



**Destined247Care  
Agency**



# EMPLOYEE HANDBOOK

## **Destined247 Care Agency**

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# TABLE OF CONTENTS

INTRODUCTION _____	4
Destined 247 Care - Welcoming You to Our Family _____	4
Our Commitment to You _____	4
PART 1: SERVICES _____	5
Streamlined Online Registration _____	5
Referral Program _____	5
PART 2: POLICIES _____	6
CONDUCT _____	6
PART 3: COMPLIANCE _____	8
Uniforms and ID Badges _____	8
Complaints _____	8
Fitness to Practise _____	8
File Maintenance and Its Importance _____	9
Compliance Fees _____	9
PART 3: COMPLIANCE - DOCUMENT RENEWAL _____	10
DBS Certificate/Update Service _____	10
References _____	10
Mandatory Training _____	10
Fitness to Work Certificate _____	10
Passport/Identity Document _____	11
CV _____	11
Professional Registration _____	11
NMC PIN Online Checks _____	11
Proof of Address (POA) Documents _____	11
Change of Name _____	11
ID Badge _____	11
Visa/BRP/Student/Sponsorship Supporting Documents _____	12
Conviction Statement _____	12
Your Occupational Health Requirements _____	12
PART 3: MANDATORY TRAINING COURSES _____	14
Immediate Life Support (ILS) _____	14

PART 3: MANDATORY TRAINING COURSES _____	15
Rescheduling or Missing a Training Course _____	15
Training Location and Punctuality _____	15
PART 4: QUALIFICATIONS & PROFESSIONAL BODIES _____	16
Professional Indemnity Insurance _____	16
Professional Body Alerts and Sanctions _____	16
Police Checks and Convictions _____	16
Part 5: ASSIGNMENTS _____	17
Availability _____	17
Night Shifts _____	17
Timekeeping _____	17
Cancellation Policy _____	17
Cancellation Fees _____	18
PART 5: ON ASSIGNMENT _____	19
Induction _____	19
Introduction to the team _____	19
Change of Assignment _____	19
Rest Breaks _____	20
Use of Phones _____	20
Gifts _____	21
Drugs & Alcohol _____	21
Notice Period _____	21
Smoking _____	21
Removal from Shifts _____	21
Notice Period _____	22
Payment Information _____	22
Timesheet Submissions _____	22
Working via a Third Party _____	22
PAYE _____	23
UMBRELLA _____	23
PART 7: CONTACT US _____	24

# INTRODUCTION

## Destined 247 Care - Welcoming You to Our Family

Welcome to Destined 247 Care, where we consider all our members part of our extended family. This staff handbook has been meticulously crafted to ensure a seamless and warm welcome into our caregiving community. It outlines the comprehensive support and guidance you can expect as an integral member of our agency.

Our primary objective is to provide you with a spectrum of choices that accommodate the demands of a modern and dynamic lifestyle. Whether you seek flexible or long-term assignments, you can trust us to meet your needs.

## Our Commitment to You

1. **Expertise:** You will collaborate with highly experienced consultants in the healthcare recruitment field, renowned for their candidate satisfaction.
2. **Exceptional Service:** Tailored customer service is our hallmark.
3. **Flexibility:** We will present assignments that align with your availability; you decide what suits you best.
4. **Opportunities:** Our portfolio includes opportunities in both the public and private healthcare sectors.
5. **Compensation:** Our Payroll team ensures a streamlined and punctual payment process. We provide you with the necessary resources to facilitate this.

# PART 1: SERVICES

## Streamlined Online Registration

We offer a user-friendly online registration system that simplifies the submission of your personal information. You can effortlessly upload essential documents such as your application form and CV, which will be promptly reviewed by our recruitment team. Visit our website at [www.destined247care.co.uk](http://www.destined247care.co.uk).

Additionally, we provide editable registration forms that can be conveniently filled out using your smartphone or computer.

