

# NURSDOC

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| <b>THIS POLICY IS FOR:</b>           | Staff including Agency Workers (temporary workers), Commissioners and Service Users |

## RECRUITMENT

### WARNING:

If the document contains proprietary information, it may only be released to third parties after management has approved its release.

Unless otherwise marked, documents are uncontrolled; uncontrolled documents are not subject to update notifications.

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Any changes must be requested through the 'Document Control Manager' by submitting a 'Document Change Request' form.

# RECRUITMENT POLICY

## THE PURPOSE OF THIS POLICY

To inform staff and clients of the minimum standards required and the protocols followed when dealing with any aspect of the recruitment of Temporary Workers.

## SOURCES OF TEMPORARY WORKERS

Nursdoc sources its Temporary Workers through a variety of channels, including:

- Advertising
- Word of mouth
- Referrals
- Nursdoc Web Site
- Road Shows
- Exhibitions
- Conferences
- Area Specific Promotions
- Job boards
- Google adwords and campaigns

## INITIAL REGISTRATION PROCESS

All registrations must be completed by a trained interviewer. The interviewer will ensure that:

- Application Forms are completed fully
- The candidate is interviewed in person
- Details are taken for references
- A full Employment History is taken
- A latest CV is obtained
- The required identity checks are done
- Original documentation is checked and copied, i.e. Identity, Qualifications, etc
- A copy of any existing disclosure is taken and that an Enhanced Disclosure is initiated to obtain a Galago Group disclosure
- Details of Immunisations are taken with a full health declaration
- Photographs are taken or collected
- Immigration status is checked for non EU nationals
- CPR & Manual Handling qualifications are still valid and new training booked if needed

## PROFESSIONAL REGISTRATION VERIFICATION

Where a Temporary Worker is required to hold a professional registration in order to practise, Nursdoc will verify the registration with the relevant regulatory body prior to approving the worker for placement.

This may include, but is not limited to:

- Nursing and Midwifery Council (NMC)
- Health and Care Professions Council (HCPC)
- General Medical Council (GMC)

Nursdoc will confirm that:

- The professional registration number is valid.
- The registration status is active and unrestricted.
- There are no fitness to practise sanctions that would prevent the worker from undertaking the role.

Where relevant, Nursdoc will also record:

- Registration expiry dates
- Renewal requirements

Professional registration checks will be reviewed periodically to ensure that registration remains valid for the duration of the worker's engagement.

## REFERENCING PROCESS (INCLUDING THAT FOR OVERSEAS CANDIDATES)

- A professional reference is taken from at least the current and previous employer. More references are obtained if possible
- Details of the referees are checked to ensure they are professional references
- A reference form is sent to the referee for completion
- If a candidate will be working with children a reference is obtained to confirm previous work history with children
- All references are checked and an employment decision is made. If there are any doubts another reference is taken and / or the details of the reference are discussed with the referee for clarification
- All references are loaded against the candidate's permanent file
- A professional reference is taken from at least the current and previous employer. More references are obtained if possible
- Details of the referees are checked to ensure they are professional references
- A reference form is sent to the referee for completion
- If a candidate will be working with children a reference is obtained to confirm previous work history with children
- All references are checked and an employment decision is made. If there are any doubts another reference is taken and / or the details of the reference are discussed with the referee for clarification
- References must be obtained and verified **prior to the worker being cleared for placement** wherever reasonably practicable.

If it is considered necessary to keep Disclosure information for longer than 12 months, we will consult the disclosure bureaus about this and will give full consideration to the Data Protection Act and the Human Rights of the individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

## IDENTITY AND RIGHT TO WORK VERIFICATION

Nursdoc will verify the identity of all Temporary Workers prior to registration. Original documentation must be provided and checked to confirm the worker's identity and eligibility to work in the United Kingdom.

Acceptable documentation may include:

- Passport
- Biometric Residence Permit
- UK driving licence
- Other documents permitted under Home Office Right to Work guidance

Copies of identification documents will be securely retained within the candidate's compliance file in accordance with data protection requirements.

