



# Florence

## Care Professionals Handbook (Northern Ireland)

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# 1. Introduction

## 1.1 Welcome to Florence

We are pleased to welcome you to Florence. As a Florence Care Professional, you play an essential role in delivering high-quality care and support to health and social care organisations. This handbook is designed to support your induction and provide you with information about Florence, your role as Florence care professional, and the policies and procedures that guide our operations.

It is imperative that you read through it and familiarise yourself with the information contained herein, including the guidelines and instructions about the minimum standards required when working for health and social care organisations, including the NHS frameworks LPP/CCS/Workforce Alliance and HealthTrust Europe.

It is important that you fully understand everything covered in the handbook. If there are any points that you do not fully understand, or if you have any feedback on how we can improve the handbook for the next edition, please contact us at [hello@florence.co.uk](mailto:hello@florence.co.uk) or via 0203 911 2555.

Occasionally, we will need to update the Florence Care Professionals Handbook. The most up-to-date version will always be available to you at [florence.co.uk](https://florence.co.uk) and on Florence Academy. It is important that you familiarise yourself with these changes before undertaking any further shifts through Florence. You are responsible for reviewing the handbook and ensuring that you comply with any of the changes held within it.

This handbook outlines Florence's policies and standards. However, you will also be expected to abide by the standards and policies of the regulatory body that you are registered with and any local policies and procedures within the Contracting Authorities or other clients that you work for.

Thank you for choosing to work with Florence.

## 1.2 About Florence

Florence helps find temporary assignments for nurses, care assistants, support workers, and other care professionals in a wide range of public and private sector health settings, including care homes, private hospitals, and the NHS. Our purpose is to:



**Give everyone the care and dignity they deserve.**

### 1.3 Our Values

- **Care about what you do** – people that care make a bigger difference
- **Embrace the adventure** – drive change and be part of something special
- **Always ask another question** – be curious, you never know where the answer might take you
- **Put yourself in their shoes** – our users are at the centre of everything we do
- **Build a positive team** – be inclusive and accept each other's differences

## 2. Definitions

**Care Professional** – any registered nurse, senior care assistant, care assistant or support worker that is registered and active on Florence App.

**Client** – For the purpose of this handbook, when we refer to a client, this means the service where the care professional is working. It could be a hospital, a care home, a domiciliary care service or a contracting authority.

**Employee** – Florence employees relate to anyone that is employed by Florence, either as a care professional through the Florence App and the Florence Central Team

**Regulatory Body** – A regulatory body is an organisation that is responsible for overseeing and enforcing regulations and standards within a particular industry. In Northern Ireland, the regulatory bodies that are applicable for health and social care include:

- Regulation and Quality Improvement Authority (RQIA) – responsible for regulating and inspecting health and social care services in Northern Ireland
- Nursing and Midwifery Council (NMC) – responsible for regulating nurses and midwives in the UK
- Northern Ireland Social Care Council (NISCC) – responsible for regulating and registering social care workers in Northern Ireland

## 3. Contact Details



## How to contact us:

You can speak to us anytime on the in-app live chat.

Call us on 020 3911 2555

Email us:

- **General enquiries or support:** [hello@florence.co.uk](mailto:hello@florence.co.uk)
- **Compliance:** [compliance@florence.co.uk](mailto:compliance@florence.co.uk)
- **Pay:** [payslips@florence.co.uk](mailto:payslips@florence.co.uk)
- **Academy:** [academy@florence.co.uk](mailto:academy@florence.co.uk)
- **Incidents:** [incidents@florence.co.uk](mailto:incidents@florence.co.uk)
- **Complaints:** [complaints@florence.co.uk](mailto:complaints@florence.co.uk)

## 4. General Obligations and Conduct

As a Florence Care Professional, you will be working on the Client's premises during your assignment. While on site, you must follow the instructions below:

### 1. At all times, you must:

- Follow the Client's instructions and all reasonable requests.
- Familiarise yourself with and follow the Client's documented policies and procedures.
- Promptly and diligently complete assigned tasks.
- Conduct yourself in an appropriate and professional manner and act with honesty and integrity.
- Treat all Florence employees with respect; abusive behaviours will not be tolerated.

### 2. You must comply with all legislation, regulations, and good practice standards, including:

- Working Time Regulations of 1998. Specifically, you should not work on average more than 48 hours per week and should take at least 11 hours of rest between shifts.
- Confidentiality of client, patient, and resident information (including but not limited to patient/resident identity, clinical conditions, and treatment) as outlined in the Data Protection Act 2018 and UK GDPR.
- The Equality Act 2010 and not discriminate unlawfully for any reason.



### 3. **Prior to assignment, you must:**

- Ensure that you have a thorough understanding of how the Florence app operates, including how to book shifts, cancel shifts.
- Read the “location description” to understand the needs of care organisations and the knowledge/skills required to cover the shift. If you are unable to fulfil the needs, then please speak to us before booking the shift so we can confirm this with the client.
- Inform us immediately if you have booked a shift directly with the Client.
- Advise us immediately if you are unfit to work due to any medical condition that would prevent you from carrying out your duties safely (such as sickness, diarrhoea, skin rash, etc.).
- Keep your statutory and mandatory training up to date.
- Be prompt and punctual, and inform us immediately if you are unable to attend a booked shift.

### 4. **Upon arrival at your assignment, you must:**

- At the start of your shift, you must provide your supervisor with proof of your original ID and wear your photo ID badge. Failure to comply with this requirement may result in being turned away from the shift without travel expenses or pay.
- Identify who you need to report to upon arrival and establish your duties while on assignment.
- Wear freshly laundered relevant uniform or dress according to the client's policy.
- At the beginning of your first shift in a new practice area, ensure the client's induction policy is adhered to.
- Orientate yourself with the environment and ensure that you comply with relevant health and safety instructions, requirements, and other client policies and procedures.
- Obtain information regarding fire procedures, on-site security, information security, crash call procedures, "hot spot" mechanisms, and "violent episode" policies before starting to deliver the service.
- Familiarise yourself with the patients and residents you will be caring for.
- If you have any concerns regarding your own or your patient/resident's safety, do not accept responsibility for the shift. Instead, contact Florence immediately.



- Inform Florence immediately if you turn up for a booked shift and you are no longer required for any reason.

**5. While on assignment, you must:**

- Wear your valid photo ID badge at all times while on client premises.
- Have the care, well-being, and safety of the patients, residents, and the client as your first concern. Treat patients, residents, visitors, and colleagues with dignity, courtesy, and respect, with due regard to age, gender, race, religion, and physical/mental condition.
- Work as required by the client and follow all requests, instructions, policies, procedures, standards, and rules of the client.
- Adhere to the health and safety requirements of the client at all times.
- Work collaboratively and communicate effectively with the client's clinical staff and departments.
- Only undertake work and duties that you are competent and trained to do. If you are being asked to do something that you are not competent to do, you must inform the person in charge and Florence.
- Observe the highest standards of hygiene and infection control in line with client procedures and use protective clothing appropriate to the duties being performed.
- Communicate clearly and effectively at all times with the client's staff, other healthcare professionals, patients, residents, visitors, and the general public.
- Ensure that your handwriting is always legible.
- Report any complaints, incidents, or accidents witnessed to your client (and to Florence if you are also involved in them).
- Ensure that you do not falsify records, timesheets, expenses, or attempt to defraud the client, patients, or residents in any way.
- Complete timesheets accurately and submit them as required.
- Report any concerns about possible fraud to your client and also to Florence.
- Ensure that you do not solicit or accept bribes or gifts, or fail to account for monies or property received in connection with performing your duties.
- Report if you are being treated unfairly or inappropriately during the assignment to the person in charge and to Florence.





- Ensure that you do not act in a manner likely to bring the client into disrepute, including but not limited to discrimination, verbal or physical abuse, threatening behaviour, harassment, bullying, or otherwise being uncivil to any person you encounter while on or travelling to/from an assignment.
- Ensure that you do not at any time be or appear to be under the influence of alcohol or drugs or be in possession of a firearm or other offensive weapon.
- Ensure that you do not smoke on client premises unless in an area expressly identified for smoking, within a designated break time.
- Notify Florence immediately if you are charged or cautioned with any criminal offence after your Access NI check has been undertaken.
- Notify Florence if you are under investigation by your professional body or if you are suspended from your professional register immediately.
- Participate cooperatively in the investigation of any clinical complaint either during the provision of the service or subsequently.

**6. At the end of the assignment, you must:**

- Ensure that you do not leave the premises until the next person scheduled for the shift has taken over from you. If the next person has not arrived by your finish time, contact the Florence team immediately.
- Hand over work to your client or the person taking over from you and report any adverse incidents that have occurred verbally and in writing.
- Make accurate and legible records before you leave, including putting your name and role and identifying yourself as an Agency Worker.
- Return any property or other resources obtained from the client during the assignment.

## **5. Professional Registration**

### **5.1 Registration with a Regulatory Body**



Care professionals, who are not nurses, based in Northern Ireland, are required to obtain registration with the Northern Ireland Social Care Council (NISCC).

If you are new to social care, and never previously worked in a social care role, you must apply to register as soon as you take up your post (if an offer of employment has been made and you accepted the post), and you must successfully achieve registration within six months.

Once you have obtained your registration, please send the evidence to your account executive, who will upload it to your profile. If, for any reason, you are unable to obtain registered status within six months of commencing work, you will no longer be able to access work through Florence.

We understand that registration may seem daunting, but it is a requirement for all care professionals to ensure the safety and wellbeing of those in their care. Your registration demonstrates that you are committed to providing the highest level of care and professionalism, and we are here to support you through the process.

