

# Policies and procedure for alliance performance healthcare assignment



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BUSTER**

Alliance Performance Healthcare Ltd Alliance Performance Healthcare Ltd is a professional Organisation specialising in providing high quality nurses, care workers to hospitals and healthcare organisations. STAFF HANDBOOK This information pamphlet is for you to use as Reference Guide whilst you are working for us. Alliance Performance Healthcare Ltd is here to help you find much work as you need.

If there is anything that you do not understand or would like to query please contact us on 01424205372 Alliance Performance Healthcare Ltd - 17

Robertson Street Hastings East Sussex TN34 1HL Tel: 01424

205372[[email protected](mailto:protected@alliance-performance.co.uk)]co. uk [www.alliance-performance.co.uk](http://www.alliance-performance.co.uk) Alliance

Performance Healthcare Ltd 2010 Policies and Procedures Alliance

Performance Healthcare Ltd Section1. 1. General information for Alliance

Performance Healthcare staff 1. 1 Who we are? Alliance Performance

Healthcare is a professional

Organisation specialising in providing high quality nurses, care workers to hospitals and healthcare organisations. Alliance Performance Healthcare 's key objective is to ensure the provision of a comprehensive range of professional care and services, in order for this to happen Alliance Performance Healthcare rely on you to provide a professional service , when representing the organisation at our clients (service users). \* We welcome you to our organisation and we hope that your assignment with us will be rewarding and a positive experience The purpose of this handbook is to help you learn about our organisation and our method of operating so that, you can settle in and carry out your duties with confidence, about your role and responsibilities. \* Our continuing success depends on upon how well we work

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together, and to achieve this there has to be agreed rules, guidelines and standards of conduct for all and these are explained in this handbook. \*

Please use this handbook as reference material, but ask your contact within the organisation if there is anything that you are unsure of, as we are here to take your queries. . 2 Alliance Performance Healthcare's key aims Customer

focus \* the service users/clients of our services are at the very heart of our business \* our aim is to improve the quality of their lives Employer of choice

\* Our staffs are our driving force of our organisation. \* They inspire

confidence in our clients , in turn we are committed to ensuring they are properly trained, well supported and able to keep pace with the changing

needs of our clients Improving performance \* We subscribe to the standards and guidelines set down by the care standards act 2000. We know that good

quality care is about attitudes and behaviours as well as procedures and systems we continually review our current practises, to ensure that we do

them well, and to identify areas where we can improve. 2. 3. Recruitment

Procedures The following are the recruitment procedure we follow when we are recruiting staff to work with us Registering nurses and Healthcare

Assistant requires the following: \* Minimum 2 years of experience \* Copy of your Diploma/ Degree and any other qualifications you may hold \* 2 passport

size photographs Passport size photographs/Birth Certificate \* Name,

Addresses & Telephone numbers of 2 people for references for example,

charge nurse, sister. Or senior level... \* National Insurance Number \*

Hepatitis B vaccine certificate \* Bank detail, P. 45 or equivalent and NMC PIN

No \* After registered with us you will be interview by one of our consultants

who will interview you based on what you have filled on the application form.

Your qualification, competencies, and skill will be assessed to decide placement with services users.

We expect that at this stage that you should disclose any conviction you may have. Complete honesty is expected and we assure you that your information is protected by us. \* You will be given a staff handbook that should have everything you need about Alliance Performance Healthcare Ltd.

\* References will be taken up to confirm what you have written on the application form. \* Our recruitment process operates in line with the Equal Opportunities Policy and is non discriminatory. \* Thereafter, a consultant will allocate assignment to you. 2. Training and development requirements and procedure \* You will receive full training in aspects of your work with us. This training will be dependent upon your role and may include moving and handling and CPR and other courses. Thereafter, we are committed to the concept of on-going training. \* You will be expected to attend all training courses relevant to your job. We retain records of all training courses attended. This forms an essential part of our staff performance appraisals. 4. Policy for dealing with allegation of abuse & disciplinary procedures against staff

