healthcare Group of any changes to your registration within 72hrs of being alerted by the relevant register.
- You are required to inform Pure Healthcare Group of any criminal proceedings that are advised against you, even when the proceedings are alleged and not proven or charged. It is important you also inform us of any police cautions which are applied to you. It is expected you will do this within 72hrs of the allegation, charge or caution.

9.0 Violence & Aggression at Work

Agency workers may, from time to time, face aggressive or violent behaviour. They may be sworn at, threatened or even attacked. This section is aimed at providing practical advice on how to tackle the situation and procedures for dealing with violence and aggression at work.

The Health and Safety Executives working definition of violence is:

“Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks.”

Verbal abuse and threats are the most common type of incidents. Physical attacks are comparatively rare. Most people accept that physical force against an individual is an example of violence, but violence can take many forms, including:

- Verbal abuse and threats (with or without a weapon)
- Rude gestures and innuendoes
- Sexual or racial harassment

Where there is no physical injury, there can still be considerable emotional stress; threats may indicate a risk of actual injury. Malicious damage to an employee's property can also cause distress and fear of future physical attack.

9.1 Reporting of Incidents

To help identify and control any potential or underlying problems associated with violence at work, it is necessary to have some formal system for reporting and recording incidents of this nature. You must report any incident of this nature to Pure Healthcare Group instantaneously. It is now a legal requirement to report any acts of violence to employees under the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulation's 1995 (RIDDOR). Should any of the following incidents occur you must inform Pure Healthcare Group as soon as possible.

- Physical Violence
- Aggression
- Verbal Abuse
- Sexual Abuse
- Racial Abuse
- Intentional damage to personal property

You should always report an incident as soon as possible after the event and should include the following:

- Details of person assaulted
- Details of assailant/s if known
- Details of incident (including any injury suffered, treatment received)
- Outcome (whether the Police were called)
- Possible contributory factors/improvements

9.2 Use of Weapons

Where an agency worker has been threatened / assaulted with a weapon of any kind, then the Police must be notified as soon as possible. Agency workers are advised to take extreme caution when confronted with a weapon and not attempt any action which may result in them/others around them being injured.

9.3 Dealing with Aggression

When confronted by angry patients or visitors for example, some procedures can help to diffuse a difficult situation and avoid violent confrontation. Examples are:

- Staying calm and keeping a calm tone of voice to avoid a heated argument
- Avoiding aggressive body language such as hands on hips, wagging fingers, looking down on the aggressor
- Remaining in the open, do not be tempted to take them into a private room where you might be attacked.

Support for Staff Who Have Been Subject to Violence at Work

Pure Healthcare Group will endeavour to provide understanding and sympathetic treatment to those agency workers who may have been affected by violent or aggressive acts during the course of their work.

If any agency worker feels threatened or unsafe whilst carrying out any part of their normal work activities, then they should inform Pure Healthcare Group.

Further Information

Additional information regarding personal safety can be found on the HSE Website at www.hse.gov.uk

10.0 Risk Incident Reporting

Concerns over a patient must be reported in the first instance to the person in charge. Any incidents or drug errors again must be reported to the person in charge and must be recorded in the wards accident book.

Any concerns an agency worker feels unable to discuss with the person in charge, can be immediately discussed with the staff at Pure Healthcare Group and will advise the agency worker on the correct procedure to follow.

IMPORTANT

Unqualified Agency Workers

- Must not administer drugs, IVs, rectal drugs, naos-gastric or peg feeds or any type of gases (including oxygen).
- Must not dispense medicines.
- Must only assist or prompt the patient/client in taking medication (i.e. by aiding the patient with water or repositioning) and only change certain dressings under the supervision/direct instruction of a qualified nurse.

Qualified Agency Workers:

- May administer and dispense drugs, gases, dressings, naos-gastric and peg feeds and rectal drugs.
- May not administer IVs unless specific local training has been undertaken.
- May only, in very specific posts where formal local training has been undertaken, prescribe certain drugs.
- Will establish the policy for the administration and assistance with drugs with the nurse in charge at the start of any assignment.
- Will ensure they have sought the consent from the patient before they administer or assist with their medication. This will include establishing that the patient knows what the medication is and what it is for, how it is to be taken and for how long.

The agency worker must follow the authority's policy and contact Pure Healthcare Group if there is still a concern.

