

CANDIDATE WELCOME PACK



Hello! Welcome to the Swanstaff Team!

We're excited to have you on board! Starting a new job can be overwhelming with all the information to absorb, so we've created this handy guide to help you settle in quickly. It covers all the essential details you need to know about working at Swanstaff, and to be used as a go-to resource whenever you need a quick reminder. We're here to support you every step of the way!

Name: _____

Role: _____

Branch: _____

Main Contact: _____

Date Registered: _____

WHAT HAPPENS NEXT?



In branch registration with
all required documents



Branch to send paperwork
to Compliance



Your reference will be
contacted by our compliance
team



You are now all set to start
work. Please make contact
with your branch



We will notify you when you
are cleared to work



Any further required checks
will be carried out

Expectations for all Staff



Arrive on time: Aim to arrive at least 10 minutes before your shift.
Call if late: if you're running late, please contact us as soon as possible.

ID Badge: Wear your ID badge if provided.
Uniform: ensure your uniform is clean and presentable. Please wear black/dark trousers and closed toe shoes or steel toe cap boots when required.



Mobile Phones: should not be used without permission of your supervisor / manager whilst working.

Covering Shifts: if you are unable to attend a shift, do not arrange your own cover or shifts please contact the office to arrange this.



PPE: Ensure you wear any required personal protective equipment (PPE) such as Hi-Vis vest as per job requirements.

Reporting Absence: If you are sick or absent inform your branch at the earliest opportunity so we can arrange cover. Please call us directly; do not text the out of office number a call is more effective.



Availability: Keep us updated with your availability so we can schedule shifts effectively.

Jewellery: For health and safety reasons, no jewellery should be worn during shifts.



On-Call Number Information

Your designated on-call number for the healthcare team is **07729 622 612**. Please use this number **only for emergencies** outside of office hours.

- ◆ **For Emergencies:** This service is strictly for reporting sickness or lateness and must be reported 4 hours minimum before shift start.
- ◆ **Not for Non-Emergencies:** Do not use this service for inquiries about timesheets, pay rates, or any other non-urgent matters. These are not considered emergencies.
- ◆ **Shift Cancellation:** If you need to cancel a shift, please ensure you call no later than 1 hour before your shift begins to give us enough time to arrange cover.

Thank you for your cooperation



Uniform Do's and Don'ts

Do's:

Do wear a clean and Well-fitted Uniform:

- ◆ Ensure your uniform and clothes are clean, wrinkle-free, and properly sized to maintain a professional appearance. This prevents discomfort and maintains dignity in front of residents and families.
- ◆ The uniform should be comfortable and breathable for long shifts.

Do Wear Closed-Back, Slip-Resistant Shoes:

- ◆ Slip-resistant shoes are essential to reduce the risk of slips and falls, especially in areas where floors may be wet (e.g., from spills or cleaning). Choose shoes with proper support to ensure comfort throughout your shift.

Do Keep Hair Tied Back:

- ◆ If you have long hair, always tie it back in a neat style (like a ponytail or bun) to avoid it coming into contact with residents, equipment, or food. This is a hygiene measure and prevents cross-contamination.

Do Follow Dress Code for Personal Protective Equipment (PPE):

- ◆ Always wear gloves, masks, and aprons when necessary, especially when working with vulnerable patients, handling medications, or dealing with bodily fluids. PPE should be worn according to proper guidelines to ensure safety.

Do Wear Minimal and Discreet Jewellery:

◆ Jewellery should be minimal (e.g., simple stud earrings, a wedding band) to prevent hygiene issues or accidents. Avoid wearing rings or bracelets that could get caught in equipment or resident care activities.

Do Keep Nails Short and Clean:

◆ Keep nails short to minimise the risk of injury or cross-contamination. Avoid wearing bright nail polish or artificial nails, as they can hold bacteria and are discouraged in many healthcare environments.

Do Ensure Your ID Badge Is Visible:

◆ Your ID badge should always be worn visibly to help residents and colleagues identify you easily. It should be clipped to the front of your uniform, around chest or waist level.