## Referral Program

1. Our agency operates a referral program with a generous £150 reward for staff who refer individuals possessing the following skill sets:
2. Registered Nurses
3. Registered Mental Health Nurses
4. Intensive Care Nurses
5. Theatre Nurses
6. Scrub Nurses
7. District Nurses
8. Locums
9. AHPs (Allied Health Professionals)

## PART 2: POLICIES

At Destined 247 Care, we are committed to ensuring the well-being and professionalism of our dedicated team members. Before embarking on any assignments, it is essential that you familiarize yourself with our policies, as they constitute a fundamental aspect of our working relationship. These policies are available for your reference:

1. Destined 247 Care Policies
2. Terms of Engagement

### CONDUCT

We expect that all our valued candidates uphold the highest standards of professionalism and always deliver exceptional care. As healthcare professionals, you must adhere to the standards set forth by the following regulatory bodies:

1. Nursing & Midwifery Council
2. Health and Care Professions Council
3. General Medical Council

The code of conduct established by Skills for Health and The Department of Health outlines the core principles:

1. **Accountability:** Ensuring you can justify your actions or omissions.
2. **Promoting Dignity:** Upholding the privacy, dignity, rights, health, and well-being of individuals using healthcare services and their caregivers.
3. **Collaboration:** Working harmoniously with your colleagues to provide high-quality, safe, and compassionate healthcare, care, and support.
4. **Effective Communication:** Communicating openly and effectively to enhance the health, safety, and well-being of service users and their caregivers.
5. **Confidentiality:** Respecting a person's right to confidentiality.
6. **Continual Improvement:** Striving for excellence in healthcare, care, and support through ongoing professional development.
7. **Equality, Diversity, and Inclusion:** Promoting and upholding principles of equality, diversity, and inclusion.

We strongly advise that you thoroughly review the complete Skills for Health Code of Conduct. If you have any inquiries or require clarification, please do not hesitate to contact our Clinical Advisory Team.

We take great pride in maintaining the highest standards of conduct, ensuring the well-being of both our team members and the individuals we serve.

Please remember that the fee for our referral program is paid after your nominated referral completes five shifts or remains with our agency for three months, whichever comes first. This is just one way we show our appreciation for your dedication to Destined 247 Care.

# PART 3: COMPLIANCE

## Uniforms and ID Badges

Our commitment to professionalism and confidence in the eyes of both our clients and the general public is exemplified through our stringent uniform policy. All new team members are furnished with the necessary uniforms before their first shift. Should you require additional uniforms or Bio Luminuex branded clothing, kindly consult a member of our compliance team for assistance.

We mandate the wearing of the Bio Luminuex badge during all shifts facilitated by our agency. This badge must be up-to-date at all times. If, by any chance, your badge is lost or damaged, please contact us promptly to request a replacement. The presentation of a valid badge is essential for access to your shift premises.

## Complaints

In our unwavering commitment to the well-being of our vulnerable patients, clients, and our dedicated staff, we treat complaints with the utmost seriousness. Whenever we receive a complaint from a healthcare trust, our Clinical Advisory Team initiates an investigation. Our goal is to provide a credible response to the client within 3 working days or 72 hours, whenever feasible.

In some cases, we may require a statement from you to aid in the investigation. Our Clinical Advisory Team will get in touch with you under these circumstances.

## Fitness to Practise

In cases where you are referred to a governing body concerning fitness to practice concerns, we retain the right not to offer you assignments through Bio Luminuex until the governing body's investigation concludes. We regularly verify the registration status of all our candidates on a monthly basis. Any changes in registration status will be diligently followed up by our Compliance Team.



## **File Maintenance and Its Importance**

Once you successfully complete the compliance process, your file is marked as 'Cleared.' However, it remains your responsibility to keep your file up to date. Many of the documents and training courses on your file have expiration dates. You will receive notifications up to one month before documents expire, along with the renewal deadlines. Ensuring that expiring documents are renewed and submitted to us within the specified timeframes is your responsibility. This maintenance ensures that your compliance documents never lapse. Failure to renew documents on time could impact your placement and potentially result in a booking withdrawal.

## **Compliance Fees**

Certain elements of the compliance process are subject to associated fees. You will always be informed of any applicable charges and provided with a choice regarding the continuation of our compliance services. Many candidates who register with Bio Luminuex may already possess valid and acceptable documents from a previous employer. In such cases, we will utilize these documents to avoid additional costs and inform the candidate of any future renewal fees.

