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Welcome to Medsol

Introduction

This handbook is designed to support you in your role as a locum healthcare professional working with Medsol. It provides essential guidance on your responsibilities, both as a locum and as a representative of Medsol. Within these pages, you'll find key policies, procedures, and statements to assist you throughout each assignment.

We also outline the standards of behaviour, attitude, and professionalism expected during your placements. These standards reflect our commitment to delivering exceptional care and maintaining trust with our clients and patients.

Medsol is dedicated to upholding the highest standards in recruitment and compliance. Every applicant who wishes to join our register must complete a comprehensive vetting and recruitment process. This process aligns with the requirements of relevant legislation and regulatory bodies, including:

- NHS Employers
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Recruitment and Employment Confederation (REC)
- Care Quality Commission (CQC)
- Conduct of Employment Agencies and Employment Businesses Regulations 2003 (as amended)

To ensure ongoing compliance, it is essential that you provide accurate information during registration and promptly notify your Recruitment Consultant of any changes in your circumstances while working through Medsol.

Once you've successfully completed the registration process and satisfied all vetting requirements, our Compliance Team will authorise your profile, and we'll begin seeking suitable work opportunities on your behalf. If you are unable to meet the recruitment criteria, your registration will remain incomplete.

We strongly encourage you to read this handbook thoroughly to understand your obligations and the standards expected of you. If you have any questions or need clarification, please contact your Recruitment Consultant at the earliest opportunity.

We hope you find this handbook informative and helpful. Your Recruitment Consultant is always here to support you.

Introduction	2
Your Role and Responsibilities as a Mesol Locum	5
Disclosure and Barring Service (DBS) Checks	5
Quality Assurance, Performance Monitoring, Annual Appraisals, and Revalidation	6
Professional Registration.....	8
References.....	10
Training	10
Occupational Health Requirements.....	11
Fitness for Work.....	12
Face-to-Face Interview and Document Collection	13
Maintaining Your Compliance	13
Permanent Employment	14
Booking Shifts, Cancellations, Communication and Lateness.....	16
Out of Hours Service	16
Acceptance of Assignments	17
Reporting for Duty.....	18
Moving Wards.....	18
Client Policies and Procedures	19
Dress Code and Uniform Policy	19
Medsol Code of Conduct	20
Behaviour and Attitude	21
Reporting Malpractice or Lack of Competence	22
Timesheets and Payment Process.....	22
Methods of Payment	23
Completing Your Timesheet	24
Key Information Documents (KID)	25
Policies and Procedures.....	26
Moving and Handling	28
Infection Control	29

Needlestick and Sharps Safety	30
Fire Safety	30
Lone Working	32
Mental Health Act.....	33
Managing Challenging Behaviour, Violence & Personal Safety	34
Working in a Patient's Home	35
Conflict Resolution	36
Food Hygiene	37
Confidentiality, Data Protection, GDPR & Consent	39
Ionising Radiation & Dosimeter Policy	43
Computer Use.....	45
Medication Administration and Management.....	45
Record Keeping	45
Safeguarding Children and Vulnerable Adults	46
Raising Concerns (Whistleblowing).....	56
Substance Abuse Policy	57
Equality and Diversity Policy	58
Equal Pay Policy	59
Fraud Policy	60
Agency Worker Regulations (AWR)	61
Insurance Against Personal Accident and Illness	62
Comments and Suggestions.....	63

Your Role and Responsibilities as a Mesol Locum

Before beginning your first assignment, you must complete the Medsol registration process. This involves submitting a range of documentation, some of which is required only once, while others must be renewed annually.

You are responsible for ensuring that all requested documentation is submitted promptly and that each document meets the necessary standards and requirements set by Medsol. Timely and accurate submission helps us maintain compliance and ensures that you're ready to begin work without delays.

Disclosure and Barring Service (DBS) Checks

You are strongly encouraged to join the DBS Update Service, introduced in 2013. This online service allows authorised agencies, including Medsol, to check your DBS status with your prior consent.

If you are not enrolled in the Update Service, you will be required to complete an enhanced DBS check through Medsol. This is mandatory for all registrants, regardless of specialty. Even if you hold a DBS certificate from another organisation, you must still undergo a new check via Medsol.

Overseas Police Checks

- If you entered the UK within the last 6 months, you must provide a police check dated within the last 3 months from your previous country of residence.
- If you have spent 6 months or more in another country within the past 5 years, you must also supply a police check from that country.

Renewing your DBS Disclosure

If enrolled in the Update Service: No further action is needed Medsol will conduct an annual check.

If not enrolled: You will be required to join the Update Service when renewing your DBS through Medsol.

You must hold a valid DBS certificate or Update Service registration at all times. If your DBS is expired or invalid, you are not permitted to attend work via the agency.

Rehabilitation of Offenders Act (1974)

Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, Sections 4.2 and 4.3 do not apply to roles involving access to patients, such as doctors and healthcare professionals. This means that convictions and cautions are not considered spent and must be declared unless they are eligible for filtering under the DBS filtering rules. This includes both prior convictions or cautions and any that occur while you are engaged in an assignment via Medsol.

Policy on the Recruitment of Ex-Offenders

As an organisation that uses the Disclosure and Barring Service (DBS) to assess applicants' suitability for positions of trust, Medsol is committed to fair and transparent recruitment practices. We fully comply with the DBS Code of Practice and treat all applicants fairly, regardless of any convictions or other information disclosed.

Medsol does not discriminate unfairly against any individual based on a criminal record. Each case is considered on its own merits, taking into account the nature of the role, the relevance of the offence, and the circumstances surrounding it.

We encourage open and honest communication during the recruitment process and ensure that all applicants are assessed based on their skills, qualifications, and experience.

Further details about the DBS process and the recruitment of ex-offenders can be found on the official [DBS guidance page](#).

Quality Assurance, Performance Monitoring, Annual Appraisals, and Revalidation

Medsol is committed to maintaining high standards of clinical practice and professional development. As part of our quality assurance process, we actively seek feedback from clients when a locum is first introduced and at regular intervals thereafter. This feedback covers key areas such as clinical performance, competence, professional standards, teamwork, punctuality, and any identified training needs. Constructive feedback will be shared with you to support your ongoing development.

Appraisals and Revalidation – Nurses

All nurses working through Medsol are required to undertake an annual appraisal. These appraisals are based on the Nursing and Midwifery Council (NMC) standards of conduct, performance, and ethics, which outline the principles of good nursing practice and the expectations for care, competence, and professional behaviour.

Your appraisal will be conducted by a senior practitioner from your discipline and will review your clinical performance over the previous 12 months. The first appraisal will take place six months after you begin working with Medsol, followed by annual reviews thereafter.

You must ensure that you are registered with the NMC online and actively preparing for revalidation. Nurses are required to undergo revalidation every three years, as mandated by the Nursing Midwifery Council (NMC). Medsol supports you throughout this process.

Appraisals and Revalidation – Doctors

All doctors holding a license to practice are required to undergo revalidation every five years, as mandated by the General Medical Council (GMC). The GMC will notify you when your revalidation is due. As a designated body, Medsol can provide you with a Responsible Officer if you do not already have one. Your Responsible Officer will review your supporting documentation and make a recommendation to the GMC regarding your revalidation. Any issues relating to probity must be reported directly to your Responsible Officer.

Annual Appraisal Requirements

To meet the requirements for revalidation, doctors must participate in annual appraisals. These appraisals are based on the GMC's guidance document *Good Medical Practice*, which outlines the core principles and standards expected of doctors in their professional duties. The appraisal framework includes:

- Good Clinical Care
- Maintaining Good Medical Practice
- Teaching and Training
- Relationships with Patients
- Working with Colleagues
- Probity
- Health

Appraisals should comprehensively assess:

- Clinical performance and outcomes
- Training, education, and continuing professional development
- Audit participation and quality improvement activities
- Any concerns raised or serious clinical complaints
- Application of relevant clinical guidelines
- Professional relationships with patients and colleagues
- Teaching, mentoring, and research contributions
- Personal and organisational effectiveness

You are required to maintain an appraisal portfolio containing supporting evidence across these domains. A copy of your completed annual appraisal must be submitted to Medsol.

Appraisals – Allied Health Professionals (AHPs)

Allied Health Professionals working through Medsol are required to undertake an annual appraisal with our Appraisal Team. These appraisals are based on the Health and Care Professions Council (HCPC) Standards of Conduct, Performance and Ethics, which outline the principles of good practice, professional competence, and the expected standards of care and conduct in everyday duties.

Appraisals are scheduled six months after you begin working with Medsol and then conducted annually thereafter to support your professional development and compliance with HCPC standards.

Continuing Professional Development (CPD) Training

All healthcare professionals working with Medsol are responsible for keeping their skills, knowledge, and training up to date. Maintaining a Continuing Professional Development (CPD) portfolio is essential for personal growth and for delivering safe, effective, and high-quality care.

Your CPD portfolio should include:

- Records of professional experiences and reflections
- Documentation of CPD-accredited courses, workshops, and learning activities
- A Personal Development Plan (PDP), agreed during your most recent appraisal
- Certificates from mandatory training, which will clearly indicate the number of CPD points earned

Medsol partners with a variety of CPD-accredited training providers, ensuring that your learning activities meet professional standards and contribute meaningfully to your development.

CPD is not just a regulatory requirement, it's a commitment to lifelong learning and excellence in patient care.

Professional Registration

NMC Registration

All locum nurses and midwives working with Medsol are required to present their NMC Statement of Entry plus evidence that they have taken steps to maintain their annual registration and revalidation

It is your responsibility to immediately notify Medsol if you encounter any issues related to your professional registration. This includes:

- Referrals to the NMC
- Restrictions or conditions placed on your practice

- Any investigations that may affect your registration status

Medsol conducts monthly checks of your NMC registration status to ensure compliance and professional integrity.

Additional Requirements for Midwives:

Midwives must also provide a valid and in-date Intention to Practice (ITP) and the name of their designated supervisor or professional midwifery advocate

GMC Registration

All locum doctors working with Medsol are required to present them:

- Original GMC Certificate issued upon being granted full registration
- Evidence of annual GMC renewal, which may include a copy of your annual renewal letter or a screenshot or printout of renewal details from your GMC Online account

You must provide this evidence to Medsol annually without exception. If you are unsure which documents are acceptable, please contact your Recruitment Consultant for guidance.

It is also your responsibility to immediately notify Medsol if you experience any issues related to your professional registration, including:

- Referrals to the GMC
- Restrictions or conditions placed on your licence to practice
- Any investigations that may affect your registration status

Medsol conducts monthly checks of your GMC registration to ensure ongoing compliance and professional integrity.

Professional Registration – HCPC

All locum professionals registered with the Health and Care Professions Council (HCPC) must present a valid HCPC Registration Certificate and/or Registration Card or Certificate of Current Professional Status (CCPS) / Letter of Good Standing available via your [HCPC online account](#)

You are required to provide Medsol with an update every two years, in accordance with the HCPC's renewal policy. If you are unsure which documents are acceptable, please contact your Recruitment Consultant for guidance.