Don'ts:

Don't Wear Clothing That Is Too Tight or Loose:

◆ Avoid overly tight clothing that may restrict movement or become uncomfortable. Loose clothing can catch on equipment or pose safety hazards.

Don't Wear Open-Toed Shoes or Sandals:

◆ Open-toed shoes or sandals are not appropriate in a care home setting because they do not offer proper protection, especially in high-risk areas where sharp objects or spills could cause injury.

Don't Wear Excessive Makeup or Strong Perfume:

◆ Strong perfumes or makeup can be overwhelming in a healthcare setting, particularly for residents with respiratory issues or sensitivities. Keep makeup natural and subtle.

Don't Wear Jewellery That Could Pose a Safety Risk:

◆ Avoid wearing large necklaces, dangling earrings, or rings with stones that could get caught in clothing, equipment, or while assisting residents.

Don't Wear Wrinkled, Stained, or Dirty Uniforms:

◆ A uniform that is wrinkled or stained gives a poor impression and can be unhygienic. Always make sure your uniform is freshly laundered before your shift.

Don't Wear Long Sleeves If Not Required:

◆ In most cases, short sleeves or a uniform that can be easily rolled up is preferred for hygiene reasons. Long sleeves can collect germs and make it more difficult to wash hands or use sanitisers effectively.

Don't Wear Headwear (Unless Required by Policy):

◆ Avoid wearing hats, scarves, or other headwear unless it's for religious reasons and secured, or required by your workplace policy. Keep your hair neat and tucked out of the way.

Future Compliance & Expiry

At Swanstaff, we value long-term relationships with our team members. As part of our commitment to keeping you compliant and up-to-date, the compliance team will regularly reach out to you regarding the renewal of qualifications, ongoing training and DBS renewal.

Please expect periodic contact from our team to ensure all your certifications and legal requirements are current. Staying compliant is crucial to your ongoing work with us, and we appreciate your cooperation.



Compliance

Important Information

Future Compliance (Expiry)

At Swanstaff, we value long-term relationships with our team members. As part of our commitment to keeping you compliant and up-to-date, the compliance team will regularly reach out to you regarding the renewal of qualifications, ongoing training and DBS renewal.

Please expect periodic contact from our team to ensure all your certifications and legal requirements are current. Staying compliant is crucial to your ongoing work with us, and we appreciate your cooperation.

Change of Details

◆ **Change of Address:** If you move to a new address, please inform us as soon as possible and provide proof of your new address.

◆ **Update Contact Information:** If you change your phone number or email address, it is important to notify Swanstaff promptly to ensure you don't miss any shift updates or communications.

Your cooperation helps ensure that everything runs smoothly, and we appreciate your attention to these important details.



SWANSTAFF VALUES



Create opportunities

Allow people to create and share wealth. Recognise and reward great achievements. No 'mediocrity'



Believe that nothing is impossible

Believe there is always a solution to every challenge. Don't take 'no' for an answer. Question it. To give up is to fail.



Treat all with respect

Treat others with the highest standard of professionalism. Make people feel valued. No judgements.



Exceed expectation

Always go the extra mile. Be extraordinary. 'Wow' yourself and others. Average is not acceptable. Be the benchmark.

Refer a Friend

What is the Refer a Friend Scheme?

The Swanstaff Refer a Friend Scheme rewards you for helping us grow our team! If you refer a friend to work for Swanstaff and they complete 100 hours with us, you'll receive a bonus

How much can I earn?

- ◆ £25 for referring a Healthcare Assistant, Warehouse Operative, or 3.5T Van Driver
- ◆ £50 for referring a 7.5T Driver
- ◆ £150 for referring an LGV Driver
- ◆ £200 for referring a Nurse

How many people can I refer?

There's no limit! You can refer as many people as you'd like, either to your local branch or to one of our other locations. You can refer candidates for any of the roles listed above.

How do I refer a friend?

Simply contact your branch directly to make a referral.

How do I claim my bonus?

Once the person you referred has completed 100 hours of work, your branch will notify the payroll team to process your bonus.

It's that easy—refer a friend, help us grow, and earn a bonus! Thank you for supporting Swanstaff.

