



The NOA Healthcare Covenant

(Members Guide)

Introduction

Welcome to NOA Healthcare. Our aim is to provide timely, quality and successful temporary healthcare placement service to Clients and Members. **Caring is our Passion. Our Passion is Caring.**

We are building a solid reputation in establishing a quality service. You are at all times a representative and ambassador of NOA Healthcare. Our reputation is continually being formed by your performance.

This covenant does not contain policies or procedures but concentrates on informative statements designed to assist you during your assignments.

We offer you professional support, choice and opportunity to develop your career.

We discuss guidelines and expectations featured in our Client contracts. It is important that you fully understand these. It is important to remember nothing in any NOA Healthcare document overrides the policies, standards and procedures covered by national guidelines, or the requirements of the NMC, GMC, HCPC, other relevant Professional Body, PCT or independent Care Provider.

No covenant or handbook can cover all situations you met during your membership. Revisions will be made to reflect changes in Professional or Clinical issues, Business Practice or Legislation. It is your responsibility to regularly review the changes on our website and seek advice if you do not understand any of the contents. It is important that you thoroughly read this covenant in conjunction with your membership contract and are confident in what is required of you. Download your own copy. If you have any questions please raise them with the office team at the earliest opportunity.

Once more welcome to the team.

Useful Telephone Numbers	
NOA Main Office	020 3130 1773
NOA 24hr contact number	020 3130 1773
Contact Email	info@noahealthcare.co.uk
Nursing and Midwifery Council	020 7333 9333
General Medical Council	0161 923 6602
Health Care Professionals Council	020 7582 0866
Care Quality Commission	03000 616161

Compliance

Your compliance with Legislation and Client requirements will be managed by NOA Healthcare. To ensure you remain compliant you must keep the office team updated of any changes in personal circumstance, permit or document renewal, training undertaken, qualifications gained, disciplinary action or legal proceedings being taken against you, or other occurrence which could jeopardise your ability to perform your professional function. If in any doubt discuss the issue with a member of our office team.

Should any permit, document, registration, statutory training be allowed to go out of date, or event arise compromising your professional status you will become ineligible to accept or fulfil assignments as a member of NOA Healthcare.

Timesheets

Timesheets generate an invoice to the Client and NOA Healthcare payroll section. Timesheets must be completed in full accurately recording hours worked, dated and verified by an authorised representative of the Client. Incomplete or late timesheets will result in delayed payment. Incorrect information may be subject to fraud investigation. Follow the instructions displayed on each timesheet. Ensure you have timesheets for all assignments.

Submit timesheets on time for prompt payment.

Payments

Payments are only made for work completed. When you accept an assignment always confirm the clinical grade being applied. Expenses incurred travelling to or incurred at assignments are not eligible for payment. Payment will be made by BACS to the account identified on the bank information form, you submitted.

Tax and national Insurance.

NOA Healthcare applies current tax and national insurance legislation.

Members are self employed but HMRC directs that you be treated as employed for PAYE compliance and class 1 national insurance contributions. Deductions for class 1 National Insurance will be made for you if you earn more than the NI threshold. If you are exempt or entitled to pay reduced NI you must supply qualifying documents before undertaking assignments.

Legislation is different if you are registered as a company or work through an umbrella company.

Consult HMRC for the latest legislation for agency workers either direct or through their website.

National Insurance Benefits

You may be eligible for some Social Security Benefits provided you have made sufficient contributions.

1, Statutory Maternity Pay. In certain circumstances pregnant members may qualify for Statutory Maternity pay through NOA Healthcare or Maternity Allowance from your local Social Security Office. If pregnant, inform NOA Healthcare for a Risk Assessment to determine assignments you can or cannot accept. Consult the latest guide to Maternity Benefits, complete identified forms and follow the process.

2, Statutory Sick Pay. Members are contracted for periods of a day. Therefore NOA Healthcare does not routinely pay sick pay. If unable to honour an assignment, inform NOA Healthcare immediately so a replacement can be made. For sickness benefit consult a local DWP office.

3, Other benefits may be available, consult your local DWP office.

