



101

Care101



Employee Handbook & Induction Guide

September, 2019 (rev 1.9)

Please note that our documents may be periodically updated. The latest version of this guide can be found on-line at <http://www.Care101.co.uk/Documents>

Welcome

Firstly, welcome to Care101.

If you have worked for a care-related agency before you will probably be aware of how things run and what's expected of you. However, not all companies are the same and so the notes given here are aimed at explaining the more general topics in an easy to understand way. They also ensure we all have the same understandings & expectations.

Our company was set up initially by a group of nurses with the aim of making things clear and simple - for you, for them and our clients. From the overall company structure and contracts through to working arrangements and payroll, the aim is *simplicity* ... to make things transparent and as easy to understand as possible.

Induction

For those registered on our CMS system, you can also view our induction presentation, which also gives you an overview as to how things work.

To access this please visit <https://secure.care101.co.uk/ApplyInduction.aspx>.

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1. A little about Care101

The company

Care101 Ltd is a nursing agency based in Worcester Park. We work predominantly around Kingston, Epsom, North Surrey and the SW London area. We are registered in England and Wales as company no. 08752600 and we're made up of healthcare professionals and a small administration team, who handle all non-care related queries including schedules, timesheets and payroll.

With the exception of the office staff, everyone is a healthcare professional – typically working as a registered nurse (RGN, RMN) or as a healthcare assistant. We are a friendly team so if you get stuck or don't understand something, please just ask.

Our clients are regulated by the CQC. We are therefore answerable to these clients in terms of any audit requirements they may have.

How we work

We operate based on the work available to us. Many of our staff work for us part time, as and when they are free from other jobs – either their permanent job or their other agency work. Others may work permanently for one or more agencies.

Assignments may be a single shift in a particular nursing home, or more long term where a number of shifts are pre-booked in advance. We ask clients to make bookings as early as possible but given the ad-hoc nature of the healthcare sector, this isn't always possible. Equally of course, we realise you may not be available at short notice either.

As someone registered with us, we will offer you work based on its location and the type of skills it requires. If you wish to accept the assignment, we will book you with the client, inform them and confirm back with you. Full details of the client, their requirements, shift patterns, location and contacts are available to you online but can also be sent by the office as needed.

-  You don't have to accept an assignment, but once you have, we would expect you to honour it. As our agent with the customer, it is not only your own reputation at stake, but also ours & everyone else who works with us - something we regard and wish to maintain very highly.

How to get the best out of agency work

It may sound strange but some people find it easier to work through agencies than others. Over the years, similar questions, and traits have come up so we've documented them in our "Agency Survival Guide".



To view this guide, please visit our document library online.

Your terms of engagement with us

By the nature of our work, some weeks are busier than others and so your contract with us is known as a “zero hours” contract. You may have heard of these before but to summarise ...

- A zero hours contract is a contract between us and you
- It guarantees nothing in terms of time or work (i.e. it only guarantees 0 hours a week)
- When work is available to us, it will be offered to the most appropriate professionals
- As the professional you may accept any work offered by us to you, but you don't have to

Put simply, we are not under any obligation to find or give you work and you are not under any obligation to accept any offered to you by us. That said it's obviously in our interests to give staff shifts when they are available.

Although often criticised in many other job settings, zero hours contracts have the following advantages in particular for work of this type ...

- **For us.**

Depending on our client's needs, we may or may not have any work available on a particular day or week. With this type of contract, we are not left with staff sitting at home doing nothing because there's nothing to do.

- **For you.**

You are free to accept any work, but equally you don't have to. If you have a separate “full time” job or are working part time elsewhere (as many healthcare workers do), you are free to continue with that work. If you're free when we want you - and you wish to work that particular shift of course, then you can; if not, there's nothing that says you have to.

- **For both of us.**

It helps to keep things simple. We get the work done and you get paid for the work you do.

What do we pay for & what do you?

In essence we try to be as fair as we can.

- When you start we will give you a uniform (nurses tunic). Subsequently we ask you to pay for this.
- You may need to pay for a DBS check if required.
- If you subscribe to the DBS update service (recommended), you will maintain this subscription yourself.
- If you book you're training through us, it will be part-subsidised by us.

For those paid through PAYE, you will also pay...

- Employee national insurance contributions - we pay the employer's NIC.
- A small contribution to your indemnity insurance cover.
- A small fee for the processing of your payslip.
- Any employee contribution to your pension – we pay the associated employer's contribution.

For those paid directly through a limited company (see below), no NI or PAYE will be deducted. You are however, responsible for making the appropriate payments to HMRC on your company's behalf at the appropriate time.

PAYE vs UTR vs Limited Company (PSC)

Each of these methods define how you will be paid by us.

- **PAYE**

By default, you'll be enrolled into our PAYE scheme. In it, tax is deducted from each payment (Pay As Your Earn) and once qualified, you'll also be automatically enrolled into our pension scheme. You can choose to opt out of this if you wish.

- **UTR**

If you're considered self-employed by HMRC, you can choose to be paid through your UTR (Unique Tax Reference number). This means no tax will be deducted by us and full payment goes to you. However, you are ultimately responsible for paying any income tax or national insurance at the end of the tax year.

Some clients do not allow UTR payments, in which case payment reverts to PAYE.

- **PSC**

A PSC or Private Service Company effectively means you work for your own limited company (typically with a single worker in it – i.e. you), with its own Companies House number and name – e.g. ABC (UK) Limited.