The Role

- ◆ **Represent Swanstaff:** Be a proud ambassador for Swanstaff and share your positive experience with others.
- ◆ **Recommend Us:** Help us grow by recommending Swanstaff to your colleagues, friends, and networks.
- ◆ **Make Employee Referrals:** Refer candidates to your Local branch for a chance to earn bonuses.

The Perks

- ◆ **Cash Bonus:** Earn a cash bonus for each successful referral who joins Swanstaff.
- ◆ **Additional Bonuses:** Receive extra rewards when your referral completes 100+ hours of work.
- ◆ **Ambassador Pin Badge:** Receive a special pin badge to proudly display your role as a Swanstaff ambassador.
- ◆ **Marketing Materials:** Get flyers and business cards to help you promote Swanstaff effectively.

Join our Swanstaff Ambassadors Scheme

SWANSTAFF PAYROLL PROCESS

Timesheet Submission Rules:

- ◆ **One Timesheet per Client:** Submit a separate timesheet for each client you work with.
- ◆ **Clear Hours Worked:** Ensure your timesheet clearly shows the hours you worked for each shift.
- ◆ **Personal and Shift Details:** Your timesheet must include your name, the dates worked, the client's name and address, and the client contact's name.
- ◆ **Authorised Signature:** The timesheet must be signed by the authorised signatory from the client.
- ◆ **Submit by Deadline:** Timesheets must be emailed to payroll@swanstaffltd.co.uk by **9:00 AM** on **Monday**. Please include your **full name** and **branch name** in the subject line.
- ◆ **Client Copy:** You must leave a copy of your signed timesheet with the client where you completed your shift.

Important Notes:

- ◆ **Late Submissions:** Failure to submit a signed, complete timesheet by 9:00 AM on Monday will result in a delay in payment. If your timesheet is not submitted by the deadline, you will not be paid in that week's payroll.
- ◆ **Responsibility:** It is your responsibility to ensure your timesheet is submitted on time and is clear, complete, and signed. No exceptions will be made, and we cannot advance payment for late or incomplete timesheets.

Payroll Queries:

- ◆ For any **payroll-related queries**, please contact your consultant in the branch directly.
- ◆ To escalate an issue, you can email payroll@swanstaffltd.co.uk or call **01322 743 200**.

By following these guidelines, we can ensure your payment is processed smoothly and on time.
Thank you for your cooperation!

Timesheet



To be completed by the Temporary Worker in full to the nearest 15 minutes only using the 24 hour clock

Your Name Mary Smith Client Name Santa Workshop HQ
Job Title Support Worker Client Address North Pole
Your Signature [Signature] Client Contact Name Santa Claus

Please return your completed Timesheet to our dedicated Payroll team by **FAX** or **EMAIL** by **09.30am** on **Monday Morning**

EMAIL: payroll@swanstaffltd.co.uk

To be completed by the Authorised Signatory

after completion, please retain a photocopy for your records

Date	Start Time	Finish Time	Hours Total	Total Breaks Taken	Total Hours Worked	Sleep In Y/N	Client Signature *	Name	Date
Mon 11/11/24	07:00	16:00	9	1	8		S.C	Santa.C	17.11
Tue 12/11/24	07:00	16:00	9	1	8		S.C	Santa.C	17.11
Wed 13/11/24	12:00	19:00	7	/	7	Y	S.C	Santa-C	17.11
Thu / /									
Fri 15/11/24	07:00	16:00	9	1	8		S.C	Santa.C	17.11
Sat / /									
Sun 17/11/24	13:00	20:00	7	/	7		S.C	Santa.C	17.11
Total					38				

*Declaration of Authorised Signatory:

By signing this timesheet, I hereby certify that the details given above are a correct record of the hours, mileage and expenses of this temporary worker. I understand that an invoice will be raised from this timesheet. I also accept the Terms of Business of Swanstaff Limited. I also confirm that I am authorised by the Client or, where applicable, the Local Authority, to sign and authorise this timesheet.