We are very passionate about our service and any complaints brought to us about your conduct will be thoroughly investigated and if such complaints are found to be true (about any serious offence), it may lead to disciplinary action taken against you. Our list of a serious offence is not limited to the ones listed below but we do take the following quite seriously and will lead to disciplinary action \* Physical violence , fighting . assault \* Refusing to take instruction given by a manager or supervisor while on duty \* Harassment or <https://assignbuster.com/policies-and-procedure-for-alliance-performance-healthcare-assignment/>

bullying or aggressive behaviour  
Discrimination \* Fraudulent activities –theft, falsification of records \* Abusing the service user \* Abandoning contract without permission \* Abusing the agency name and property and dragging the agency into serious dispute \* Not performing to standard and poor time keeping \* Taking alcohol and any illegal drugs before or on duty \* Not keeping to health and safety rules \* Breaching the confidentiality law \* Negligence causing or might cause serious damage or injury \* Sexual harassment or other immorality act

The following disciplinary procedure will be taken when any of the above is breach

1. Alliance Performance Healthcare will inform the staffs about the complaint against his/her professional conduct.
2. Alliance Performance Healthcare agency will carry out an investigation and inform the staff about the outcome.
3. A hearing maybe held involving the staff and if possible the client or his representative.
4. Alliance Performance Healthcare agency will use its judgement whether to use the agency staff when this investigation is going on. . If the outcome of the hearing is not favourable, the staff have the right to appeal within 7 days but, if the agency maintain the decision, the staff will be removed from the database of working staff for Alliance Performance Healthcare .

Method of payment Payment is made by “ BAC” directly into your bank account, payment will be credited into your account on Fridays. Sometimes delays occur when payment is being made into a building society account . Working time regulation \* This Regulation are Health and Safety Regulations.

This regulation say That on average you should not be required to work more than 48hours each week except if you agree to do so in writing. \* an agency <https://assignbuster.com/policies-and-procedure-for-alliance-performance-healthcare-assignment/>

staff is entitled to work 11 hours rest from work in each 24 hours and 12 hours if under the age of 18 years . \* A minimum of 20 minutes break when the working day is longer than 6 hours. \* For night work, staff should not work more than 8 hours in every 24 hours . \* Staff is entitled to a minimum of 1 day rest from work each week or 2 days every 2 weeks . \* Staff is entitled to 3 weeks paid annual leave (rising to 4 weeks ) once they have worked through Alliance Performance Healthcare for continuous 13 weeks period . National insurance If you do not have national insurance number you will need to go to the department of health and social security with your passport and apply for one . national insurance covers your medical care and a proportion of dental care . Before your number comes through , you will be given a slip of paper stating you have applied -will need to see this and must also have a record of the number as soon as you receive it . Identity badge Each temporary staff of Alliance Performance Healthcare is issued with an identity badge bearing a photograph .

These must be worn at all times when working for us and returned when you leave the organisation . Complaints If we receive a complaint about one of our staff we will discuss it with you in person . If you wish to make a complaint about a client, the service you are receiving from Alliance Performance Healthcare or about a fellow worker , please make an appointment to see the manager and we will do our best to resolve the problem quickly to your satisfaction. P45 Is a legal Inland Revenue Tax Document. It contains your tax code , pay and tax details for the current tax year .

An employer will issue it to you when you leave their employment . Parts 2 and 3 of this form should be to Alliance Performance Healthcare so that, the correct tax at the correct rate can be deducted from your pay . If you no longer wish to work for Alliance Performance Healthcare you must let us know and we will issue you with a P45 . This will be sent to you one week after you have received your final salary .

**Record Keeping Requirements \***

Staff must keep proper record in all their dealing with clients and the agency . Each record must be correct and written in plain English. \* Each record must be clear, dated and signed. \* Each record must be recorded as soon as the event takes place , this is necessary as the event is still fresh in the staff's memory \* Each record must identify who is involved for example (a patient). \* Timekeeping All staff must inform Alliance Performance Healthcare agency of their availability and also must inform us if you are going to be unavailable. All staff must be always on time for work at their work place.

**Absence/Cancellation**

Alliance Performance Healthcare recognises that on occasion Unforeseen circumstances may result in staff not being able to fulfil the delegated shifts please ensure that you inform the agency at the earliest opportunity if such a situation arises.