It is your responsibility to immediately notify Medsol if you encounter any issues with your professional registration, including:

- Referrals to the HCPC
- Restrictions or conditions placed on your practice
- Any investigations that may affect your registration status

Medsol conducts monthly checks of your HCPC registration to ensure continued compliance and professional integrity.

References

As part of the Medsol recruitment process, in accordance with NHS Employment Check Standards and framework agreements, all agency workers are required to provide the names and contact details of at least two referees covering the last three years of employment. One referee should be from your current or most recent post, and both must relate to work undertaken within the past three years.

References are renewed annually. If you have remained in the same post for over 12 months, Medsol may reapply for a reference from a previously provided referee.

Maintaining up-to-date references significantly improves your chances of securing work in a competitive market. Please ensure you have obtained prior confirmation from your referees that they are willing to provide a reference before Medsol contacts them.

You are responsible for supplying clinically based referee details each year. If you work full-time as a locum, this may be more challenging, so it's important to build strong professional relationships with your line manager and ensure they are aware that you may request a reference from them.

Performance Review Form

As part of our quality assurance process, Medsol will include a Performance Review Form with each client booking confirmation.

In some cases, you may be asked to provide this form to your on-site supervisor for completion. If your Recruitment Consultant or Compliance Officer provides you with a Performance Review Form to pass on, please ensure it is delivered promptly and returned fully completed. Completed forms may also be useful to you for revalidation or professional development purposes, so we recommend keeping a copy for your records.

Your cooperation helps us maintain high standards and improve the quality of service we deliver.

Training

Before being offered an assignment via Medsol, you will be expected to complete mandatory training. Where applicable, training must be aligned with the Skills for Health Core Skills Training Framework (CSTF). Training must be renewed either annually or every three years, depending on the specific course.

The following modules must be delivered in a practical, classroom-based setting

- Basic, Intermediate, or Advanced Life Support
- Manual Handling L2

- Fire Safety
- Conflict Resolution
- Restraint Must be BILD Accredited – for those working in mental health

You are required to undertake the following training modules, as appropriate to your job role:

- Lone Worker
- Information Governance
- Health & Safety (including COSHH and RIDDOR)
- Infection Prevention and Control (including MRSA and Clostridium difficile)
- Complaints Handling
- Safeguarding Children (Level 2 or 3, depending on role)
- Safeguarding Vulnerable Adults (Level 2 or 3, depending on role)
- Mental Health Act
- Medication Management (depending on role)
- Equality and Diversity
- Food Hygiene (depending on role)
- Blood Transfusion (depending on role)
- Mental Capacity Act
- Oliver McGowan (depending on role)
- Preventing Radicalisation

Midwives must also complete annual skills and drills training, which includes:

- Practical training in the resuscitation of newborn babies
- Interpretation of cardiotocograph (CTG) traces

Occupational Health Requirements

As an agency worker in the NHS, you are considered a new entrant, regardless of previous employment or clearance. This classification reflects the transient nature of locum work and the need to protect both patients and healthcare staff from potential health risks. Therefore, even if you have occupational health clearance from another employer, you must meet the requirements outlined below for Medsol's Occupational Health Team to issue a Certificate of Fitness to Work. These certificates are reviewed and renewed annually.

You are required to provide documented evidence of immunity or vaccination against the following diseases:

Varicella (Chickenpox)

Accepted evidence:

- Written declaration of previous infection
- Positive serology report
- Documentation of a two-dose varicella vaccination

Tuberculosis (TB)

Accepted evidence:

- Confirmation of a BCG scar by a qualified medical professional
- Positive Heaf test (Grade 2)
- Positive Mantoux test (with a reading between 6–15mm)

Measles, Mumps & Rubella (MMR)

You must demonstrate immunity to all three diseases. Accepted evidence:

- Documentation of two MMR vaccinations
- Positive serology reports for measles and rubella

Hepatitis B

Accepted evidence:

- Pathology report showing antibody titre levels of ≥ 100 IU/L
- If titre levels are >10 IU/L but <100 IU/L evidence of a booster is required
- If titre levels are <10 IU/L (non-responder), you must provide evidence of a second primary course. After completing the second course, anti-HBs titre level should be rechecked 1–2 months later to assess response. If titre levels remain <10 IU/L you should undergo:
 - Hepatitis B surface antigen (HBsAg) testing
 - Hepatitis B core antibody (anti-HBc) testingThese help determine if the person has been previously infected or is chronically infected.

Exposure Prone Procedures (EPP)

If your role involves EPP, you must also provide:

- Hepatitis B surface antigen, Hepatitis C, and HIV screening
- These must be conducted using Identity Validated Samples (IVS)

You are required to immediately report any changes in your health status to Medsol, including new diagnoses, communicable diseases, or any condition that may affect your ability to work safely in a clinical setting.

Fitness for Work

It is your responsibility to ensure that you are physically and mentally fit to carry out any assignment for which you have been booked. You must declare that you are fit to work prior to undertaking each assignment.

If you are experiencing any of the following symptoms, you must report them immediately to Medsol:

- Vomiting or diarrhoea
- Ear, nose, or throat infections
- Unidentified skin conditions or rashes

You must also notify Medsol without delay if:

- You become pregnant
- There are any changes to your health that may affect your ability to perform your duties
- You begin taking over-the-counter medications that may impair your concentration or cause drowsiness

In such cases, you are responsible for assessing your fitness to work and must not attend an assignment if your condition could compromise patient safety, your own well-being, or professional standards.

Maintaining fitness to work is essential for safeguarding patients, colleagues, and yourself. If you are unsure whether a health condition or medication may affect your ability to work safely, please consult your GP or occupational health advisor and inform your Recruitment Consultant.

Face-to-Face Interview and Document Collection

To comply with statutory regulations and framework requirements, all agency workers registering with Medsol must attend an interview. The interview helps us gain a clear understanding of your skills, clinical experience, and suitability for placements, and will include competency-based questions and drug calculation assessments.

Regardless of location, you must attend in person so that your documents can be originally sighted and copied for Medsol's compliance records.

You can meet us in one of the following ways:

- Weekend open days held in major cities across the UK
- Drop-in visits to our office
- Local meet-ups arranged at convenient public venues such as libraries or coffee shops

Maintaining Your Compliance

Once you have completed the registration process, Medsol will continuously monitor your compliance file to ensure you remain eligible for work. You will receive timely notifications

regarding any documents that are due to expire, allowing you to update them in advance and avoid disruption to your assignments.

Failure to maintain a compliant file may result in the temporary suspension of work opportunities until the required documentation is provided. You must not attend any assignment if you are aware that your compliance documents have expired.

To support proactive compliance:

- You will be contacted three months prior to each document's expiry and asked to update it.
- Prompt updates will reduce the frequency of reminders and ensure uninterrupted access to work opportunities.

Please note:

- Your documentation may be shared with clients in accordance with framework agreements.
- Your file may be selected for internal audits, which are conducted regularly, and external audits, which occur annually. All documentation requirements are based on legislative and framework standards.
- It is also your responsibility to ensure that your professional registration remains valid and up to date at all times.

If you have any questions regarding the frameworks or the registration process, please contact your Compliance Officer.

Permanent Employment

If you receive an offer of permanent employment from a client as a direct result of being placed with them by Medsol, you are required to notify Medsol immediately. This obligation is outlined in your Terms and Conditions for Temporary Workers, which were provided to you as part of your application pack.

Locum Induction

Pre-Assignment Confirmation

Before your assignment begins, Medsol will provide written confirmation of the following:

- Dates and times of the shifts you are scheduled to cover
- Grade, band, and specialty of the role
- Location details including address and contact numbers
- Accommodation arrangements, if applicable
- Pay rates and travel expense information, if applicable
- Any additional instructions provided by the client

On-Site Induction Responsibilities

At the start of each new assignment, it is your responsibility to ensure you receive a thorough induction to the ward or department. This induction should be conducted by the client and is essential for your safety and effective integration into the team.

Medsol will ensure that any relevant documentation provided by the client is shared with you prior to your start date. You must adhere to all local policies and procedures throughout your assignment.

The induction should include information on:

- Health and safety policies, including medication administration procedures
- Crash call protocols
- Identification of high-risk areas or known violent episodes, and how to respond
- Security procedures
- Cross-infection control and notifiable disease policies
- Confidentiality and data protection policies
- Break time expectations, including permitted behaviours such as use of mobile devices, sleeping, and availability to return early if required

Professional Conduct and Clinical Competence

You are expected to demonstrate high standards of professionalism and clinical capability throughout your assignment. This includes:

- Communicating clearly and effectively with hospital staff, patients, relatives, and other service providers
- Working independently with minimal supervision
- Being punctual and professionally presented
- Taking only authorised breaks and adhering to allocated break times
- Wearing your ID badge and uniform at all times
- Maintaining legible handwriting and a courteous telephone manner
- Treating all individuals with respect and professionalism, regardless of circumstances

Support During Assignments

If you experience any difficulties during your assignment, whether related to your duties or interactions with staff, please contact your Recruitment Consultant. They are available to provide guidance and support as needed.

Booking Shifts, Cancellations, Communication and Lateness

Please book your shifts by telephoning your Recruitment Consultant. Regular and effective communication is essential so we can match you with suitable assignments. Please keep us informed of your availability and any key requirements as frequently as possible.

If you arrange shifts through self-booking, you must notify Medsol of these arrangements to ensure accurate processing and payment.

Cancellations

If a client cancels your booking, Medsol will inform you immediately and will make every effort to offer you a replacement shift where possible.

Communication Responsibilities

You must contact Medsol immediately in the following situations:

- If you are unable to attend your assignment for any reason. You must notify both Medsol and your place of work as soon as possible, and this must be done by telephone only. Messages via text, WhatsApp, or email are not acceptable.
- If you are going to be late for your assignment. Please contact Medsol and your place of work if you are able.
- If you are unable to locate the establishment where your assignment is scheduled.

Attendance and Punctuality

Consistent lateness or failure to attend scheduled assignments may result in Medsol withholding future work opportunities. It is your responsibility to maintain professional standards of punctuality and reliability at all times.

Out of Hours Service

Medsol provides a dedicated Out-of-Hours Service, available 24 hours a day, 365 days a year. During non-office hours, all calls are automatically transferred to this service to ensure continuous support.

You may contact the Out-of-Hours Service for:

- Urgent concerns or emergencies requiring immediate attention
- Difficulties encountered during or prior to an assignment
- Immediate availability for work or last-minute shift opportunities

This service ensures that you have access to assistance whenever you need it, even outside regular business hours.

Acceptance of Assignments

Capability

Before accepting any assignment, it is your responsibility to ensure that you are able to work safely, lawfully, and competently without direct supervision. You must:

- Possess the necessary knowledge, skills, and abilities to perform the role effectively
- Confirm that you can meet the clinical and professional requirements of the assignment
- Review the client's policies and procedures to ensure they support safe and competent practice for temporary staff
- Ensure you have the appropriate health and safety background knowledge relevant to the role

If you are unable to accept an assignment for any reason, you must inform your Recruitment Consultant immediately.