Official Use Only	
Timesheet No.	
Input By	

Timesheet

To be completed by the Temporary Worker in full to the nearest 15 minutes only using the 24 hour clock

Your Name

Client Name

Job Title

Client Address

Your Signature

Client Contact Name

Please return your completed Timesheet to our dedicated Payroll team by **FAX** or **EMAIL** by **09.30am on Monday Morning**

EMAIL: payroll@swanstaffltd.co.uk

To be completed by the Authorised Signatory							after completion, please retain a photocopy for your records		
Date	Start Time	Finish Time	Hours Total	Total Breaks Taken	Total Hours Worked	Sleep In Y/N	Client Signature *	Name	Date
Mon / /									
Tue / /									
Wed / /									
Thu / /									
Fri / /									
Sat / /									
Sun / /									

***Declaration of Authorised Signatory:**

Total

By signing this timesheet, I hereby certify that the details given above are a correct record of the hours, mileage and expenses of this temporary worker. I understand that an invoice will be raised from this timesheet. I also accept the Terms of Business of Swanstaff Limited. I also confirm that I am authorised by the Client or, where applicable, the Local Authority, to sign and authorise this timesheet.

Official Use Only

Timesheet No.

Input By

Swanstaff Customer Charter

Our promise to you:

- **Compliance First:** We will never compromise on compliance procedures for business gains. Our policies and processes are robust, and we are regularly audited to ensure adherence to the highest standards.
- **Going the Extra Mile:** We are committed to exceeding your expectations. We will work tirelessly to ensure that your experience with Swanstaff is positive, memorable, and meets your needs.
- **Open and Transparent:** We believe in clear communication. We will always be truthful and provide you with realistic expectations at every step of your Swanstaff journey.
- **Always Keeping You Updated:** While some elements of our service may be beyond our control, we will keep you informed and updated on progress. You won't be left in the dark.

Feedback Procedure

We are dedicated to delivering exceptional service and ensuring our Customer Charter is upheld at all times. Whether you've had a positive experience or feel a team member has gone the extra mile, we want to hear from you. Please send your feedback to enquires@swanstaffltd.co.uk so we can recognize and reward our staff for their hard work.

We'll occasionally contact you via email or phone to request feedback on our services. Please take a moment to complete these surveys—they are essential for helping us maintain a high level of service and identify areas for improvement.

In the Event of a Concern

If, on rare occasion, you do not receive the level of service you expect from Swanstaff, please follow these steps:

- ◆ **Contact Your Local Branch:** If you have a query or complaint, the first step is to reach out to your local branch directly.
- ◆ **Escalate to Payroll or Compliance:** If you need to escalate your issue, you can contact our Payroll or Compliance teams using the details provided in this guide.
- ◆ **Formal Complaint:** If you are not satisfied with the resolution within 7 days, please submit your complaint in writing to hr@swanstaffltd.co.uk. Our Senior Management Team will investigate the matter and ensure a timely resolution.

Safeguarding Statement

Commitment to Safeguarding: Swanstaff Ltd is committed to ensuring the safety, well-being, and protection of all individuals under our care, including vulnerable adults, children, and those with specific healthcare needs. Safeguarding is a fundamental aspect of our service delivery, and it is the responsibility of every member of staff to uphold the highest standards of care and safety in every interaction with residents.

We have a zero-tolerance policy towards any form of abuse, neglect, or mistreatment. All staff, volunteers, contractors, and partners are expected to act in a professional and ethical manner and take necessary actions to protect individuals from harm.

What Is Safeguarding?

Safeguarding is the proactive and reactive process of protecting individuals from abuse, neglect, exploitation, and harm. This includes:

- ◆ **Physical Abuse:** Inflicting pain or injury on someone.
- ◆ **Emotional or Psychological Abuse:** Causing mental suffering through threats, bullying, or coercion.
- ◆ **Sexual Abuse or Exploitation:** Any non-consensual sexual activity or behaviour.
- ◆ **Neglect:** The failure to meet basic needs such as food, shelter, medical care, and hygiene.
- ◆ **Financial Abuse:** The illegal or unauthorized use of a person's finances or property.

Our Responsibilities:

As a healthcare worker, your role includes:

Recognising the Signs of Abuse or Neglect:

◆ Be vigilant and aware of any potential signs of harm or mistreatment, which may include unexplained injuries, changes in behaviour, withdrawal, fear of certain individuals, or reluctance to speak about personal circumstances.

