

Who we are

Bluestar Medics Solutions is a nationwide nursing employment agency based in Crawley, West Sussex. We specialise in employing and supplying permanent and temporary staff. Bluestar Medics Solutions founded and run by clinically experienced and skilled nurses with support of well experience recruitment specialist to provide best possible support to our employee in order to maintain and improve quality and standard to our clients. Bluestar Medics Solutions employs all grades of Nurses (RGNs and RMNs), HCAs and Support Workers to provide work force to our clients in various settings according to their skills, expertise and preference. To ensure client safety and consistent development of our services, a rigorous recruitment procedure is required as well as the completion of all mandatory training and they go through in depth vetting procedure. . We strongly believe that “Excellence in Professionalism” carries the weight of our success. Our staff must understand our definition of professionalism: the idea that adaptable attire is conveyed to whomever the client, whatever their wealth and wherever their background. Having a constant positive mind-set and the will to complete duties to a high standard is awarded. We have a preference of employing experienced staff though individuals who show determination to start a career with us will defiantly receive all the needed assistance to join our team. Whether it is long term agency staff cover, support during busy periods or emergency cover requests: please contact us. Bluestar Medics Solutions strive to fulfil every request and we take personal responsibility to provide our finest.

Contact Us:

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Bluestar Medics Solutions

Bluestar Medics Solutions

“ Excellence in Professionalism”

H&A Sharma Limited registered in England & Wales t/a Bluestar

Medics Solutions. Company no: 08911786



Bluestar Medics Solutions

Staff Handbook



Bluestar Medics Solutions

“Excellence in Professionalism”

Recruitment Agency

Tel: 01293517760 / 07495901077 / 07957030981



Contents

- 3 - Welcome to Bluestar Medics Solutions
- 4 - Equal Opportunities
- 4 - Appraisals
- 4 - Uniform Policy
- 5 - When on an assignment
- 6 - Security
- 6 - Timesheets and Payment
- 7 - Method of payment
- 7 - Holiday
- 7 - Fire Safety
- 7 - Handling violence and aggression
- 7 - Reporting on duty
- 7 - Health and Safety
- 8 - Communicable Diseases
- 8 - Fit to work
- 8 - Hand Washing
- 8 - Confidentiality
- 8 - Data Protection Act
- 9 - DBS
- 9 - Training
- 9 - Complaints
- 10-Complaint against a Temporary Worker
- 11- Declaration



Declaration

I confirm I have received a copy of the Bluestar Medics Solutions Staff Handbook and that I have read this and understood the contents.

Signed: _____

Date: _____

Please help us to respond quickly to your complaint by providing as much information as possible, particularly:

- What the complaint is about
- What happened
- Where it happened
- Who was involved
- When it happened

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

Any written or serious verbal complaint will be dealt with as follows:

- If you have not already done so, you will be asked to confirm the complaint in writing
- As soon as the complaint is received, it will be logged and you will receive acknowledgement of receipt of the complaint within one working day, this may be by telephone or in writing.
- We may contact you to clarify the detail of the complaint and to discuss it with you and we will follow up any conversations with you in writing.
- Bluestar Medics Solutions will seek agreement from you that the complaint has been resolved to your satisfaction
- Throughout the investigation we will be careful to ensure that any information about you is kept confidential
- Steps will then be taken, where possible, to prevent a reoccurrence.

If you are not satisfied Bluestar Medics Solutions will seek to agree further action to resolve the complaint. In such cases the complaint will be referred to a Managing Director of Bluestar Medics Solution Mr Hitendra Sharma. You also have the right to refer your complaint to the Trading Standards Office of the Licensing Authority.

Complaint against a Temporary Worker

Where a complaint is received against a Temporary Worker, you will be given notice to attend a meeting to discuss the matter in detail, a written statement of events will be requested and a full investigation carried out. Temporary Workers will be given the opportunity to bring a work colleague or suitable representative. You will learn of the outcome of the meeting within 3 working days and be given the opportunity to appeal. If after investigation the complaint is deemed to be founded and is of a serious nature, it may result in your removal from Bluestar of such information.

Welcome to Bluestar Medics Solution

Thank you for choosing to work for Bluestar Medics Solutions.

As a temporary worker for Bluestar Medics Solution, you can expect to receive professional advice and support from the team. You will receive support whenever, and wherever, you might need it. This handbook is produced to help explain everything you need to know about Bluestar Medics Solutions.

Bluestar Medics Solution is committed to providing a quality service to all of our agency workers. This is supported by our team who have knowledge of the market segment and our clients' requirements. Bluestar Medics Solution is proud to have a reputation for quality and integrity, which has been achieved by ensuring we follow relevant guidelines for recruitment.

Bluestar Medics Solution has rules and guidelines to ensure appropriate standards of conduct are adhered to.