As with UTR payments, no tax is deducted. Instead, your company will be responsible for paying all taxes - including corporation tax. Wages are then paid to you from your company – either as regular amounts or via company dividends etc.

Think carefully when choosing the route best for you and seek independent financial advice as needed. There are benefits to each. For those paid outside of the PAYE scheme, you or your company will be responsible for paying all taxes as required by HMRC.

2. Before you start

You will normally have completed an application form (online or paper) or sent us your current CV. As part of this process, a number of checks must be made. Some of these occur just once, whilst other such as training are potentially ongoing year by year.



RTW check

The first check we make is a right to work check. This proves you are able to work legally in the UK and any restrictions that may have been imposed on it.

- If you're a UK citizen, a valid passport will prove this.
- If you're a citizen from an EU country, a valid passport or ID card from that country will normally provide proof.
- If you're a citizen from another country, you will have been given a visa or permit which stipulates the work you can do. In this case we will need a copy of a valid passport and details of this visa (normally your Biometric Residents permit).

DBS check

As part of your application with Care101, we will need to verify your current DBS (Disclosure and Barring Service) status.

-  If you subscribe to the DBS Update service, simply provide us with a copy of the certificate subscribed and we'll be able to check that at no cost.

The cost of a new DBS is currently £50. Where a new DBS certificate is needed, the associated fee will be deducted from future wages, or after 3 months whichever is sooner. No money is required up front.

Please bear in mind a DBS check involves a number of organisations including the police. A check can take anywhere from a couple of days to over 3 months to complete!

Although a DBS doesn't technically expire, some clients require that a worker's DBS be rechecked periodically. To maintain this, you can either request a new DBS every year (currently at a cost of £50), or you can subscribe to the government's DBS update service. At the present time, this costs £19 per year and maintains your DBS record for you. Current or new employers can then be granted access to the record (by you), allowing them to verify your DBS status without the need for you to request a new certificate.

-  ***We strongly recommend you subscribe the DBS Update service to avoid the need to continually request (and pay for) new DBS certificates. To use it, your latest DBS must be less than 19 days old.***



For more information, please refer to our "DBS check" and "Document policy" guides online

Training

Mandatory training provide skills that must be kept “current”. Often this will be undertaken as part of your main job and as long as proof is available – e.g. appropriate course certificates, we can use this to show you have the relevant qualifications for the given period. If it lapses, is about to lapse or you do not have the required proof, please call us so we can arrange the required refresher courses for you.

 *It is your responsibility to ensure all relevant qualifications remain current before and during an assignment. You will be asked to provide proof of your qualifications prior to your first assignment and may be asked to refresh or update these skills thereafter.*

 *There is no common definition of the courses required and different clients may want different skills. Please refer to our “Mandatory Training” & “Document policy” guides online.*



Should you need to attend a mandatory training course, or a refresher course, you can either source your own training, or we can arrange on-line courses for you. We typically use one of the above providers for either online or classroom based training.

 Training provided through us is part subsidised.

 *Your mandatory training details & expiry dates are maintained on-line as part of your online CV. You can access this at any time online or through our Team101 mobile application.*

 For more information, please refer to our “Maintaining your mandatory training”, “Mandatory Training Checklist” guides online.

Qualifications

Some clients base their pay rates partially around your own qualifications – e.g. if you have a particular level NVQ for example. Please ensure we are aware of any qualifications you have, or attain at any time.

 *Your qualification record is maintained on-line as part of your online CV.*

Your online CV

The details we hold for you are recorded within our CMS system and is available to you at any time, either online or through Team101.

These details include ...

- Your contact details & staff profile
- Your latest DBS details
- Your role & PIN number, where appropriate
- Your qualifications
- Your employment history
- Your mandatory training record
- Other related documents

Details can easily be updated by adding or uploading them. These are then forwarded automatically to the office who can then update your CV.



To access your online CV, please login to the Staff Area online or access it through Team101.





3. Booking shifts with you

As a member of our team, we aim to offer you suitable shifts whenever we can. Most scheduling is made by the office in response to client requests, though you may also self-book with a client if the opportunity arises.

In order to book shifts with you, we need to ...

- Have accurate contact information for you
- Know when you are, or might be free
- Ensure all right to work & training details are up to date

Keeping in touch

Your contact details will be taken from your application form and are maintained through your online CV. Please ensure these are kept up to date if anything changes.

We will normally contact you on your mobile number, either directly or by text. Some less urgent details such as payment notifications are sent to your registered email address.



Team101 is a mobile application available to all our staff. With it you can perform all the tasks you'd normally do online, but with an easy to use mobile interface – e.g. view your shifts, tell us your availability, book shifts, receive confirmation, see payments and alerts, upload your time sheets etc.

You can also keep in touch with us, either by logging on to the Staff Area of our web site – e.g. to indicate when you're free and check/accept any available shifts that may currently be outstanding, by texting us – either directly or via our automation service, or simply by phoning the office during the day.

Telling us your availability

Our work is based on shift requests from our clients. When a request is received, our ability to respond quickly helps to guarantee we get the job which can then be allocated to you. In order to do this, we need to know who is potentially available to cover a particular shift – based on your work pattern during and either side of it.