## EMPLOYMENT HISTORY AND GAP VERIFICATION

Nursdoc requires all Temporary Workers to provide a full employment history. Any gaps in employment will be explored and documented as part of the recruitment process.

Where appropriate, additional information may be requested from the candidate or referees to ensure that the employment history is accurate and complete.

## OCCUPATIONAL HEALTH AND IMMUNISATION

Where required for clinical roles, Temporary Workers must provide evidence of occupational health clearance and relevant immunisation status.

This may include evidence of protection against infectious diseases relevant to the clinical environment in which the worker will be placed.

## MANDATORY TRAINING AND CARE CERTIFICATE

Nursdoc is committed to ensuring that all Temporary Workers supplied to clients are appropriately trained and competent to undertake their duties safely and effectively.

Where required, Temporary Workers must complete mandatory training relevant to the role they will be undertaking. Mandatory training requirements may include, but are not limited to:

### CORE STATUTORY AND MANDATORY TRAINING

- Safeguarding Adults
- Safeguarding Children (where applicable)
- Basic Life Support / Resuscitation
- Infection Prevention and Control
- Moving and Handling / Manual Handling
- Health and Safety
- Fire Safety

- Equality, Diversity and Inclusion
- Information Governance and Data Protection (including GDPR)

#### **CLINICAL AND CARE TRAINING (WHERE APPLICABLE)**

- Medication Administration
- Duty of Care
- Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)
- Prevent / Radicalisation Awareness
- Conflict Resolution and Personal Safety
- Dementia Awareness
- Learning Disability Awareness
- End of Life / Palliative Care Awareness

#### **SPECIALIST OR ROLE-SPECIFIC TRAINING (WHERE APPLICABLE)**

- Tracheostomy Care
- PEG Feeding
- Suctioning
- Catheter Care
- Epilepsy and Seizure Management
- Challenging Behaviour / Positive Behaviour Support
- Pressure Area Care / Tissue Viability

Evidence of completed training must be obtained and verified as part of the worker's compliance documentation prior to placement.

Where a Temporary Worker is providing care or support to patients or service users, Nursdoc may require completion of the **Care Certificate or an equivalent recognised standard**. The Care Certificate ensures that workers have demonstrated the fundamental skills, knowledge and behaviours required to provide safe and compassionate care.

Training records will be reviewed and monitored to ensure that training remains **current and valid throughout the worker's engagement with Nursdoc**.

#### **QUALITY CONTROL**

- A face to face interview is conducted by a Recruitment Consultant (Registered Nurse) who will make comments as to the candidate's suitability
- Experience and qualifications are checked
- All References are checked
- The details from the Registered Body copy of the disclosure are checked including DBS
- Employment history gaps are researched and verified
- Each file is finally reviewed by a qualified nurse prior to clearance for work. The nurse will once again read the references, check the CRB disclosure, verify the health and immunisation information, verify the right to work in the UK and mandatory training record prior to clearance.

A professional reference is taken from at least the current and previous employer. More references are obtained if possible

- Details of the referees are checked to ensure they are professional references
- A reference form is sent to the referee for completion
- If a candidate will be working with children a reference is obtained to confirm previous work history with children
- All references are checked and an employment decision is made. If there are any doubts another reference is taken and / or the details of the reference are discussed with the referee for clarification
- All references are loaded against the candidate's permanent file

#### **ENHANCED CRIMINAL RECORD DISCLOSURE (CRB, DISCLOSURE SCOTLAND AND ACCESS NORTHERN IRELAND)**

- All Agency Workers are required to obtain an Enhanced Disclosure inclusive of Adult Barred List and Children's Barred List checks.
- People with criminal records applying to join Nursdoc should be treated according to their merits and the special criteria of the post (e.g. Caring for children and vulnerable adults).
- Disclosures reflecting prior convictions or cautions are dealt with on an individual basis and no candidate with a record indicating possible risk to either clients or patients are accepted for work. Additionally, questions will be asked as part of the interview process in order to ensure that people with such records are not inadvertently placed in vulnerable positions of employment.
- Having a criminal record in itself should not necessarily prevent a person from joining Nursdoc. Where it is felt, however, that a past offence might mean that a person presents a risk to children or vulnerable adults then that person should not be employed.
- Discrimination either in favour of or against those persons currently in employment who have disclosed their criminal record is not permissible (unless the offence bars them from certain positions), and such information is strictly confidential.
- Agency Workers are required to obtain an updated Enhanced Disclosure every 12 months.