- You must complete and sign all necessary declarations before starting any assignment. These will be provided to you by your consultant.
- If your registration status changes or you become the subject of investigation at any time, you are required to inform Bluestar Medics Solutions of all details. Please note that your registration status will be checked on a regular basis.
- It is forbidden to be under the influence of alcohol and / or illegal drugs or substances at any time whilst on duty during an assignment. Bluestar Medics Solutions policy on alcohol and drugs in the workplace states that such behaviour could result in dismissal on the grounds of gross misconduct.
- All NHS Trusts and Hospitals are now smoke-free environments (since 1st September 2005). Please refrain from smoking at any time during working hours. Smoke smells remain on your clothing and may be offensive to patients.
- You must arrive for duties at the requested time and carry out your duties for the full time you have been booked. If it is found that your attendance time does not meet the requested time, Bluestar Medics Solutions has the right to reduce your pay accordingly.
- You must not agree to provide cover for a colleague or arrange for your own cover unless it has been agreed to by an authorised member of staff at the Hospital or Trust you are working for and Bluestar Medics Solutions has been informed and accepted the changes.
- Under no circumstances should you accept any gifts, loans or gratuities from patients, relatives or other interested parties.

You may be removed from Bluestar Medics Solutions register and not considered for further assignments if:

- You fail to comply with Health Code of Conduct.
- There are reports of continual poor performance.
- You have seriously breached the rules and / or policies of the client you are working for.
- You continually fail to notify us that you will not be attending a duty once you have accepted it, or you are continually late without acceptable reason.
- There is evidence of theft, fraud, dishonesty or corruption.
- There is evidence of deliberate damage to the property of others.
- There is evidence of any type of abuse and / or disorderly or indecent conduct.
- There is evidence of acts of incitement or actual acts of discrimination on the grounds of sex, disability, race, religion or ethnic origin.
- You allow another person to use your identification badge.

Equal Opportunities

Bluestar Medics Solutions recognises that discriminatory attitudes are widespread in our society, and that such attitudes obstruct both equal opportunities for work and the effective provision of services to minority groups and communities. In all aspects of work, operates a policy of equal opportunity and equal access to service.

Appraisals

As agreed in the application form, whilst working for any recruitment agency supplying NHS bodies, it is compulsory that you as a health professional are appraised annually. Bluestar Medics Solutions will arrange for a suitable appraiser to conduct this appraisal when necessary. You should retain copies of all appraisals in your Continuing Professional Development Portfolio.

Uniform policy

It is your responsibility to familiarise yourself with the particular uniform requirements of the assignment to which you have been allocated. Where there is no uniform provided by the client you must wear the Bluestar Medics Solutions uniform provided to you. **Your Bluestar Medics Solutions identification badge must be worn at all times whilst carrying out duties for any assignment.**

The Data Protection Act protects individuals' rights concerning information about them held on computer. Anyone processing personal data must comply with the eight principles of good practice. Data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept longer than necessary
- Processed in accordance with the data subject's rights
- Secure
- Not transferred to countries without adequate protection.

Disclosure and Barring Service Checks

As mentioned in the initial interview you are required to hold a Disclosure and Barring Service check dated within 12 months. Registered Bodies no longer receive physical copies of DBS Disclosures; it is therefore your responsibility to ensure that you provide us with your disclosure upon receipt. Failure to do so prior to expiry of your previous disclosure may mean you are removed from your placement until we are in receipt of the disclosure. You are required to notify Bluestar Medics Solution if you become the subject of any police investigations during your placement

Training

Bluestar Medics Solutions can offer access to a wide range of courses through various organisations. Some of those training can be completed within a few days if you happen to be interested contact us for more details. All our Temporary Workers must be qualified in line with statute regulation.

Complaints

Bluestar Medics Solution openly welcomes comments from patients, their representatives and Temporary Workers this allows everyone to communicate with us which will help us to improve the services in order to make Bluestar Medics Solution the right place for everyone. Compliments let us know we are getting things right and are always passed on to the appropriate people. If a patient or Temporary Worker is unhappy with any aspect of the service they receive and wish to complain they should contact the Bluestar Medics Solutions team. This can be done in person, by telephone or in writing. It is important that complaints are made as soon as possible after the event in order that an effective investigation can take place.

Communicable Diseases

Assessing and treating patients involves the risk of exposure to communicable diseases (e.g. HIV, Aids, Hepatitis B, and MRSA). It is therefore important to be familiar with the measures available to minimise this risk.

Fit to work

Before any Temporary Worker is allowed to work in the NHS they must complete a health declaration form. This was provided to you at the initial interview held at the office.

Staff must declare before each assignment if he or she is suffering from any of the following conditions:

Vomiting
Diarrhoea
Rash

Hand washing

Hand washing is the most important step. Hands should be washed and disinfected at the following times:

- At the start and finish of every span of duty.
- Before and after contact with each patient.
- After removing any article of personal protective equipment.
- Before and after aseptic techniques or invasive procedures.
- After touching your own face or body
- After using the toilet.

Confidentiality

In order to protect vulnerable adults, in some circumstances it will be necessary to share what might normally be regarded as confidential information.