Availability and Fitness

You are responsible for declaring your fitness to practise before the start of each assignment. This includes:

- Confirming that you are registered, well-rested, and have allowed for sufficient breaks between shifts
- Notifying Medsol if you have accepted shifts through another agency or employer, to avoid scheduling conflicts or unsafe working patterns
- Declare if you are pregnant prior to the start of each assignment.
- Declaring yourself unfit to practise if you are experiencing any communicable or infectious illness, including:
 - Vomiting and/or diarrhoea
 - Skin rashes or unidentified conditions
 - Any physical condition or injury that may compromise safety

If you experience a potentially infectious episode, you must not attend any assignment for a minimum of 48 hours after symptoms have ceased, or until you have been declared fit to work by a medical practitioner (typically your GP). It is your responsibility to seek appropriate medical advice to confirm your fitness to work.

Reporting for Duty

Once your assignment is confirmed, you will receive booking confirmation details, including any specific reporting instructions. Please ensure you:

- Follow all reporting instructions carefully.
- If no instructions are provided or you arrive outside of standard hours, report to the switchboard or reception.
- Allow extra time to navigate the hospital if it's your first time at the location. This helps avoid delays and ensures a smooth start.

Accommodation

If accommodation has been arranged:

- Confirm where and how to collect your key prior to arrival.
- Unless otherwise stated, accommodation is single occupancy only.
- Smoking is strictly prohibited in accommodation rooms.
- Smoking in non-designated areas may result in fines, eviction, and termination of your assignment.
- Always adhere to the hospital's smoking policy and use designated smoking areas only

Moving Wards

In the course of your assignment, you may be asked to move between clinical settings. This decision will be made by the senior person on duty, based on:

- Patient safety
- Your clinical skills and competencies
- The client's operational needs to ensure continuity of care

If you are asked to move wards:

- Remain flexible, professional, and courteous at all times
- If you have concerns regarding your ability, confidence, or competence in the new setting, communicate these clearly to the senior staff member overseeing the change
- Your professionalism and commitment to patient safety must remain your top priority

Reporting Concerns

If you believe the new setting is unsafe, either upon arrival or after being moved—you must:

- Report the issue to the senior person responsible for the area

- Notify Medsol at the earliest opportunity

If you have concerns about the change in assignment, these should be discussed with your Recruitment Consultant as soon as possible after your shift.

Professional Conduct

You must not compromise your professional registration. Leaving an assignment due to dissatisfaction with a ward change will trigger a full investigation. Unless the environment poses a genuine risk, it is expected that:

- You complete all assignments
- You continue to act within the scope of your professional practice

Client Policies and Procedures

As a practitioner working through Medsol, you are required to comply with:

- All policies and procedures issued by the Client
- All key Medsol policies and procedures, as outlined in this Handbook

You will be informed of any significant policy changes prior to or at the start of your duties.

You are personally and professionally accountable for your practice at all times

If you have any questions, conflicts, or confusion regarding client or Medsol policies:

- Discuss the matter with your Recruitment Consultant immediately or as soon as practicably possible
- Refer to your professional Code of Conduct or Practice to guide your actions and decisions

In the event of a general conflict:

- You have a professional duty and personal responsibility to make reasonable efforts to resolve the issue
- If difficulties persist, contact your Recruitment Consultant, who will support you in negotiating a satisfactory outcome

Dress Code and Uniform Policy

For all assignments, whether in clinical or non-clinical environments, you are expected to adhere to the dress code policies established by both the Client and Medsol.

Your Responsibilities:

- Confirm dress code requirements before accepting any assignment

- Ensure you can comply with uniform expectations, including purchasing required items if necessary
- Maintain a professional appearance that reflects:
 - High standards of hygiene
 - Commitment to safety
 - Respect for the workplace environment

Failure to meet dress code standards may result in removal from the assignment or further review.

Workplace Work Wear / Uniform Requirements

Setting	Uniform Requirements
Theatres	Scrubs provided by the trust/client. Must be clean and appropriate.
Clinical Areas	- Blue or black uniform trousers - Medsol Tunic with embroidered logo - Black shoes
Non-Clinical Areas	Smart dress required at all times: - <i>Female Staff:</i> Skirts, blouses, smart dresses or trousers, smart shoes - <i>Male Staff:</i> Shirt (tie if specified), smart trousers, smart shoes

Medsol Code of Conduct

Medsol expects all staff to uphold the highest professional standards at all times, guided by the principle:

“...protect the health and wellbeing of people who use or need your services in every circumstance.”

Regardless of your role, qualification, or experience, you are expected to adhere to the following core principles of ethical and professional conduct:

Professional Integrity & Patient Trust

- Ensure that those in your care can trust you with their health and wellbeing
- Make the care of individuals your first concern, treating each person with dignity and respect
- Embrace equality and diversity, valuing individual differences

Collaboration & Communication

- Work collaboratively to protect and promote health and wellbeing
- Support patients, families, carers, and the wider community

- Demonstrate effective communication, both verbal and written

Standards of Practice

- Deliver a high standard of care at all times
- Keep your professional knowledge and skills up to date
- Act only within your scope of competence and experience

Ethical Conduct

- Be open, honest, and act with integrity, upholding the reputation of your profession
- Keep your professional knowledge and skills up to date, acting only within your knowledge, experience and skills set
- Make decisions in the public interest and be accountable for them
- Respect the confidentiality of patients, clients, and service users

Consent & Advertising

- Obtain informed consent before providing treatment (except in emergencies)
- Encourage patients to participate in decisions about their care
- Follow guidelines on advertising services, ensuring that financial incentives do not compromise public interest

Accountability & Reporting

- Raise concerns about any breach of the Code and seek independent advice if needed
- As a locum practitioner, you must be familiar with and adhere to your professional Code of Conduct or Practice
- If you feel pressured to compromise your integrity or breach your Code, inform your Recruitment Consultant immediately

For further guidance, please contact your professional regulatory body.

Behaviour and Attitude

All Medsol staff are expected to demonstrate the highest standards of behaviour and professionalism at all times. This applies across all assignments and interactions, whether with patients, colleagues, or clients.

Key Expectations

- **Timekeeping:** Arrive punctually and manage your schedule responsibly
- **Communication:** Maintain clear, respectful, and professional communication—both written and verbal

- **Response to Feedback:** Accept and act on feedback constructively to improve performance
- **Documentation:** Ensure all records are accurate, timely, and compliant with professional standards
- **Politeness:** Treat everyone with courtesy and respect, regardless of role or circumstance
- **Adaptability:** Remain flexible and responsive to changing situations and client needs during assignments
- **Professional Representation:** Uphold the reputation of Medsol and yourself when interacting with patients, relatives, and other staff

Demonstrating these behaviours consistently helps foster trust, safety, and excellence in care.

Reporting Malpractice or Lack of Competence

Medsol is committed to maintaining the highest standards of professional conduct and patient safety. In cases where malpractice or lack of competence has been demonstrated following an investigation, Medsol has a duty to:

- Report the issue to your professional regulatory body
- This report will be made within 24 hours of receiving the conclusion of the investigation

Your Responsibilities

You must immediately inform Medsol if:

- You are subject to any investigation by your employer or professional body
- You have been suspended from your professional register
- You are involved in any police investigation, or have received a caution or prosecution

This policy ensures transparency, accountability, and the protection of public trust in healthcare professionals. If you're unsure whether a situation requires disclosure, it's best to speak with your Recruitment Consultant or seek advice from your professional body.

Timesheets and Payment Process

Medsol is committed to providing you with efficient and timely payment for your work. To ensure this, please follow the process below:

Timesheet Submission

- You must complete a timesheet each week for all hours worked
- Your first timesheet will be included with your booking confirmation
- Ensure timesheets are accurate, signed, and submitted promptly to avoid delays

Payroll Schedule

- Medsol operate a weekly payroll system. Once your timesheet is received and processed, payment is typically made without delay.
- To ensure payment is made on time, please submit your completed timesheet by 9:00 AM every Wednesday. Payments for correctly submitted timesheets are usually made on Friday of the same week.
- Timely submission is essential to avoid any delays in processing your pay.
- Late or incomplete timesheets may result in payment being deferred until the next payroll cycle

Methods of Payment

Medsol offers three payment options. The method you choose depends on your personal circumstances. If unsure, we recommend seeking independent financial advice to determine the most suitable arrangement.

PAYE (Pay As You Earn)

If you choose to be paid as a PAYE locum, Medsol will process your salary directly. The following deductions apply:

- Income Tax: Calculated on your gross earnings after pension contributions
- National Insurance (NI): Paid by both employee and employer
- Pension Contributions: You will be auto-enrolled into a pension scheme via NEST
- You will receive details directly from NEST
- To opt out, you must contact them directly

Umbrella Company

By registering with an Umbrella Company, you become their employee. They are responsible for:

- Processing your salary, tax, and NI contributions
- Providing payslips and handling statutory deductions

Medsol maintains a list of audited umbrella companies. Please contact your Recruitment Consultant for recommendations.

Please contact your recruitment consultant for a list of umbrella companies who have passed our audit process. When deciding on which umbrella company is best for you we would advise you read the information on the links below:

[Working through an umbrella company - GOV.UK](#)

[Umbrella companies offering to increase your take home pay \(Spotlight 45\) - GOV.UK](#)

[Warning for agency workers and contractors employed by umbrella companies \(Spotlight 60\) - GOV.UK](#)

Limited Company – IR35 Compliance

If you choose to work via your own Limited Company, it is essential to understand how IR35 legislation affects your tax and National Insurance obligations.

Public Sector Assignments

Since April 2017, changes to the Intermediaries Legislation (IR35) mean that:

- If your assignment is deemed inside IR35, Medsol will:
 - Calculate and deduct Income Tax and National Insurance contributions
 - Pay these directly to HMRC on your behalf
- You will be taxed in a manner similar to an employee, even though you operate through a Limited Company

If your assignment is outside IR35, and you are not working in the public sector:

- You will be paid gross
- You are personally responsible for managing and submitting your employment taxes and National Insurance contributions

Important Notes

- IR35 status is determined based on the nature of the contract and working practices, not just your company structure
- Medsol recommends seeking independent financial advice to ensure compliance and to choose the most suitable payment method

For official guidance, refer to:

- [IR35: Know the facts for contractors – GOV.UK](#)
- [IR35 explained for Limited Companies – Limited Company Help](#)

Completing Your Timesheet

Accurate and timely timesheet submission is essential to ensure prompt payment and maintain compliance with Medsol and client standards.

Timesheet Guidelines

- Most assignments require a weekly timesheet; however, some clients use online portals that do not require manual timesheets
- Each timesheet covers one week and must be completed daily
- For assignments longer than one week, you will be issued multiple timesheets
- Complete a separate timesheet for each ward or department attended

How to Fill Out Your Timesheet

- **Start Time:** Record the time you began your shift in the relevant day's column

- **Breaks:** Note the duration of any lunch or rest breaks taken
- **Finish Time:** Record the time you completed your shift
- **Total Hours:** Calculate the total hours worked minus break time
- **Daily Completion:** Fill out your timesheet each day you work
- **Weekly Total:** Add up the daily hours to calculate your weekly total

Be sure to follow the Hospital/Trust's break policy when calculating hours.