If you have any questions or concerns regarding your registration, please do not hesitate to contact your account manager at Florence.

## **5.2 Professional Registration & Qualification Checks**

As part of our process, you will have your registration and fitness to practice checked on a regular basis with the regulatory body in line with your role. The checks will ensure that you:

- Have the necessary skills, clinical competence and qualifications for the job that you are applying for, and;
- You are registered with the relevant regulatory body (if applicable to the role) and meet the required standards of training, competency and conduct to practice safely in your chosen profession.

Checks will only be done on qualifications and professional registrations that are required for the position being applied for to demonstrate that you have the appropriate clinical expertise in line with the role.



When you registered with us, you will have been asked to provide your registration number and confirm your consent for us to check your registration on a monthly basis. It will also be a condition of your engagement/employment that, should your registration be suspended; your assignment/employment will be terminated, and you will be excluded from the work for which the registration is required unless it is reinstated.

Before appointing you, we will check that:

- You are the person registered with the regulatory body and that you are actively registered to carry out the proposed role.
- There are no restrictions on your registration that may affect your ability to undertake the duties of the proposed role.
- There are no pending investigations on your fitness to practice by the regulatory body.
- All qualifications that are essential to the role applied for will also be validated prior to approving them on your profile.

Should the qualifications check produce a result which contradicts details you have provided, we will check if there is a reasonable explanation and address any concerns directly with you. If the check reveals substantial misdirection, we will report it to the regulatory body.

It is important that all care professionals working with Florence demonstrate integrity and maintain the highest standard of ethical behaviour. Any behaviour that violates the trust between care professional and patient/service user, or that is not in line with Florence's values, will not be tolerated. We expect all care professionals to act professionally at all times, treating patients and colleagues with respect and dignity.

## **6. Code of Conduct**

All registered healthcare staff working with Florence must adhere to their regulatory body's respective Code of Professional Conduct, such as NMC or NISCC.



You should have received this information directly from your regulatory body. Additional copies can be downloaded from its website.

We expect you to behave in a manner that upholds the reputation of your profession. Any behaviour that compromises this reputation may call your registration into question, even if it is not directly connected to your professional practice.

As part of the onboarding compliance process, Florence requires all non-registered care professionals to sign the Florence Code of Conduct for Care Assistants.

## **7. Florence ID Badge**

The profile photo uploaded to your Florence account will be printed on your ID badge. To ensure a professional appearance, the photo must show your full face and shoulders, with a clear, well-lit image containing only yourself.

Once you have cleared our onboarding process and prior to your first assignment, you will be issued a Florence photographic identity badge. In the event that you lose your current badge, you should request a replacement by contacting your Account Executive.

Please note that failure to provide proper identification upon arrival at any assignment may result in you being refused access. In such cases, you will have no recourse to claim any expenses or loss of earnings from Florence or from the client. If your ID badge has not arrived prior to your first shift, please take a valid form of photographic ID (such as a passport or driving licence).

Badges must be returned to us upon termination of your contract with Florence, and you will be required to update them regularly.

At Florence, we take identity checks very seriously. We strictly prohibit employees from pretending to be someone else, such as by using another person's credentials or identity. Clients are required to check the identity of care professionals at the start of each shift. If any discrepancies are found, you may be asked to leave the premises immediately and be reported to Florence for further investigation.



## 8. Enhanced Criminal Records Disclosure (AccessNI)

Access NI is a criminal record check service specific to Northern Ireland. The nature of the work you have applied for is likely to involve regular contact with adults in care and young people, so it is necessary for us, as part of the recruitment process, to carry out an AccessNI check.

We will adhere to all codes of practice, as well as the Data Protection Act 2018/GDPR, in order to ensure the proper processing, use, storage, retention, and disposal of this information.

We will renew your AccessNI check every 3 years to ensure that you remain compliant and will ask you annually to declare that there has been no change in your status.

### 1. **Disclosing Convictions and the Rehabilitation of Offenders Act (1974)**

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 says that if you work in health services, you have to tell your employer about any convictions or cautions you have. This means that even if your conviction or caution is "spent," you still have to tell Florence about it. This rule applies while you work with Florence, even between checks.

You will not necessarily be prevented from working with us if you have a criminal record, however, if you don't tell Florence about any convictions or cautions, and they find out, you will be removed from Florence's Platform.

If you have convictions or cautions, you will need to write a "Confidential" Statement of Events about each conviction or caution. The Registered Manager or Head of Nursing and Governance will review this. They will consider the job you are doing, the situation, and the offence. The most important thing is the safety and protection of patients and clients. Florence has to follow the Disclosure Body's Code of Practice, and we promise to keep your information private and confidential.

## 9. Professional Indemnity Cover

It is important to have professional indemnity (PI) insurance. It is a mandatory requirement for all staff deployed in Northern Ireland or anywhere outside of the



NHS to hold their own PI cover. PI insurance is a type of insurance that protects against claims made by clients, residents or patients if they are harmed or suffer a loss as a result of your work. This is important for nursing and care assistants because mistakes can happen, and it is important to have protection in case something goes wrong. Nurses need to have proof of PI cover for their NMC revalidation.

To get PI insurance, nursing and care assistants can contact insurance providers or unions who specialise in healthcare insurance. They will be able to provide information about the different types of policies available and help you select one that is appropriate for your needs.

Florence provides PI cover for care professionals working on the Florence Platform. The insurance only covers you for the shifts you are working through Florence. Nurses requiring evidence of Florence PI cover for revalidation purposes can find this on our website here: <https://www.florence.co.uk/legal>

For more information about PI cover, go to the RCN website; <https://www.rcn.org.uk/Get-Help/Indemnity-scheme>

## 10. Uniform and Jewellery

First impressions are crucial in conveying professionalism. Therefore, it is important to maintain a neat appearance that reflects your commitment to your job. In clinical and care settings, care professionals are required to wear uniforms that follow certain guidelines to ensure a professional appearance.

- Florence has a "Professional Standards of Dress" Policy, a summary of which is below:
- Always wear the uniform provided by Florence or one that meets the client's dress code.
- Replace uniforms that are worn, damaged, discoloured, soiled, or no longer fit.
- The Florence uniform is a branded tunic that must be worn with plain dark coloured trousers (not jeans or leggings).
- To prevent the spread of infection, always report to work with bare arms below the elbow.



- Always wear a clean uniform each shift and change it immediately if it becomes stained.
- Follow the client's policy if wearing a uniform is not acceptable.
- Do not wear uniforms outside of work or while doing domestic duties.
- Tie back hair and keep nails short and clean. Please refrain from wearing false nails and nail polish.
- Wear appropriate dark coloured shoes with a closed toe and small heel. Safety footwear may be required for certain tasks.
- Avoid jewellery, with the exception of one plain band ring, that can easily be removed for hand washing. No wrist watches are permitted.
- Avoid loose clothing and high heels that could be a safety hazard or interfere with work.
- Never wear the Florence branded uniform when working for another agency - this will be considered as masquerading, of which the consequences are removal from the Florence platform.

Care Professionals get one free uniform sent once they've booked their first shift with Florence. If your uniform does not arrive in time, then please wear a plain tunic and trousers to this shift. If you require additional uniforms, you can purchase at cost price via the Florence App or on this webpage: <https://ceshop.io/> or email [uniforms@florence.co.uk](mailto:uniforms@florence.co.uk) If you need any assistance, please contact your Account Executive for support

Please note that all Florence uniforms are the same colour - there is no distinction between job roles.

For further information, please refer to Florence's "Professional Standards of Dress Policy," which outlines all guidelines related to dress code and uniforms.

## **11. Timekeeping, Hours and Absence Reporting/Cancellations**

Please make every effort to arrive at and leave bookings at the agreed time. While we understand that there may be occasions when a client needs to change your working hours due to their requirements, any reduction in hours will be at the client's discretion, and you will only be entitled to payment for the hours worked.

If you are asked to work extra hours (provided that these hours do not exceed the maximum safe working hours for your occupation), you may choose to do so, and you should ensure that the timesheet is completed accordingly. If you are unable



to work these extra hours, please inform the client immediately so that they can arrange alternative cover.

If, for any reason, you are unable to attend a booking, you must contact Florence at least one hour before the start of your assignment to allow for the maximum time to arrange suitable cover. Cancel your booking on the Florence platform and inform the client via phone as directed by the platform. Failure to inform Florence and the client that you are unable to attend a booking will result in temporary suspension from booking shifts, and any booked shifts may be cancelled. This allows us to have a conversation with you to understand the reasons and to identify if there are any adjustments we can make to support you.

Please note that the Florence App does not allow you to cancel a shift to pick up a shift at another home. If you cancel a shift, the system deems you unavailable for that entire day.

It is important to note that the Florence system records cancellations and makes them transparent to clients. Consistently cancelling booked shifts may result in temporary suspension from booking shifts, and any booked shifts may be cancelled. We will have a conversation with you to understand the reasons and to identify any adjustments we can make to support you. For more information about cancellations, please contact your Account Executive.

Please note that if you are unable to attend your shift, you should NEVER send someone else in your place.

It is important to note that sending someone else in your place is considered "masquerading" and is strictly prohibited. Florence takes this issue very seriously and any worker found to be masquerading will be immediately terminated from the platform, regardless of the reason.

If you are unable to attend a booking, the Florence platform has a system in place to help find suitable cover.

If you have any questions or concerns regarding timekeeping, hours, absence reporting, or cancellations, please contact Florence support for assistance.