To find this out, we effectively have two options – we can ask you, or you can tell us. Clearly the former takes a lot more time as it involves asking a lot of people in sequence – some of whom may not be contactable at the time. A far better option is the second one, where you tell us when you might be free for the coming days/week – or when you're definitely not free.



To indicate when you might be available, you can use the Team101 mobile application or through the "Staff Area" of our web site.

Alternatively you can text availability to 07495 067343, or call the office during the day.

If you work fixed shifts

If you work fixed shifts, please let us know, or go online and define your regular shift pattern. This allows you to define a weekly rota that the system will automatically apply to your availability page for you. You can of course, always override individual days later as necessary.



For more information, please refer to our "Maintaining your availability" guide online, or from the office.



To tell us your fixed shift online, please login to the Staff Area, click the "My Availability" button and then click the "I work fixed shifts" button to define this schedule.

Booking shifts

When a new job comes in, we refer to the availability list to see who might be free to work. In its simplest form, it works like this ...

- If you're marked as "I'm not available" then we won't contact you.
- For those marked as "I may be available", we check to see who has worked for the client before.
- We will confirm that you're still available and ask if you wish to accept the job.



We realise your plans may have changed since giving your availability and so we will always contact you first, before assigning a job to you.

- If no one is directly available for a particular shift, we will then contact those who haven't indicated their availability for that day.

Advertised

Shifts we can't directly cover from the availability list will be advertised online. You can always check these and accept them from there if you would like to work. We may also advertise them more directly by text message.



Available shifts can be viewed & accepted at any time through Team101 or the Staff Area online.

You can also text the word "work" to 07495 067343 to receive a text response indicating upcoming available shifts that you may be interested in.



For more information, please refer to our "Maintaining your availability" guide online.

Confirmation

Any shifts will be confirmed with you, either verbally or by text message. Confirmation details include the date, client details & shift times.



If you don't receive confirmation for a shift, please contact the office before the day in questions so we can confirm it with you.

Your current booked shifts

Details of your current bookings are available through Team101 or your Staff Area online. Details of clients & shift times etc. are also available here



If shifts are listed that you cannot work or don't think you were booked for, or shifts you thought were booked are not listed, please contact the office as soon as possible. We can then confirm to see if plans have been changed etc.

Shift reminders

We all lead busy lives and quite possibly your rota will change throughout the week. Shifts might also be booked well in advance and experience tells us it's a good idea to remind people a few days before just to make sure they haven't forgotten.

Reminders are typically sent out 2 days before the shift date. These are for information only and you do not need to reply to them. If you have any queries however, or you weren't aware you were working, please contact the office as soon as you can.



Reminders are shown through Team101 or your mobile's standard text messages.



For more information, please refer to our "Text message automation" guide online.

Self-booking & offers of work

All assignments are coordinated with clients through our office. However, there may be times when you are approached by the client directly, or when you have seen available shifts in their rota that you could cover. In these situations, it's perfectly OK to cover these shifts or discuss your availability with them yourself, on our behalf.

When self-booking, please also bear the following in mind

- You must not renegotiate any contract or agree to changes to existing terms/conditions.
- The client may cancel or alter future shifts, even if agreed with you previously – especially ones that are booked well in advance.
- As a company, we have to be fair to all staff and may swap or re-allocate shifts with the client ourselves at a later date, even if you have booked with them directly. We do try to honour all bookings including ones booked directly, but equally we must also operate fairly with everyone.



Following any self-booking, you must confirm these shifts with us as soon as you can, even if you think the client will do it.

Failure to do this may result in us being unaware of the assignment, in which case you are not insured, the job may not be charged - and therefore you may not get paid.

Finding out more about a particular client

Before you first shift with a client, you'll most likely want to know a bit about them. How large is the home, where exactly is it, how can you get there and who to contact ?

As part of our office function, we make a point of getting to know our clients and each one is documented on-line. This includes travel information by car & public transport, key contacts, typical shift patterns & break times and uniform rules.



To view information on a client, please use Team101 or login to the staff area and click the "See client info. & pay rates" button.

Alternatively, please contact the office directly and we'll assist you.

Pay rates

Your wages are based on an hourly rate agreed in advance with the client. Although we try to use a standard rate card, the actual rates paid do vary between clients. They are all based on...

- The role being performed – i.e. nurse, HCA
- Whether the shift is on a week day, Saturday or Sunday
- The time of the shift – day or night shift
- Special circumstances – a bank or public holiday for example
- For some clients, your qualifications - e.g. completion of an NVQ, QFC etc.



Pay rate information is included through Team101 and on-line with other client information. To access this, please login to the staff area and click the "See client info. & pay rates" button. Alternatively, please contact the office directly and we'll assist you.



Some clients coordinate pay rates across all agencies and are therefore dictated to us. Others are negotiated & reviewed periodically.

Travel expenses

As with most jobs, you will normally make your own travel arrangements and would be expected to pay for them. However, under exceptional circumstances we may, at our own discretion offer an additional subsidy to help cover the cost of travel.



Always bear in mind that your own expenses can be claimed back in terms of tax from HMRC as part of your tax return.

To do this, if you wish to do this, remember to retain proof of each expense. You may need these later when completing your tax return, or if asked by HMRC. Receipts for fuel should also be retained for this purpose.



For more information, please refer to our “Claiming expenses” guide online, or available from the office.



You can record travel expenses for a particular shift yourself or on-line through our web site. To do this, login to the staff area and click the “My Expenses” button.