Authorisation & Submission

- Your timesheet must be signed by an authorised member of staff, such as your line manager
- You will be informed who the authorised signatories are for each hospital
- Submit your timesheet electronically (email or fax) using the contact details at the top of the form
- Electronic submission is strongly recommended to avoid delays
- Paper timesheets are accepted for specific clients and processed via weekly payroll
- Online portal timesheets are approved by clients and if approved prior to the Wednesday 9am deadline are paid that Friday

Important Reminders

- Incomplete or incorrect timesheets may result in delayed or incorrect payment
- Failure to accurately record hours may trigger counterfraud investigations
- You are responsible for ensuring your timesheet is:
 - Accurate
 - Approved by the correct person
 - Submitted on time

Any instances of fraudulent behaviour will be referred to NHS Counterfraud and relevant professional bodies.

Key Information Documents (KID)

To ensure transparency and help you understand your pay structure, Medsol provides Key Information Documents for each payment method. These documents outline:

- How pay is calculated
- What deductions apply (e.g., tax, NI, pension)
- Estimated net pay
- Employment status and entitlements

Please read the Key Information Documents (“KID”) relevant to your pay type here

<http://www.medsolgroup.co.uk/kidinformation>

Holiday Pay

If you are paid via PAYE, you are entitled to holiday pay in accordance with the Working Time Regulations 1998. Key points include:

- Holiday pay is calculated at 12.14% of hours worked
- It is typically paid on a rolled-up basis, meaning:
- Your holiday pay is included in your hourly rate
- It is itemised separately on your payslip
- You do not accrue paid leave, instead, it is paid automatically as you work

If you are paid via an umbrella company, your holiday entitlement and payment structure may differ. You should:

- Discuss holiday pay directly with your chosen umbrella company
- Ensure you understand whether holiday is accrued, paid separately, or rolled into your rate

Payroll Department

Should you have a query regarding payment, please contact our Payroll Department directly on:
Telephone: 0203 598 1804 Alternatively you can contact your Recruitment Consultant.

Policies and Procedures

Health and Safety Policy

Health and Safety law applies to everyone, whether you're an employer, employee, agency worker, or self-employed. As an Medsol locum, you have a legal and professional duty to:

- Work in a way that does not endanger yourself or others
- Follow all relevant hospital or Trust safety protocols
- Report any hazards, incidents, or unsafe practices promptly

The Hospital/Trust also has a responsibility to:

- Provide a safe working environment
- Ensure you have the training, equipment, and support needed to perform your duties safely
- Comply with all relevant health and safety regulations

This mutual responsibility helps maintain a culture of safety and accountability across healthcare settings.

Health & Safety: A Guide to Best Practice

As a locum or agency worker, you have both a legal obligation and a duty of care to uphold health and safety standards in the workplace. This includes:

Personal Responsibility

- Ensure you possess the necessary skills, qualifications, and competencies to carry out all assigned duties
- If you feel unqualified or unsure, notify your supervisor immediately
- Confirm that you have received adequate training, guidance, instruction, and information to perform your role safely

Hazardous Substances

- Risks associated with the use, storage, and handling of hazardous substances must be identified through a formal risk assessment
- This is required under the Control of Substances Hazardous to Health (COSHH) Regulations
- Appropriate control measures must be implemented to mitigate these risks

Duty of Care to Others

You are responsible not only for your own safety but also for the safety of those around you. This includes:

- Complying with all safety instructions at all times
- Avoiding misuse or interference with any equipment or procedures intended to protect health, safety, and welfare
- Reporting any hazards or dangerous occurrences that could pose a risk to others

Accident Reporting: Your Responsibilities

Accidents at work are everyone's concern. You have a duty to take reasonable steps to prevent injury to yourself and others, and to comply with all relevant Health and Safety policies and procedures.

If You're Involved in an Accident or Dangerous Occurrence:

You must follow both workplace procedures and Medsol protocols. Specifically:

- Your Actions:
- Follow the workplace's accident procedure immediately
- Seek medical attention from your GP or A&E Department as needed
- Notify Medsol within 24 hours of the incident
- Complete your section of the MEDSOL Accident Form accurately

Medsol's Actions:

- Your Recruitment Consultant will complete the remaining sections of the Accident Form
- A record will be kept securely
- A copy of the completed form will be sent to a senior member of the workplace
- If applicable, Medsol will notify the Health and Safety Executive (HSE)

When HSE Notification Is Required:

Under RIDDOR, Medsol must report incidents to the HSE if they involve:

- A fatality
- A specified serious injury (see below)
- Absence from work for more than three consecutive days
- A dangerous occurrence

Notifiable Injuries Include:

- Fractures of the skull, spine, pelvis, arm, wrist, or leg
- Amputations of hand, foot, finger, thumb, ankle, or toe
- Eye injuries, including loss of sight
- Burns or injuries from electric shock
- Loss of consciousness due to lack of oxygen
- Decompression sickness
- Acute illness from exposure to pathogens or infected materials
- Any injury resulting in hospital admission for more than 24 hours

Reporting a Health & Safety Concern

You can report concerns directly to the HSE by calling **0345 300 9923** or using the [HSE online concerns form](#).

Moving and Handling

All healthcare providers have a legal duty under the Health and Safety at Work Act 1974 and the Manual Handling Operations Regulations 1992 to ensure:

- Staff are not exposed to injury risks from manual handling
- A safe and ergonomic working environment is maintained
- All agency staff are familiar with relevant moving and handling policies

Patient Handling

Healthcare organisations should implement a non-manual lifting policy to protect both patients and staff. As an agency worker, you must familiarise yourself with and adhere to the client's lifting policy.

Agency Worker Responsibilities

You have a duty of care to yourself and your colleagues. This includes:

- Taking reasonable care when lifting or handling patients or equipment
- Using work equipment correctly, following all training and instructions
- Complying with no manual lifting policies, where applicable
- Reporting any serious risks or shortcomings in manual handling arrangements

You must report:

- Insufficient staffing or equipment
- Environmental hazards
- Defective machinery or equipment
- Injuries or accidents related to handling tasks

Illness or Disability Affecting Handling Capacity

If you experience any illness or disability that affects your ability to safely perform handling duties:

- Inform your Recruitment Consultant immediately
- Confirm your report in writing for documentation and support

Infection Control

Infection prevention is a critical concern for patients, healthcare providers, and healthcare workers. Medsol is committed to ensuring that all agency staff comply with the strictest infection control protocols.

Legal & Professional Responsibilities

- Infection control is a core component of safe healthcare delivery
- Healthcare workers are bound by a Code of Professional Conduct to prevent cross-infection
- Under the Health and Safety at Work Act 1974, all staff must help maintain a hazard-free workplace

Universal Precautions

Due to the risk of exposure to blood-borne viruses such as HIV and Hepatitis B, all patients should be treated as potential infection risks. The most common transmission route is percutaneous inoculation - infected blood entering through broken skin or mucous membranes.

Barrier Methods to Prevent Contamination:

- **Skin:** Cover cuts or abrasions with waterproof dressings that block viral and bacterial transmission
- **Gloves:** Use disposable latex or vinyl gloves and a plastic apron during procedures
- **Spillages:** Absorb with disposable towels, clean with gloved hands, and dispose of waste as clinical waste
- **Disinfection:** Clean affected areas with appropriate disinfectants for the surface

- **Hand Washing:** Always wash hands thoroughly between patients and procedures, even when gloves are used
- **Aprons:** Wear disposable aprons if there's a risk of splashing from blood or body fluids
- **Eye Protection:** Use goggles or visors when there's a risk of airborne contaminated debris
- **Sharps:** Handle with extreme care. Re-sheath needles before disposal into approved sharps containers, which must never be overfilled

This guidance reflects best practice and should be followed in conjunction with your workplace's infection control policies. For broader national standards, you can refer to the [National Infection Prevention and Control Manual for England](#).

Needlestick and Sharps Safety

A sharps injury occurs when a needle or other sharp object contaminated with blood or body fluid penetrates the skin. With over 40,000 incidents reported annually, it's vital to take every precaution to protect yourself and others.

Prevention of Needlestick Injuries

To minimise risk:

- Wear appropriate protective clothing, such as gloves, during any activity involving sharps
- Never pass sharps directly from hand to hand
- Limit handling of sharps to essential tasks only
- Do not reuse, recap, break, bend, or disassemble needles before disposal
- Dispose of all sharps in accordance with your department's policy using designated sharps disposal containers

Sharps containers should be clearly marked, puncture-resistant, and never overfilled. Always follow local procedures for safe disposal.

For more detailed guidance, you can refer to the [HSE's overview on sharps injuries](#) or the [Royal College of Nursing's sharps safety guide](#).

Fire Safety

Fire safety is a legal and practical requirement in every workplace. It encompasses:

- Work processes that may pose fire risks
- Storage of articles, substances, and materials related to work activities
- Preventive measures to reduce the likelihood, spread, and intensity of fire

Legal Framework

Fire precautions are enforced under the following regulations:

- Health and Safety at Work etc. Act 1974 (HSW Act)
- Management of Health and Safety at Work Regulations 1999 (MHSWR)

- Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR)

Fire safety is a shared responsibility between the client and the locum.

Client Responsibilities

The client must:

- Conduct risk assessments for activities involving dangerous substances
- Implement measures to eliminate or reduce risks where reasonably practicable
- Provide equipment and procedures for emergencies
- Deliver fire safety training and induction, including evacuation procedures (mandatory for all temporary workers)

Locum Responsibilities

As a locum working across various settings, you must:

- Understand your legal responsibilities regarding fire safety
- Follow the client's risk assessment criteria
- Help maintain a safe working environment
- Participate in or request training and supervision as needed
- Request a fire safety induction on your first day at a new assignment
- Know the location of fire exits, building layout, and assembly points

Your Duty of Care

You are legally required to:

- Take care of your own health and safety
- Look after your colleagues, visitors, and others on the premises
- Understand that failure to comply may result in prosecution

In the Event of a Fire

"If there is a fire, the main priority is to ensure that everybody can reach a safe place quickly. Putting the fire out is absolutely secondary to this because the greatest danger from fire in the workplace is the spread of fire and the fear and smoke caused by it."

— *Fire Safety at Work – Safe Worker*

Fire Safety Procedure: Raise the Alarm & Evacuate Safely

Raise the Alarm

- Activate the nearest fire alarm call point by breaking the glass
- Do not stop to investigate or collect personal belongings

Report the Fire

- Dial the emergency number specific to your premises

- Clearly report the location and nature of the fire

Evacuation Procedure

- Follow local evacuation policy
- Use the designated escape route from your induction or training
- Proceed to the agreed assembly point and meet Fire Coordinators/Marshalls
- Close doors behind you; only open those necessary for exit
- Check doors with the back of your hand—if warm, do not open
- If smoke is present, crawl low to the ground where air is cleaner
- Once outside, do not re-enter the building for any reason

Attacking the Fire (Only If Safe)

- Only attempt to extinguish the fire if:
- You have been trained to do so
- It is safe and does not put anyone at risk
- The fire is small and you have the correct fire extinguisher

Fire Safety Is Everyone's Responsibility**Do not:**

- Stop to collect personal items
- Run or panic
- Use lifts during evacuation
- Re-enter the building until cleared by the officer in charge
- Take actions that endanger yourself or others

Lone Working

There are no absolute restrictions on working alone; however, it must be risk assessed to ensure safety. Under Regulation 3 of the Management of Health and Safety at Work Regulations 1999, every client is required to carry out a suitable and sufficient risk assessment.