## **12. Fraud Awareness**





At Florence, we take fraud very seriously. It is important to recognise that fraud is a criminal offence under the Fraud Act, which came into effect in 2006. Fraud can take many forms, including:

- Fraud by false representation
- Fraud by failing to disclose information
- Fraud by abuse of position

Everyone at Florence needs to be aware of some of the common types of fraud, including:

- Payroll Fraud: This occurs when payments are made to fictitious entries or when payments are fraudulently manipulated. It can also include false or inflated travel, expense, overtime, or unsocial hours claims, timesheet fraud, claiming for hours that have not been worked, or putting in duplicate timesheets.
- Requisition and Ordering Fraud: This type of fraud involves accepting bribes or inducements from suppliers, ordering goods and services for personal use, and colluding with suppliers to falsify deliveries or order supplies that are not needed.
- Overseas Patients Fraud: People who are not residents in the UK and come to the NHS for treatment must pay for their treatment before they leave the UK.

If you suspect fraud, it is important to take action. You should report any suspicion of fraud to your supervisor or the appropriate authority immediately. Remember, you are not required to conduct an investigation on your own. Just report your concerns and let the appropriate people take it from there.

Here are some guidelines to follow if you suspect fraud:

- Report your suspicions immediately.
- Do not confront the suspect.
- Do not discuss your suspicions with anyone other than your supervisor or the appropriate authority.
- Do not tamper with any evidence.
- Do not attempt to conduct an investigation on your own.



We take fraud very seriously and appreciate your help in keeping Florence free of fraudulent activities. If you have any questions or concerns, please do not hesitate to reach out to your Account Executive.

### **13. Data Protection / Access to Records**

To provide our service, Florence needs to process data, including your records. You can find more information in our Privacy Policy, available on our website.

The information in your records comes from your application form and other elements of your application, including but not limited to Criminal Record Bureau Disclosure, professional registration, right to work in the UK, references, and Terms and Conditions. On occasion, we may disclose your records to Regulators, Inspectors, and contracting Authorities or Clients, such as RQIA, Adult Protection Gateway Team, NISCC, PSNI, Workforce Alliance, and HealthTrust Europe.

As per the Conduct of Employment Agencies and Employment Businesses Regulations 2003, we will obtain and store the following information from all work seekers:

- The date we received your application.
- Your name, address, and, if you are under 22 years of age, your date of birth.
- Any terms that apply or will apply between you and Florence, including any document recording any variation.
- Details of your training, experience, qualifications, and any authorisation to undertake particular work, as well as copies of any documentary evidence.
- The names of any Contracting Authorities or Clients to whom we introduce or supply you.
- Details of any resulting engagement, including all assignment start and end dates, and any requirements specified by you in relation to taking up employment.
- A copy of any contract between Florence and you.
- Dates of requests of fees from you and receipts for such fees, with copy statements or invoices, numbers, and amounts. Please note that we do not charge fees to work-seekers for our services.
- Details about you and the position concerned, with copies of all relevant documents and dates they were received or sent, including:



- Your proof of ID.
- Your experience, training, qualifications, and professional registrations.
- Your references.
- Confirmation that you are willing to work in the position that you are being submitted for.
- All relevant pre-employment checks.
- Health and safety risks.
- Any information received by us to indicate that you are unsuitable for the work being provided.

We are not required to retain details of any work-seeker that we do not provide services to.

Under current data protection laws, Data Subjects (in this case work-seekers) have the right to request that we delete their Personal Data. However, this is not an absolute right. If we have another legal basis to continue to process that data, such as a legal obligation to hold certain records for a certain period of time, those obligations will take precedence over the Data Subject's right.

Data Subjects also have rights when it comes to how we handle their Personal Data. These include the right to:

- Withdraw Consent to Processing at any time (where the Company is relying on Consent).
- Receive certain information about our Processing activities.
- Request access to your Personal Data that we hold.
- Prevent our use of your Personal Data for direct marketing purposes.
- Ask us to erase Personal Data if it is no longer necessary in relation to the purposes for which it was collected or Processed or to rectify inaccurate data or to complete incomplete data.
- Restrict Processing in specific circumstances.
- Challenge Processing which has been justified on the basis of our legitimate interests or in the public interest.
- Request a copy of an agreement under which Personal Data is transferred outside of the EEA.
- Prevent Processing that is likely to cause damage or distress to you or anyone else.



- Be notified of a Personal Data Breach that is likely to result in considerable risk to your rights and freedoms.
- Make a complaint to the supervisory authority.
- In limited circumstances, receive or ask for your Personal Data to be transferred to a third party in a structured, commonly used, and machine-readable format.

We want to ensure that all work-seekers feel comfortable and confident in the way we handle their data. If you have any concerns or questions, please do not hesitate to contact us.

## **14. Mobile Phone and Computer Usage**

Unless working in the community as a lone worker, mobile phones should be switched off for the duration of your assignment.

The client may authorise you to access certain computer systems, programs, and data within those systems. You are not allowed to attempt to access data or programs for which authorisation has not been given.

When on assignment, you must:

- Observe the client's computer security policy, procedures, and instructions.
- Not load any programs into any computer or device.
- Not access any other computer, bulletin board, information service, or the internet without explicit consent.
- Not download any files or connect any piece of computer equipment to any network without prior consent.
- Not take any photographs on any personal devices of client documents or of patients/residents.
- Always ensure that you log out of any computer system or program before leaving it unattended.
- Immediately report any suspected or actual security breaches or incidents to your supervisor or the appropriate authority.

## **15. Patient / Resident Record Keeping**



Record keeping is a professional requirement that helps us deliver high-quality, evidence-based healthcare and make informed clinical decisions. It is vital that information is recorded accurately, updated regularly, and easily accessible when needed.

Clear, concise, and factual care documentation is crucial because it serves as a legal document. The documentation must accurately reflect the care delivered to the patient/resident, including attendance, non-attendance, and refusal of treatment and advice. We need to record who gave care to each patient or resident each day, sign and date everything, and include any important conversations, such as those with family members or other healthcare professionals, whether in-person, or by telephone.

Inadequate documentation can cause significant difficulties in the event of allegations of negligence. It is also important to identify the care professional who delivered care or dealt with a specific patient or resident on a particular day by dating and signing the patient's/resident's attendance in the care records or on a register, or both.

If the records are electronic, having a unique log-in is important, and it should never be shared with another person. Note that some healthcare organisations use electronic care records and medication administration record (EMAR) systems. You will find this information on the location description before you volunteer to do the shift. If you are not comfortable using electronic systems, then please do not volunteer to do the shift without contacting us first so we can make the healthcare organisation aware that you will require additional support. Finally, all patient/resident records must be kept confidential in accordance with the Data Protection Act 2018/GDPR.

## **16. Evaluation of Service**

At the end of each assignment, Florence will ask the client for feedback on the service they received from us and to provide a rating for the care professional. This information will be shared with you within the Florence App to support your appraisal, if appropriate, and nurse revalidation, if applicable. This will give you a personal peer rating. Please speak to your Account Executive for further information about what the peer review rating can mean to you.



You will also have the opportunity to give feedback to the client through the platform or via your Account Executive.

## **17. Equality Diversity and Inclusion**

At Florence, we are committed to supporting the principles of equality, diversity, and inclusion. We believe in opposing all forms of unlawful or unfair discrimination on the grounds of any Protected Characteristic (PC), including sex, race (including colour, nationality, ethnic or national origin), religion or belief, age, disability, marital status and civil partnership, sexual orientation, gender reassignment, pregnancy, and maternity. We also oppose discrimination based on other characteristics that are not protected, such as class, obesity, regional accent, and more.

In all aspects of work, Florence operates an equality, diversity, and inclusion policy. We encourage our full team, including our care professionals on the Florence App to help us monitor the success of this policy by providing information voluntarily. We maintain the confidentiality of individual details, but we may release group statistics to relevant authorities.

At Florence, we believe that equality of opportunity extends to all aspects of our operations, including recruitment and selection, assignment of work, pay rates, assessment of performance, and action in response to complaints.

We encourage our care professionals to inform us of any special skills and/or knowledge that may make them particularly suited to care for patients or residents from specific ethnic or cultural groups. Our care professionals also have the right to accept or refuse individual assignments, but we expect them to act in accordance with our policy at all times. Any indication that a care professional has not acted or will not act in accordance with our policy will be investigated, and this may result in removal from our platform.

Please access the Florence Equality, Diversity, and Inclusion Policy for further details.

## **18. Your Health, Safety and Welfare**



Our policy is to do our best to keep everyone safe and healthy. This includes the care professionals, patients, residents, and anyone they might meet. To make this happen, we work together with the people who hire our professionals and the clients whose places they go to work at.

## **18.1 Health and Safety Guidance**

We strive to ensure the following regarding health and safety:

- That you possess the necessary qualifications, experience, skills, and capabilities to carry out the assignments you undertake.
- That any health risks associated with the use, storage and handling of hazardous substances are identified, and that necessary control measures are implemented.
- Giving you enough information and training to ensure your own health and safety.
- Health and safety factors are considered when procuring equipment or obtaining new services or when changing procedures or work patterns. All necessary safety precautions must be taken, and all necessary safety instructions must be understood.
- Personal responsibility for health and safety
- As an individual, you are responsible for your own personal health and safety, and you have a duty of care to:
- Notify Florence and the client organisation if you become aware of any health and safety risks that are not adequately controlled.
- Cooperate with the client organisation to ensure a safe system of work and follow any health and safety policies or instructions given to you.
- Take reasonable steps to ensure your own safety and the safety of anyone else who may be affected by your actions.
- Report any incidents or accidents to Florence and the client. Notify all parties if any further risks arise during the course of your assignment.
- Not wilfully misuse or interfere with anything provided in the interests of health, safety and welfare.
- If you are pregnant, please let us know. We will arrange a risk assessment of your working environment to identify the assignments you can or cannot undertake.
- You have a legal right to refuse to undertake work or any particular task if you have reasonable grounds to believe that this would place you in



"serious and imminent danger". Any such concerns should be reported immediately to Florence and the client.