**Confidentiality** All Alliance Performance Healthcare staff must adhere to the confidentiality policy . any breach of confidentiality will be result in disciplinary action or dismissal .

**Uniform** All Alliance Performance Healthcare staff must always wear the uniform in workplace which requires them to do so .

**General conduct**

All Alliance Performance Healthcare staff are expected to behave in a professional manner at all times and adhere to the policies and procedures

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of Alliance Performance Healthcare agency . Section 2 1. Policy of Equal Opportunities Alliance Performance Healthcare is committed to a policy of equal opportunities for all and shall adhere to such a policy at all times. \* Our objective is to ensure that all alliance Performance Healthcare staff receive the same treatment regardless of race , ethnic, or national origins, gender , marital status , disability , sexual orientation , religion and political beliefs . Management and staff involved in the with the selection and recruitment process have special responsibility for the practical application of the company's equal opportunity policy. Alliance Performance Healthcare will appoint, train, develop and promote staff on the basis of merit and ability. Alliance Performance Healthcare will carry out periodic monitoring of our policies and recruitment process to ensure equal opportunities for all. \* If there is any doubt regarding appropriate treatment under the company's equal opportunities policy, employees should contact the company's manager for further guidance. All office staff at Alliance Performance Healthcare agency and its employees accept that it is their personal duty to ensure that such a policy is effective

2. Policy on out of hours support for nurses/clients This policy is to familiarise the agency nurse with the out of hours support available for them while working for Alliance Performance Healthcare and also the out of hours support service available for client when using the agency. The afterhours telephone available to clients is 0800... The number for agency staff is 01424 205372

This telephone is operational 24hours for both clients and staff to contact the agency on urgent matters Apart from the above details, the agency nurse can contact the police in the event of an emergency or inform relatives or



friends of their where about 3. Policy on safeguarding the property of service user This policy is meant for all Alliance Performance Healthcare agency staff, both temporary and permanent. This policy is to set out the procedures for safeguarding service users who are patient property when the agency staff is working on the service user's premises.

Absolute honesty is required when staff is handling clients property. Consent must be sort from the client or his advocate before handling clients' property for example, pensions, writing or cashing cheques. The staff must respect the client's property and must not abuse their position when handling the client property. Roper documentation must be done when client is -p dealing with client in term of cashing in cheques, shopping etc. Staff must not abuse the client property such as, telephone, gas food money etc.

Receipts must be provided for transaction done by staff for record purposes.

4. Policy for administration of medication guidelines Who this policy is meant for This policy is for all Alliance Performance Healthcare staff who is or will be in a position to administer medication to patients. Non-registered agency and registered nurses. Registered nurses Registered nurses should adhere at all times to the NMC policy on the administration of medicines (copy available in the Alliance Performance Healthcare office).

Clients/patients GP (General Practitioner) is responsible for prescribing medication for the client. This policy only permits the agency staff in assisting the client in taking prescribed medication that is within his/her training and experience. Staff will only assists clients in taking prescribed oral medication , other forms of medication such as catheter care , ear drops

, injections , eye drops , trasdermal patches must not be undertaken by the worker except they are nursing professional. Client medication required must be documented in the care plan.

Agency staff will make sure that all medication taken by clients are documented in the medication file. In the case of the client refusing taking any medication , this should be reported to the Alliance Performance Healthcare manager forties to e forwarded to the client's GP , this act should also be documented in the medication file for future reference Any changes in the client's behaviour, mood, mental or physical state after taken medications should be reported to the agency manager and documented in the clients /medication file.

Staff obtaining the client's medication depends on the GP direction whether to collect from the surgery or health centre The staff is only permitted to assist the client in taking prescribed medication if only -if the staff has a formal training and he/she has demonstrated competence. -if the GP, advocate and family members has agreed to this agreement . -if the agency manager is aware of this and know that the staff is competent to do this following previous assessment. Non -registered agency workers

Non -registered agency staff (HCA's and Carers) may not administer medication by any route of administration, enteral feeds or gases and may not dispense medication They may only assist the patient with their medication such as giving water or helping them with positioning. Non-registered agency may change minor dressings but this must be done under supervision or instruction from a registered nurse. All agency staff All staff

are allowed to offer assistance to client in the following instance example \*

- \* Making sure that prescriptions has not expired
- \* Sending back to the chemist expired medication.
- \* Safe keeping of medication
- \* Helping in opening medication containers
- \* Making sure that medication are taken at the right time , the right dosage , the right route .