Insurance Guidelines

As a NOA Healthcare Member you are self employed. As such you carry personal responsibility for all your actions or omissions. You are expected to have valid insurance cover for Accident, Malpractice Public Liability and Motor. If you are a member of a professional body you are advised to ascertain the available cover is sufficient.

Accidents, Incidents and Events

- 1, if you are unfortunate enough to suffer an accident at work takes appropriate action to ensure your well being.
- 2, if you witness or are involved in an unusual incident, accident or events make notes of the details.
- 3, if you are the subject of a complaint or investigation make notes of the details.
- 4, if you are credited with praise, enjoy the recognition.
- 5, If you have a grievance, wish to make a complaint or have a serious concern.* See below.

In all cases follow the policies and procedures of the Client for whom you are assigned. At your earliest convenient opportunity inform NOA Healthcare of the details.

When making notes of occurrences' it is important to record facts. What, Who, When, Where and How are the key issues. If making a statement always keep a personal copy.

*If your grievance, complaint or concern is regarding NOA Healthcare, write a letter describing the issue and submit it to The Management Team at NOA Healthcare.

Members Development

Your development is our development. We will arrange regular 1-1 sessions to talk about aspirations, performance, training and ambitions. We operate an open appraisal system, a crucial portion of which is actively seeking feedback from clients.

Lone Working

Some assignments may place a Member in a Lone Worker environment. In such situations Members should be aware of the risks and how to manage the challenges they are likely to face. You have responsibility under the Health and Safety at Work Act to maintain your own safety. View our website to see latest guidance. Also view “lone working”

<http://www.hse.gov.uk/index.htm>

Members’ Responsibility

As a Member of NOA Healthcare, you are charged with a number of responsibilities. As a Professional, we expect you to be fully conversant with the legislation and regulations incumbent upon you. Your conduct reflects greatly on us. You have the responsibility to ensure:-

- Not to engage in conduct detrimental to NOA Healthcare or its’ Clients.
- You do not compromise your ability to complete an assignment through the use of alcohol or illicit substances.
- You do not contravene of the Health and Safety at Work Act.
- Keep NOA Healthcare informed of your availability.
- Plan your journey in advance ensuring that you arrive in good time to fulfil assignments (consider journey times, public transport and car parking).
- NOA Healthcare is informed in the event that you become unavailable to fulfil an assignment.
- All clinical contacts/patients are regarded with respect, dignity and if able involved to the full in the planning and execution of their care.
- You work under the direction and supervision of the assignment Client.
- Compliance within the assignment Client operational policies and procedures.
- Honesty, truthfulness and objectivity are employed when completing records, reports, claim forms and other documentation.
- You act without prejudice or discrimination.

- Do not accept gifts, payment or other inducements from clinical contacts or patients in exchange for priority services.
- Appropriate control of infection procedures.
- Clinical contact, patient and Client confidentiality at all times.
- Verbal, written and telephone communications are courteous, appropriate and effective.
- An acceptable appearance, following the uniform dress codes.
- Do not undertake any procedures or duties for which you are not qualified or experienced to perform.
- Observation of Clients protocols when using any category of equipment or disposable materials.
- Not to act in any way which compromises the security of clinical contacts, patients or the establishment in which you are assigned.

Whistle Blowing

Members are responsible to make known issues believed to be:-

- In contravention of NOA Healthcare Policies, Procedures, Terms and Conditions.
- In contravention of NMC, GMC, HCPC, codes of conduct.
- Improper conduct.
- Abuse of clinical contacts/patients
- Illegal
- A Health and Safety Hazard
- A Misuse of Public Property, Resources or Finances
- Environmentally damaging

In the first instance all concerns should be raised following the Clients policy and reporting procedures. NOA Health care should be informed at your earliest opportunity, especially if you feel your concerns are not being treated

in confidence or regarded. Make personal notes in preparation of a statement.

Communication.

Always keep in touch, keep our relationship live and dynamic. Examples of when to contact us have been identified above, but let us know if you feel you need further guidance, worries or suggestions where we can make improvements.

November 2017

Signed by the Member

[Print name here]

Date

Signed on behalf of NOA Healthcare Ltd.

[Print name here]

Position

Date