## **18.2 Your Duty of Care & Responsibility**

We believe that it is essential for our employees to take responsibility for their own safety in the workplace.

We expect you to:

- Notify Florence and the client organisation if you become aware of any health and safety risks that are not adequately controlled.
- Co-operate with the client organisation to ensure a safe system of work and follow any health and safety policies or instructions given to you.
- Take reasonable steps to ensure your own safety and the safety of anyone else who may be affected by your actions.
- Report any incidents/accidents to Florence and the client. Notify all parties if any further risks arise during the course of your assignment.
- Not willfully misuse or interfere with anything provided in the interests of health, safety, and welfare.
- If you are pregnant, please let us know. We will arrange a risk assessment of your working environment to identify the assignments you can or cannot undertake.
- You have a legal right to refuse to undertake work or any particular task if you have reasonable grounds to believe that this would place you in "serious and imminent danger". Any such concerns should be reported immediately to Florence and the client.

## **18.3 Safety Requirements**

We believe that a safe working environment is essential for our employees and the people that they care for.

We require that you:

- Always familiarise yourself with the Health and Safety policies and procedures for the location that you are working with and pay particular attention to fire and emergency procedures.
- Never attempt a task without first ensuring that you understand the instructions and can carry it out safely.





- Always maintain a clean, tidy, and safe work area.
- If you see, or believe you see, an unsafe act or condition, report it to us as soon as possible, taking immediate steps to correct it. It may be assumed that you have agreed to an unsafe condition if you do not comment on it and if you continue working.
- Certain jobs require you to wear protective clothing or to use equipment, for example, gloves, apron, face mask or protective eyewear. If you are unsure, ask for advice before you start working and always follow instructions.
- You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labelled and are used in compliance with the manufacturer's instructions to reduce the risk of injury or danger to health. All waste or by-products must be properly disposed of.
- Only use, adjust, alter or repair equipment if you are authorised to do so.
- If you, or the equipment you operate, are involved in an accident – regardless of how minor – report it immediately to Florence and the client. If necessary, get first aid attention immediately. You should also report near misses.
- Obey all Health and Safety rules, signs and instructions. If you are unsure what they mean – ask.

## **18.4 Accident and Incident Reporting**

We believe that all incidents or accidents that relate to the provision, control and maintenance of Health and Safety in the workplace be reported to the Contracting Authority/Client and Florence.

We require that you:

- Report all incidents or accidents that relate to the provision, control and maintenance of Health and Safety in the workplace to the Contracting Authority/Client and Florence.
- Follow the internal reporting procedure of the establishment e.g. recording the accident in the accident report book or on the incident management system. If you accept assignments within the community setting and are working in a client's home, a written record (in the care plan and service records) must be kept of any accident or occurrence that happens in the workplace, however minor.



- Report any accidents or incidents to the appropriate authority, e.g. the local Environmental Health Officer, including:
  - Fatal accidents.
  - Major injury accidents/conditions.
  - Dangerous occurrences.
  - Accidents causing more than seven day's incapacity for work.
  - Certain work-related diseases.
  - Certain gas incidents.
- If you suffer a needlestick injury, you must attend your GP or local accident and emergency department for treatment immediately and report the incident to the client and Florence. If possible, take note of the patient's/resident's details to help identify potential risks. As soon as a needle stick (sharp) injury occurs you should:
  - Encourage bleeding by squeezing the site of the puncture wound, do not suck.
  - Wash the wound with soap and water, do not scrub.
  - Cover the wound with a waterproof dressing.
  - Report the incident to Florence. If the injury happens out of office hours, report to A&E and inform Florence the next day.
  - Document the circumstances that led to exposure.
- Always report a needle stick injury even if it occurs with a 'clean' needle, via an incident report or accident book according to local protocol.
- To report the incident to Florence, email [incidents@florence.co.uk](mailto:incidents@florence.co.uk)

### **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)**

- As per RIDDOR regulations, we have legal obligations to report and document work-related accidents or occupational diseases.
- This means that you are legally required to inform Florence of any work-related injuries, injuries so that we may keep an incident log and fulfil our legal responsibilities under the Social Security (Claims and Payments) Regulations 1979.
- There are two important time frames to keep in mind:
- If an employee is incapacitated for more than three consecutive days, a record must be kept on the company's incident management system.
- If you are absent from work for more than seven days due to such an incident, it must be reported within 15 days of its occurrence, including weekends and rest days.



- Reportable major injuries are:
- Fracture, other than to fingers, thumbs and toes;
- Amputation;
- Dislocation of the shoulder, hip, knee or spine;
- Loss of sight (temporary or permanent);
- Chemical or hot metal burn to the eye or any penetrating injury to the eye; Injury resulting from an electric shock or electrical burn leading to unconsciousness, or requiring resuscitation or admittance to hospital for more than 24 hours;
- Any other injury leading to hypothermia, heat-induced illness or unconsciousness, or requiring resuscitation, or requiring admittance to hospital for more than 24 hours;
- Unconsciousness caused by asphyxia or exposure to a harmful substance or biological agent;
- Acute illness requiring medical treatment, or loss of consciousness arising from absorption of any substance by inhalation, ingestion or through the skin;
- Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material.
- Dangerous occurrences are certain listed near-miss events. Not every near-miss event must be reported. Here is a list of other occurrences relevant to the client environments that are reportable:
- Collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- Explosion, collapse or bursting of any closed vessel or associated pipework;
- Failure of any freight container in any of its load-bearing parts;
- Plant or equipment coming into contact with overhead power lines;
- Electrical short circuit or overload causing fire or explosion;
- Any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion;
- Accidental release of a biological agent likely to cause severe human illness;
- Failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period;
- Malfunction of breathing apparatus while in use or during testing immediately before use;



- Collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall;
- A road tanker carrying a dangerous substance overturns, suffers serious damage, catches fire or the substance is released;
- A dangerous substance being conveyed by road is involved in a fire or released.
- They must be reported to the Health and Safety Executive Incident Contact Centre.

## 18.5 COSHH

COSHH is the main piece of legislation covering control of the risks to people from exposure to harmful substances generated out of or in connection with any work activity. As with all other regulations affecting Health and Safety at work, legal duties under COSHH are laid primarily on the establishment in which you are working, and it is their duty to see that proper systems of work and management are in place.

The responsibilities of Florence care professionals on assignment include:

- Making proper use of any control measures.
- Following safe systems of work.
- Abiding by local rules and policies.
- Reporting defects in safety equipment as appropriate.
- Health surveillance must be carried out, where assessment has shown that a substance is known to cause occupational asthma or severe dermatitis and COSHH requires that employer provide suitable information, instruction and training about:
  - The nature of the substances you work with or are exposed to and the risks created by exposure to those substances and the precautions care professionals should take.
  - Control measures and how to use them.
  - The use of any personal protective equipment and clothing.
  - Results of any exposure monitoring or health surveillance and emergency procedures.

**If you suffer any illness or injury as a result of a work-related issue, please notify Florence immediately.**



For more information, please refer to the Florence Health and Safety Policy.

## **19. Client Policies and Procedures**

It is essential to follow the policies and procedures of each service you work for. Make sure you are informed during induction about where these are located so you can find them when you need to on shift.

Florence has additional policies and procedures that you should be aware of. If you have any questions about these policies, please speak with your Account Executive as soon as possible.

If you face any conflicts or confusion regarding the interpretation of policies and procedures, seek advice from a senior staff member or contact us immediately. Your integrity is valuable to us. If you ever feel the need to compromise it or breach your Code of Professional Conduct, seek guidance immediately.

Remember, you are personally and professionally accountable for your practice, which means that you are responsible for your actions and omissions, regardless of advice or direction from another professional.

## **20. Security & Fire Safety**

We value your safety and well-being, and we appreciate your commitment to maintaining a secure workplace.

When on the client's premises, it is essential to comply with all security measures in place. They may include:

- **Signing in and out:** This is important for record-keeping and to ensure that everyone who enters the premises is accounted for.
- **Wearing identification badges:** You will need to wear your Florence ID badge, however you may also be provided with a visitor badge too from the client. They help to identify who is authorised to be on the premises and who is not.
- **Keeping personal belongings secure:** This includes items such as bags and mobile phones. You should ensure that you do not take anything valuable with you to your shift and store any items that you do take in a secure location while you are working.



- Keeping fire doors closed: This is important for preventing the spread of fire and smoke in case of an emergency. Fire doors are designed to compartmentalise the building and delay the spread of fire and smoke.
- Reporting any suspicious activity or persons: If you notice anything suspicious or out of place, it is important to report it to the appropriate person immediately. If you are not sure who to report to, speak to the person in-charge.
- Maintaining the confidentiality of any sensitive information that you may come across during your shift. You should ensure that you do not share any confidential information with anyone who is not authorised to receive it.