### **Compliance fees can be settled in one of two ways:**

Upfront payment

Deductions from your earnings once you commence work

Should you opt for compliance fee deductions from your pay, you will be informed before the deductions commence. If you encounter any issues with compliance deductions or have questions about compliance fees, please contact your compliance officer for assistance. They will guide you or escalate your query to our Cost Recovery Team when necessary.

We prioritize compliance to ensure that you have a smooth and hassle-free experience as a member of Destined 247 Care.

# PART 3: COMPLIANCE - DOCUMENT RENEWAL

## **DBS Certificate/Update Service**

We diligently review your DBS certificate and status on an annual basis to ensure there have been no convictions or changes. If you are registered with the DBS Update Service, please keep your renewal subscription up to date through direct debit. This ensures a smooth, timely check process. If your subscription lapses, we will need to process a new DBS for you, and you will not be able to work until this is completed and returned. The update check and DBS certificate number must match for it to be valid. Should any changes or convictions occur during the year, we will initiate the process for a new certificate. If you work or reside outside of England or Wales, additional police checks may be necessary.

## **References**

We renew references annually to ensure you are continuously working without complaints, ultimately facilitating your seamless transition to your next role.

## **Mandatory Training**

Mandatory training is a crucial aspect of your role to refresh and update your knowledge, ensuring the safe execution of your daily duties. It also contributes to your Continuing Professional Development (CPD) records, which can be beneficial for revalidation if applicable.

## **Fitness to Work Certificate**

An annual check is conducted to verify that there have been no changes to your health since the last check. If there have been changes, we can apply for a renewed Fit to Work certificate. If your health status changes, you can notify us through the provided questionnaire, and a qualified nurse from our occupational health provider will guide the necessary steps.

## **Passport/Identity Document**

When your current, valid passport expires, please provide proof of its renewal to update your Photo ID in our records. If you do not possess a renewed passport, kindly contact your compliance officer for assistance.

## **CV**

Annually, we require you to update your CV to ensure it includes your most recent placements. Your CV should encompass your entire employment history from the present day back to your educational background.

## **Professional Registration**

Your professional registration should be renewed annually, and it is your responsibility to make the necessary payment to the professional body promptly.

## **NMC PIN Online Checks**

Every four weeks, we conduct a check on your professional registration PIN to ensure there are no conditions or cautions. This is an update that Bio Luminuex handles on your behalf.

## **Proof of Address (POA) Documents**

Annually, we need two new proof of address documents to process a new DBS. If you already have a DBS on the Update Service, we will require these documents as updated evidence of your current address. Whenever you change your address, these documents will need to be renewed.

## **Change of Name**

This only requires renewal if your name changes.

## **ID Badge**

The ID badge is renewed when your professional registration is renewed. It serves to identify the agency you work for, contains your updated information, and grants you access to the placement site. Upon receiving the ID badge, we require you to confirm its receipt via email.

## Visa/BRP/Student/Sponsorship Supporting Documents

We need evidence of your right to work in the UK. If your right-to-work document is not up to date, it may affect your placement with us. For any inquiries, please reach out to your compliance officer.

## Conviction Statement

This is only required if new convictions appear on your DBS.

## Your Occupational Health Requirements

In preparation for your placement with Destined 247 Care, we have specific occupational health requirements that you must meet. These requirements are essential to ensure your fitness to work in healthcare settings. We will guide you through this process and handle it on your behalf. To begin, we need evidence of immunity to the following:

1. Tuberculosis (TB)
2. Hepatitis B (antibody)
3. Measles, Mumps, and Rubella (MMR)
4. Varicella (self-declaration is acceptable)

If your placement involves working in areas such as A&E, Operating Theatres, or departments performing exposure-prone procedures (EPP), additional blood tests are necessary to prove immunity against:

1. HIV
2. Hepatitis C
3. Hepatitis B (antigen)

For EPP roles, the blood tests must be IVS (Identified Verified Sample) stamped, which involves presenting your photo ID to the phlebotomist.