Risk Assessment Considerations

The assessment should evaluate:

- Does the workplace pose specific risks to lone workers?
- Is there a safe entry and exit route for one person?
- Can equipment and substances be safely handled alone?
- Is there a risk of violence or aggression?
- Are any individuals especially vulnerable when working alone?
- Is the individual medically fit and suitable for lone working?
- What procedures are in place if the worker becomes ill, injured, or faces an emergency?

Lone workers should not be at greater risk than others, but additional safety measures and training may be necessary.

Responsibilities of Locums

All locums must:

- Follow local health and safety policies for lone working
- Report concerns promptly to the local line manager and your recruitment consultant
- Complete a risk assessment using local procedures when lone working is anticipated

Recommended Safety Practices

To stay safe while working alone:

- Inform a responsible person of your location and schedule
- Carry a mobile phone or change for a payphone
- When driving, park in well-lit areas with CCTV; avoid areas with signs of damage (e.g., broken glass)
- Check your vehicle is secure and unoccupied before entering
- Ensure your senior or team leader knows your location
- Keep exit routes clear and accessible
- Monitor patient mood and body language for early signs of risk
- Know how to use emergency alert systems
- Stay calm and composed
- If in doubt: get out, get help, and stay out

For further guidance, see [HSE's official lone working resource](#)

Mental Health Act

The Mental Health Act provides a legal framework for treating individuals with mental health conditions, including circumstances where treatment may be administered without consent. All care must be delivered in a way that is respectful, lawful, and person centred.

Participation in Care

Where practicable, individuals should be:

- Involved in their own care and treatment planning
- Encouraged to participate in progress reviews
- Supported by the involvement of family, carers, or significant others, when appropriate

Resource Use: Effectiveness, Efficiency & Equity

All resources used in care must be:

- Effective in meeting clinical needs
- Efficient in terms of time, cost, and outcomes
- Equitable, ensuring fair access and treatment for all patients

Decision-Making Standards

Every decision made under the Mental Health Act must be:

- Lawful and compliant with relevant legislation
- Supported by good professional practice
- In accordance with the Human Rights Act 1998
- Balanced, taking into account the guiding principles and individual circumstances

Respect & Dignity

All individuals with mental health conditions must be treated with:

- The same level of respect and dignity as any other patient
- Care that reflects local policies and procedures
- Support that adheres to the guiding principles of the Mental Health Act

Reporting Concerns

If you encounter any difficulties or ethical concerns:

- Report them immediately to your line manager
- Notify Medsol without delay to ensure appropriate support and resolution

Managing Challenging Behaviour, Violence & Personal Safety

“Health and social care workers have a right to expect a safe and secure workplace. But reports indicate that they can be up to four times more likely to experience work-related violence and aggression than other workers.”

— *Health and Safety Executive (HSE)*

Definition of Workplace Violence

According to the HSE, violence at work is defined as:

“Any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work.”

Violence and aggression may be verbal, physical, emotional, or psychological, and can include:

Types of Aggressive Behaviour:

- **Verbal Hostility:** Name-calling, shouting, bullying, swearing, or emotional outbursts

- **Non-Verbal Intimidation:** Following, slamming doors, vandalism, unwanted gifts, or suggestive gestures
- **Sexual Harassment:** Verbal intimidation, physical assault, or exposure to offensive material
- **Physical Violence:** Intentional harm using hands, weapons, or objects—often linked to anger, intoxication, or illness
- **Passive Aggression:** Poor performance, procrastination, inappropriate interruptions, or undermining behaviour
- **Sectarian or Racial Abuse:** Any of the above behaviours targeted at religion, race, or culture

Tips for Managing Aggressive Behaviour

- Address behaviour promptly and directly
- Clearly state what is unacceptable and how it affects you
- Outline consequences if the behaviour continues
- Avoid chastising or escalating the situation
- Consider assertiveness training to distinguish between assertive and aggressive responses

Medsol Policy

Medsol enforces a **zero-tolerance policy** on violence and aggression. If you experience or witness an incident:

- Report it immediately to the client
- Ensure it is recorded according to the client's policy
- Notify your Recruitment Consultant without delay

For further guidance, the HSE provides a comprehensive overview on [managing the risk of violence and aggression in health services](#).

Working in a Patient's Home

Community healthcare workers provide essential support to individuals with a wide range of physical and mental health needs. Their responsibilities may include:

- Lifting and handling tasks
- Performing household duties, including the use of cleaning chemicals and electrical appliances
- Delivering personal care and nursing services tailored to each individual

Client Responsibilities

Clients have a legal and ethical duty of care to ensure the safety and wellbeing of locum workers. This includes:

- Conducting comprehensive risk assessments

- Providing initial and ongoing health and safety training
- Establishing a clear incident reporting system
- Regularly monitoring, evaluating, and reviewing practices and procedures

Assessment of Care Needs

Before a contract begins, a qualified assessor will evaluate the client's individual care requirements. This assessment may cover:

- Personal care: washing, dressing, dietary needs and preferences
- Family involvement, social contacts, and cultural or religious considerations
- Communication needs, including visual and auditory support
- Continence management
- Mobility and movement, including safety concerns and assistive devices
- Medical and nursing needs, including condition-specific care and medication

All relevant details from the assessment are provided in writing to nurses, carers, and support workers to ensure safe and effective care delivery.

Locum Responsibilities

Medsol locums are expected to:

- Review the care needs assessment before starting the assignment
- Confirm they possess the necessary skills and experience to meet the care requirements
- Report any concerns or limitations to their Recruitment Consultant immediately

Application of General Principles

All policies outlined in the broader handbook, including those related to infection control, medication administration, and health and safety, apply equally in home care settings and must be followed without exception.

Conflict Resolution

Conflict resolution is defined as behaviour intended to obstruct the achievement of another person's goals (Institute for Innovation and Improvement). Timely intervention is essential in all conflict situations. Unmanaged conflict can escalate or reoccur if only superficially addressed. Resolution processes and timelines should align with the organisation's complaints procedure.

Identifying Conflict

Conflict may arise between individuals, managers, colleagues, or within teams. Common causes include:

- Differences in opinions or personalities
- Role ambiguity or overlapping responsibilities
- Organisational or procedural changes

- External factors such as personal or social issues affecting workplace dynamics

Signs of conflict may include:

- Verbal arguments or disputes
- Decline in motivation or productivity
- Increased absenteeism

Medsol locums who experience or witness conflict should report the situation immediately and confidentially to their Recruitment Consultant.

Managing Conflict

Conflict should be addressed promptly, beginning with informal verbal intervention where appropriate. If a complaint arises from the conflict, the formal complaints procedure will be initiated.

Key steps in managing conflict include:

- Engaging all involved parties in direct discussion
- Suspending the temporary assignment if necessary for either party's wellbeing
- Considering the removal of a disruptive team member when appropriate
- Following up after resolution to ensure the issue does not reoccur
- Escalating serious matters to a senior manager
- Facilitating local mediation where suitable

All parties will be:

- Spoken to individually and collectively
- Supported equally throughout the process
- Assured of confidentiality and privacy

Reporting Requirements

In the event of a conflict during an assignment, locums are expected to notify their Recruitment Consultant within 24 hours of completing the shift, providing a summary of the conflict and any outcomes.

Food Hygiene

Maintaining high standards of food hygiene in healthcare settings is essential to protect both patients and staff from the risk of foodborne illness. All staff involved in food handling must adhere to strict hygiene practices at all times.

Legal Framework

Under the Health and Social Care Act 2008 and the NHS Code of Practice on the Prevention and Control of Healthcare-Associated Infections, every Trust or organisation must have a food hygiene policy in place.

Before starting any new assignment, staff must review the local food hygiene policy and procedures.

Personal Hygiene & Protective Clothing

All individuals working in food handling areas must:

- Wear clean protective clothing appropriate to their duties (e.g., overalls, tunics, uniforms, head coverings)
- Avoid wearing uniforms while travelling to and from work
- Practice good hand hygiene, ensuring hands are clean before handling food
- Wear green aprons when handling or distributing food, in line with NPSA (2007) colour coding
- Refrain from smoking, eating, or drinking while handling food
- Avoid wearing jewellery, false nails, or nail varnish (plain band rings and stud earrings are acceptable)
- Cover wounds with waterproof dressings before entering food areas
- Report any loss of dressings immediately
- Be excluded from food handling areas if suffering from boils, septic cuts, or any food-transmitted illness

Food Safety & Contamination Prevention

- Food includes all edible hot and cold dishes, drinks, and ice. To prevent contamination:
- Do not reuse, recap, or disassemble food-related equipment unless trained and authorised
- Follow local cleaning protocols for food preparation surfaces and utensils
- Ensure dry food is stored in clean, dry, pest-free environments
- **Staff Food Storage**
- Staff food must be stored in a designated staff fridge
- If unavailable, the patients' fridge may be used only if there is adequate space
- All food must be clearly labelled with the staff member's name and date
- Cartons of juice must be dated upon opening
- A nominated person must regularly check and discard food past its use-by date

Failure to follow food hygiene protocols can result in serious consequences, including outbreaks of food poisoning and potential loss of life. All staff must remain vigilant and compliant with local and national standards.

Confidentiality, Data Protection, GDPR & Consent

Protecting patient information is a legal and ethical responsibility. All staff must ensure that personal data is handled with care, respect, and in accordance with current legislation.

Confidentiality Principles

Patient information shared during assignments is strictly confidential.

Disclosure to third parties is only permitted when:

- It benefits the patient's care.
- It is legally required or justified.

Patient records must be secured and not left accessible to unauthorised individuals.

Legal Rights & Framework

Patients have the right to confidentiality under:

- Data Protection Act 1998
- Human Rights Act 1998

Patients must be informed:

- Who will access their data.
- Why the data is being shared.

Patients have the right to refuse consent, and any impact on care must be explained.

Disclosing and using confidential Information

- Patients must be aware of information disclosures and the reason why they are made
- Permission must be sought to use any patient information for research/audit process (documentation of consent according to local policy)
- Patients have a right to deny disclosures but any resulting limitations to care outcomes must be explained
- Explicit consent is not usually required for information disclosures needed to provide healthcare, however, opportunities to check that patients understand what may happen is considered good practice
- Where the purpose of disclosure is not directly concerned with the healthcare of a patient, explicit consent must be obtained.
- Where consent cannot be obtained for disclosure of information in situations where the public good outweighs issues of privacy of where an individual's ability or capacity to consent is relevant, then these circumstances must be dealt with on an individual basis according to local policy and/or any guidance set down in law.

Data Protection

Medsol is committed to protecting personal data in accordance with applicable legislation. These laws govern how personal data is collected, processed, stored, and shared.