*The administration, assistance or support with medication is to be given only when it falls within the competence of the nurse and with the patient's informed consent and in line with DOH guidance.

In the case that an agency worker of Pure Healthcare Group, who is not a qualified nurse registered with the NMC, is supplied to a client, under no circumstances what so ever is he or she able to administer, assist with, advise or instruct in the administration of any medication unless they have had specific and accredited training which has been approved by Pure Healthcare Group.

11.0 Compliance

Before employment, all candidates are required to be fully complaint. This is put in place to meet the framework requirements for candidates to be able to work and to make sure that all candidates have the relevant documentation to work in a hospital setting. If you would like further information on what Pure

Healthcare deems to be fully compliant please contact the Compliance Manager or alternatively email your query to compliance@purehealthcaregroup.co.uk.

A full breakdown of required documents that you will need to provide will be listed at registration either by your consultant or a member of the compliance team.

It is of the utmost importance that your compliance files stay up to date throughout your time at Pure Healthcare Group to ensure you meet the requirements to be able to work. Your dedicated compliance officer will maintain regular contact with you to help you get fully compliant and to help you with obtaining or submitting any documentation.

12.0 Disclosure and Barring Checks (DBS/CRB)

You are required to complete an Enhanced DBS Check and register that certificate to the Update Service prior to you starting placement with us. If you already have an enhanced DBS check that is registered to the Update Service you are required to provide a copy of the certificate.

You must agree for us to check your DBS check annually through the update service.

If you have lived outside of the UK for more than 6 months within the last 5 years, you will need to have obtained an overseas police check for that period.

13.0 Training Policy

In order to ensure your safety, the safety of patients and the safety of clients it is required that you provide Pure Healthcare Group with evidence of mandatory & online training gained within the last 12 months. If you do not have this prior to registering with our agency we will be able to assist you with attending and completing the required training before starting a placement.

Some roles will require further training such as paediatrics, restraint training and more advanced life support. Your consultant or compliance officer will advise you of these prior to you starting work.

It is Pure Healthcare Groups policy to assist with the annual updates of your mandatory training and continuing professional development.

The training and updates we will provide are:

- Manual handling
- Basic Life Support
- Fire Safety
- Health and Safety including COSHH and RIDDOR
- Conflict resolution management of violence and aggression
- Complaints Handling
- Data protection
- Information Governance
- Infection Control
- Lone Worker
- Counter fraud
- Mental capacity act
- Infection prevention control
- Preventing radicalisation

- Equality and diversity
- Safe Guarding of Venerable adults – level 2 as a minimum
- Safeguarding children – level 2 as minimum

Also depending on your role the additional modules you will need to have are:

- Handling medication
- Restraint training
- Blood transfusion
- Safeguarding children & adults level 3
- Food hygiene
- Your healthcare career
- Duty of care
- Privacy & dignity
- Person centred care
- Communication
- Consent
- Fluids & nutrition
- Dementia awareness

Copies of certificates of training will be kept on the Agency Worker's files.

14.0 Appearance & Hygiene in the Work Place

Please ensure you follow the guidelines bellow:

14.1 Uniform Policy

Your appearance and dress code reflects on the image of Pure Healthcare Group and the other professionals who work through Pure. Health and safety and infection control requirements should also be considered in relation to your dress code in particular to your footwear.

Pure Healthcare Group will advise each agency worker if a uniform is required by the hospital they will be working at, we will also let you know if we will be supplying the uniform or if the hospital will be supplying it to you.

If an agency Worker who is not, because of the work he is involved in, required to wear a uniform then the hospital shall specify its required dress code that the agency worker must follow.

In theatres you will be required to wear theatre overalls which are often provided by the Trust/Hospital. You will probably own your own 'theatre shoes' which must conform to theatre safety requirements. Some trusts may have a small supply of spare shoes for emergencies.

You should never wear your uniform outside of the clinical environment and should therefore always change into outdoor clothes when finishing each shift.

If needed and discussed with the candidate, we have a uniform supplier and can provide you with the relevant Pure Healthcare tunic/uniform. Your first uniform will be free of charge, additional will incur a charge.

14.2 Hair

Hair should be worn in a style that does not allow hair to fall in front of the face and in a style that does not require frequent re-adjustment. This also minimises the chances of hair contamination.

14.3 Nails

Nails should always be clean, short and varnish free. False nails, plastic nails, painted nails or gel nails are not permitted. This also minimises the chances of nail contamination.