Insurance

There are predominantly two types of insurance we all need to consider when working at a client’s site.

- **Public Liability Insurance.**

As a company we are required by law to hold Public Liability insurance which we do. If you would like specific details of this insurance, please contact the office.

- **Professional Indemnity Insurance.**

As a worker, you are required to additionally have your own insurance to cover you for the work you perform at a client site. This is known as “Indemnity” insurance and is a legal requirement.

To a limited degree, we maintain indemnity insurance on your behalf. The cost of this is primarily covered by us, the remainder being collected as part of the payroll “administration fee” shown on your payslip.



In addition to this we strongly recommend you retain your own indemnity insurance to cover yourself. Typically you will get this as part of your membership to a professional body or union such as the Royal College of Nursing or Unison etc.

4. Working shifts with us



Once you accept a shift, we would expect you to honour & complete it unless a genuine unforeseen event occurs. Reliability is key across agencies and so repeated cancellations or problems would most likely mean that we would no longer use your services.

Time keeping

As part of your confirmation, you will be told the start & end time of each shift. Please try to arrive promptly – if it's your first visit to a client, preferably 10-15 minutes before the shift is due to start, bearing in mind a handover may also need to take place.



To view information on a client, including paid shift times and details of how to get there, please use Team101 or login to the Staff Area online.

If you're going to be late

Lateness looks bad and reflects on you, us and the whole team. It may also impact the other staff who have to cover for you or wait for you to arrive, so it's important to arrive on or before your scheduled start time.

That being said, we understand that unforeseen issues can and do arise. This is usually no problem, as long as the client is kept informed so if you think you might be late ...

- Please try to inform the client of your delay as soon as you can in order to forewarn them. It's always better to tell them you're on your way and by doing this yourself, you'll have far more accurate details of your whereabouts than we will.



Contact details are provided with all shift confirmations. In addition, this information can be accessed through Team101 or online.

- If you can't contact the client for any reason, please contact the office as soon as you can. We will then relay the information to them.

Cancellation by you

Once you accept a shift, we would expect you to honour & complete it. If however you can't for a genuine reason - e.g. you are unwell, please inform us as soon as you can.

 ***Please bear in mind that last minute cancellations cause us all a problem. It may mean swapping others around to cover your previously agreed work or worse still having to cancel the job with the client, inconveniencing them, and looking less favourable on both you and us.***

If you are working a long day, you are expected to work the long day; you cannot decide to work only half the shift unless you are ill or it has been agreed with the client.

Cancellation in advance by the client

We do our best to ensure any booking we make with you is confirmed with the client. However, you must bear in mind that the client ultimately has the right to change their mind and cancel a shift up to 24 hours before its due to start – for example, if a permanent member of staff becomes available.

If this does happen, we will inform you as soon as we can. We will also do our best to find you an alternative shift for the same time wherever possible.

Within 12 hours

Although it doesn't happen often, shifts can be cancelled at very short notice. In these cases, a charge is made to the client for 4 hours work unless we can reassign you to another shift at the same time. If we can't, you would also be paid for 4 hours of the shift.

 *This rule applies to clients working under our terms & conditions. If the shift is provided through a 3rd party, it may not be possible to charge the client.*

Cancellation when you arrive

Mistakes are rare, but occasionally a miscommunication can occur, be it with the client, with us, or both. If you do arrive for a booked shift only to find it doesn't exist or is being worked by someone else, please ask the client to contact us, or if they can't, please contact us yourself, as soon as you can.



Try not to leave the client's premises unless you have been told to do so by Care101. Please also ensure the client signs your timesheet. For this, enter the start time and either "Cancelled" or "Overbooked" in the end time column.

As above, if a shift is cancelled or overbooked and the client doesn't wish you to stay, you will still be paid for 4 hours. This cost is either charged to the client (if it was their mistake) or covered by us if we got it wrong.

Once again,. This applies to clients working under our terms & conditions. If the shift is provided through a 3rd party, it may not be possible to charge the client.



For more information, please refer to our "Cancellations & Overbookings" guide online, or available from the office.

If you're ill

If you are ill or feeling unwell and don't think you'll be able to work, please contact us as soon as you can. In addition, the health of others must remain paramount at all times; even if the customer is inconvenienced, it may be better than working whilst ill and potentially passing on any symptoms to others.

Time recording

It is extremely important to keep accurate figures for each shift. Failure to do so means we may not be able to charge the appropriate amount and in turn may not be able to pay you what you would otherwise be entitled to.

- Please record all times **accurately** on a Care101 timesheet – typically one timesheet per client per week and ensure it is authorised/signed by the client.
 - If you are late, please write the actual start time you arrived; if you are asked to work later, please enter the actual time of departure.
 - If you are late because it was a late noticed request (or you were asked to go after the shift had already started), please enter the actual time of arrival. However, in this case, please also mark “late notice request” on your time sheet so the office know the reason for the late start.
 - Some clients will ask you to clock in electronically, possibly using a unique code. However, even in these cases, please ensure a time sheet is also completed.
- On completion of the last assignment for the client that week, ask them to sign the bottom and leave a copy with the home...