In case of the client's overdose , this should be reported to Alliance Performance Healthcare Agency manager immediately and this to be documented in client's notes .

5. Policy of abuse of patients Alliance Performance Healthcare agency will operate a policy of zero tolerance towards any member of staff involved in the abuse of a patient.

Alliance Performance Healthcare agency will assist the staff member reporting abuse with contacting the relevant authorities, eg. NMC, the police, and child protection agencies. Appropriate boundaries must always be maintained between a practitioner and a client. Personal relationships with vulnerable clients are never allowed. All staff involved in reporting suspected abuse of a patient and a further assist in any investigation as required. All Alliance Performance Healthcare staff reporting abuse will be expected to speak in confidence with directors of Alliance Performance Healthcare, in the first instance. .

Policy of client confidentiality The policy is meant for all alliance Performance Healthcare staff, The reason of this policy is to set out the procedures for staff to keep to in regards to client's confidentiality. Confidentiality means respecting personal information about individual service users and their families and carers, and keeping this information private, and it also means not disclosing this information unless an appropriate person or people gives you permission to do so .

Staff must have permission to give out confidential information about Alliance Performance Healthcare agency, clients and its patients to anyone otherwise, this is strictly forbidden. Staff must seek the advice of Alliance Performance Healthcare management on any issue they are not sure of before such information to a third party. Staff found spreading confidential information about Alliance Performance Healthcare agency, its clients /patients will be immediately sacked from the agency and legal action may be taken against such staff. 7. Policy regarding service users freedom to express view about the agency's services.

This policy is meant for services users who use the services of Alliance Performance Healthcare agency. This is a policy to set out the procedures for service users to express their view about Alliance Performance Healthcare agency. The service users can contact Alliance Performance healthcare agency 24hours everyday to air their views about the agency's services. The service user can contact the agency by telephone: 01424 205372 . email address:[email protected]co. uk or to write to us at the following address: Alliance Performance Healthcare Ltd 17 Robertson Street Hastings East Sussex TN34 1HL

All your views will be acknowledged by email, telephone, and fax or by post letting you know how we can implement this into our services. 8. Policy regarding death of patients of serious incidents This policy is to set a procedure for Alliance Performance Healthcare agency staff nurse to follow in the case of a serious incident or if the nurse find the client dead when he/she arrives at the clients' premises. \* Staff must immediately inform the client's GP about the incident . \* Staff must inform the client's family or next <https://assignbuster.com/policies-and-procedure-for-alliance-performance-healthcare-assignment/>

of kin. \* Staff should inform the alliance Performance Healthcare manager. The body of the deceased should not be touched. 9. Policy regarding requirement to protect the health and safety of nurses The policy is to set out the procedures regarding requirement to protect the health and safety of all Alliance Performance Healthcare staff. Alliance Performance Healthcare strives to provide a safe working environment for our staff especially disabled or pregnant staff. Alliance Performance Healthcare agency ensures that our premises display health and safety signs to help reduce accidents and also makes sure that all our equipment on our premises are in working order. Qualified personnel are always at hand to assist staff who needs help in operating any of our equipment. Alliance Performance Healthcare agency provides health and safety training for all agency staff by our sister company. This policy requires that our nursing staff and care staff abide by the health and safety regulations and must not put other staff and client at risk by not abiding by the health and safety regulations in the work place. - Alliance Performance Healthcare agency strives to make sure that all substances stored in its workplace is handled in right way where by reducing risk to staff. Staff are also made aware of the dangers associated with them if not handled with care. Alliance Performance Healthcare agency strives to provide a comfortable working environment for its staff by providing working environment that is heated, enough lightings, structurally sound and air conditioned premises. We always provide information on the health and safety of the client premises when we have them to staff who or going to work there Alliance Performance Healthcare agency staff renew their moving and handling as well as CPR every year. 10. Policy on record keeping