14.4 Personal Hygiene

Please make sure that you maintain a high standard of personal hygiene at all times. Locums who are clinical staff are required to regularly wash their hands.

15.0 Record Keeping Requirements

All candidates are required to maintain records according to the hospital policy where they are placed. Record keeping remains an essential and integral part of the process of health care and of clinical risk management. Records must be:

- All records must be clear, accurate, current, comprehensive and concise information concerning the condition and care of the patient or client and associated observations.
- All records must be signed, timed and dated and written as soon after the event as possible.
- Record the chronology of events and reasons for any decisions made.
- Identify problems that have arisen and action taken to rectify them
- Written in terms which other member of the clinical team, care team and relatives of the patient can understand. You should not include abbreviations in the records
- Alterations should have a single line through and initialled by whoever is making the alteration

Pure Healthcare Group will keep your personal information strictly confidential and only those with a need to see them will be granted access.

These persons will include authorised staff and managers at Pure Healthcare Group, managers and seniors if you have been accepted for a placement within NHS or Private hospitals, framework auditors.

16.0 Computer Security Policy

Agency Workers may from time to time need access to computers and computer programs operated by Pure Healthcare Group or by clients for whom they work for.

Agency Workers must observe the computer security instructions in place and keep confidential any password used in connection with the computer systems and any floppy disk, CD ROM disk, removable hard drive or any other device used for the storage and transfer of data or programs.

Agency Workers must not:

- Attempt to gain access to data or programs without good cause and where proper authorisation has not been given, or to encourage others to do so.

- Load any program into any computer via disk, typing, electronic data transfer, the internet or any other means;
- Access any other computer or bulletin board or information service (including, without limitation, the Internet) except with specific prior management consent
- Download any files or connect any piece of computer equipment to any network
- Connect other computer equipment to the computer you are using except with the prior management consent

17.0 Whistle Blowing Policy

Some agency staff working with elderly adults, children, mentally confused patients or any patients that fall under the vulnerable group may, at times, observe bad practice or even abuse carried out by their colleagues towards these patients. This places them in a quandary; whether to do something to stop the practice and prevent a repetition or do nothing. Failure to deal with such situations frequently causes inner conflict and anxiety to the agency worker or staff. However, all agency staff of Pure Healthcare Group are advised to report anything they believe may harm, or place at risk of harm on a vulnerable person.

These guidelines are designed to help Agency Staff to manage such a situation, thereby protecting clients and helping to maintain and improve standards of care.

1. Any Agency Worker who witnesses an incident of a dubious nature, e.g. drug misuse, misuse of clients' monies or possessions, excessive use of restraint, denial of human rights, sexual or racial harassment, is advised to, at the earliest opportunity, arrange to discuss the incident with a senior or manager at the place in which they are working. If an appropriate senior or manager is not available then the manager of Pure Healthcare Group should be contacted. It should be remembered that speed of action by the informant can be important to ensure effective action can be taken to resolve the problem.
2. A meeting will need to take place in a confidential setting.
3. Sometimes a senior or manager at the place of work will not be available, or indeed he/she might be the cause of the concern. Where this is the case, the incident should be discussed with the manager of Pure Healthcare Group or, where he/she is not available, the director.
4. A variety of external organisations are involved in setting and monitoring care standards and are willing to assist in such situations. They will, when approached, lend a sympathetic ear. Information can be given anonymously.
5. Consent may be sought from the informant to make knowledge available, enabling an enquiry to be pursued and completed.
6. Pure Healthcare Group will fully support any agency worker that voices a concern, and make sure they are not victimised in any way. If any agency worker is dissatisfied with the outcome for whatever reason or if they can contact the Director.

18.0 Health & Safety

You are under a duty to ensure your own health and safety and the health and safety of those who may be affected by your acts or omission.

Pure Healthcare Group recognises the value in updating candidates, in the professional practice, with the relevant legislations to enhance their health, safety and welfare whilst at work.

The following Health & Safety information is directed specifically at meeting the needs of our candidates when working in a health care based environment.

Under the Health & Safety at Work Act 1974, it is your duty to:

- Take responsible care for health and safety at work, including yourself and any other people who might be affected by your acts or omissions.
- Co-operate with your employer and others to enable them to comply with statutory duties and requirements
- Do not intentionally or recklessly misuse anything provided in the interests of health, safety or welfare.