Reporting Concerns:

◆ If you suspect or witness any form of abuse or neglect, you must immediately report your concerns following the reporting procedures outlined in this handbook. You are not required to investigate, but you must raise your concerns to a designated safeguarding lead or appropriate authority.

Protecting Confidentiality:

◆ Safeguarding concerns must be handled with the utmost confidentiality. Information should only be shared with those who have a legitimate need to know, in accordance with privacy laws and the facility's policies.

Promoting an Environment of Safety:

◆ You have a responsibility to create an environment that encourages respect, dignity, and trust. This includes maintaining clear boundaries with patients, respecting their autonomy, and always acting with integrity.

Engagement in Safeguarding Training:

◆ All staff are required to undergo regular safeguarding training. This training helps you identify potential risks, respond to disclosures of abuse, and understand the legal and ethical frameworks that guide your actions.

What to Do If You Suspect Abuse or Neglect:

◆ **Report Immediately:** Any concerns, no matter how small they may seem, should be reported to your line manager or the designated safeguarding lead. If the concern involves your manager, you should report it to a senior member of staff or directly to safeguarding authorities.

◆ **Document Clearly:** Record the concern, any actions taken, and the response received, following the appropriate protocols. Accurate documentation is critical to ensure the situation is addressed appropriately.

◆ **Do Not Challenge or Confront the Alleged Perpetrator:** It is important to never confront the individual suspected of abuse. Leave investigations and interventions to the appropriate authorities.



Our Safeguarding Principles:

Empowerment: People are supported and encouraged to make their own decisions and give informed consent.

Prevention: We will work to reduce the risk of abuse and neglect through proactive measures, such as regular training and clear policies.

Proportionality: We will take a measured approach to any safeguarding concern, ensuring actions are in line with the seriousness of the issue.

Protection: We will act swiftly to protect those who are at risk, ensuring that appropriate care and legal actions are taken.

Partnership: We work together with families, other healthcare providers, and statutory agencies to ensure the safety and well-being of our patients.

Accountability: All staff members are held accountable for their actions. Safeguarding is everyone's responsibility.

Legal and Ethical Obligations:

All healthcare workers have a duty of care to ensure that they act in accordance with the relevant safeguarding laws, guidelines, and professional codes of conduct.

This includes:

- ◆ The Care Act 2014 (UK)
- ◆ The Children Act 1989 and 2004 (UK)
- ◆ Safeguarding Vulnerable Groups Act 2006 (UK)
- ◆ Health and Social Care Standards (Scotland)



Failure to report suspected abuse or neglect, or involvement in abusive behaviours, may result in disciplinary action, including dismissal, and potentially legal consequences.

Support for Staff:

We understand that safeguarding issues can be challenging and may affect you emotionally or psychologically. If you require support, please reach out to our safeguarding lead, HR department, or an external support service.

Conclusion: Your role as a healthcare worker is critical in safeguarding those who rely on us for care and support. We expect all staff to be proactive in preventing harm, to respond appropriately to safeguarding concerns, and to work collaboratively to create a safe environment for everyone in our care.



Swanstaff Ltd is committed to maintaining the highest ethical standards and ensuring that all relationships between our staff, clients, and families remain professional, transparent, and free from any potential conflicts of interest. The giving and receiving of gifts can present challenges in maintaining these standards. This policy is designed to guide healthcare workers on how to handle situations involving gifts to ensure that both care workers and clients feel respected and valued while upholding professional integrity.

General Principles Regarding Gifts:

◆ **Respect and Professional Boundaries:** While offering or receiving small tokens of appreciation is common in many cultures, it is important that gifts do not create a sense of obligation or lead to any potential conflicts of interest. All gifts should be given or accepted in a manner that maintains professional boundaries.

Avoidance of Bias or Favouritism:

◆ Gifts should not influence, or appear to influence, a worker's professional judgment, decisions, or behaviour. Care should be taken to ensure that the giving or receiving of a gift does not lead to favouritism, bias, or the expectation of special treatment.

