

Policy

General Terms and Conditions

Personal Details

At the commencement of your employment you will have provided us with various personal details. You must notify the Company immediately of any change, e.g. name, address, telephone number, next of kin, bank details etc.

It is in your interest to notify us of any such changes. The Company will not be responsible for any issues arising out of your failure to notify changes in your personal details.

You are required to provide a personal contact number which the Company can contact you on during working hours. It is your responsibility to ensure that your mobile phone is kept charged and switched on while you are working in order for the Company to contact you when necessary, in line with business needs.

Other Employment

You are required to devote the whole of your time, attention and abilities during your hours of work to your duties with the Company and may not undertake any other work during this time.

You may not, without the prior consent of the Company, which will not be unreasonably withheld, engage in any business or employment which is similar to or competitive with the business of the Company, or which could be considered to impair your ability to act at all times in the best interests of the Company, outside your hours of work for the Company.

If you do engage in any other employment, you must notify the Company in writing of hours worked elsewhere to enable the Company to comply with its statutory obligations.

This makes up part of your contractual terms and conditions.

Employees' Property and Lost Property

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Articles of lost property should be handed to your Line Manager who will retain them whilst attempts are made to discover the owner.

Parking

Where parking facilities have been made available to you on our premises you must ensure that you observe all of our traffic requirements e.g. speed limits, etc. To avoid congestion, all vehicles must be parked only in the designated parking areas. No liability is accepted for damage to private vehicles, however it may be caused.

Mail

All mail received by us will be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

Friends and Relatives Contact

Visitors are not allowed on to the premises at any time without prior authority.

Buying or Selling of Goods

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

Collections from Employees

Unless specific authorisation is given by your Line Manager, no collections of any kind are allowed on our premises.

Client Relations

Our business involves the provision of services to clients and some of our employees are employed to perform work on behalf of those clients, sometimes on the client's own premises. Due to this relationship, our clients may, on rare occasions, require that such an employee be removed from a job in accordance with their contract with us. In such circumstances we will investigate the reasons for such requests. However, if our client maintains their stance we will take all reasonable steps to ensure that alternative work is provided. If this is not possible we may have no alternative but to terminate such an individual's employment. This procedure is separate from any concurrent disciplinary matter that may need to be addressed.

Behaviour at Work

You should behave with civility towards fellow employees, and no rudeness will be permitted towards clients or members of the public. Objectionable or insulting behaviour or bad language will render you liable to disciplinary action.

You should use your best endeavours to promote the interests of the business and shall, during normal working hours, devote the whole of your time, attention and abilities to the business and its affairs.

Any involvement in activities which could be construed as being in competition with us is not allowed.

Client / Customer Premises

If you work on one of our client sites, you are required to observe the client's rules and regulations as notified to you. Your employment is also conditional upon continued approval of the client for you to be onsite. In the event that the client withdraws its approval on grounds of unsuitability rather than for breach of rules, the Company will endeavour to offer you an alternative position where possible. In cases where this is not possible, or where client approval is withdrawn in consequence of a breach of rules, dismissal may occur after appropriate investigation.

Policies Relating to The Company

You will be given appropriate training in the policies of the Company. You must familiarise yourself with these policies and adhere to them. You may refer to these policies at any time or ask for assistance in clarification. Failure to comply with the policies could lead to disciplinary action.

Patient Complaints

At some stage, a patient or relative may make a complaint to you about the Company. It is your responsibility to inform the Clinical Lead immediately if you receive any complaint, whether written or verbal regardless of whom the complaint refers to.

The Clinical Lead will deal with the complaint quickly and sympathetically in accordance with the Company Complaints procedures. Full records should be kept of all complaints, however minor.

You will be trained in your responsibilities in the event of a patient complaining.

The full procedure is available for you to read.

Access to Patient Medical Records

All staff at the Company will have access to our patients medical records but access to medical records are audited and are only permitted for a clinical reason or at the discretion of the Clinician concerned. There should be no medical records printed and/or removed from the building. Access to records must not be given to anyone without the Clinician's permission.

You are also not permitted to access the medical records of your family members so must inform us of the relevant details and must follow our rules on these matters at all times.

Mandatory Training

You must attend statutory and mandatory training, including updates to maintain your knowledge and skills, relevant to your job role in order to ensure safe working for you, colleagues, patients, and the general public.

If you are aware that your training is out of date or an update is due, you must alert the Clinical Lead immediately. If you believe that yourself, other staff or Company users are being put at risk from a lack of knowledge or training you must alert the Clinical Lead immediately.

The Company has a legal duty to ensure that staff and the Company comply with statutory and mandatory requirements. Therefore all attendance on statutory and mandatory training will be recorded for monitoring and reporting purposes. In the event that you are unable to attend a mandatory training session you will be responsible for making your own arrangements to ensure the training is done. Failure to complete mandatory training or supply appropriate certificates may lead to disciplinary action being taken.

Staff as Patients

It is expressly forbidden that you access your own, or other employee's medical records without genuine reason and the appropriate permissions.

Confidentiality

Unless for the Company's legitimate business interests or where expressly authorised in writing by your manager, you must not, during or after your employment with the Company, use or disclose to any unauthorised person:

Confidential or sensitive information relating to the business affairs or trade secrets of the Company;

Confidential or sensitive information relating to individuals affiliated with the Company, whether employees, contractors, consultants, patients or any other person.

For more information on processing confidential information please refer to the Confidentiality Policy.

Definition of Confidential and Sensitive Information

Confidential and sensitive Company information includes, but is not limited to, any details about the following:

- Staffing;
- Patients and employees (actual, potential and past);

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Information on the Company's database(s);

- Planning;
- Policies;
- Rules and manuals;
- Technical data;
- Research;
- Testing; or

Other information that could be likely to compromise the business interests of the Company or invade the privacy of its personnel and/or its patients.

Unauthorised Media Contact

Unless authorised by your manager and subject to statute, you are not to have any contact with the media or to discuss with anyone who is not an employee of the Company, any matter relating to your employment or matters relating to the business activity of the Company.

Disciplinary Action for Violation of Policy

If you disclose or misuse the information described in this section the Company will treat such conduct as gross misconduct and your employment may be terminated without notice or payment in lieu.

You must not disclose any trade secrets or other information of a confidential nature relating to the Company or its business, or in respect of any obligation of confidence which the Company owes to any third party, during or after your employment, except in the proper course of your employment or as required by law.

Any documents or tangible items which belong to the Company or which contain any confidential information must not be removed from the Company's premises at any time without proper authorisation, and must be returned to the Company upon request and, in any event, upon the termination of your employment.

If requested by the Company, all confidential information, other documents and tangible items which contain or refer to any confidential information, and which are in your possession or under your control, must be deleted or destroyed.

The above makes up part of your contractual terms and conditions.