The Management of Health & Safety at Work Regulations 1992 further requires you to:

- Follow Health and safety instructions
- Report anything you consider to be a serious danger
- Report any shortcomings in the protection arrangements for health & safety.

It is the clients' responsibility to make you aware of their Health & Safety policy and procedures, locations of fire escapes and first aid contact

We cannot be held responsible for the conditions of the workstations our clients provide. If you express any concern with the health and safety of your workstation provided by your employing client, we will pass the raised concern onto the client to investigate and, where possible, make improvements.

If you refuse to continue work based on the Health & Safety grounds, we will attempt to find you alternative employment without prejudice.

18.1 Health & Safety Guidance Notes

Pure Healthcare Group ensure that when liaising with the hospital or trust you are going to be working in that the following is agreed in relation to Health & Safety of locums, clients, patients and anyone else you may come into contact with while working at that placement.

- Consideration is given to health & safety factors when new equipment is purchased and when policies and procedures in the hospital/ trust are changed.
- Clients and managers must make sure that all necessary health and safety instructions have been communicated to our locums and that all locums understand the safety precautions
- That you are given sufficient information, instructs and training to ensure your health and safety in the work place
- That you have the relevant qualifications, experience, skills and capability to carry out the work required within you placement that you are put forward for.

18.2 Fire Precautions & Dangers Policy

On arrival to your placement in a hospital whether it be NHS or private, all Agency Workers are required to acquaint themselves with the Fire Precautions Policy and/or any instructions posted on the notice board, or in prominent positions around the building, regarding what they should do in the event of a fire. Such instructions must be followed directly.

Evacuation of the building should take place:

1. Upon discovering a fire

2. Hearing the fire alarm

(WITH THE EXCEPTION OF NOTIFIED PRACTICES UNDERTAKEN SPECIFICALLY, TO TEST THE ALARM BELLS ALL OCCASIONS WHEN THE FIRE ALARM RINGS SHOULD RESULT IN EVACUATION. THERE CAN BE NO EXCEPTIONS TO THIS RULE. IF THE ALARM HAS SOUNDED DUE TO A FAULT, THEN RECEIVE SUCH GOOD NEWS FROM THE SAFETY OF THE ASSEMBLY POINT. AND THEN RETURN TO THE BUILDING)

Means of Escape.

- All fire exit doors should be functional at all times while people are on the premises and must not be blocked or restricted in any way.
- All doors functioning as means of escape, but not in continuous use, should be clearly indicated.
- Sliding doors should clearly indicate the direction of opening.
- Doors should be adequately maintained and should not be locked or fastened in such a way that they cannot be easily and immediately opened by people leaving the premises. (Escape doors should never be locked. If, for security reasons, they have to be locked then panic bolts should be fitted or keys kept in designated boxes, clearly visible).
- All escape routes should be kept clear.
- Fire Exit notices should be affixed to or above fire escape doors.

All agency workers must familiarise themselves with the location and types of fire extinguishers while working their placement, as well as the fire exits and emergency procedures.

18.3 Health & Immunisation Policy

All candidates' health and immunisations are screened pre-employment this is designed to ensure the wellbeing of all agency staff, patients, colleagues and anyone else in an agency workers working environment.

Pure Healthcare initiate a health screening assessment on all agency workers before they are allowed to work. This is then annually assessed to ensure that there have been no changes of health within that year.

The health assessment is carried out using a health questionnaire (which is completed ay registration) along with immunisation records that show that you are fit to practice.

You will be required to provide immunity to the below (as standard):

- BCG scar sighting signed by a GP or proof that you have had the BCG vaccination. This shows immunity to TB
- Hepatitis B titre levels that are over 100 or proof of having the Hepatitis B course. This shows immunity to Hepatitis B
- Negative test result for Rubella or proof of having 2 vaccinations of MMR. This shows immunity to Rubella
- Negative test results for Measles or proof of having 2 MMR vaccinations. This shows immunity to Measles
- Negative test results for Varicella or you can self-declare immunity for Varicella using our self-declare form ONLY if you have had chicken pox as a child

If you are a registered nurse you will need to supply all of the above proofs of immunisations and also the below:

- Negative results for HIV
- Negative results for Hepatitis C
- Hepatitis B surface antigen results

If you fail to provide proof of immunity to the above you will not be able to work in a hospital until you have received testing or the actual vaccinations and provide the results of these. Pure Healthcare Group are also able to refer agency workers to companies where you are able to get these vaccinations or tests from.