Scope of Data Protection

Personal data refers to information about identifiable individuals that is processed by automated systems or manually stored in structured formats. Medsol acts as a data controller, responsible for ensuring that all personal data is handled lawfully and securely.

Core Principles of Data Protection

All staff involved in handling personal data must adhere to the following principles:

1. **Lawfulness, Fairness, and Transparency**
Data must be processed lawfully, fairly, and in a transparent manner.
2. **Purpose Limitation**
Data must be collected for specified, explicit, and legitimate purposes and not further processed in a way incompatible with those purposes.
3. **Data Minimisation**
Data must be adequate, relevant, and limited to what is necessary.
4. **Accuracy**
Data must be accurate and kept up to date.
5. **Storage Limitation**
Data must not be kept longer than necessary for the intended purpose.
6. **Integrity and Confidentiality**
Data must be processed securely, protecting against unauthorised access, loss, or damage.
7. **Accountability**
Organisations must be able to demonstrate compliance with these principles.
8. **International Transfers**
Personal data must not be transferred outside the UK or EEA unless adequate safeguards are in place.

Medsol Compliance

Medsol ensures:

- Secure processing and storage of personal data
- Staff training on data protection responsibilities
- Clear procedures for data subject access requests
- Appropriate technical and organisational safeguards
- Transparent privacy notices and consent mechanisms

For more information consult the [Information Commissioner's Office \(ICO\)](#) for official guidance.

The General Data Protection Regulation (GDPR)

GDPR came into effect on 25 May 2018. It builds upon existing Data Protection legislation rather than replacing it. The changes which GDPR brings to Data Protection regulations for all organisations are:

- **Strengthening Data Subject Rights**, including new rights of access to information (free and faster) and the rights to object (e.g., the right to have data “forgotten”).
- **Strengthening breach reporting**: any personal data breach must be reported directly to the Information Commissioner’s Office within 72 hours.
- **Data Protection Officer (DPO)** to be appointed in all organisations who control or process data.
- **Documents underpinning accountability**, such as Information Asset Registers, Records of Processing Activities, and the ability to process Data Subject Rights.
- **Stricter conditions for consent**, which must be freely given, easily withdrawable, specific, informed, verifiable, and unambiguous — by a statement or clear affirmative action.
- **Data Protection by design**, including privacy by design and default behaviour, and the use of Data Protection Impact Assessments.

You must have a valid lawful basis in order to process personal data. Consent is one of the lawful bases, but there are alternatives. There are six bases available in total, and no single basis is ‘better’ or more important than the others. Which basis is most appropriate will depend on your purpose and relationship with the individual.

The Six Lawful Bases for Processing Personal Data:

- **Consent**: The individual has given clear consent for you to process their personal data for a specific purpose.
- **Contract**: The processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- **Legal obligation**: The processing is necessary for you to comply with the law (not including contractual obligations).
- **Vital interests**: The processing is necessary to protect someone’s life.
- **Public task**: The processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- **Legitimate interests**: The processing is necessary for your legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual’s personal data which overrides those legitimate interests. *(This cannot apply if you are a public authority processing data to perform your official tasks.)*

Consent under the GDPR must be freely given, specific, informed, and unambiguous, and involve a clear affirmative action (an opt-in). Patient consent for treatment or to share healthcare records is not the same as GDPR consent.

Patient data is held under a duty of confidence. Healthcare providers generally operate on the basis of implied consent to use patient data for the purposes of direct care, without breaching confidentiality.

Implied consent for direct care is industry practice in that context. However, this ‘implied consent’ in terms of duty of confidence is not the same as consent to process personal data in the context of a lawful basis under the GDPR.

Any requirement to gain consent to the medical treatment itself does not mean that there is a requirement to get GDPR consent to associated processing of personal data, and other lawful bases are likely to be more appropriate.

In the context of the healthcare industry, consent is often not the appropriate lawful basis for processing data under the GDPR. This type of assumed implied consent would not meet the standard of a clear affirmative act, or qualify as explicit consent for special category data, which includes health data. Instead, healthcare providers should identify another lawful basis (for example, the public task basis may be appropriate).

Processing Special Category Data

If you are processing special category data, which includes, but is not limited to, information about an individual’s health, it isn’t enough to just identify a lawful basis for processing. You also need to satisfy a separate condition for processing special category data.

There are ten conditions in the GDPR itself, including where the processing is necessary for the purposes of medical diagnosis or healthcare. The Data Protection Act also provides additional conditions for processing special category data.

Consent

Consent must be granted prior to providing any treatment or care. It is a fundamental principle of healthcare and must meet the following criteria:

- Given voluntarily
- Based on an informed decision
- Provided by a legally competent person, meaning someone who can understand, retain, and use information about their treatment to make an informed choice

Emergency Situations

In emergencies, exceptions may apply. Treatment can be administered without consent if it is deemed necessary to save the patient’s life and the patient is unable to provide consent. In such cases, you must be able to demonstrate that you are acting in the patient’s best interests.

When Legal Competence Is Lost

If a person is no longer legally competent:

- Decisions should be based on previous consent given in similar circumstances, provided there is no reason to believe the person has since changed their mind
- If no prior consent exists, treatment should be delivered in accordance with the patient's best wishes, considering known values, beliefs, and preferences.

Ionising Radiation & Dosimeter Policy

This policy applies to all locum agency workers who may be exposed to ionising radiation during their duties within healthcare facilities. This includes, but is not limited to:

- Radiographers
- Radiologists
- Dental professionals
- Nuclear medicine technologists
- Operating theatre staff

Organisations must implement a robust ionising radiation safety programme and comply with relevant legislation, including the Ionising Radiation (Medical Exposure) Regulations 2017 (SI 2017 No. 1322).

Examples of Ionising Radiation

- X-rays
- Gamma rays
- Beta particles
- Alpha particles

Workers must follow local procedures for monitoring and managing radiation exposure.

Responsibilities

All locum workers must:

- Avoid exposing themselves or others to unnecessary radiation
- Learn and follow local radiation monitoring procedures for each assignment
- Report defective equipment via local incident reporting systems
- Care for and promptly return protective equipment, including personal dosimeters
- Notify Medsol and the ward/department manager of any health changes (e.g., pregnancy), which may require a risk assessment
- Report potential overexposures or unusual dosimeter readings to the organisations's Radiation Protection Supervisor (RPS). If unsure who to contact, inform Medsol
- Comply with local dosimeter policies, including:
- Wearing a dosimeter badge at all times in radiation zones

- Positioning the badge correctly (e.g., chest or waist level)
- Returning dosimeters at required intervals for monitoring
- Reporting readings for audits or inspections
- Immediately reporting lost, damaged, or unusually exposed dosimeters
- Following organizational guidelines for protective equipment and shielding

Dosimeter Use

- A personal dosimeter will be issued before starting work at any site with potential radiation exposure
- It must be worn during every shift in radiation zones, as per local protocols (e.g., chest level or under lead aprons)
- Dosimeters should not be tampered with or removed except during breaks outside radiation areas
- Return dosimeters for reading at designated intervals (typically monthly or quarterly)
- Timely submission is mandatory—non-compliance may result in suspension from radiation-related duties

Radiation Exposure Limits

Exposure must be kept As Low As Reasonably Practicable (ALARP). According to IRR 2017, the following annual dose limits must not be exceeded:

Body Area	Dose Limit
Whole body	20 mSv/year
Lens of the eye	20 mSv/year
Extremities (hands, feet)	500 mSv/year

If a locum worker exceeds 75% of the annual dose limit, the Radiation Protection Advisor (RPA) will review the case. Duties may be reassigned to reduce further exposure.

Non-Compliance

Failure to comply with this policy, including neglecting to wear a dosimeter, missing submission deadlines, or skipping required training, may result in removal from placements involving ionising radiation.

Computer Use

During some assignments, you may be required to access the client's computer systems. It is essential that you use these systems responsibly and in accordance with both the client's policies and relevant legislation.

You must ensure that you:

- Do not disclose passwords to unauthorised users
- Abide by the client's policies and procedures at all times
- Do not attempt to access programmes or data that are outside the scope of your role
- Do not use computers for personal or recreational purposes unless you have explicit permission
- Comply with data protection laws at all times

Additionally, you must not access social media or other non-work-related websites while using client systems.

Medication Administration and Management

Any locum required to administer medication must do so in strict accordance with the local policies and procedures of the organisation or trust where they are working.

General Requirements

- Only locums with appropriate qualifications may administer medication
- All documentation related to medication administration must be completed in full
- Locums must have read and understood their professional body's guidelines on drug administration and management
- In the event of a medication error (whether committed or witnessed), locums must follow the reporting and management protocols outlined in their professional code of conduct

Doctors must follow the GMC's Good Medical Practice guidance, which includes standards for prescribing medicines. [View GMC Guidance](#)

Nurses must adhere to the NMC Standards for Medicine Management, which outline safe practices for medicine administration. [View NMC Standards](#)

Operating Department Practitioners (ODPs) must comply with the HCPC Standards of Proficiency for ODPs, which cover dosage calculation, administration, and monitoring. [View HCPC Standards](#)

Record Keeping

Maintaining accurate and comprehensive records is essential for delivering safe and effective patient care. All records must meet the following standards:

Documentation Standards

- **Legibility:** Records must be easy to read and decipher
- **Ink Only:** All entries should be written in permanent ink
- **Accuracy:** Information must be factual, precise, and verifiable
- **Clarity:** Avoid ambiguity; ensure all notes are clear and understandable
- **Date & Time:** Each entry must include the correct date and time
- **Signature:** Sign all entries and print your name clearly beside your signature
- **Terminology:** Use standard, commonly understood medical terminology
- **No Abbreviations:** Avoid using abbreviations to prevent misinterpretation
- **Problem & Action:** Clearly document any issues and the steps taken to resolve them
- **Corrections:** Any alterations must be neatly scored out, initialled, and never erased or obscured

Safeguarding Children and Vulnerable Adults

As a healthcare professional, you have a legal and ethical duty to protect the individuals in your care from harm, abuse, and neglect. This responsibility includes reporting any concerns that arise in the workplace which may compromise a patient's safety or well-being.

Key Responsibilities

- Familiarise yourself with the local safeguarding policies and procedures of the NHS Trust or organisation where you are assigned
- Attend and engage with induction training to understand how and to whom concerns should be reported
- Raise concerns promptly with the appropriate safeguarding lead or authority
- Ensure confidentiality and data protection when sharing information

Safeguarding Children

Children must be protected from all forms of abuse. Below are the primary categories and indicators:

Types of Abuse

Abuse Type	Description
Physical	Hitting, shaking, poisoning, burning, scalding, drowning, suffocating, or fabricating illness or deliberately induce illness in a child
Emotional	Persistent maltreatment causing emotional harm, including bullying, isolation, or unrealistic expectations. May involve conveying child is worthless or unloved, seeing or hearing ill treatment of another.