Transparency:

◆ If a gift is offered or received, it should be done in a transparent manner, and any potential concerns should be reported to your supervisor or line manager.

Guidelines for Accepting Gifts:

Small Tokens of Appreciation: Accepting small, non-monetary gifts such as a thank-you card, flowers, homemade baked goods, or a modest gift item is generally acceptable. These gestures should be proportionate and not excessive in value.

Monetary Gifts: The acceptance of monetary gifts or expensive presents (such as jewellery, vouchers, or large sums of money) is strictly prohibited. Such gifts may lead to ethical concerns and the appearance of impropriety.

Gift Value: If the value of a gift is in question (e.g., if the item is considered valuable or extravagant), it should be declined or politely returned. Always consult your line manager or supervisor for advice if you are uncertain.

Special Occasions: If a client offers a gift for a special occasion, such as a birthday or holiday, it is acceptable to accept a small, thoughtful gift but not an extravagant one. Again, the emphasis should be on modesty and ensuring that no obligations are created.

Cultural Sensitivity: While small tokens of appreciation are generally acceptable, be mindful of cultural differences. In some cultures, gift-giving is a deeply ingrained practice and may carry significant meaning. If you are unsure about a gift's appropriateness, consult with your supervisor or a senior manager.

Guidelines for Giving Gifts:

◆ **Do Not Offer Personal Gifts to Clients:** As a healthcare worker, it is generally inappropriate to give personal gifts to clients or their families. Offering gifts could create a sense of obligation, foster favouritism, or blur the lines between professional and personal relationships.

Reporting Concerns:

◆ If you are offered a gift or make a gift that you feel may violate this policy, or if you feel uncertain about a situation involving gifting, it is your responsibility to report the matter to your supervisor or the designated person within your organization. Transparency is key to maintaining professional boundaries.

◆ All gifts received or offered should be documented, particularly if the situation involves items of substantial value or creates a conflict of interest. Any concerns or ambiguities should be addressed immediately with the management team.

Gift Refusal Protocol:

If a gift is offered that feels inappropriate or may compromise your professional integrity, it is appropriate to politely refuse. A courteous way to decline could be:

- ◆ "Thank you for your kindness, but I am unable to accept gifts as part of my professional role."
- ◆ "I really appreciate your gesture, but as per company policy, I cannot accept gifts."

In cases where the refusal of a gift may be perceived as offensive or culturally inappropriate, it may be helpful to explain that the policy is in place to ensure fairness and professionalism in the caregiving relationship.

Conclusion:

We value the trust and appreciation shown by our clients and their families. However, maintaining a clear boundary between personal and professional relationships is vital for the integrity of the care provided. This gifting policy is designed to ensure that all staff uphold the ethical standards of our organisation and continue to provide high-quality, impartial care.

By following these guidelines, healthcare workers contribute to a safe, respectful, and professional environment for both themselves and those they serve.



Stay Connected



Swanstaff Ltd



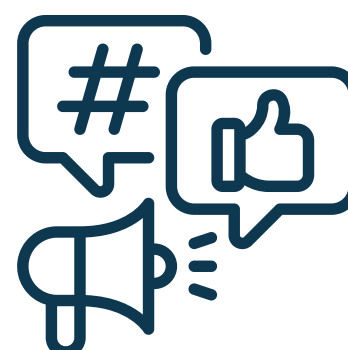
Swanstaff Ltd



Swanstaff Ltd



www.swanstaffltd.co.uk





SWANSTAFF

www.swanstaffltd.co.uk

012 Admirals Park Victory Way Dartford DA2 6QD



Head Office

01322 743 200

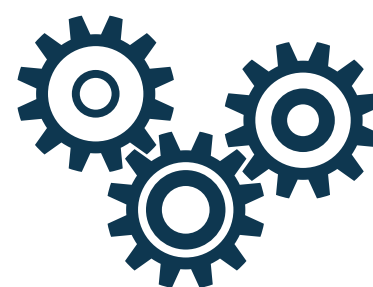
enquires@swanstaffltd.co.uk



Healthcare

01322 743 200

healthcare@swanstaffltd.co.uk



Industrial / Driving

01322 743 200

industrial@swanstaffltd.co.uk