As an organisation using the UK Disclosure services to help assess the suitability of applicants for positions of trust, Nursdoc complies fully with the Codes of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has this written policy on these matters, which is available to those who wish to see it on request.

Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures of Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to 12 months, or until our regulators CQC, The Scottish Care Commission or The Regulation and Quality Improvement Authority have inspected.

If it is considered necessary to keep Disclosure information for longer than 12 months, we will consult the disclosure bureaus about this and will give full consideration to the Data Protection Act and the Human Rights of the individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

## COMPLIANCE FILE REVIEW AND CLEARANCE

Before a Temporary Worker is made available for placement, Nursdoc will ensure that all required recruitment and compliance documentation has been obtained and verified.

Each candidate will have an individual compliance file which may include:

- Proof of identity
- Right to work documentation
- Enhanced DBS check where required
- Professional qualifications
- Professional registration verification (where applicable)
- Employment history and curriculum vitae
- Professional references
- Occupational health declaration and immunisation evidence where required

Once the documentation has been reviewed and verified, the candidate file will be assessed to confirm that the Temporary Worker meets Nursdoc's minimum compliance standards.

Only when a candidate has been confirmed as **fully compliant** will they be approved for placement with clients.

## SAFER RECRUITMENT AND SAFEGUARDING

Nursdoc is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All recruitment processes are designed to ensure that individuals supplied by Nursdoc are suitable, competent and safe to work with vulnerable groups.

As part of safer recruitment, the following safeguards apply:

- Identity verification and Right to Work checks are completed before a worker is cleared for placement.
- Professional registration is verified, where applicable (for example NMC, HCPC or GMC) and monitored throughout engagement.
- A full employment history is obtained and any gaps in employment explored and documented.
- At least two professional references are obtained and verified prior to placement, including the most recent employer where possible.
- Enhanced DBS checks are mandatory for all Temporary Workers. This includes checks against the DBS Adult and Children Barred Lists where applicable.
- Temporary Workers must disclose any previous disciplinary findings, safeguarding concerns or restrictions relating to professional practice.
- Interviews conducted by Nursdoc include safeguarding awareness questions and an assessment of suitability to work with vulnerable groups.
- Recruitment practices are aligned with the NHS Employment Check Standards, the DBS Code of Practice and safeguarding responsibilities for organisations supplying staff into health and social care services.

## QUALITY ENHANCEMENT AND ENFORCEMENT OF STANDARDS

During the registration process, via the face-to-face interview and through introducing the candidate to Nursdoc Policies as well as the Agency Worker Handbook, the following is made clear to the candidate: Agency Workers to be deployed in the provision of services need to be aware that at all times whilst on a Client's premises that they:

- a) Are under the direction and control of the Client at all times
- b) Must work as directed by the Client and follow all reasonable requests, instructions, policies, procedures and rules of the Client (including any racial discrimination and equal opportunities policies)
- c) Shall not neglect, nor without due and sufficient cause omit, to discharge promptly and diligently a required task within the terms of the engagement