All your immunization records must have been carried out in the UK. They should be traceable to the clinic that administered the immunizations and linked to you. Once we have the required evidence of all immunizations, and you have completed our medical questionnaire, we will forward this information to our occupational health provider. A qualified nurse will assess your file and issue a Fit to Work certificate, along with any details regarding the necessity for a risk assessment.

In case of a sharps injury while at work, please promptly inform your local line manager so that appropriate action can be taken. In most cases, you will be advised to visit the local A&E. For further information on initial self-care for a sharps injury, please [click here](#).

If you have any concerns or queries regarding these health requirements, please contact [compliance@destined247care.co.uk](mailto:compliance@destined247care.co.uk).

## PART 3: MANDATORY TRAINING COURSES

Did you know that at Destined 247 Care, we offer in-house training to support your professional development? We are dedicated to providing practical face-to-face training sessions that align with the Core Skills Training Framework (Skills for Health). Our training takes place at our London office and covers the following courses:

1. Adult Basic Life Support (paediatrics can be included upon request)
2. Manual and Patient Handling
3. Immediate Life Support

You can easily book these in-house training courses through our online shop. Here's an overview of our training offerings:

1. Basic Life Support & Manual Handling

Destined 247 Care typically offers Basic Life Support and Manual Handling training on Mondays, Tuesdays, Wednesdays, Fridays, and Saturdays. Our schedule may vary, so please visit our website to view the weekly schedule. To register, simply select your desired course and choose a suitable date and time. If you need Paediatric Life Support, please inform us in advance, and we will make arrangements for you.

### **Immediate Life Support (ILS)**

Our ILS courses are Resus Council certified, and we aim to offer them regularly. Our monthly schedule is accessible online, and you can easily select your preferred date for ILS training in our online shop.

For renewal training requirements, please get in touch with our clinical governance office for assistance. We are committed to supporting your ongoing professional development and ensuring your compliance with mandatory training courses.

# PART 3: MANDATORY TRAINING COURSES

## Rescheduling or Missing a Training Course

If, for any reason, you cannot attend your scheduled training course at Destined 247 Care, we ask that you provide us with at least 24 hours' notice by sending an email to [compliance@destined247care.co.uk](mailto:compliance@destined247care.co.uk). If you fail to attend the training without giving the required notice, or if the notice is less than 24 hours, a refund for the course fee will not be issued. We do understand that exceptional circumstances can occur, and we are prepared to accommodate them.

Should you need to reschedule your training, please get in touch with your clinical governance officer, or you can select an alternative course date via our convenient online shop.

## Training Location and Punctuality

Upon confirming your booking online, you will receive an automated confirmation email containing our address and directions to our training venue. It's important to note that our training sessions commence at the specified time and will not be delayed for late arrivals. Therefore, we strongly advise you to plan your journey and aim to arrive at least 15 minutes early to avoid any delays.

Please be aware that late arrivals will not be permitted to join the training session once it has started, and no refunds will be provided in such cases. Therefore, it's imperative that you allow for ample travel time. We recommend researching your route for potential delays or disruptions, and if you have any doubts about the directions, do not hesitate to contact us for assistance.

For any additional information or support regarding training, please feel free to contact our Training Team at [compliance@destined247care.co.uk](mailto:compliance@destined247care.co.uk).

# **PART 4: QUALIFICATIONS & PROFESSIONAL BODIES**

## **Professional Indemnity Insurance**

Ensuring you have adequate professional indemnity insurance coverage is your responsibility and is a requirement for annual registration renewal. Even if you are a member of a professional organization, it is essential to clarify the extent and circumstances under which your coverage applies.

## **Professional Body Alerts and Sanctions**

We regularly monitor registration bodies for any new alerts or sanctions. If you receive a sanction, it's imperative that you inform us immediately.

## **Police Checks and Convictions**

In the event of receiving a caution or conviction, it is mandatory that you report it to your professional body for assessment. As your agency, we will require evidence of the outcome from the relevant body. Failure to provide this information may impact your ability to work with us.