As a member of the team, it is your responsibility to be aware of the fire processes and adhere to the organisational fire safety policy. This may include:

- Familiarising yourself with the location of fire exits, fire extinguishers, and fire alarms.
- Reporting any fire hazards or malfunctions to the person in-charge immediately.
- Ensuring that you do not obstruct fire exits or any other fire safety equipment.

Arrive promptly to your shift to have ample time to familiarise yourself with security codes and emergency contact numbers during handover. Do not share security codes with anyone else. If you need to write them down, store them in a safe place and ensure they do not fall into the wrong hands.

Maintain a professional environment while being friendly and approachable. If you have any questions or concerns, do not hesitate to reach out to the person in-charge of the shift or to Florence.

## 21. Safety Alerts

Various bodies release safety alert documents to inform healthcare providers of potential risks with products or services. These are distributed through a variety of centralised systems, including the Department of Health Central Alert System (CAS), and from individual suppliers such as equipment or medication manufacturers.



At Florence, we take our responsibility to ensure the safety of residents/patients, agency workers, contractors, and visitors seriously. Acting upon safety alerts provides one way in which this can be assured.

Florence is not bound or able to report compliance to the Department of Health via the CAS system. However, we believe in following the principles of the system – and associated deadlines – as best practice. Therefore, any released safety alerts will be shared with care professionals in the Florence community for your ease of reference. It is important that you keep yourself up to date with the most recent alerts.

## **22. Lone Working**

At times, you may be required to work alone as part of your role. This could be when you are providing care in a service user's home, or when you are travelling between appointments.

As a Florence care professional, it is important that you understand the risks associated with lone working and take steps to ensure your safety.

Here are some guidelines to follow when working alone:

1. Plan your day – make sure you know where you are going and when you will arrive. Let someone know your schedule and when you expect to be finished.
2. Carry a mobile phone – make sure your phone is fully charged and that you have enough credit to make calls if necessary.
3. Be aware of your surroundings – take notice of any potential risks or hazards in the area. If you feel unsafe, leave the area immediately.
4. Trust your instincts – if something doesn't feel right, it probably isn't. Trust your instincts and take action to remove yourself from the situation.
5. Follow the lone working policy of the organisation you are assigned to. Ensure that you are familiar with the policies and procedures in place for working alone. If you have any doubts, speak to the person in-charge or your account executive at Florence.

Remember, your safety is our top priority. If you have any concerns or questions about lone working, please speak to your supervisor or contact us for further guidance.



## **23. Occupational Health Requirements**

At Florence, we take the health and safety of our care professionals seriously. As such, there may be circumstances where we need to ensure that you undergo occupational health screening and have current health clearance and immunisations in accordance with the latest Department of Health guidelines. This is to ensure that we comply with the local policy of our clients and can send you out on any assignment with confidence. We are required to update these health assessments on an annual basis, unless you have spent a period of 3 months or more outside of the United Kingdom, in which case we will need to update the health assessment before sending you on assignment.

The process is straightforward and designed to support you every step of the way. We will ask you to complete an Occupational Health Questionnaire, which will be forwarded to our Occupational Health Provider along with your immunisations and test results. If they are satisfied with the information provided, they will issue us with a "Certificate of Fitness for Placement," which is valid for one year. If additional proof of immunisations is required, we will request this from you, and once they are satisfied, they will issue the certificate.

We understand the importance of keeping up-to-date with our care professionals' health and safety, which is why we will contact you one month before the certificate expires to repeat the process. If you have any questions or concerns, please do not hesitate to reach out to us.

## **24. Fitness to Practise**

It's important to tell both the client and Florence if you get injured or have a medical condition. You also have to tell us straight away if you're pregnant so that we can complete a risk assessment.

The client may request that you undergo a medical examination before you are involved in provision of the services. The client will advise of the circumstances and reasons for the medical examination and is entitled to refuse to allow you to be involved in the provision of the services unless the medical examination demonstrates that it is safe for you to work. The client shall also be entitled to refuse to allow you to be involved in the provision of the services if you decline to be examined.





If you're worried that a particular assignment might be risky for your health (or your unborn baby's health), please let us know.

Sometimes, the client needs to perform a risk assessment and request further medical information. This is to assess whether the job is risky for you. If they need more medical information, they will tell you why and may ask you to have a medical examination. This is an unusual circumstance and you should inform Florence if you are asked to provide medical information or an examination too.

## **25. Substance Misuse**

Care professionals cannot report to work under the influence of alcohol or drugs, or while visibly impaired. They must perform their duties with full cognitive abilities and physical coordination.

Any impairment due to lack of sleep, alcohol, or substance misuse that affects job performance, judgement, or safety is strictly prohibited. The use or possession of alcohol or illegal substances during work hours, on company premises, or while representing Florence is also strictly prohibited.

Clients may ask for an alcohol breath test if they have concerns about a care professional's performance. Each Contracting Authority or Client has their own alcohol and drugs policy, which Florence care professionals must also follow.

If an employee is found to be intoxicated or suspected of being so, we will take necessary steps to ensure the safety of our clients and employees. This may involve sending the employee home and ending their assignment immediately. We understand that this may cause inconvenience, but we cannot reimburse any expenses in these circumstances.

Care professionals who are prescribed medication that may affect their ability to work safely and competently should notify their account executive. Florence will work with the care professional to determine if they can safely perform their duties with the prescribed medication or if alternative arrangements should be made.

## **26. Continuing Professional Development (CPD)**



## 26.1 Performance and Feedback

At Florence, we take pride in providing high-quality care services. We understand the value of receiving feedback on the performance of all our care professionals, and we believe in sharing that feedback with each individual so that they are aware of their progress.

The Florence App provides a system for care professionals to receive feedback from clients on their performance. This feedback covers various areas, including general levels of service such as punctuality, attitude and ability to carry out practical tasks, as well as clinical/care performance and training needs. You can access your ratings within the Florence App and we encourage you to discuss them further with your Account Executive.

## 26.2 Learning and Development

We believe that continuous learning and development is essential for care professionals to provide the best possible services. Florence Academy is our online learning platform designed to provide mandatory and statutory training for Florence care professionals. All modules are CPD accredited and the relevant modules are CSTF aligned and Skills for Care endorsed, so you can be confident that the training you receive through the Florence Academy is up-to-date and relevant to your job role.

You will have access to Florence Academy to complete your mandatory training requirements, which include Safeguarding/Adult Support and Protection, Infection Prevention and Control, and Basic Life Support. If your mandatory training is due, you will receive an email to remind you to complete it. However, if it expires, you will not be able to continue to book shifts.

In addition to mandatory training, Florence Academy offers a range of courses that can support your professional development, including courses on Dementia Awareness, Mental Health Awareness, and End of Life Care. You can find more information on Florence Academy at [florenceacademy.co.uk](https://florenceacademy.co.uk).

Florence also offers some in person training courses, such as Personal Manual Handling as required.



To support your professional development, it's important to maintain a written portfolio of your experience and attendance at professional development courses.

### **26.3 Induction, Appraisal and Supervision**

At Florence, we're committed to supporting your development goals, including through induction, clinical supervision and appraisal.

At induction, we will ensure that care professionals will have a named account executive that will be their point of contact in the organisation. They will provide them with all requisite knowledge of using the Florence App role prior to deployment, re-establish a connection with the supervisory Clinical Team and day-to-day Operations team. Your induction is carried out in the following way:

- When you're marked 'compliant' in Northern Ireland, a member of the Customer Success team will reach out to you.
- They will endeavour to do so within 3 working days.
- In this call you will speak for 20-30 minutes and cover questions you may have, including:
  - Your overall role expectations and where to find key documents like the Care Professionals Handbook, and other Florence policies.
  - Any questions you might have around timesheets or payslips.
  - How to best use your app and to work your first shift.
  - How we approach supervision and appraisal, as well as how to report an incident on shift.

You will then have a minimum of one supervision per annum. This involves a professional relationship between the supervisor and the care professional. It's a two-way process that facilitates the monitoring of service provision and aids in the development of professionals. Supervision improves the quality of the service provided by the care professionals who represent Florence and is a vital component of individual performance review.

Please note that if you're a nurse in Northern Ireland, having an appraisal once per year is mandatory due to the nature of the registration with our regulators. Some clients of Florence also require our care professionals to have regular appraisals and supervision. If you're required to have an appraisal or supervision to maintain



your registration on the Florence App, you'll be informed and invited to an online meeting with a nurse in the Florence Governance Team.

Care professional supervision will commence once a candidate has been formally inducted. The candidate will already be aware of the company structure and who to report to. Following induction, through supervision and appraisal, the values of the company will continue to be reinforced.

All new starters will be provided with access to this handbook and policies and procedures.

For further information about supervisions, please refer to Florence's Supervision Policy.

## **26.4 NMC Revalidation**

NMC revalidation is a requirement for all registered nurses, nursing associates, and midwives, which involves demonstrating that you remain fit to practice. The revalidation cycle for nurses and midwives is every three years.

Supporting evidence that registrants must provide to support revalidation includes:

- 450 practice hours for each part of the register (or 900 hours if revalidating as both a nurse and midwife),
- 35 hours of continuing professional development (of which 20 must be participatory learning),
- 5 pieces of practice-related feedback, 5 written reflective accounts of their CPD and/or practice-related feedback and/or event or experience in their practice and how this relates to the Code,
- a reflective discussion,
- a health and character declaration,
- professional indemnity arrangements.

All of the above criteria must be supported and evidence-based. It's a requirement for all nurses, nursing assistants, and midwives to maintain a portfolio of evidence to demonstrate their ongoing commitment to fitness to practice.



If you have any questions or would like more information about NMC revalidation, please contact your Account Executive.