All Health checks will be carried out by a suitably qualified nurse via a company called Healthier Business to ensure that all agency workers are fit to practice. All checks that are required are sent off to Healthier Business by Pure Healthcare Group. We send off the copy of your health questionnaire along with the immunisations report that you provided. All fitness to practice tests are paid for by Pure Healthcare Group.

Agency workers are required to notify the office as soon as practically possible of any changes to their health or any conditions which could affect their capability to carry out tasks. We will also require you to complete an annual review form where you can either confirm there has been no changes in your health or let us know if there has been any changes.

18.4 Infection Control

Principles of infection:

- Many infectious diseases are easily spread. Infection is a major cause of illness and all staff should seek to reduce the likelihood of infection through the implementation of effective control measures through formalised Procedures and Policies.

Sources of Infection:

- Organic matter - excreta / blood / body fluids / exudate from wounds and lesions
- Stagnant fluids
- Equipment - air conditioning humidifiers / ventilators
- Water system - sinks / taps / pipes / drains

Route of Spread:

- Direct contact - hands / surgical dressings
- Airborne - organisms in dust / skin scales
- Droplets - aerosols / sneezes, coughs etc. from infected persons
- Inhalation – nebulizers
- Food borne - contaminated food / out-dated foodstuffs
- Blood borne - Hepatitis B / needle-stick injury / spillage of contaminated body fluids
- Insect borne - ants / flies / mosquitoes / cockroaches, etc.

Organisation and management:

The following principles of Care Management will be applied to the agency's Infection Control Policies and Procedures:

- The registered manager is responsible, under Health & Safety legislation, for ensuring that all staff are aware of the principles of Infection Control.
- All staff receive training in basic infection control.

- The designated person will receive additional specialist training in infection control that is reflected in the appropriate individual training plan

CONTROL PROCEDURES:

Routine control procedures are in place as precautions for the spread of infection. The following basic procedures will be promoted as basic infection control requirements:

- Hand-washing will be carried out using unperfumed liquid soaps and / or chlorhexidine-based hand scrubs, as required.
- All wounds / moist skin conditions will be covered by a waterproof dressing without visible air holes. Blue dressings will be used by kitchen / food handling staff.
- Staff with open sores or moist lesions on the hands will not be permitted to dress wounds or deal with invasive nursing procedures or clinical waste.
- Safe injection technique - will be carried out only by properly trained and experienced qualified staff.
- Urinary Catheterisation - will be carried out by properly trained and experienced qualified staff to a documented nursing procedure.
- Clean clothes should be worn daily to avoid contamination
- Disposable protective clothing should be worn to treat one patient and then disposed of safely using the correct clinical waste bags to avoid cross contamination

19.0 Prevention of Fraud

Pure Healthcare Group has obligations to protect its clients and agency staff from fraud. We will take reasonable measures to ensure that records, including timesheets, expenses claims, are not incorrect in any way.

“Fraud” covers a range of offences which involve dishonesty and the obtaining of property, monies or other advantage by some form of deception, or gaining the opportunity to do so. It includes the falsification of records such as timesheets, expenses claims, work histories, qualifications, references and means of personal identification.

To avoid any misunderstanding about money, agency staff must always be sure to follow our policies and procedures on the completion of timesheets and the prevention of financial abuse, and to complete all records in a clear and non-ambiguous way.

If you are aware of or suspect fraudulent behaviour you should contact a trusted person within the appropriate organisation, i.e. the Client, and in any event advise your consultant at Pure Healthcare Group.

Please be aware that on each timesheet you are signing you are agreeing to the following:

“I declare that the information I have given on this form is correct and that I have not claimed elsewhere for the hours/shifts detailed on this timesheet. I understand that if I knowingly provide false information this may result in disciplinary action and I may be liable for prosecution and civil recovery proceedings. I consent to the disclosure of information from this form to and by the Trust and the NHS Counter Fraud and Security Management Service for the purpose of verification of this claim and the investigation, prevention, detection and prosecution of fraud”.

On the same timesheet, the client’s authorised signatory is advised:

“Any questionable timesheet must be immediately brought to the attention of (within England) the Local Counter Fraud Specialist or you may report any case of fraud, in confidence, to the NHS Fraud and Corruption Reporting Line on 0800 028 4060.”