 Care101 Timesheet		Your name: C. WILLIAMS Your role: HCA	Client name: POPULAR CARE HOME EPSOM SURREY.		
Day	Date	Start Time	End Time	Total Break Time	Total Work Time/Authorised
Mon	14.9.15	07:00	19:15	1 HR	11.25
Tues					
Weds					
Thurs	17.9.15	07:00	19:15	1 HR	11.25
Fri					
Sat					
Sun	20.9.15	19:00	7.00		12.00
Total hours for week					34.5
Client authorisation:  Authorised signature					
Print name: ANTH PERSON		Position in company: RGN		Date: 20.9.15	
Care101 Ltd, 10 Parklands Way, Worcester Park, Surrey, KT4 7HT. T: 020 8144 1019 F: 020 8337 5332 E: admin@Care101.co.uk W: http://www.Care101.co.uk					

- Then, please forward a copy to the office, ensuring it arrives before the advertised payroll cut-off date.

We do not need a physical copy. Instead you can...

- Upload a photo through Team101
- Upload a photo through WhatsApp or SMS to 07495 067343
- Scan/send it through email to admin@Care101.co.uk
- Fax a copy to 0208 337 5332

Forgetting your time sheet

If you forget your timesheet, please ask the client if they have a spare copy. We usually keep blank timesheets at each client just in case. If they don't, please contact the office.

If you forget to leave your timesheet or it wasn't signed because a later shift was swapped or cancelled, please contact the office. We can then forward it on to the client and explain the circumstances.

Uniform & ID

While working on an assignment, you should dress appropriately (smartly) for the job being undertaken (e.g. nurse's or HCA's tunic etc.). Some clients have a more relaxed style than others – and some don't wish staff to wear formal uniforms. In these cases, smart, casual & comfortable clothing is fine.

You will be issued with formal Care101 ID and a separate Care101 name badge. Please take both of them with you for each assignment ...

- Carry your ID badge with you, it may not be necessary to wear it, but it must be available as needed.
- Please wear your name badge. This helps identify you to others, allows them to refer to you by name as needed, and also indicates you are working on behalf of us.



For more information, please refer to our "Dress code" guide online.

Code of conduct

When you're working on any Care101 assignment, you are acting as our representative. You are, if you like, the face of our company. With that in mind, we ask and expect you to behave appropriately at all times, including being on time, being smartly dressed and acting professionally for the job required of you.

Something you do, or don't do affects all of us – our company reputation and your colleagues.

That being said, you are also key to our company's success and so we also want to ensure you are happy. If you are not happy with a particular task, how you're being treated by the customer, their staff or clients, or if they are asking you to do something you are not happy to do, in the first instance try to resolve it on-site. If you can't, **please let us know immediately** so we can get it resolved.



Remember if you haven't told anyone about a problem, they won't and can't know. Informing us at the earliest opportunity means that we can resolve it, speaking with the client and clarifying the situation as required.



For more information, please refer to our "Code of Conduct" guide available online.

Policies

When working for a client, you will typically be required to follow their guidelines as explained during an induction. However, where this is vague or doesn't cover a particular event, the appropriate Care101 policy, where applicable, should be followed.



Our policies and guidelines are available within our document library online. To access this, please login to the Staff Area and click the "View Staff Documents" button. Alternatively please contact the office.

Smoking

Smoking is not permitted anywhere on the client's premises apart from within a designated smoking area. Always consider others and the secondary effect your smoking may have on them. Break times will typically be dictated by the client. You should only smoke during these agreed break times.

Alcohol & drugs

You must not be under the influence of any alcohol or non-prescribed medication whilst working on any Care101 assignment. Failure to do so will result in you being removed from the current and all future assignments without notice.



If you have been prescribed medication that you think may affect or limit your work, please discuss this with us before accepting or working a shift. Any details will be treated sensitively and remain confidential at all times.

Use of mobile phones, computers, tablets etc.

Whilst working on an assignment, the use of mobile phones and computers will normally be dictated by the client. However, regardless of these, you should only use mobile phones, computers etc. only when required for work, in an emergency or during break periods.

Personal calls/texts & e-mails must be restricted to your agreed break times only. When doing so, always consider others – patients, co-workers etc. and how your behaviour will affect them.

You may not use the client's own equipment, such as PCs, laptops or tablet computers unless asked to do so by the client to perform your job. Unless they are dedicated for use in break times by staff, you may not use these for non-work related items such as personal e-mails.



If we need to contact you whilst you are working on an assignment, we will either leave a message on your voicemail or send you a text message. For more urgent messages, we will contact the client and ask them to pass on a message for you to call us back at your earliest convenience.

Childcare

Children must not be taken with you on an assignment under any circumstances. It is your responsibility to ensure adequate childcare is available prior to accepting any assignment.

Other employment

During one of our shifts/assignments, you are working for Care101 and should not undertake any other employment. Outside of these times, you are obviously free to carry out employment elsewhere.

Health & Safety

Your welfare, as well as the welfare of others around you is a primary concern. Please be familiar with the client's Health & Safety guidelines and consider any actions before taking them.

 ***If you are not happy to carry out a request, or use equipment you are either unfamiliar with or you believe it to be faulty or un-maintained, don't! Instead politely decline and discuss it in the first instance with the client's representative.***

If this doesn't resolve the situation to your satisfaction, contact Care101 immediately. Never proceed with something unless you are happy and competent to do so.



For more information, please refer to our "Health & Safety advice" guide online.

Accuracy & record keeping

For obvious reasons, accuracy within the healthcare profession is of paramount importance. Whether you are handling medication or writing up notes, always take care to record accurately what you have done.