## **26.5 Maintaining Compliance**

We manage the process of helping you reach and maintain compliance with legislation, regulations, and client requirements efficiently and accurately on the Florence App. This helps ensure that each active Care Professional's records are always fully compliant, preventing any issues that might arise from missing or lapsed information on your profile and ensuring that you can work in any area you choose.

Once your recruitment profile has been set up and approved, including qualifications, references, health, and training, you may be offered work. We will alert you whenever any of your documentation requires updating, and you should take immediate steps to ensure that these items are updated.

If a document has expired, you will be required to stop working immediately. For annual training, you should complete it in good time to ensure no gaps in your work offerings.

Please contact your Account Executive if you require any assistance.

## **27. Pay and Benefits**

### **27.1 Pay Rates**

Pay rates for assignments are determined by the client and vary based on job role and experience required. Before each assignment, the Florence App will provide you with details of the pay rate, which includes holiday pay. It is up to you to decide whether or not to apply for the shift.

As a Care Professional, you earn holiday pay each time you work a shift, which is paid in each payslip. This means you can choose to take holidays whenever you choose, using the holiday pay accrued.

Florence pays holiday pay at the end of each assignment (i.e., shift), providing you with the flexibility to take holiday when you choose. If you want to take a holiday, you simply should not book any shifts during that time. On the Florence



app, each shift shows "Includes holiday of £.." to indicate how much of each shift is paid as holiday pay.

Please note: On the Florence app, we show the gross payment you will receive, which consists of the hourly shift rate plus the holiday pay.

## 27.2 Time Sheets

Unless otherwise told, we only offer electronic timesheets. These are more secure and easier to use for you. If you are required by the Client to use paper timesheets you will be informed beforehand.

## 27.3 Online Process

At the end of your Assignment you will be able to submit your timesheet using the Florence platform. Electronic timesheets are submitted by the care professional to be approved by the client. Approved timesheets should be received no later than 3pm each Wednesday to enable payment to be made on Thursdays. Payment is made by 6pm on Thursdays. Any timesheets approved after the 3pm cut-off will be paid the Thursday after.

Once you have submitted your hours, the authorised client signatory will receive a notification that your online timesheet is awaiting approval. If the hours are rejected for any reason, we will investigate with both you and the client and make amendments accordingly.

Once the online timesheet is approved, the authorised hours will be sent to us automatically to underpin the payroll process and you will be paid accordingly.

If you are turned away from a scheduled shift due to reasons beyond your control, you may be entitled to receive compensation. Please contact your Account Executive to discuss this.

**Please call us on 0203 911 2555 if you have any queries about time sheets or payment.**

## 28. PAYE Workers

If you are a PAYE Agency Worker, you will have a contract with Florence and tax, national insurance and pension contributions will be deducted at source.



## 28.1 Timesheets

Each week that you submit a timesheet, you will receive a payslip with a full breakdown of all of the elements of your pay and deductions. Holiday pay will be accrued according to the hours you have worked as detailed below.

## 28.2 Holiday Pay

As a PAYE Agency Worker, you start accruing holiday pay as soon as you begin work through Florence. Holiday entitlement is 28 days paid leave per year. Entitlement to payment for leave accrues in proportion to the amount of time worked during the leave year and will be paid to you on each pay slip.

It is important that you take a holiday. It is simple – holiday is a necessary rest period for all of us.

## 28.3 Your Payslip

Payroll is administered through PayCircle.

Upon your first payday with Florence, you will receive an email from PayCircle. This will allow you to register for an account. This will be sent to the email you have used to sign up to Florence.

If you do not receive this email, or lose your username, please email [payslips@florence.co.uk](mailto:payslips@florence.co.uk).

Your account can be accessed via this link: <https://my.paycircle.co.uk/login>

\*\*\*\*\*

\*\*\*\*\*Your account contains your payslips and any payroll-related documents such as P45s or P60s. Please note that your payslip will arrive prior to payment. Payment will be made by 6pm each Thursday.

## 28.4 Instant pay

There is an option for Instant Pay, for more information on this, read our blog post here: <https://www.florence.co.uk/posts/instant-pay>



## 28.5 Tax

All payments are subject to the deduction of income tax and national insurance. You receive 1/52 of your annual tax-free allowance each week. How much you receive tax-free depends on your tax code.

## 28.6 Tax codes

Your tax code is set by HMRC. Upon onboarding with Florence, your first tax code is set by your starter declaration and/or your P45 as issued by your previous employer.

## 28.7 Changes to your tax code

If you believe you are paying an incorrect amount of tax, please contact HMRC:

<https://www.gov.uk/tax-codes/how-to-update-your-tax-code>

## 28.8 Florence cannot change your tax code on your behalf.

Please be aware that if there is a change in your employment circumstances and Florence becomes your primary or secondary job, it is your responsibility to inform HMRC. Failure to inform HMRC of changes to your employment status may result in you paying the incorrect amount of tax. This may mean you receive an additional bill or a repayment later in the tax year.

## 28.9 Pension

Florence is obligated to enrol care professionals who meet the specified conditions into a pension scheme. You can find the latest enrolment conditions here:

<https://www.gov.uk/workplace-pensions/joining-a-workplace-pension>

You will be enrolled after 3 months after payment of your first shift. You will contribute 5% of your earnings and Florence will contribute 3%, for qualifying earnings as specified in the following guide:

<https://www.nowpensions.com/employers/learn-about-workplace-pensions/qualifying-earnings/>





At the time of writing (August 2023), this is earnings between £120 and £967 per week.

If you wish to opt-out, please contact Smart Pension on 0333 666 2626. Florence is not permitted to do this for you. If you opt-out within one calendar month of your enrolment, your contributions to date will be refunded to you. After this date, your contributions will remain in your pension pot for payout upon retirement, though no further contributions will be taken.

## **28.10 Personal Services and Umbrella Companies**

We do not currently support any assignments via PSCs or Umbrella companies

## **29. Agency Worker Regulations (AWR)**

These AWR which came into force on 1 October 2011, was designed to ensure that Agency Workers receive, usually after a qualifying period, treatment no less favourable than their full-time employed equivalents.

In relation to AWR, an Agency Worker is any individual who is supplied by an agency to work under the supervision and direction of a hirer, and has a contract (whether employment contract, contract for services, or otherwise) to perform work and services personally. Put simply, individuals that fall within this definition are within the scope of the AWR and those that are outside of this definition do not. Agency Workers include:

- Agency Workers (including those on contract for services and “zero hours” contracts of employment or equivalent).
- Workers employed or operating via umbrella companies or other intermediaries.
- Workers who operate a personal service company/limited company but who are not genuinely self-employed.
- Workers who are supplied through “intermediaries” such as Master Vendor / Vendor Neutral suppliers and any similar “chain” arrangement.

Under the Agency Workers Regulations, Agency Workers are entitled to the following from day 1 of service:



- Access to amenities or collective facilities at the client’s site (e.g. canteen, childcare, transport etc.) unless there are objective grounds for not doing so.
- Access to vacancies within the hirer’s organisation – Agency Workers must be informed of any relevant, vacant posts in the client’s organisation in order to give them the same opportunity to find permanent employment as comparable employees or workers.

After a qualifying period of 12 weeks, Agency Workers are entitled to be treated in relation to basic working and employment conditions as if they had been recruited directly to the same job.

Basic working and employment conditions relate to pay, duration of working time, overtime, rest breaks, rest periods, night work, annual leave.

The following table shows what is and what is not included under the term “pay”:

WHAT IS INCLUDED	WHAT IS NOT INCLUDED
<p>Contractual entitlements directly linked to the work undertaken whilst on assignment including:</p> <ul style="list-style-type: none"> <li>• Basic pay</li> <li>• Overtime</li> <li>• Shift allowances</li> <li>• Unsocial hours premiums</li> <li>• Payments for difficult / dangerous duties</li> <li>• Bonuses / commissions that are directly attributable to the quality or quantity of work done by the Agency Worker or those linked to individual performance / performance appraisal arrangements and which would have been payable to the worker concerned during the period of the assignment, had they been recruited directly</li> <li>• Vouchers or stamps with a monetary value (e.g. luncheon vouchers, transport vouchers)</li> <li>• Childcare vouchers with a monetary value that are not funded on the basis of a salary sacrifice scheme</li> <li>• Holiday pay (above statutory)</li> <li>• Collective agreements (i.e. terms generally included in employees’ written contracts and other matters of “customer and practice” in the workplace concerned).</li> </ul>	<p>Other aspects of remuneration that are provided in recognition of the long-term relationship between employer and employee such as:</p> <ul style="list-style-type: none"> <li>• Profit sharing schemes</li> <li>• Share ownership schemes</li> <li>• Occupational pension contributions</li> <li>• Occupational sick pay (statutory sick pay is not affected)</li> <li>• Redundancy pay (statutory and contractual)</li> <li>• Notice pay (statutory and contractual)</li> <li>• Maternity pay</li> <li>• Individually negotiated contract terms of one-off discretionary payments</li> <li>• Bonuses that are not directly attributable to the amount of quality of work done by the Agency Worker (e.g. attendance bonuses or bonuses based on company performance rather than the quality or amount of work done by the individual Agency Worker)</li> <li>• Childcare vouchers if they are funded on the basis of a salary sacrifice scheme.</li> </ul>

The qualifying period of 12 continuous calendar weeks is irrespective of working pattern (e.g. full or part time), which applies to the same role or substantively similar roles with the same client.



A new qualifying period will begin only if a new assignment with the same client is substantively different, or if there is a break of more than 6 weeks between assignments in the same role with the same client.