Pure Healthcare Group takes any allegation of dishonesty and fraud very seriously and, depending on the circumstances and the outcome of any investigations, may:

- Enact its disciplinary procedures against the agency worker, leading to possible suspension and removal from the register
- Advise the client for whom the agency worker has worked for of the circumstances
- Report the Agency Worker to the Independent Safeguarding Authority for possible inclusion on its lists of persons barred from working with children and vulnerable adults
- Report the matter to the police

20.0 Mental Capacity Act

The Mental Capacity Act makes clear who can take decisions in which situations, and how they should go about this. Anyone who works with or cares for an adult who lacks capacity must comply with the MCA when making decisions or acting for that person.

This applies to decisions that are life-changing or more every day matters and is relevant to adults of any age, regardless of when they lost capacity.

The underlying philosophy of the MCA is to ensure that those who lack capacity are empowered to make as many decisions for themselves as possible and that any decision made, or action taken, on their behalf is made in their best interests.

The five key principles in the Act are:

- Every adult has the right to make his or her own decisions and must be assumed to have capacity to make them unless it is proved otherwise.
- A person must be given all practicable help before anyone treats them as not being able to make their own decisions.
- Just because an individual makes what might be seen as an unwise decision, they should not be treated as lacking capacity to make that decision.
- Anything done or any decision made on behalf of a person who lacks capacity must be done in their best interests.

Mental Capacity Act Code of Practice

The Code of Practice supports the MCA and provides guidance to all those who care for and/or make decisions on behalf of adults who lack capacity. The Code includes case studies and clearly explains in more detail the key features of the MCA.

21.0 Identification Badge Policy

Pure Healthcare will provide each agency worker with an identification badge, which shows the candidate's name, recent photograph of the agency worker, professional registration number, the job role and the expiry date for that identification badge.

This should be worn at all times when working on behalf of Pure Healthcare unless you are instructed not to do so for infection control reasons by the client on site.

22.0 Removal from Placement or Candidate Database

You may be removed from our candidate database for any of the following reasons, once you have been removed all information we hold on you will be completely deleted due to the GDPR guidelines.

- If Pure Healthcare Group has been alerted by the GMC/GDC/NMC/HCPC or any other professional bodies regarding any alerts or investigations that are critical in you being able to work
- Repeated lateness or repeatedly not showing up to work can result in us pulling you from that placement
- If you have acted in an unprofessional manner
- Failing to follow the hospital or trusts policies, procedures and health and safety rules
- Disclosure of confidential information to a third party relating to a client, another locum, the hospital, trust or Pure Healthcare
- Misconduct and/or gross misconduct
- Being under the influence of alcohol, drugs or any substance that will affect your performance at work
- Stealing confidential data from a hospital or trust
- Theft from patients, colleagues, clients or members of the public
- Abusive, violent or aggressive behaviour towards members of staff, clients, members of the public or staff at Pure Healthcare Group including physical, verbal, sexual, financial, psychological and emotional abuse
- Harassment, bullying and/or discrimination towards other members of staff, clients, members of the public or staff at Pure Healthcare
- Fighting and/or physical assault
- Sexual misconduct in the work place
- Falsification of any documentation that you provided which is stated as a requirement for you to be able to work in that hospital or trust
- Damage to any hospital property or Pure Healthcare's property
- Gross negligence
- Failing to disclose a criminal offence where it is relevant to the locums employers
- Inappropriate relationship with a patient or customer

23.0 General Data Protection Regulations (GDPR)

23.1 What is GDPR?

The General Data Protection Regulation (GDPR) came into effect on the 25th of May 2018. The new law affects how all companies across the world process, view and store data, information and documents of EU citizens/residents.

It is important that all recruitment agencies are GDPR compliant as the recruitment sector is very reliant on data, information and documentation of candidates, in order for the agency to function and be able to place candidates into work.

GDPR law has been put into place to protect the storing and processing of personal data of EU citizens and residents. It has now replaced the 1995 Data Protection Law.

Our agency complies with the data protection law and principles which means that all your data will be:

- Used lawfully

- Collected only if required and for a valid purpose (you will always receive an explanation as to why we need certain data, information or documentation)
- Accurate and kept up to date
- Kept as long as necessary for the purposes mentioned further in this section
- Kept securely

23.2 Candidate Consent

At the start of registration and before you start the screening process on our system, you will be required to consent to GDPR. Without consent we will not be able to start your registration as we would not be allowed to access any of your data, information or documentation.