# PART 5: ASSIGNMENTS

## Availability

Please communicate your availability to your Bookings Consultant. You can provide clear instructions regarding your availability via email or text, as guided by your consultant. In case your availability changes, it's vital to promptly update your consultant to avoid any booking errors.

## Night Shifts

It is crucial that you are well-rested and alert for night shifts. Please refrain from accepting a night shift if you have worked during the day, attended a study day, or had a strenuous day. Sleeping while on duty, whether during the day or night, is not acceptable, unless on a designated 'sleep duty,' and may result in patient harm or neglect. Allegations of sleeping on duty will be thoroughly investigated and could affect your placement with Destined 247 Care. Registered professionals may also be referred to their governing body.

## Timekeeping

Punctuality is of utmost importance. We expect all our agency workers to be consistently punctual. Repeated lateness will not be tolerated, and we maintain a strict policy regarding punctuality and last-minute cancellations. We do, however, understand that exceptional circumstances can arise, and we are willing to accommodate them. If you find yourself running late, please contact your consultant immediately and provide an estimated arrival time so that we can inform the client of the delay.

## Cancellation Policy

We understand that unforeseen circumstances can arise. If you need to cancel a shift that you've previously accepted, please notify the agency at least 4 hours before the shift's start time. This will allow us to find a suitable replacement. You can contact your consultant or send an email to [shifts@destined247care.co.uk](mailto:shifts@destined247care.co.uk) to request the cancellation.

Consistently cancelling or pulling out of shifts at the last minute is not acceptable, as it can significantly impact patient care and our agency's reputation. When you accept a shift, you are committed to attending and completing it. Failure to honour this commitment without an exceptional reason may affect your ability to receive work assignments from Destined 247 Care.

Late cancellations may result in restrictions from working at the facility where you were scheduled. Some facilities have a 3-strike policy, and repeated cancellations by an agency nurse could lead to a 2-week ban from working at that facility.

Under no circumstances should you send a replacement in your place. If you are aware of another qualified healthcare worker willing to cover your shift, please advise them to get in touch with a member of our bookings team.

## **Cancellation Fees**

In cases where not all requested shifts are guaranteed, staff banks may cancel shifts. If your shift is cancelled at short notice, and we fail to notify you promptly, the agency will pay a 2-hour cancellation fee to you.

When the client or facility fails to notify the agency of a shift cancellation within 12 hours of the shift's start time, a 2-hour cancellation fee will be paid by the client or facility to the agency. The agency will, in turn, compensate you.

Ensure that your timesheets are signed by the nurse in charge, ward manager, or matron before leaving the hospital, just as if you had completed your shift as planned.

# PART 5: ON ASSIGNMENT

## Induction

Upon your arrival at a ward or unit for the first time, you should expect to receive an induction. If an induction is not offered, it is your responsibility to request one.

In the absence of a formal induction, be sure to gather the following essential information at the beginning of your shift:

## Introduction to the team

Overview of the shift routine

General orientation to the building, including security procedures, telephones, emergency systems, key usage, fire exits, alarm points, O2 and suction equipment, storeroom supplies, and the bleep system.

A comprehensive handover and access to local policies, including local escalation procedures and medication administration systems.

Information on extended roles—discuss this with a senior member of the staff as it may vary from one facility to another.

PMVA (Prevention and Management of Violence and Aggression)—check with a senior staff member regarding limitations of use and policies for using PMVA.

## Change of Assignment

There may be instances where you are required to change your assignment. This change is made in the interest of patient safety and maintaining a balanced skill mix in the hospital. As a healthcare worker with Destined 247 Care, you are expected to comply with any appropriate change of assignment during your placement.

If you are asked to work in an area that is outside your scope of practice, it's essential to discuss this with the allocating manager. Please maintain professionalism when negotiating

and clarifying your limitations. Refusing reallocation is not appropriate when the new assignment falls within your scope, or support is offered to address any skill or experience gaps in a specific area.

While on assignment, you are under the direction and control of the client. You must work as directed by the client and follow all reasonable requests, instructions, policies, procedures, and rules.

## **Rest Breaks**

You are entitled to an unpaid minimum break of 20 minutes when your daily working time exceeds six hours. Please be aware that local break policies may vary, so always make sure to understand what breaks are expected from your lead within the assignment. When working consecutive 12-hour shifts, you must have at least an 11-hour break between shifts, even if you work with multiple agencies or employers.