The reason for this policy is to set out the procedures for Alliance Performance Healthcare agency staff in keeping proper record. Staff must keep proper record in all their dealing with clients and the agency. \* Each record must be correct and written in plain English. \* Each record must be clear, dated and signed, and it is important that all staff keep clear and accurate patient /client records and be aware that patients /clients have a right of access to records held about them. \* Each record must be recorded as soon as the event takes place . his is necessary as the event is still fresh in the staff memory. \* Each record must identify who is involved IE a patient or staff. \* The NMC booklet guidelines for records and record keeping, information regarding caldicott protocols and the access to health records act 1990 are all available from Alliance Performance Healthcare agency office. \* Alliance Performance Healthcare staffs have a duty to protect the confidentiality of the patient/client and this principle is just as important in computer held records as in all other records. The NMC booklet guidelines for records and record keeping , information regarding caldicott protocols and access to health records act 1990 are available from Alliance Performance Healthcare office

11. Policy on complaints procedure Sometimes problems do rise in the course of the business and if you have any problems, please do let Alliance Performance Healthcare agency know. \* Stage 1: complaint received from client and recorded on a complaint by one of our consultant. \* Stage 2: a complaint officer will look into it and acknowledge receipt of the form within 7days. Stage 3: a full reply of the outcome of your complaint within 14 days of receipt of a compliant. \* Stage 4: if you are not happy with the outcome, please write back within one month . the officer will acknowledge your complaint and a final investigation will be carried out. Views and <https://assignbuster.com/policies-and-procedure-for-alliance-performance-healthcare-assignment/>

comments Alliance Performance Healthcare agency has consultants available to speak to you 24 hours a day; 7 days a week. 365 days a year. please contact us on the following telephone number 01424 205372 We value your views and opinions on the services that we provide.

We firmly believe that only asking the users of our services - Alliance Performance Healthcare agency, our clients can we obtain the information that we need to enable us to continually improve our service. Please if you have any comments about our services please feel free to contact us. Rights for service users to contact the national care standards commission We will always do our best to resolve any problems you may have with our service and see to it that you receive a fair hearing but, if by any chance you are not satisfied with the outcome, you have the right to contact the national care standards commission at the below address.

2. Policy on code of conduct for Alliance Performance Healthcare staff Alliance Performance Healthcare agency expects its staff to maintain a good behaviour when working with client. Agency staffs are expected to behave in a professional manner when working with clients, colleagues and any other person when working for us. unacceptable behaviour such as bullying and any other form of bad behaviour will not be tolerated. Staffs are obliged to follow the rules of the code of conduct for Alliance Performance Healthcare agency

Registered nurses are further obliged to act in accordance with the NMC code of conduct All staffs are expected to behave in a professional manner at all times. Any incident of theft and damage to either company or client property constitutes gross conduct All staff are obliged to act in accordance with the company and client health and safety guidelines at all times. failure

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to do so constitutes gross misconduct All staffs are required to carry the Alliance Performance Healthcare identification badge and NMC pin badge he roles and responsibilities of nurses and other staff supplied by the agency timesheets -please remember time sheets are your responsibility . no time sheet , no money -press hard when you complete your time sheets . ink must go through the green copy . our week ending is sunday of each week. -time sheets must be received by monday no later than 5pm at least in order for you to receive your money -if a time sheet is received incomplete for example no name , no signature , hours unclear etc , you will not be paid for that week and it will be returned to you for correction raining and development requirements and opportunities for Alliance Performance Healthcare agency staff -all Alliance Performance Healthcare agency staff will receive full training in aspects of working with us , the training will be dependent upon your role and may include moving and handling and cpr and other courses . -thereafter , we are committed to the concept of on going training -all staff will be expected to attend all training courses relevant to your job , we retain records of all training courses attended this forms part of our staff performance appraisals -all staff to speak to the Alliance Performance Healthcare agency manager for the details of all training and study days . -registered nurses must meet continuing professional development standards (prep) set by the (nmc ) nursing and midwifery council for their nursing registration to remain effective and thus allow them to practise as a registered nurses policy on drug error - policy on recruitment and registration \* recruitment \* verification \* nmc cornfmation \* identification recruitment a registered nurse that has been approved by the licensing authorities conducts all interviews , we have a second nurse <https://assignbuster.com/policies-and-procedure-for-alliance-performance-healthcare-assignment/>