Abuse Type	Description
Sexual	Forcing or enticing children to take part in sexual activities, which may involve including penetrative or non penetrative acts and non-contact acts like viewing or producing sexual content or encouraging children to behave in sexually inappropriate ways
Neglect	Failure to meet basic physical / psychological likely to impair child's health or development. Needs such as food, shelter, supervision, and medical care

Vulnerable Groups

Be especially vigilant with:

- Children with disabilities
- Children living away from home or in hospital
- Asylum seekers
- Victims of domestic abuse
- Children exposed to violent extremism
- Those vulnerable due to religion, ethnicity, or social circumstances

Safeguarding Adults

Every adult has the right to live free from harm. Safeguarding adults involves protecting those least able to protect themselves.

Types of Abuse

Abuse Type	Description
Physical	Assault, rough handling, misuse of medication, inappropriate, unlawful restraint or physical interventions / deprivation of liberty
Sexual	Non-consensual sexual activity, or those who lack the mental capacity to give consent, coercion by someone in a position of trust

Abuse Type	Description
Emotional	Mental cruelty, denial of rights, bullying, verbal attacks, intimidation
Neglect	Ignoring care needs, withholding essentials like food, medication, or heating. Neglect can be intentional (willfully failing to provide / seek care) or unintentional (needs of the individual are not understood)
Discrimination	Misuse of power that denies opportunity to groups or individuals and results in harm linked to a person's sexuality, disability, religion, ethnic origin, gender, culture or age
Institutional	Observed lack of dignity and respect in care setting, rigid routines, tasks organized to meet staff needs, disrespectful language and attitudes.
Financial	Use of a persons proterty, assets, income, funds or any resource without their informed consent. Theft, fraud, exploitation, misuse of assets or legal authority

Modern Slavery

Modern slavery is a serious violation of human rights and encompasses a range of exploitative practices. As a healthcare professional, you have a duty to remain vigilant and report any concerns that may indicate someone is at risk.

Forms of Modern Slavery

Type	Description
Human Trafficking	Use of violence, threats, or coercion to transport, recruit, or harbour individuals for exploitation (e.g., forced labour, prostitution, organ removal)
Forced Labour	Work or services performed under threat or coercion, against a person's will

Type	Description
Debt Bondage	Individuals forced to work to repay debts under exploitative conditions
Descent-Based Slavery	People born into slavery due to social or cultural norms
Child Slavery	Exploitation of children for gain, including trafficking, child soldiers, marriage, or domestic servitude
Forced/Early Marriage	Marriage without consent, often involving minors, with no freedom to leave
Domestic Servitude	Vulnerable individuals working in private homes under exploitative or abusive conditions, often hidden from oversight

Reporting Concerns

If you suspect modern slavery or exploitation:

- Ensure you read and understand the safeguarding policies of your assigned hospital or trust during induction / at the earliest opportunity so you know the route to report the concern and to whom it should be reported.
- Report concerns promptly to the designated safeguarding lead or appropriate authority
- Do not confront or question individuals involved, as this may compromise investigations, consider the preservation of “best evidence” in case law enforcement becomes involved
- Seek advice from your professional, regulatory, or medical defence body before disclosing confidential patient information

Additional Guidance

- Refer to the NHS’s [Freedom to Speak Up](#)
- Consult the Medsol Whistleblowing/Raising Concerns Policy in the Candidate Handbook

Furthermore, if you have a Safeguarding concern and you are not sure how to proceed and/or you would like to discuss the content of this document, please contact the Head of Governance at Medsol

Key Stages of the Safeguarding Process

Safeguarding is a structured, multi-agency approach to protecting individuals from abuse, neglect, or harm. Below are the seven core stages:

1. Raising an Alert

A concern is identified and reported, this may come from staff, volunteers, service users, or the public.

2. Making a Referral

The designated safeguarding lead at the Trust or organisation assesses the concern and decides whether to escalate it formally.

3. Strategy Discussion or Meeting

A multi-agency meeting is convened, typically led by the Local Area Designated Officer (LADO). Professionals (e.g., police, social services) collaborate to assess the situation and determine next steps.

4. Investigation

An investigating officer is appointed to gather facts, assess risk, and identify contributing factors. This may involve interviews, evidence collection, and liaison with other agencies.

5. Case Conference & Protection Plan

Findings are reviewed in a formal meeting. A protection plan is developed to safeguard the individual and address any ongoing risks.

6. Review of the Protection Plan

The plan is monitored and reviewed to ensure it remains effective and appropriate. Adjustments may be made based on new information or changes in circumstances.

7. Closing the Safeguarding Process

The process may be closed at any stage if:

- No further investigation is needed
- Risks have been mitigated
- A protection plan is in place and functioning effectively

Complaints

The purpose of this policy is to ensure that customer feedback whether positive or negative is monitored, reviewed, and used to improve services for both clients and agency staff.

- We encourage a culture where complaints are viewed as opportunities for learning and service development. All agency staff are reminded that they must adhere to the client's policies and procedures at all times.

Types of Complaints

Complaints may arise in the following scenarios:

- A patient makes a complaint about an agency staff member
- The client makes a complaint about an agency staff member
- An agency staff member makes a complaint about a client
- A complaint is made about Medsol personnel

How to Submit a Complaint

- Complaints may be submitted via: Telephone, Email or in person
- If you wish to provide feedback, please contact your Recruitment Consultant between Monday–Friday, 8:45am–5:00pm.

Escalation Procedures

- If the issue remains unresolved, the customer may escalate the matter to the Head of Governance via: info@medsolgroup.co.uk

Safeguarding Complaints Involving Medsol Candidates

When a safeguarding complaint is raised involving an Medsol candidate, the following actions must be taken to ensure safety, compliance, and proper investigation:

Immediate Removal & Temporary Block

- The candidate is immediately removed from their assignment
- A temporary block is placed on their record in the Eclipse database to prevent further placements until the issue is resolved

Controlled Disclosure

- Details of the concern are withheld from the candidate until permission is granted by the Local Area Designated Officer (LADO)
- This preserves best evidence in case of police involvement

Escalation to Head of Governance

All safeguarding concerns must be escalated immediately to the Head of Governance who will lead the process and liaise with all relevant authorities and professionals

Notification of Professional Bodies

- Medsol will work with authorities to notify the candidate's Professional Body, if appropriate

Transition to Complaints Process

- If the LADO permits disclosure of complaint details, Medsol will initiate its formal complaints process

Final Outcome & Permanent Block

If the concern is proven, Medsol will:

- Notify the Professional Body and Disclosure and Barring Service (DBS)
- Apply a permanent block on the candidate's record in the database to prevent future assignments

Professional Practice Complaints

Medsol follows a clear and thorough process when handling complaints related to professional practice. The goal is to ensure fairness, transparency, and timely resolution.

Acknowledgement & Initial Review

- The Head of Governance acknowledges receipt of the complaint via email and may request further details
- Complaint details are sent to the Clinical Lead for review
- The complaint is logged on the Complaints Tracker, including any restrictions (e.g., candidate not returning to client)

Candidate Notification & Response

- The candidate is contacted by their Recruitment Consultant and informed of the complaint
- A Statement of Events Form is requested, with a written response due within 5 working days
- The candidate is given the right to reply in all cases

Assignment Suspension (If Applicable)

- Depending on the complaint's nature, Medsol may temporarily block the candidate from further assignments
- The Clinical Lead advises whether the candidate may continue working; this is recorded in the Complaints Tracker

Investigation Process

- The Head of Governance reviews the candidate's response
- If necessary, an investigation interview is scheduled
- If no interview is required, the Statement of Events is sent to the complainant

Recommendations & Remedial Action

- The Head of Governance provides recommendations, which may include:
- Remedial training
- Reflective account or discussion
- Referral to the candidate's Professional Body

Implementation & Referral

- The candidate is contacted to complete the required actions

- If referral to professional body is needed, the Head of Governance completes the referral
- The Complaints Tracker is updated and a block is applied to the candidate's record

Complainant Feedback & Closure

- The candidate's statement and Head of Governance report are sent to the complainant for comment
- The complaint is closed upon receipt of the complainant's outcome
- Further issues raised will be addressed accordingly

Final Review & Decision

- The Head of Governance reviews the full complaint
- If the candidate was blocked during investigation, a decision is made regarding future assignments
- The Complaints Tracker is updated to reflect closure

Serious Complaints & Monitoring

- Complaints about sleeping on duty or poor attitude toward staff/patients are treated with high priority
- Repeated complaints or three complaints of similar nature may result in permanent removal from assignments and referral to the Professional Body

Unsuitability for an Assignment

- If a client confirms that a candidate is not suitable to undertake a proposed temporary assignment, the candidate must:
- Leave the shift immediately upon instruction
- Comply respectfully and without delay, regardless of the reason provided
- Understand that this decision is made at the discretion of the client and may be based on clinical, professional, or operational considerations
- This action ensures the safety, integrity, and continuity of care within the client's service. Medsol will review the circumstances and determine any further steps, which may include reassignment, investigation, or support as appropriate.

Complaints Raised by a Candidate

If an agency worker raises a complaint against a client or an Medsol staff member, the following process will be followed to ensure fairness, transparency, and resolution:

Initial Submission

- The candidate must submit full details of the complaint in writing.
- The complaint should be sent to the Medsol complaints email address.

Logging & Assignment

- The Head of Governance will:
- Log the complaint on the Complaints Tracker.
- Notify the relevant Divisional or Team Manager to assign responsibility for handling the complaint.

Candidate Engagement

- The candidate will be contacted to:
- Discuss the issue.
- Attempt to reach a resolution.
- If resolution is not possible, agree on a course of action.

Involving Relevant Parties

If the complaint concerns an Medsol staff member:

- The individual will be informed.
- They must provide a written account of the incident.

If appropriate, the client named in the complaint will also be informed.

Documentation

- The complaint will be logged on the database against both the candidate's file and the client's file.

Assignment-Related Concerns

- If the complaint involves an incident at the candidate's assignment:
- A written statement will be requested from the candidate.
- The statement will be shared with a suitable person at the workplace.
- Depending on the nature of the complaint, the Company's Whistleblowing Policy may be invoked.

Support for Candidates

Medsol recognises that undergoing an investigation can be a highly stressful experience for healthcare professionals. To ensure candidates feel supported throughout the process:

- Candidates are encouraged to contact their Trade Union for independent advice and representation.
- Clinical Lead support is available where appropriate, offering guidance and reassurance during the investigation.

Complaints Management Timescales

To maintain transparency and efficiency, Medsol adheres to the following timeline for handling complaints:

Action	Timescale
Acknowledgement of complaint receipt	Within 2 working days
Notification to involved parties	Within 2 working days
Response to complaint	Within 5 working days (max 8 days from initial receipt of complaint)
Resolution of complaint	Within 10 working days , unless third-party investigation is required

Tracking & Monitoring Complaints

Medsol ensures robust oversight of all complaints through structured tracking and review:

- All complaints are directed to the Head of Governance, who logs each incident on the Complaints Tracker.
- The Head of Governance oversees the process and ensures adherence to timescales.
- The Head of Governance reviews the Complaints Tracker:
 - Weekly for operational oversight
 - Monthly to identify trends or recurring issues
- Complaints are also logged on the company database against both the candidate and client involved.
- Monthly reviews ensure consistency between the database and the Complaints Tracker.