If you are unsure of how to complete any documentation or procedure within the client's workplace, please ask one of their representatives.

 ***Do not ignore a problem and simply carry on. Always seek advice when you need it. Do not continue with anything you are unsure about or unhappy to do.***

Privacy & confidentiality

As a healthcare worker, you have a duty of care to those you are looking after. Patient records must be kept and remain private at all times and unless requested by a person in authority (and therefore with a specific rite to that information), details must not be disclosed.

If, however, information comes to light that may affect others in a detrimental way, or you believe needs to be passed on, please report it either to the responsible person acting for the client, or to us. In the latter case, any details will remain confidential unless the information itself indicates it needs further investigation and follow up.

 ***You must not disclose any business relating to Care101 whilst working on an assignment.***

Job description

For each shift, you will be aware of the job being asked of you. Typically, this will be very familiar to you but again, if in doubt, please ask.

Whilst these tasks may vary from time to time and you are free to use your common sense, do not attempt or continue with something for which you are either not trained, or happy to do. In this case, please raise your concerns in the first instance with client's responsible person or failing that, with us.

 ***Never continue with anything you are unsure about or unhappy to do. If in doubt, ask!***

Other tasks, outside the role to which you are assigned

As an agency worker, you may from time to time, be asked to help out with additional items such as paperwork, especially at times when you would otherwise be less busy. Within reason we ask you to help the other staff with tasks like this.

 ***If the request would be to the detriment of the job you believe you should be doing – e.g. if asked to leave a 1 to 1 resident unattended, or for whatever reason you don't think it correct that you should perform a particular task, please discuss with the staff on site. If it can't be resolved, please contact us. We know the manager's well and can discuss it with them.***

Gifts, gratuities, and rewards

Although it's always nice to be appreciated, you must not accept any gift, gratuity or reward from someone in your care (e.g. a resident). Instead, thank them for their kindness and suggest they make their feelings of your work known to the client's management directly.

Teamwork

Teamwork is a core principle for Care101 and always has been. It's something we believe makes us different from other agencies and something we want you to uphold. Many agencies have a reputation of "sending people in to make up the numbers", but we aim to be different.

During a shift, you will become part of the client's team and at the same time representing us. You should never assume anything - although you are temporary there, it is important to bear in mind you may actually know much more about the job than the permanent staff! In all cases, we ask you to work *with* them during a shift, so that they can see the benefits you bring to their organisation.

Just like us, you also need to listen to the client and their residents. Everyone does things slightly differently so don't be put off if you're asked to do something a different way than you're used to. It doesn't mean you were wrong, it just means they do it differently.



Permanent staff may be naturally wary of agency staff – possibly for good reason based on experiences in the past. Here especially, teamwork remains key and the solution to many problems.

Within Care101

Likewise, within Care101 itself we are all part of the same team, from the office through to the healthcare itself.

If you have any ideas, concerns or think we as a group we could do something better, please let us know. We can only improve by using the feedback we get from both clients, their customers and you.

5. After a shift



At the end of each shift, please check any required paperwork (MAR sheets etc. for nurses) and ensure your timesheet is completed. Normally the permanent staff will sign the appropriate date. If you are returning for another shift with the client that week, retain your timesheet. If you're not, please ask the person in charge to sign the bottom, approving the total hours recorded.

Sending us your timesheets

Timesheets have 2 copies. After your last shift of the week, you will get the timesheet authorised by the client and leave yellow copy with them. You retain the top (white) copy to forward to us.

Failure to send us a timesheet may result in a delay in payment. The timesheet cut-off date for the next payroll is shown online on the front page of the staff area.

To send us a copy of completed timesheets, you can ...

- Upload a photo through Team101
- Upload a photo through WhatsApp or SMS to 07495 067343
- Scan/send it through email to admin@Care101.co.uk
- Fax a copy to 0208 337 5332



If taking a copy, please ensure the numbers are readable before sending. For your own records, please keep a copy of each timesheet.



For more information please see our "What to do with your timesheet" guide online, or from the office.

Getting paid

PAYE

By default, you will be paid through our PAYE scheme on a fortnightly basis for shifts worked the previous completed 2 weeks. Tax is deducted by HMRC as part of the payment (i.e. Pay As You Earn) through your tax code.

Payments are made direct to your bank by bank transfer with payslips available online. By law we are required to show holiday pay separately on payslips and hence the rate per shift is shown as 2 distinct values. Added together however, these equate to the pay rate advertised for that shift.



Our PAYE payroll is handled for us through an external payroll provider.

Payments are typically made on the Saturday following the payroll run. This is, however, dependent on us receiving the payslips within that time. An e-mail will be sent to you with details of a payment, once it's been made.



For more information, please refer to our “Payroll information” and “Understanding your payslip” and “PAYE vs your own limited company” guides available online or from the office.



You can access your payslips and pay-related documents through Team101 or the Staff Area online.

Direct payments (UTR or PSC)

If you operate as a sole trader, have a unique tax reference (UTR) number or work through your own limited company/bank account, we are able to pay directly to that account instead.

Once again, payments are made direct to your bank by bank transfer. Holiday pay doesn't apply to direct payments, but the associated pay rate per shift is adjusted automatically to accommodate this.



Direct payments are made weekly, typically on the Saturday for the previous completed week's work. You do not need to invoice us for the work completed. We will create a “self-billing invoice” for you and this will be available to you online. Self-billing invoices replace payslips for direct payments.



