

Staff Wellbeing – Temporary Workers

Version Control Sheet

VERSION	DATE OF IMPLEMENTATION/REVIEW	IMPLEMENTED AND AUDITED BY	STATUS	COMMENTS
1	24.11.2022	W King Registered Manager	Active	Policy for Temporary Clinical Workers

Scope

Clinical24 Staffing Ltd acknowledge the importance of a work life balance for all healthcare workers, and the effect of not having this has on an employee’s mental health and levels of stress they experience.

Stress within Healthcare is significant issue due to the national staff shortage among health and social care professionals at all levels, reported low levels of staff motivation and “burn out”. The Covid Pandemic has left many people burnt out due to increased hours worked, with low levels of reported support and dealing with increased numbers of fatalities and critical illness. The current and predicted financial pressures due to cost of living crisis are also recognised to be presenting significant issues for many health care staff. For these reasons Clinical24 acknowledge the effects that mental health issues have on staff, and their ability to work.

The implementation of this policy is supported by other health and safety policies, sickness absence, Alcohol, drug, and substance abuse, as well as Bullying and Harassment.

Objectives

Clinical24 aims to create and promote a workplace environment that supports and promotes the mental wellbeing of all employees.

We aim to provide information and support to employees on mental well-being and how to maintain it as well as physical well-being. We aim to do this by

- Ensuring staff are not taking too many shifts to prevent burnout and stress so a limit of 5 consecutive shifts is enforced through our booking processes.
- Ensuring staff are aware of an open-door policy within the physical and virtual office that they can arrange to come in and chat to the senior team if they need the opportunity to vent. This can be by face to face or via a secure online platform

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- Give non-judgemental and proactive support if staff call or visit voicing mental health or stress related illnesses.
- Establish good two-way communication to ensure staff involvement in any change management process including introduction to any new staff.
- Drop-in sessions will be organised monthly for staff to visit the office, meet with peers, and senior team
- New starters should be supported with E-learning and an induction to the company.
- Deal sympathetically with staff suffering from mental health issues due to circumstances out with work, and who find it difficult to effectively carry out their work.
- Staff should be dealt with in an empathetic manner if they have any issues relating to pay, and this should be dealt with As Soon As Possible to prevent staff anxiety, and financial distress.
- Clinical24 promote the Mental Health Foundations “10 ways to look after your Mental Health”



Staff will be advised of ICG Medical/Clinical24 the 5 main values of wellbeing which are at the core of all projects and initiatives.



When we connect we build better relationships. It is vital to be active by doing what you can. Take time for the simple little things that you notice and keep on learning about your wellbeing. When we give out our time, our words, and our presence, we make a huge impact.

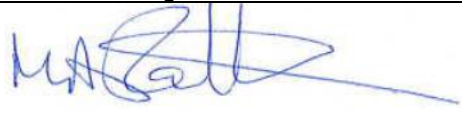
Booking Teams Input

- Booking staff/consultants should be aware of Staffs working hours and shift patterns, Clinical24 need to consider the risk of staff burn out, but also have a commitment to assist clients fill their uncovered shifts.
- The booking staff/consultants can offer the services of the Registered Manager for Health Care staff who are having negative experiences within placements. This will allow the individual to vent and destress, this then allows the candidate to provide a quality service to the client. It will also allow the Registered Manager to evaluate if it is possible that other health care staff are having similar issues but have not come forward to raise them.
- Staff should listen to health care staff in an empathetic manner, this allows the worker to feel supported, and listened to
- Booking team should promote and advised candidates of monthly Clinical24 Wellbeing Drop in held within the Glasgow office. Consideration will also be given to establishing events in different locations for staff not working near the Glasgow office
- Staff should deal with staff payroll queries promptly and efficiently, recognising the cost-of-living crisis, and to ensure Clinical24 do not inadvertently place the individual into any financial hardship.
- Staff have an empathetic approach towards others with mental health needs / distress.

Evaluation of Effectiveness

The Registered Manager and the senior team will evaluate the measures being used to provide support to the Clinical24 health care staff but will actively seek to identify new ideas/initiatives that can be added to the support offered.

Next Review

Reviewed by:	Miriam Palk presented to UK Clinical & Corporate Governance and Risk Management Committee for renewed approval
Title:	Head of Nursing
Signed:	
Last Review Date:	24.11.2022
Actions:	QR Code and update Temporary Staff Handbook and Clinical24 Scotland Website

Date Approved by UK Clinical & Corporate Governance and Risk Management Committee:

Next Review Date: November 2023