If patterns emerge, the Head of Governance will:

- Determine a course of action
- Seek external guidance if necessary

Satisfaction & Escalation Procedure

- Medsol is committed to resolving complaints fairly and transparently. If a complainant or the individual subject to a complaint is not satisfied with the outcome or handling of the complaint, the following escalation steps are available:

Escalation to Medsol Managing Director

- Individuals are encouraged to submit a written appeal to the Managing Director of Medsol.

Darren Simpkin
Director
Medsol Healthcare
90-96 Victoria Road
Chelmsford
Essex
CM1 1QU

The appeal should clearly outline:

- The nature of the dissatisfaction
- Any unresolved concerns
- Desired outcomes or further actions requested

Referral to REC (Recruitment & Employment Confederation)

- If the matter remains unresolved after escalation to Medsol, individuals may refer the complaint to the REC, the recruitment trade association of which Medsol is a member.
- Complaints should be addressed to: Consultancy and Compliance Team, Recruitment and Employment Confederation (REC) 20 Queen Elizabeth Street London SE1 2LS

Raising Concerns (Whistleblowing)

This policy is designed to enable locum professionals to raise concerns about malpractice or wrongdoing and to protect them from retaliation or adverse treatment for doing so. Medsol is committed to fostering a culture of transparency, accountability, and safety.

Scope of Concerns

Concerns may relate to past, present, or future malpractice, including but not limited to:

- Criminal activity
- Abuse of authority
- Significant risk to public health or safety

- Failure to comply with legal obligations (e.g., negligence, breach of contract)
- Deliberate concealment of any of the above

Disclosure Process

Internal Disclosure

Locums are encouraged to raise concerns directly with the client at their assignment location. Protection is provided under the Public Interest Disclosure Act (1998) if the concern is raised with honest and reasonable suspicion of wrongdoing.

External Disclosure

In certain cases, concerns may be raised externally to a regulatory body, legal advisor, or the police, but only under the following conditions:

- The concern was raised internally or with a prescribed regulator but was not properly addressed
- The individual reasonably believes they would be victimised if raised internally
- There is a reasonable belief that a cover-up is likely
- The concern is exceptionally serious

Medsol's Commitment

Medsol guarantees that no locum will face retaliation for raising legitimate concerns. Specifically, Medsol will not impose:

- Removal from the register
- Suspension from assignments
- Negative performance evaluations
- Unjust reassignment of duties

All disclosures will be handled in accordance with:

- The Medsol Complaints Policy
- The Public Interest Disclosure Act (1998)
- Any other relevant legislation

Substance Abuse Policy

For the purposes of this policy, *substance abuse* refers to the use of alcohol, illegal drugs, and the misuse, whether deliberate or unintentional, of prescribed medications and substances such as solvents. Substance misuse can result in physical and mental harm to the individual and may also endanger others and the working environment.

Legal and Safety Responsibilities

Under the Health and Safety at Work Act, clients have a duty to ensure, as far as is reasonably practicable, the health, safety, and welfare of all locums. A client must not knowingly permit a locum to continue working if they are under the influence of any substance that may impair their ability to perform safely and effectively.

Expectations of Locums

Locums are expected to:

- Not attend work under the influence of any substance that could impair judgment, performance, or safety
- Take personal responsibility for ensuring they are fit to work at all times
- Report any concerns regarding substance misuse in the workplace through appropriate channels

Failure to comply with this policy may result in removal from assignments and further investigation.

Equality and Diversity Policy

Medsol is fully committed to promoting equal opportunities and preventing discrimination on the grounds of:

- Gender
- Ethnicity
- Disability
- Age
- Sexual orientation
- Race
- Nationality
- Religious belief

This commitment is upheld through the following actions:

- Implementing and enforcing a robust Equal Opportunities Policy
- Promoting and embedding best practices across all business activities
- Complying with all relevant legislation and supporting recognised codes of practice
- Monitoring recruitment and employment decisions to ensure fairness and transparency
- Addressing grievances promptly and appropriately

Working Relationships and Conduct

Medsol recognises that positive working relationships are essential to delivering high-quality service. All agency staff are expected to:

- Actively promote the elimination of discrimination in service provision
- Support and uphold best practice in equality and diversity
- Foster an inclusive and respectful working environment

Agency staff can contribute to equal standards of treatment by:

- Developing a basic understanding of equal opportunities principles
- Promoting positive attitudes and inclusive behaviours
- Participating in training, induction sessions, and staff briefings
- Reporting any instances of discrimination, harassment, bullying, or intimidation

Reporting Harassment

Locums who believe they have been subjected to harassment are encouraged to raise their concerns promptly. The recommended steps are:

- Initial Reporting: Wherever possible, the complaint should be raised with the immediate manager.
- Escalation: If the locum feels unable to approach the individual involved, or if the issue is not resolved, the complaint should be escalated to a senior manager, HR, or a staff representative.

Handling Complaints

All complaints will be treated:

- Urgently
- Seriously
- Confidentially

If an investigation confirms that the complaint is valid, immediate action will be taken to stop the harassment and prevent recurrence.

Protection from Retaliation

Locums are protected from intimidation, victimization and discrimination for filing a complaint or assisting in an investigation. Retaliation is considered a serious offence.

Conversely, malicious or false allegations of harassment, if substantiated, may result in termination of contract.

Right to Formal Redress

Locums retain the right to pursue concerns through the Medsol Formal Complaints Procedure if they believe the issue has not been satisfactorily resolved.

Equal Pay Policy

Medsol is committed to the principle of equal pay for equal work, ensuring that people receive fair and unbiased compensation for performing roles of equal value. Our pay system is designed to be:

- Based on objective criteria
- Free from discrimination or bias

- Transparent and consistently applied

Entitlement to Equal Pay

All employees are entitled to equal pay when:

- Performing the same or similar work
- Carrying out work that has been evaluated as equivalent in terms of responsibility, skill, and effort
- Delivering work of equal value, even if the roles differ in nature

It is recognised that material differences in pay may arise due to factors such as:

- Relevant experience
- Qualifications
- Specialised expertise
- Market conditions or role-specific demands

Raising Concerns

If you have any concerns regarding your pay or its evaluation:

- Speak with your consultant in the first instance
- If unresolved, escalate the matter through the Medsol Complaints Procedure, as outlined in this handbook

Fraud Policy

Fraudulent behaviour can take many forms and may be committed by individuals across the healthcare system, including patients, professionals, managers, contractors, and agencies. Providing false information or engaging in deceptive practices may result in disciplinary action and criminal prosecution.

Common Examples of NHS-Related Fraud

The following are examples of fraudulent activity that may occur within the NHS:

- Falsely claiming for hours not worked
- Claiming sick pay or travel expenses for journeys not undertaken
- Working while on long-term sick leave
- Falsifying qualifications or work experience
- Failing to declare criminal convictions
- Altering records to steal NHS property
- Pharmaceutical fraud, such as overcharging or supplying substandard products
- Overcharging for contracted services
- Falsifying training certificates to gain employment within the NHS

Legal and Ethical Responsibility

All locums and agency staff are expected to act with honesty and integrity. Medsol has a zero-tolerance approach to fraud and works in alignment with the NHS Counter Fraud Authority (NHSCFA) to prevent, detect, and report fraudulent activity. You can learn more about NHS fraud and how to report it on the [NHSCFA official website](#).

Reporting Fraud

If you suspect fraud involving NHS services or resources, you are encouraged to report it confidentially. All information provided will be handled securely and with discretion.

How to Report**Online Reporting**

Submit your concerns using the NHS Counter Fraud Authority's secure online form:

[Report NHS Fraud](#)

Telephone Reporting

Call the NHS Fraud Reporting Line: 0800 028 4060 Available 24/7, free of charge.

You do not need to have all the details, any suspicion, even if incomplete, may help prevent further loss and protect public resources.

Agency Worker Regulations (AWR)

The Agency Worker Regulations 2010 came into force on 1 October 2011, granting agency workers the right to equal treatment in terms of basic employment and working conditions as if they had been recruited directly by the client.

Day 1 Rights

From the first day of an assignment, agency workers are entitled to:

Access to shared facilities such as:

- Canteens
- Childcare facilities
- Staff common rooms
- Toilets
- Prayer rooms
- Access to information about internal job vacancies

Note: These rights apply only if such facilities or opportunities are already provided to the client's permanent staff. Agency workers are not entitled to enhanced access (e.g., skipping waiting lists for childcare).

Week 12 Rights

After 12 continuous calendar weeks in the same role at the same location, agency workers are entitled to:

- Equal pay and basic working conditions
- Rest breaks, night work protections, and time off for ante-natal appointments (for pregnant workers)

Calculating the 12-Week Qualifying Period

- A calendar week is any 7-day period starting from the first day of the assignment
- Weeks accrue regardless of hours or days worked
- Time worked at the same location through multiple agencies counts toward the qualifying period
- You are not legally required to declare previous time worked at a location

The Qualifying Clock

Due to the varied nature of agency work, breaks in assignments may either pause or reset the qualifying period.

Clock Reset Triggers:

- Starting a new assignment with a different client
- Changing job roles with the same client
- A break of more than 6 weeks between assignments in the same role with the same client

Clock Pause Conditions:

- Breaks of 6 weeks or less
- Sickness or injury (up to 28 weeks)
- Annual leave entitlement
- Jury service (up to 28 weeks)
- Planned workplace closures (e.g., Christmas shutdown)
- Industrial action (e.g., strikes or lockouts)

Further Support

If you have any questions or concerns regarding your AWR entitlements, please contact your recruitment consultant for guidance.

Insurance Against Personal Accident and Illness

As a locum, you will only be paid for work that you have successfully completed. If you are unable to fulfil your assignments due to accident or illness, this may impact your income.

To safeguard your financial wellbeing, you are strongly advised to obtain personal insurance cover that protects your income during periods when you are unable to work.

Please note:

- Personal Accident cover is typically included as an extension of the Employer's Liability Insurance
- This cover may not fully compensate for lost income, so additional private insurance should be considered

For guidance on suitable insurance options, you may wish to consult a financial advisor or explore providers offering personal illness and injury insurance or group personal accident cover.

Comments and Suggestions

At Medsol, we value your feedback and are committed to continuously improving our service. Whether your experience has been positive or you feel there are areas we could enhance, your input is essential to helping us grow.

You are encouraged to share your comments and suggestions directly with your Recruitment Consultant. All feedback is welcomed and will be reviewed to identify opportunities for improvement in how we support our candidates and clients.

We appreciate your time and honesty in helping us deliver the highest standards of service.

Handbook Declaration

I hereby confirm:

- That I have read the Medsol Handbook
- That I have read and understood the guidelines, expectations, and behaviours set out in the Medsol Handbook
- That I will maintain the standards and behaviours and will abide by the guidance set out in the Medsol Handbook
- That if I do not adhere to the standards, behaviours, and client policy and procedures, Medsol may no longer offer me further assignments

- I confirm that I have read and fully understood the Key Information Document relevant to my chosen pay type. I shall comply with requirements at all times.

Signature: _____

Name: _____

Date: _____

Profession: _____

Professional Registration Number: _____