Giving consent means that you are choosing to share your personal data, information and documentation with our agency.

At any point you have the right to withdraw consent. Please contact compliance@purehealthcaregroup.co.uk to withdraw your consent. Once we have received the notification and request to withdraw consent the recruitment and processing will stop and, subject to our retention policy listed below, we will dispose of your personal data securely.

23.3 What you're Agreeing to & Why

You are giving consent for us to:

Store your data, information and documentation

- We need to store your information such as, telephone number, email address, home address, date of birth etc. so that our agency is able to contact you about job opportunities and compliance.
- We need to store your documentation so that we can ensure you are compliant with the compliance guidelines to be able to work in a healthcare setting. Also we need to hold these documents on file for when we get audited on a framework that you have worked in

Consenting to sharing your data to third parties

- When you have a placement confirmed clients request to see that you have the documentation needed to be able to work in that placement
- When we have a framework audit for the placement that you worked in auditors are required to look at your information and documentation to ensure your compliance was in line with the framework guidelines during the time you worked in that placement
- When we have to process a DBS for you we are required to input your data and information so that they can collate all the information that is needed for the DBS check to be completed
- When we have to obtain a FTW certificate we are required to show them proof of your immunity to the required immunisations along with the health questionnaire you fill out with your information

23.4 Collection of Information & how it will be used

We will collect personal information about candidates from the following:

- You, the candidate, provides most of the information and documentation at registration. You are also contacted to provide additional documentation when needed.

- Trust ID & Home Office – this is when we run back ground checks on passports, home office letters, visas and resident permits to ensure validity and reliability.
- Disclosure and barring service – we collect data in regards to any criminal convictions
- When we contact references that you provide us they fill in the information they know to be able to provide an employment or academic reference.

The personal information that we collect is used to asses if you are fit to work and also to assess your skills and experience to ensure you are suitable for the role. We also check your documentation against the NHS and framework compliance guidelines to ensure you have the right documentation and training that complies with the legal and regulatory requirements to be able to work in a hospital setting.

23.5 Data Security

Pure Healthcare Group have put appropriate security measure in place to ensure your personal information is kept secure and safe. The security measures that we have in place prevents your personal information from being lost, used in an unauthorised way or accessed by anyone other than staff at Pure Healthcare.

23.6 Data Retention

We will keep your data and information for 10 years after you have been deemed compliant by our compliance team. The reason for this is because we get audited on hospitals that are under certain frameworks. After the period of 10 years your data and information will be destroyed.

23.7 Rights of Access

By law you have the right to:

- Request access to all the data that you have provided us. This allows you to receive a copy of the information we have on file and to check that we are using the information lawfully. We are only able to give you everything that you provided us.
- Request correction of your personal information. This allows you to correct any inaccurate information that we have for you.
- Object to processing of your personal information. We rely on third party checks to be able to make your file compliant with the regulatory requirements. However if there is a particular situation where you need to object to this then you have a right to do so
- Request transfer of all your personal data, information and documentation that you have provided us to a third party. We must have written consent to be able to do this.
- Request erasure of any of your personal information, data and documentation. You are able to ask us to delete or remove any information we have for you.

24.0 More Information

This handbook outlines the main points in regards to GDPR and company policies and procedure. If you require any more information in regards to GPDR or any other policies and procedures outlined in this handbook please use the below contact detail to request more information:

Pure Healthcare Group Ltd
27 Finsbury Circus
London
EC2M 7EA
Tel: 020 3633 9753
Email: info@purehealthcaregroup.co.uk

25.0 Handbook Declaration Form

This handbook contains important information and guidance for your time with us.

Please sign below to show you accept its contents.

I have agreed to abide by the contents of the Pure Healthcare Group LTD Candidate Handbook

Print Name:

Profession:

Signature:

Date:

I understand that any personal data held by Pure Healthcare Group LTD is liable to be inspected by a third party as part of audit purpose, and that it is my responsibility to provide you with updates to my personal data or any changes to my registration where relevant.

Print Name:

Signature:

Date:

I have received and understand the complaints procedure and agree to abide by the content within.

Print Name:

Signature:

Date:

The above declaration will be detached from the handbook and kept on record in the agency workers personal file.