**Every week, you have the right to either:**

1. An uninterrupted 24 hours without any work each week.
2. An uninterrupted 48 hours without any work each fortnight.

You should not be working over an average of 48 hours per week unless you have opted out of the Working Time Regulations (WTR). If you have opted out, it's essential to know that some trusts do not permit agency or bank workers to work more than 12 hours per shift or exceed a certain number of 12-hour shifts each week.

Ensuring that you are well-rested before attending a shift is crucial. The Royal College of Nursing (RCN) emphasizes the impact of fatigue on professional practice and the increased risk of errors associated with long hours and lack of rest breaks. Healthcare professionals should be vigilant about managing fatigue and its effects on their practice.

## **Use of Phones**

Mobile phones should not be used for personal calls or amusement during your working hours while on duty. Access to your mobile phone should be limited to break times, and it should be switched off or set to silent during your working hours. While technology and useful apps can

be valuable, inappropriate use of mobile phones for personal calls or leisure activities should be reserved outside of work hours.

## **Gifts**

You should not accept any gifts from patients or clients, including hospitality favours or bequests in wills. If offered a small token gift, it can be accepted if refusal would offend.

## **Drugs & Alcohol**

You must never work under the influence of drugs or alcohol, including any possible after-effects experienced the following day. Allegations of working under the influence that are upheld will result in your immediate removal from your placement with no further opportunities to be placed via Destined 247 Care. If appropriate, a referral will also be made to your professional body.

## **Notice Period**

You are required to give a minimum of one week's notice if you wish to terminate your assignment with us.

## **Smoking**

Smoking within a trust or client's property is prohibited, except where expressly indicated.

## **Removal from Shifts**

In the event of a complaint or concern, you may be removed from shifts. If a client requests your departure from a shift, you are obligated to comply and promptly inform us. Furthermore, if we receive a complaint or concern regarding your performance, you may be restricted from working within a particular ward or Trust, or further shifts may be withheld, depending on the seriousness of the issue.

## Notice Period

You are expected to provide a minimum of one week's notice if you intend to terminate your assignment with us.

## Payment Information

### PAYE or Umbrella Company

When working with Destined 247 Care, you have the option to choose how you wish to be paid. You can opt for PAYE (Pay as You Earn), where taxes and National Insurance will be automatically deducted from your salary by our in-house Payroll Team. Alternatively, you can opt to be paid through a Limited Company or Umbrella Company. If you have any questions or need to discuss your preferred payment method, please contact a member of our Payroll team by emailing [payroll@destined247care.co.uk](mailto:payroll@destined247care.co.uk).

## Timesheet Submissions

We operate on a weekly payroll schedule. It is highly recommended that timesheets be submitted as soon as possible after the shift is worked. Timesheets should reach us no later than 4 pm on every Wednesday. Once received, the agency will send your payslips to your designated email address, and your bank account will be credited accordingly.

Timesheets must include references (unless not required) and be signed by the nurse in charge or the relevant person from the Trust where you worked. You can send your timesheets to payroll through the following means:

**By Email:** Scan the timesheet and send it to [timesheets@destined247care.co.uk](mailto:timesheets@destined247care.co.uk)

## Working via a Third Party

If you are working through a third party, such as a Master or Neutral Vendor, and they use an online timesheet system, payment will be processed once the shift is approved online and appears on our report. PAYE agency staff are paid on Fridays, while Umbrella payments are made on Thursdays weekly.

**PAYE**

**Timesheet Received:** Wednesday week A to Wednesday week B

**Processed Payroll Run:** Daily

**Payslips Sent:** Thursday

**Paid:** Friday

**UMBRELLA**

**Timesheet Received:** Wednesday week A to Wednesday week B

**Processed Payroll Run:** Daily

**Payslips Sent:** Thursday

**Paid:** Thursday

## PART 7: CONTACT US

For any inquiries or assistance, please don't hesitate to get in touch with Destined 247 Care. We're here to support you on your professional journey.

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