For more information, please refer to our “Payroll information” and “Understanding your payslip” and “PAYE vs your own limited company” guides available online or from the office.



You can access your payslips and pay-related documents through Team101 or the Staff Area online.

Holiday pay

If you're paid through PAYE, you'll see an entry on your payslip referring to "holiday pay". Although this may seem strange, it is a legal requirement that any company paying through PAYE includes holiday pay. This must also be shown separately on your payslip.

In a full time job, you would get this money when you take your annual leave but with us, where your working time is much more varied, this wouldn't make any sense - for example if you go on holiday, you simply don't accept any work that's offered to you.

To account for this, we include holiday pay as part of your wages. Known as "accrued holiday pay", this is calculated based on 12.07% of your working hours for the pay period.

- On your payslip, holiday pay is (and for legal reasons must be) shown as a separate amount.
- On-line, rates and totals for each shift is shown in 2 separate ways ...
 - The base rate/amount is the rate paid without holiday pay
 - The actual rate/amount is the money you actually receive, including holiday pay

 Holiday pay isn't included for direct (non PAYE) payments as no tax is being deducted. The rate however, will be adjusted to compensate for this.

Pension payments

If you are paid through PAYE and earn the qualifying amount, you'll automatically be enrolled into our pension scheme. This is operated through NEST (National Employment Savings Trust).

Details will have been given to as part of your induction process and these explain how the scheme works and why it's a good idea to join. You also have the option to opt out – NEST will contact you upon enrolment outlining the benefits and the process for opting out, should you wish to do so.

Other deductions

For staff paid by PAYE, the following deductions will be made automatically ...

- Employees NIC (National Insurance Contribution)
- PAYE
- A small administration fee to cover the processing of your payslip & insurance etc.

For staff paid directly through a self-billing invoice, the above deductions do not occur throughout the year. Instead, HMRC will charge you the appropriate tax directly at the end of the tax year.

 *If you have any questions regarding your payslip, payments or deductions please contact the office in the first instance. Specific tax questions, including your tax code or allowances will need to be discussed with HMRC directly, but we can answer more general questions.*

Other pay-related documents

Other pay-related documents, such as a yearly P60 are also available on-line. Copies can be also be requested from the office as needed.

Comments about you

All comments and complaints are taken extremely seriously and will be investigated thoroughly, but sensitively.

If someone makes a complaint is about you, we will discuss the situation with them directly and then with you – the aim being to resolve the issue quickly & amicably. Whilst this discussion will balance the need to retain our own reputation, it doesn't detract from the support we will give you. There are two sides to every story and many issues are caused by miscommunication and small misunderstandings.



We know our clients & the managers very well and will discuss any issue sensitively and in confidence.

If you have a complaint

If you have a complaint, either with a client, the client's own staff, a co-worker or about the way something has happened within Care101, please come and talk to us.

Once again, any issue will be treated sensitively, carefully and, if requested, in confidence. You can contact the office at any time either by e-mail, by phone or in person.



For more information, please refer to our "Complaints procedure" available online.

Nurse revalidation

Re-validation is a process all nurses (RGNs, RMNs etc.) must go through periodically – every 3 years. It is designed to demonstrate that they continue to achieve the required standards of the NMC code – partly through self-confirmation, partly through evidence and partly through confirmation with a 3rd party.

Although revalidation is ultimately a nurse’s responsibility, its clearly in any employer’s interest to ensure its completed correctly and at the appropriate time. With that in mind, we have prepared a set of guidelines and dedicated an area of our web site to the process, with the aim of guiding you through it.

As a nurse registered with us, you can also maintain your e-Portfolio online, if you wish.



For more information, please refer to our “Revalidation for nurses” guide available online.



To access the revalidation area of the web site and your e-Portfolio, login to your home area and click the “NMC Revalidation” button at the bottom of the page.

The Care Certificate

If you’re an HCA you may already have qualified for the Care Certificate or heard about it. This qualification is aimed at proving your range of skills as an HCA and is well worth achieving if you haven’t already. Being primarily assessment-based, we can’t directly provide this for you. However, we can, and will encourage you to do it, and can help with the cost of any training towards needed.



For more information, please refer to our “Care Certificate” guide online.

