



DRH STAFF BANK & STAFF AGENCIES - POLICY & PROCEDURES

INTRODUCTION

The principle function of a Staff Bank System is:-

- ❑ To provide temporary staff to cover vacancies, sickness absence and other short-term deficiencies in staffing numbers
- ❑ To minimize use of Agency staff .
- ❑ To be easily accessible in times of need.

The General Principles

The aim is to provide quick access by Home Managers to staff who are able to work at the required level to complement existing staff in times of emergencies.

Home Managers are responsible for ensuring that Bank Staff are only used when it is essential to maintain safe staffing levels. Bank staff must not be used as "a top up" when there has been a failure by home management to organise their permanent staffing in an effective manner. Budgets are prepared with an added percentage to cover annual leave together with 3% addition to cover sickness absence. Managers are required to contain expenditure within the limits of the allocated budget.

All Bank Staff are responsible and accountable for their practice and personal development and must work collaboratively with others.

DRH will endeavour to ensure that Bank lists remain "live". Staff who have not worked for a period of 6 months or who are rarely available for work will be removed from the list

DRH will endeavour to provide bank staff with every opportunity to develop professionally and where bank staff are looking to secure a substantive appointment, every effort will be made to facilitate this process.

DRH will ensure equal treatment and opportunity at work as well as promoting positive physical and mental health of all of its employees.

PROCEDURE AND GUIDELINES

1. Recruitment to Staff Bank

- * Persons seeking appointment to the Staff Bank may apply in response to advertisements or by making a direct written application to DRH Deputy Chief Executive at Connaught House, 22 Cornwall Road, Dorchester, DT1 1RU.
- * Interviews for Bank Staff will be conducted by Home Managers together with Liaison Officers with the support of the Deputy Chief Executive and DRH administration staff.
- * If successful at interview, all prospective bank staff will require satisfactory:-
 - references x 2(one of which should be from a recent employer)
 - CRB clearance
 - Occupational health clearance
 - NMC registration (where appropriate)

In addition applicants will be required to

- complete mandatory training and induction programmes
- have up-to-date immunisations.
- Maintain professional registrations (where applicable)

A Contract of Employment will only be issued once the pre-employment screening has been satisfactorily completed, dates secured for core training to be undertaken and an appointment made for immunisations to be screened. Bank Staff will not be paid without an official contract of employment or written confirmation that work can commence.

Bank staff are required to ensure that they meet mandatory training requirements. If they fail to attend when required they will be removed from the bank list until such time as they have fulfilled their training commitments.

All Bank staff will be nominally allocated to a specific Home team and that Home will be responsible for ensuring that the bank employee completes a full induction programme and meets DRH training and supervisory standards. Bank staff will undertake a minimum of 3 supervised shifts their base Homes before they are available to work in other Homes.

Maintenance of Bank Staff List/Records

DRH Head Office will maintain a list of all Bank Staff available and will circulate to all Home Managers. An updated list will be sent monthly to all Homes by the 5th day of the month and the following information will be included:-

Qualifications – Name – Address - Tel:No. - Trained/untrained - Location willing to work -Hours able to work – Transport - Any other inf..

2. IDENTIFYING THE NEED TO UTILISE BANK

When preparing rota's for the month ahead any gaps in staffing levels should be noted.

Consideration should then be given to how to fill the gaps. Before considering using Bank staff, the problem may be solved by using the home staff more efficiently by giving time off when there are few residents and using the hours when the home is busy. Using part time staff up to full time hours or by 'time owing' In this way the budget is being saved for when the need may be greater. Time owing should not exceed more than two days per month and should be taken as quickly as possible.

It is not realistic to assume that all gaps in staffing can be filled in this way and there will be the need to resort to the Bank on occasions, but unplanned bank requirements must be kept to a minimum.

It is the responsibility of the Home Manager (or the person deputizing in their absence) to refer to the Bank list and arrange the staff according to the needs of the Home, and to ensure that the appropriate time sheet is signed in order that the Bank Staff is paid.

Once booked by the Home, bank shifts should not be cancelled by the Home, at short notice.

3. HEALTH, SAFETY & WELFARE

Bank Staff are reminded that under the Health and Safety at Work Act 1974, they have a duty while at work:

"...to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work."

Therefore, all staff in possession of Bank contracts are responsible for ensuring the following:

- * Not to work excessive hours - normally a maximum of 10 hours per week is considered acceptable over and above full time hours.
- * To take adequate rest periods and breaks between shifts - working consecutive days and nights is not considered

acceptable.

Staff working on Bank contracts must inform DRH Deputy Executive Director of their working commitments, if the above standards are in danger of not being achieved.

4. Training

It is the responsibility of the Home Manager or deputy to ensure that the member of the Bank Staff chosen to cover vacancies is trained and has the skills necessary to carry out the work of the post in that home. Any member of the Bank Staff who has not received induction training should work under supervision until the training is complete. If a requirement of the post is to use any machinery, e.g. hoists training must be given before the equipment is used. A record of all core training attendances will be kept at Connaught House, and will be monitored and up-dated on an annual basis. The Deputy Chief Executive will also check that professional registrations are current

5. Responsibility for the management of Bank Staff

Bank staff are able to work in any of DRH homes providing that their qualifications, experience and training is appropriate to the duties required.

The day to day management of Bank Staff will be by the person in charge of the shift in the home in which they work. It is the Home Managers responsibility to ensure that any staff working in their Home are competent to meet the needs of the residents in their care and that they are familiar with the operating procedures within DRH.

6. Timesheets

Bank staff will be provided with a timesheet which requires authorisation by the appropriate Home Manager(or person deputizing for them) upon completion of the shift/day. Timesheets will be returned to DRH Payroll office on the 26th day of the month for processing for payment.

7. Dress Code

DRH Bank Staff are required to be of a presentable appearance in smart but comfortable clothing and shoes

8. Confidentiality

In the course of their duties Bank Staff may come into possession of confidential and personal information. Bank Staff should be aware that any breach of confidentiality (including unauthorized and unnecessary disclosure of information from one Home to another) can be a disciplinary offence and result in dismissal.

9. Basic Needs Approach to Person Centred Support

All Bank Staff should have good understanding of the Basic Needs Approach to

Person Centred Support and should ensure that this is reflected in their contribution to the work of the Home's. .

10. Use of Agency Staff

This is an option available to managers to fill temporary staffing vacancies which should only be used in an emergency once all other avenues have been explored without the required result. This is the most expensive option and also there is always the risk of getting cover by staff that are not familiar with work in the homes and can only be used as another pair of hands. This also rapidly depletes the budget available for temporary staff.

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APPENDIX 1

Agencies that are recommended in case of need

HMR - 1 Kingland Road, Poole, Dorset BH15 1SH
Tel:01202 666513

EVERYCARE (WESSEX)

www.everycare.co.uk

24 High West Street
Dorchester
Dorset
DT1 1UW
England

Tel: 01305 257777

Fax: 01305 251777

Email: info@everycare-wessex.co.uk

BNA (DORCHESTER & YEOVIL)

<http://www.bna.co.uk>

5 Damers Road
Dorchester
Dorset
DT1 2JX
England

Tel: 01305 263 999

Fax: 01305 250 778

Email: dorchester@bna.co.uk

Allied Healthcare Group

Suite 227
Maritime House
Southwell Business Park
Portland
Dorset
DT5 2NB

Tel: 01305 824411

Fax: 01305 826611

Email: portland@alliedhealthcare.com