

Guidance for use of 'Agency Staff Profiles'

This guidance is intended to help promote safe practice when booking or recruiting Agency Staff for your service. Safe recruitment can be demonstrated by ensuring the completion of all, or an appropriate part of, the 'Agency Staff Profile' to suit your service.

This document has been designed through collaborative working with colleagues from the NHS, Lancashire County Council, and Lancashire Care Association, and is deemed to meet the expectations of the Care Quality Commission regulators and the Lancashire Adults Safeguarding Board.

What to do:

- Make contact with the agency in the usual way, requesting an agency staff member booking and provide details of any specific experience, qualifications or skills required.
- Provide the form to the Recruitment Staff Agency you wish to use and ask that it is completed for their staff member. You may wish to use an edited version as appropriate to your service.
- Advise the agency to return the completed form electronically, with the details of the member of staff they wish to provide.
- The manager/person making the booking at the service end should then review the completed form and decide whether or not to accept the agency member of staff.
- You may wish to print off the completed form and file it in a secure place so the person in charge can ensure the correct agency worker has attended and conduct any further checks as required against the information provided, i.e. Identification badges etc.

Out of business hours and weekends

In the event of an out of hours/weekend booking, it is acknowledged that the agency office may be unable to send/receive the form electronically, in this case it will be deemed acceptable to provide the information by telephone and to confirm electronically on the next working day.

Evidence of Compliance

Use of the Profile allows the service to evidence that appropriate checks of agency staff suitability has taken place, should the CQC regulator require information.

These files should be held confidentially in accordance with the service's policies, procedures and guidance with particular regard to Information Governance and data protection.

If appropriate, feedback can be given to the agency using usual methods with regard to the agency member of staff's performance.