6. Online access & automation



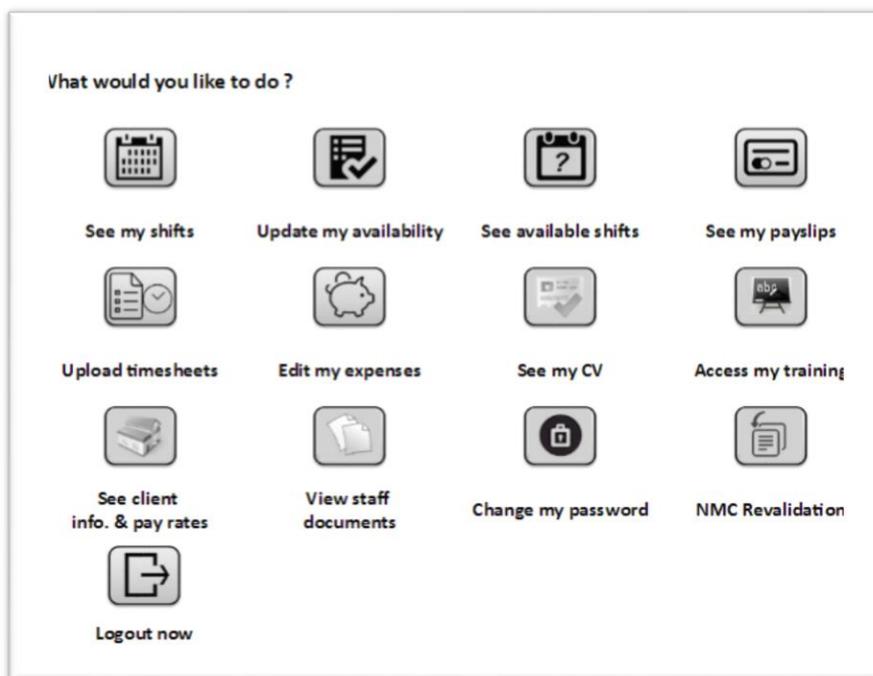
The agency world can be very fast moving with shifts coming and going all the time. With Care101 we aim to be efficient by keeping things as simple and as flexible as they can be. We do this primarily, through the use of automation and access to our CMS system.

Our online CMS system

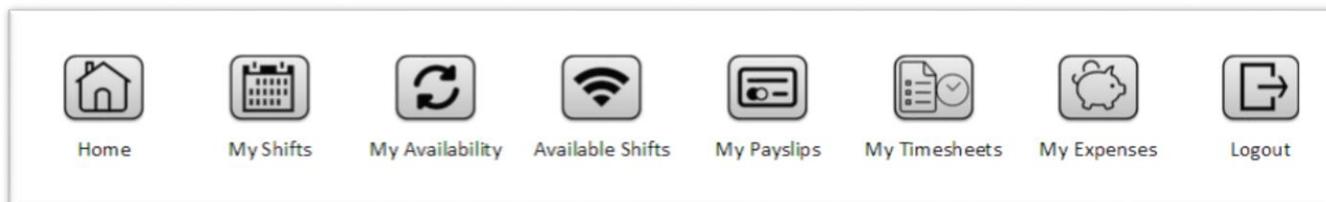
CMS or Care Management System provides a number of features designed specifically to help our office personnel, our clients and you, our staff. CMS is typically available 24 hours a day and can be accessed directly through our web site or via our Team101 mobile application. Both are easy to use and give you access to...

- Your contact information
- Your past & upcoming shifts
- Available shifts which you can accept should you wish to
- Payslips
- Time sheets
- Information on clients & pay rates
- Your CV
- For nurses, an area dedicated to revalidation

Once logged in to the main site, these details can be accessed using the from your home page ...



... or from the buttons at the top of any other main page ...



 Although you don't have to use CMS, it does save a lot of time and is available 24 hours a day. It's also very easy to use, even for those less familiar with such things.

However, don't worry. If you can't use it or don't have access no problem, simply contact the office and we'll organise things that way.

Registering on-line

All staff can access CMS. However, if you have not logged on before, you will need to register. Don't worry though, this is very quick & easy to do ...

- Simply enter your registered e-mail address **and leave the password blank.**
- Your ID will be recognised and you'll be prompted to create a new password.
- Once created, you simply use this password when accessing the system in the future.



For more information, please refer to our CMS user guide.

Team101

In addition to the main site, CMS details can also be accessed more easily from a mobile device using a dedicated mobile application for Android & iPhone users.



To install Team101, please go to your app. store and search for "Team101".

More information on using this application are available in the Team101 user guide online.

Care101 automation

CMS also provides a dedicated automation service, which allows us to use SMS text messaging to quickly contact whole groups of staff – for example to advertise a shift at short notice.

In brief, our automation system allows ...

- **Us to advertise short notice shifts.**

If the message contains a 3 letter code *and you wish to work the shift*, simply reply with *that 3 letter code only (please do not include any other text)*. The system can then process your request automatically.

- **Us to send you shift reminders.**

These are purely for information only, simply to remind you of the upcoming shift. You do not need to reply to this message.

- **Us to send a general group message.**

- **You to find out when your next shifts are.**

Simply text the word “shifts” to our automation number and it will respond with a short message outlining any shifts currently booked.

- **You to find out if there are any available upcoming shifts.**

Simply text the word “work” to this number. Again, you will receive a short reply indicating which shifts are currently available.



For more information, please refer to our “Text message automation” guide online.

7. Questions, concerns or getting in touch



If you have any further questions relating to any of the above, or at any time during your work with us, please get in touch and we will look into it for you.

Document library

We've put together a number of guides, policies and notes covering a number of aspects of our work. These are all available in our document library, which is accessible to all staff online.



To access the document library, simply login to the staff area and click the "Staff Documents" button. Alternatively you can view & download documents through the Team101 mobile application.

Contacting us

For non-urgent queries, please e-mail us at admin@Care101.co.uk. We aim to reply to all queries within 1 working day.

Alternatively for things that are more urgent, please ...

- **Call the office** on 01372 231007 *
- **Text, WhatsApp or Viber** on 07495 067343
- **Fax** to 0208 337 5332
- **Post** to 10 Parklands Way, Worcester Park, Surrey. KT4 7HT

* Out of hours this number will automatically be forwarded.

If no answer, please leave a message and someone will contact you shortly afterwards.

Between 11pm and 6am, please also leave a message and someone will contact you in the morning.