The clock will only stop ticking on either a qualifying period or break period when:

- There is an industrial action or lockout.
- The Agency Worker is taking annual leave.
- The Agency Worker is on sick leave with a doctor's note.

You will be advised on pre and post AWR pay and holiday entitlement at the beginning of your assignment. When your pay is to be increased to comply with AWR, the new rate will be shown on your payslip.

The Agency Workers Regulations do not apply to those workers who are genuinely self-employed. To help us comply with the Agency Workers Regulations we will need to immediately know:

- If you work or have worked through any other agency at any Client where we place you (as you may be entitled to equal treatment sooner week 12 of working there through us).
- If you believe that you have not received the equal treatment to which you are entitled.
- If you become pregnant or are otherwise entitled to maternity or paternity leave.
- If you are returning to work after maternity leave, paternity leave, jury service or sick leave.

Detailed guidance on the regulations is available online and Florence can help explain this in more detail.

### **30. Gifts and Gratuities**

Under no circumstances should you seek money, gifts, favours, or rewards for services rendered, either for yourself or for any third party. It is not uncommon for a patient, resident, or their friend or relative to offer a voluntary gift as a mark of appreciation for the care you have given.

However, any offer of a gift should be politely refused, with an explanation that acceptance would be against Florence's and the Client's policies.



## 31. Raising Concerns and Incident Management

### 31.1 Safeguarding

We have a zero tolerance policy for abuse and neglect, and all care professionals must comply with our training and policy on Safeguarding Vulnerable Groups. For services provided on client premises, we follow the policies and procedures of the organisation.

If you are in immediate danger, contact the police. If you suspect abuse, exploitation or neglect is happening to someone, report your concerns to the Adult Protection Gateway Service. The service is available in the local Health and Social Care Trust. You can also tell the police.

If you are going to be deployed in Northern Ireland you must follow guidance from

- Department of Health Safeguarding Adults, Children and Young People
- Adult Safeguarding: Prevention and Protection in Partnership, Social Services and Public Safety (2015).
- RQIA Adult Safeguarding Operational Procedures (2016).
- Department of Health Co-operating to Safeguard Children and Young People in Northern Ireland (2017).
- Safeguarding Board for Northern Ireland Procedures Manual.

You will be provided with separate resources at registration in addition to pre-deployment mandatory training regarding these topics.

### 31.2 Identifying Abuse

Abuse is a violation of human rights and can take different forms, including physical, domestic, sexual, emotional/psychological, financial, modern slavery, discriminatory, organisational, neglect, or acts of omission. Care professionals should look for common symptoms or indicators of each type of abuse, such as:

### 31.3 Physical Abuse

- Cuts, bruises, burns, fractures, or untreated injuries.
- Poor skin condition or hygiene.



- Dehydration, malnourishment, or weight loss.
- Soiled clothing or bed.
- Inappropriate use of medication.
- A person reporting mistreatment.

### **31.4 Sexual Abuse**

- Bruises around the breasts or genital area.
- Unexplained Sexually Transmitted Infections
- Difficulty in walking or standing.
- Torn, stained, or bloody underclothing.
- A person reporting sexual assault or rape.

If sexual abuse is suspected, do NOT assist the person to wash themselves or their clothing. Inform the person in charge of the shift, who will refer the matter to the police.

### **31.5 Emotional/Psychological Abuse**

Helplessness, hesitation to talk openly, implausible stories, confusion, disorientation, anger, sudden changes in behaviour, emotional upset, unusual behaviour, unexplained fear, denial of a situation, extremely withdrawn, or a person reporting verbal or emotional abuse.

### **31.6 Neglect**

- Dirt, faecal or urine smell, or other health and safety hazards in a person's living environment.
- Rashes, sores, or lice.
- Inadequate clothing.
- Malnourishment, dehydration, or untreated medical conditions.
- Poor personal hygiene.
- Evidence of the withholding of medication or over-medication of the person.
- Evidence of a lack of assistance with eating and drinking.
- Unsanitary and unclean conditions.



### **31.7 Financial Abuse**

- Signatures on cheques that do not resemble the person's signature or signed when the person cannot write.
- Sudden changes in bank accounts, including unexplained withdrawals of large sums of money.
- The inclusion of additional names on an older person's bank account.
- Abrupt changes to, or the sudden establishment of, wills.
- Numerous unpaid bills, or overdue rent, when someone else is supposed to be paying the bills.
- Unusual concern by someone that an excessive amount of money is being expended on the care person's care.
- The unexplained disappearance of funds or valuable possessions.

### **31.8 Professional Abuse**

Abuse occurs when a professional takes advantage of their client or person's trust, exploits their vulnerability, does not act in their best interest and fails to keep professional boundaries. In all cases of suspected abuse by a Florence care professional, a full investigation will be undertaken.

### **31.9 Reporting Abuse or Neglect**

If you suspect or are aware of abuse or neglect, report it immediately to the person in-charge of the healthcare organisation and Florence by emailing [incidents@florence.co.uk](mailto:incidents@florence.co.uk). Do not attempt to assess whether or not the allegations are true or deal with any suspicion or report of abuse yourself. We will liaise with the client and relevant agencies and provide appropriate support for the person against whom the allegation has been made.

For more information, refer to Florence's Safeguarding Vulnerable Groups Policy and the Safeguarding training that is available to you on Florence Academy.

## **32. Harassment and Bullying**

Harassment and bullying are serious issues that can have a detrimental impact on an individual's well-being and work performance. Harassment is defined as any unwanted conduct that violates an individual's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment for them. This can include third-party harassment, which occurs when offensive or



humiliating behaviour is not directed at the individual, but they still feel uncomfortable or upset by it.

Bullying is another form of unacceptable behaviour that can take many forms, including verbal abuse, exclusion, and physical intimidation. Like harassment, bullying can also create a hostile work environment that can negatively impact an individual's work and mental health.

At Florence, we are committed to creating a working environment where every employee is treated with dignity and respect, and where each person's individuality and sense of self-worth within the workplace is maintained. All Florence care professionals have a duty to treat colleagues with respect and dignity and to take all necessary steps to prevent harassment and bullying.

If a care professional observes or experiences any form of harassment or bullying, we encourage them to report it immediately to us. We take all reports seriously and will conduct a proper investigation. If a care professional is found to have subjected another Florence employee, or anyone else they work with to any form of harassment or bullying, they will be removed from our platform. We believe that everyone deserves to work in a safe and respectful environment, and we will do everything in our power to ensure that this is the case for all of the Florence team.

### **33. Whistleblowing**

At Florence, we believe that our team, including care professionals, should be able to raise concerns without fear of discrimination or retaliation. That's why we have a Freedom to Speak-Up Guardian and a Whistleblowing Policy designed to promote a culture of honesty and openness. We encourage everyone to report any concerns related to malpractice, wrongdoing, bribery, corruption, dangerous or illegal activity in the workplace. By doing so, we can take early action to resolve the issue before it escalates.

Our policy provides a clear procedure for reporting improper actions and omissions of colleagues that may cause harm to either people or the organisation itself without suffering any negative repercussions. You do not need to have proof of wrongdoing or malpractice to make an internal report, and you are encouraged to share any concerns that you may have in confidence.

It's important to remember that any instruction to cover up wrongdoing is not only wrong but also unlawful. If you are told not to raise or pursue any concern, even



by a person in authority, you should not agree to remain silent and should report the matter to [incidents@florence.co.uk](mailto:incidents@florence.co.uk) or request to speak to the Florence Freedom to Speak-Up Guardian.

If you make a disclosure, you are protected under the Public Interest Disclosure Act. Your disclosure will be treated confidentially, and you will be supported and protected from any reprisals, including dismissal, detriment, and victimisation. However, should the matter be sufficiently serious, we may need to disclose your identity with your permission if we require you to do so to resolve the issue or if we are ordered to do so by law. If the issue cannot be dealt with internally, you can also disclose it to the appropriate regulatory body.

To make a whistleblowing disclosure, please provide details of the background and history of the concern, the nature of the suspected wrongdoing, and the individual suspected of carrying out the wrongdoing. Where possible, the disclosure should be made in writing.

We will investigate the concern and take appropriate action to prevent recurrence, escalating it if necessary. We have a duty to log details of the disclosure and subsequent actions in our incident management system. We will undertake further inquiries or investigations as necessary, which may include ending your assignment immediately or referral to the police or other agencies as necessary. We will report back to the whistleblower about the outcome of any inquiry and any remedial action the company proposes to take. We will protect the whistleblower from any victimisation, harassment, bullying, or any sort of detriment for making a disclosure in accordance with this procedure. If requested to do so by the whistleblower, we will treat the disclosure confidentially and not disclose their name or position unless required to do so by law or unless it is impossible to resolve the concern without revealing the whistleblower's identity.

If suspicions are not confirmed by an investigation, the matter will be closed, and the employee, contractor, or agency worker will not be treated any differently for raising the concern. Their confidentiality will continue to be protected.

If you fear victimisation or believe that there is a cover-up, you may make a wider disclosure to the proper authority,

The Whistleblower may make a wider disclosure if they fear victimisation or if they believe that there is a cover up. Such escalation should be made to the proper authority which includes, but are not limited to:





- HM Revenue & Customs.
- The Financial Conduct Authority (formerly the Financial Services Authority).
- The Competition & Markets Authority.
- The Information Commissioner's Office
- The Health & Safety Executive.
- The RQIA.
- The Environment Agency.
- The Independent Police Complaints Commission.
- The Serious Fraud Office.