- d) Shall not make unnecessary use of authority in connection with the discharge of the provision of services and engagement instructions
- e) Shall abide by the Working Time Regulations 1998 and where applicable, New Deal requirements
- f) Shall not act in a manner reasonably likely to bring discredit upon the Client
- g) Shall not unlawfully discriminate for any reason h) shall not falsify records, timesheets, expenses or attempt to defraud the Client in any way
- i) Shall not corruptly solicit or receive any bribe or other consideration from any person, or fail to account for monies or property received in connection with duties performed under the provision of services on an engagement
- j) Shall observe the highest standards of hygiene, customer care, courtesy and consideration when working in an health service environment
- k) Shall keep confidential information howsoever acquired whether relating to the Client, its business or relating to patients, including but not limited to patient identity, clinical conditions and treatment
- l) Shall be competent in understanding and using both written and oral English
- m) Shall be able to communicate effectively with the Client's staff, other healthcare workers, patients, carers and the general public
- n) Must be helpful, pleasant and courteous
- o) Must have good telephone skills p) shall have legible handwriting
- q) Shall be confident and able to deal with Client's staff at all levels
- r) Shall be able to work with minimum supervision, where appropriate
- s) Shall be prompt and punctual
- t) Shall maintain proper standards of appearance and deportment whilst at work
- u) Shall be properly and presentably dressed in such uniform and protective clothing, or otherwise, as agreed between the Parties
- v) Shall display their photo ID badge on their clothing at all times during an engagement when they are on the Client's premises
- w) Shall not wear the uniform, protective clothing, photo ID badge or use the equipment on the Client's premises unless fulfilling the terms of the agreed engagement
- x) Shall not engage in any form of physical or verbal abuse, threatening behaviour, harassment/bullying or be otherwise uncivil to persons encountered in the course of work
- y) Shall not at any time be, or appear to be, on duty under the influence of alcohol or drugs
- z) Shall not at any time be, or appear to be, in possession of firearms or other offensive weapons
- aa) Shall report any injury or accident sustained and/or witnessed whilst on the Client's premises
- bb) Shall on being charged or cautioned with any criminal offence or on being investigated by any professional or statutory body, notify Nursdoc immediately
- cc) Shall not misuse or abuse the Client's property
- dd) Shall not smoke while on the Client's premises except in those areas where smoking is expressly permitted
- ee) Shall adhere to all other relevant obligations that the Client shall reasonably require from time to time

## DISCRIMINATION AND EQUALITY

Nursdoc does not discriminate on the basis of:

- Ethnic origin
- Age
- Disability
- Race
- Religion
- Gender
- Personal sexual preferences

Temporary Workers, and prospective Temporary Workers, will only be discriminated between on the basis of their ability to perform their work to the required standards of professionalism, efficiency and safety. Nursdoc administrative functions will not require information about Temporary workers, prospective Temporary workers or clients that can form the basis for discrimination on the grounds mentioned above. All information of a potentially discriminatory nature will only be sought and kept if it is a legal requirement and if Nursdoc should know about factors that may affect job placement, such as disability or impairment.

## CONTENTS OF FILE RETAINED ON EACH CANDIDATE

Everything mentioned above is kept permanently in the candidates file with the exception of disclosures which is stored in accordance with CRB, Disclosure Scotland and Access Northern Ireland guidelines.

## PROVISION OF CANDIDATE FEEDBACK

The candidate is involved in the full recruitment process, is kept informed at all times and is consulted for clarification at all times. If the candidate is rejected as unsuitable the reasons, together with an opportunity to respond, are communicated to the candidate.

## TECHNOLOGICAL CAPABILITIES


Nursdoc has developed a very powerful bespoke software application that stores and intelligently manages all information on all candidates. All information is available to us at all times. The system also generates reminders to the candidates when documents, e.g. CRB Disclosure, Manual Handling, etc. are due for renewal. The system has a full note system which records all the details of the recruitment process and all communications with the candidate.

## ONGOING COMPLIANCE MONITORING

Nursdoc will maintain compliance records for all Temporary Workers and monitor key documentation including:

- DBS status
- Professional registration
- Mandatory training
- Identity documentation

Temporary Workers are responsible for ensuring that required documentation remains current. Nursdoc may suspend or restrict placements where compliance requirements are not met.

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| <b>COMPLETED DATE:</b> | 11.03.2026  |
| <b>SIGN OFF DATE:</b>  | 11.03.2026  |
| <b>REVIEW DATE:</b>    | 11.03.2027  |
| <b>SIGNED:</b>         | <br>Marc Stiff – Group Managing Director |