Data Protection Acts

In certain circumstances, it will be necessary to exchange or disclose personal information, which must be done in accordance with data protection principles, as laid down in the Data Protection Act 1984 and 1998

Bluestar Medics Solutions will comply with all statutory requirements of the Data Protection Act by registering all personal data held on its computer and by taking all reasonable steps to ensure the accuracy and confidentiality of such information

Please also observe that:

- Long hair must be tied back.
- Jewellery should be minimal. Bracelets, rings (other than wedding rings), dangling earrings and necklaces must not be worn as they may constitute a health and safety hazard.
- Body piercing (excluding single ear piercing) should not be visible.

When on an assignment

On arrival, **before** you start work, it is compulsory that you familiarise yourself and comply with the client's general policies and procedures including (but not limited to):

- "Crash Call" procedures
- The "Hot spot" mechanism for alerting security staff that an individual is in trouble
- The "Violent episode" policy
- Fire safety
- Information security
- Manual Handling
- Health and safety
- Incident reporting systems

It is vital that this is done at the start of every assignment as policies will vary between departments and clients.

Assignments are offered to you but you are under no obligation to accept. However once you have accepted the assignment you must make sure that you do the following:

- Do not cancel once you have accepted the shift
- Take full details of the shift i.e. location, date, start time, finish time
- Make sure that you know where you are going. Do a route planner on the internet or find out about public transport.
- Turn up on time
- Make sure you are appropriately dressed please refer to the uniform policy
- Always carry your Bluestar Medics Solutions Badge
- Nurses should always carry their NMC PIN card
- Make sure that you have a timesheet with you
- Find out the basic health and safety issues and policies
- Find out what the staff expect you to do
- If you finish a task, ask what you can do next
- Make sure that you get your timesheet signed by an authorised signatory before you leave.

Security

Whilst on an assignment you must comply with the client's security measures in respect of personnel and other persons attending the premises. It is your responsibility to familiarise yourself and comply with these policies. The client you are working for has the right to search your person, possessions and vehicle if they deem necessary. Failure to comply could result in the termination of your contract.

Timesheets and payment

Paper Timesheets

It is your responsibility to submit your timesheet to Bluestar Medics Solutions. They must be signed by an authorised signatory in the department of the client you are working for.

It is vital that all sections of your timesheet are complete, and all writing is printed clearly. This will avoid delays in your payment being processed.

Please read the following instructions regarding completing and submitting timesheets. Failure to comply FULLY with the instructions will mean that payment will NOT be made:

- You must take your timesheet with you so that it can be signed at the end of each shift by the authorised signatory
- The authorised signatory should sign to confirm the hours worked by the Temporary Worker at the end of each shift
- You should drop the completed timesheet to Bluestar Medics Solutions' registered office for payment
- Timesheets should be submitted on a Weekly basis.

ANY TIMESHEET WHICH IS INCOMPLETE OR ILLEGIBLE WILL RESULT IN THE FORM BEING RETURNED TO YOU AND A POSSIBLE DELAY IN PAYMENT

Your timesheet must be completed with:

- Your full name
- The client you are working for and the department you are working in.
- The date of each day you have worked (dd/mm/yy format)
- The shift start time, break start and finish times and shift finish times for each day worked
- The total hours worked per day and per week
- Your signature (dated)

Method of payment

Payment will be made by direct debit directly into your bank/building society account on the Friday of each week. A payment advice detailing how pay has been calculated and deductions made will be forwarded to your home address or online via secure email. Advise the office should you change your personal circumstances, e.g. change of address or bank details. This must be done in writing. In normal circumstances, payment for timesheets received by the Monday 12:00 day of each week will be made on the Friday of each week. (Days will vary over a Public Holiday weekend).

Holiday

Holiday pay are calculated on hourly bases due to nature of work. Holiday pay will be included in your hourly rate by pro rata depending on how many hours you have worked in particular week and should indicate on your payslips separately.

Fire safety

It is your responsibility to familiarise yourself with fire safety procedures at the start of every assignment at the client's premise.

If a fire alarm sounds and you are unsure of what action is to be taken, seek advice to a member of staff immediately. If you believe to be a risk of fire in the premise, you must report this risk immediately and ensure actions are taken.

Handling violence and aggression

Workplace violence is defined as "any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, wellbeing or health" (European Commission SG V 1997).

You are under no obligation to put your own safety at risk and must withdraw yourself from any situation you feel is unsafe then seek advice from your line manager regarding continuing treatment. Different clients will have their own strategies on handling violence and aggression and on what to do if you believe there to be a risk; these must be adhered to at all times.

Reporting on Duty

Bluestar Medics Solutions provides a 24-hour service. If you have any routine enquiries, please telephone the office during normal office hours Monday to Friday. If you require urgent assistance outside office hours, please call the mobile numbers provided and you will be transferred to one of the Management team.

Health and Safety

The Health & Safety at Work Act was introduced in 1974, a number of regulations have been added providing a comprehensive framework of health and safety legislation. These regulations provide both employers and the self-employed with detailed guidance about their responsibilities in order to provide and maintain a safe and healthy workplace.