available to interview applicants . -all applicants to Alliance Performance Healthcare agency complete an application form , which contains sections for areas of experience and work preferences . we carry out health checks on all members of staff . -Alliance Performance Healthcare agency have a system to satisfy ourselves that all members of staff have sufficient knowledge of english , which enables them to communicate effectively both orally and in writing . it is a requirement that all convictions spent or otherwise, are declared under the rehabilitation of offenders act(exceptions )order 1975. verification -every applicant of Alliance Performance Healthcare agency has to produce to the interviewing nurse : -a document issued by previous employer , the inland revenue agency benefit agency , contributionagency , or the employment service , which states the national insurance number of the person named . -proof of identification (passport or birth/marriage certificate). a document to confirm that the applicant has a current and valid permission to stay in the country and that the permission does not prevent him/her taking the job applied for , or it included in a category where employment is otherwise allowed . - 2 references are always obtained , of at least g grade level from previous employer , prior to assignments . nursing and midwifery confirmation -all registered nurses have to provide the interviewing nurse with their statement of entry to the nmc registered and nmc pin card to confirm the registration period . a designated manager conducts weekly nmc confirmation of registration of nurses working with Alliance Performance Healthcare agency via the internet and written confirmation by email . -the site nurse telephones the nmc interactive voice response registration confirmation service to ensure that the applicant has a valid registration and documents

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confirmation on the application form. -the business manager is included on the mnc mailing list , receiving copies of all registered letters , including those detail in the nmc register . identification all members of staff for Alliance Performance Healthcare agency are issued with an identification badge , which includes : name of employee , photograph , grade of employee , signature , our addresses and contact number -all members of staff are required to wear their badge at all times when representing Alliance Performance Healthcare agency . -all registered nurses will provide their nmc pin card to the clients whenever requested . conduct expected of staff supplied by the agency acceptable behaviour at work -Alliance Performance Healthcare agency expects its staff to maintain a good behaviour when working with the client . gency staff are expected to behave in a professional manner when working with clients , colleagues and any other person when working for us . un acceptable behaviour such as bullying and any form of bad behaviour will not be tolerated . -our expectations are that you will conduct yourself in a professional and caring manner when representing the organisation . -we therefore we insists that you behave in a professional manner towards fellow workers , service users , and to other people with whom you may come into contact as part of your duties . refrain from using bad language and other offensive or insulting behaviour. -proven incidences of sexual , verbal , or racial harassment of fellow workers or service users , or workplace bullying , will result in disciplinary action . you must also comply with policies on consumption of alcohol , mind altering drugs and smoking on duty . -complaints and compliments are the basic means that a service user has of expressing satisfaction or dissatisfaction with our services . as the person who is in daily contact with a service user you are likely to be

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the one that the service user first see . ndex section 1 contents : general information letter statement of purpose (introduction) section 2 – policies and procedures contents : -equal opportunities -out of hours support for nurses/clients -safeguarding the property of service -administration of medication to patients -abuse of patients -client confidentiality -policy regarding service users freedom to express view about the agency's services -policy regarding death of patients or serious incidents. -policy regarding the requirement to protect health and safety of nurses -record keeping training and development requirements and opportunities -complaints procedures - code of conduct -drug error -reporting incidence and suspected abuse -safe guarding nurses and patients -unaccepted behaviour section 3 – induction contents: -mandatory training -record keeping /data protection -role and responsibilities -general induction information -temporary /permenent workers agreement -protecting alliance peromance healthcare employees section 4 –health and safety contents: induction /health and safety training questionnaire manual handling atient cofidentiality /access to health records heath and safety advice fitness to practice fire safety at work control of substances hazardous to health |(coshh) reporting injury , dangerous occurrences (riddor) infection control – how to report work related violence violence in the work places reducing the risks of violence in work places lone worker injury/ dangerous occurrences in work places dealing with violence in work places dealing with a grievance injury of needlestick guidance on management of aids /hiv infected workers and patient notification food hygiene –