In most cases, the Whistleblower would be required to have followed the above internal procedure before making a wider disclosure.

For more information, refer to the Florence 'Raising Concerns (Whistleblowing) Policy". If you are unsure whether to raise a concern or not, please speak to your Florence Freedom to Speak-Up Guardian at [incidents@florence.co.uk](mailto:incidents@florence.co.uk) or your account executive.

### 34. Complaints

From time to time, you may receive a complaint from a client, patient, or another person. If you are on an assignment, please report any complaints to a senior person in the department where you are working and document all the details of the complaint. You must also report the complaint to Florence. If you are the subject of a complaint personally, we may need to ask you to submit a statement as part of an investigation. In some circumstances, it may be necessary to suspend you from assignments whilst the investigation is in process. Please note that any complaints of misconduct against you may be reported to the relevant regulatory body if there is justification to do so.

Our complaints procedure is designed to enable the Contracting Authority/Client to make complaints quickly, and Florence will investigate and resolve a complaint within the prescribed time frames. The Contracting Authority/Client will provide us with the necessary information to thoroughly investigate the complaint in accordance with the Data Protection Act 2018 and GDPR.

Our complaints procedure is as follows:

- We will acknowledge any complaint within **two (2)** working days of receipt.



- We will make all reasonable endeavours to ensure that all complaints are resolved within **ten (10)** working days of the complaint being notified to us. However, where the nature of the complaint requires additional investigation or action by a professional or government organisation, we will make every effort to ensure that the complaint is resolved as soon as possible thereafter.
- We will keep you fully informed of complaints relating to you unless there is a specific reason for not doing so.
- You will be given **seven (7)** days to respond and state your version of events.
- If appropriate, we will take demonstrable action to ensure there is no recurrence of the act or omission complained of.
- The Contracting Authority/Client may request that we provide them with an update at any time on the progress of the resolution of the complaint.
- We will notify the Contracting Authority/Client in writing of how the complaint has been resolved as soon as possible after the finalisation.
- If we receive a report of poor performance concerning you from a Contracting Authority/Client, you will not be supplied again to that Contracting Authority/Client until they are satisfied that **a)** the issues identified have been resolved, **b)** will not recur, and **c)** confirmed this in writing to us.
- Where there is evidence of malpractice, you will be reported to the relevant professional body.
- We will be responsible for monitoring and following up such complaints with the professional body until an outcome is reached. Florence will discuss with the Contracting Authority/Client whether an Alert Notice needs to be issued, and we will cooperate with any action required.
- We keep a full written record of the nature of each complaint and details of the action taken as a result of the complaint.
- We have a Quality Assurance System in place to analyse and identify any pattern of complaints.

If you require further information or would like to access our Complaints Policy, please contact your account manager, who will be happy to provide you with a copy.

## 35. Incident Management



As a care professional, it is important for you to be aware of our incident management procedures. Incidents can occur at any time, and it is essential that we have a clear plan in place to manage them effectively.

An incident is any unexpected event that has the potential to cause harm to patients/service users, staff, or visitors. This can include accidents, injuries, illnesses, or any other type of emergency situation.

If you witness or are involved in an incident, it is important that you report it immediately to Florence as well as the person in charge of the service. Florence has a dedicated incidents email [incidents@florence.co.uk](mailto:incidents@florence.co.uk) where you can report incidents. The more details you can provide about the incident, the better we will be able to manage it.

Once an incident has been reported, our governance team will take over and begin the response process. This may involve contacting the manager of the service, conducting an investigation, speaking to the police or safeguarding/adult support and protection agencies and implementing measures to prevent similar incidents from occurring in the future.

### **35.1 Learning from Incidents**

At Florence, we believe in continuous improvement. That's why we take every incident as an opportunity to learn and improve our processes. If you are personally involved in an incident, you may be asked to complete a reflective account to identify any learning gaps that we can support you with. After an incident has been investigated, we will conduct a thorough review to identify any areas for improvement and take action to address them.

## **36. Grievance and Disciplinary Procedures**

These procedures do not form part of your contract with us. They may be amended at any time, and we may use alternative procedures depending on the circumstances of the particular case.

### **36.1 Grievance Procedure**

Grievances are concerns, problems, or complaints that you may raise with us. Our aim is to create a positive work environment for all our employees, and we take every complaint seriously.



Where appropriate, you should try to resolve any grievance informally with the person to whom you report directly. If this does not resolve the problem, you should raise your grievance formally as set out below.

If the matter cannot be satisfactorily resolved informally, or it is inappropriate to do so, you should raise the matter formally, without undue delay, by setting out your grievance in writing and sending it to the governance team at [incidents@florence.co.uk](mailto:incidents@florence.co.uk).

Your written grievance letter should set out the nature of your complaint and include relevant facts, dates, and the names of the individuals involved so that we can investigate it.

Your written grievance will commence the formal grievance procedure, and we will endeavour to resolve your issue promptly and without unnecessary delay.

We may invite you to attend meetings for discussion or endeavour to resolve the issue by relying on documentary evidence only depending on the nature of the grievance. Still, in any event, we will confirm our decision to you promptly in writing. Our letter will explain any further action we intend to take to resolve your grievance.

## **36.2 Disciplinary Procedure**

The disciplinary procedure will be used where there are possible issues of misconduct or unacceptably poor performance. It does not apply to less serious cases where you fail to perform to the required standard as a result of a genuine lack of skill, capability, or training or have genuine sickness absence. In these minor cases, we will first try to resolve the issue with additional training and support if this is appropriate in the circumstances.

If any complaint of misconduct or unacceptably poor performance is made against you by any colleague, client, or other third party, an investigation into the allegations will be commenced.

We shall decide if there is a disciplinary case to answer and, if so, aim to establish the facts of the case and conduct and complete the investigation without delay. You will be expected to cooperate fully with any investigation, including attendance at any disciplinary meetings, to enable us to deal with the matter promptly.



We reserve the right to suspend you from providing services to our Clients during any investigation. If we exercise this right, you will not receive any compensation or remuneration from us, although you will be paid for any shifts you have completed up to the date of your suspension.

If you are guilty of an act of sufficiently gross (serious) misconduct or some other fundamental breach of our rules, the rules of our clients, or of your contract, you may be summarily dismissed and removed from the platform without investigation.

On completion of any investigation, we will notify you promptly in writing about what steps we have decided to take in relation to the situation, which could include your permanent or temporary removal from the Florence platform.

You may be removed from the Florence platform temporarily or permanently for any of the following reasons:

- If we have been alerted by the professional/regulatory body regarding any alerts or investigations that are critical to you being able to work.
- Repeated lateness or repeatedly not showing up to work.
- If you have acted in an unprofessional manner.
- Failing to follow the client's policies, procedures and health and safety rules.
- Disclosure of confidential information to a third party relating to a patient, another worker, the client or Florence.
- Misconduct and/or gross misconduct.
- Being under the influence of alcohol, drugs or any substance that will affect your performance at work.
- Stealing confidential data from a client.
- Sleeping on shift
- Masquerading as another care professional or allowing another person to work your shift without informing Florence.
- Theft from patients, colleagues, clients or members of the public.
- Abusive, violent or aggressive behaviour towards members of staff, patients, members of the public or staff at Florence, including physical, verbal, sexual, financial, psychological and emotional abuse.
- Harassment, bullying and/or discrimination towards other members of staff, patients, members of the public or staff at Florence.
- Fighting and/or physical assault.



- Sexual misconduct in the workplace.
- Falsification of any documentation that you provided which is stated as a requirement for you to be able to work in that hospital or Trust.
- Damage to any client property or Florence property.
- Gross negligence.
- Failing to disclose a criminal offence
- Inappropriate relationship with a patient or client.

## 37. Death of Service User

On arrival to shift, all care professionals should ensure they are aware of any service users with a DNACPR status and follow any anticipatory care plans in place. If the death of a resident with a DNACPR is expected and occurs on your shift, you should follow local policy on who should be contacted ,e.g. manager, police, GP, relatives (if not already present) and ensure this is documented in service user notes with clear and concise documentation of events surrounding the death.

If a service user is found dead unexpectedly, you must immediately call for help, call 999 and follow instructions of the call handler. You must also ensure the on-call manager is aware of the ongoing situation. After the event, regardless of the outcome, documentation of events surrounding the death, including who was contacted, must be clear and concise in the service user's notes.

With regards to incident reporting, please refer to local policy with how to record a service user's death.

## 38. General Communications - Channels

Florence uses a variety of communication channels to keep our employees informed and updated about their employment, shifts, professional development, best practice, changes to policies and collecting feedback. These channels include:

- **App Notifications:** Florence uses in-app notifications to inform workers about upcoming shifts, shift changes, and important updates.



- **Shift Confirmation Emails:** Florence sends shift confirmation emails to workers, providing details about the shift and any specific instructions or requirements.
- **Safety Centre:** The app's Safety Centre provides detailed information about each shift, including location, client details, and any specific requirements, including where to find emergency contact information.
- **Email Communication:** The registered manager sends emails to workers regarding training, appraisals, supervisions, and professional registration matters.
- **Customer Success Team:** The customer success team is always available to assist workers via email ([hello@florence.co.uk](mailto:hello@florence.co.uk)) or through live chat within the app.

### 38. Policy Changes/Version History

Date	Reviewed changes
30/01/2024	Version 1.1. Added section 37 'Death of a Service User'
18/3/24	Version 2 Changes made to Uniform and Bullying/Harassment sections.
02/09/24	Communication channels updated

