**Somerset County Council Care Home and Social Care Staffing - Standard Operating Procedure**

**Introduction**

This document aims to set out the process and set-up requirements to enable (SFT) to supply bank and agency staffing to (SCC) care homes and social care services throughout the county.

**Set-Up**

**Rostering** The SCC Care Home Support roster will be set up on the Allocate HealthRoster system. The specific care home and service locations will be set up under the locations field to enable us to identify the location of each shift.

The roster will be linked to a dormant cost center under the Primary Care and Neighborhoods directorate, this cost center will be identified by Finance.

The roster will be managed by the temporary staffing team and all bookings on this roster will be made on bank, NHSP or agency.

**Shift Fulfillment** All shifts will be processed and fulfilled in-line with the trusts existing policies and processes. This will ensure that the most cost effective solutions are fully investigated first, market control measures are adhered to, fraud prevention measures are upheld and the European Working Time Directive rules are applied to all shifts fulfilled.

**Infection Control** Staff that pick up a shift in a care home MUST be Covid-19 Vaccinated and be able to provide evidence. Staff must have had a negative LFT within 24 hours of starting the shift. Staff are encouraged to complete twice weekly LFTs.

SFT Infection control team will be distributing a daily email outlining which care homes and areas within the trust have outbreaks. This is issued daily Monday-Friday. The Staffing Consultant will monitor this communication and ensure that any bookings fall in-line with the infection control measures detailed in this document or any further developing measures formally communicated by either the trust or SCC.

Our infection control team will not have any control over what PPE they use in the care homes.  Individual staff will be encouraged to report to us if there are any concerns with the PPE they have been issued We can then raise this with the appropriate care home manager and the strategic commissioning team (adults) at SCC.

Staff will not be permitted to work in a care home and then move to work for SFT on the same day (e.g. not to work an early shift for a care home, then a late shift for SFT) or vice versa.

If having worked in an area where there is a COVID outbreak in a care home or when working for Somerset FT then:

* Staff should avoid looking after high-risk patients and areas including, Beacon, Ward 9 and neonates.
* Where possible staff should be block booked for shifts to avoid too much movement between establishments/sites/wards etc.
* Staff must ensure that they are following appropriate infection control standards when looking after Covid-19 positive patients. (standards set out by SCC and SFT) and ensure they have followed standard infection control hygiene measures (transport uniforms in plastic disposable bags, wash uniform after every shift, tumble dry and/or iron shower before/after shifts)
* If there are significant concerns with the PPE that has been issued for a shift, staff must seek advice and guidance immediately – either by addressing concerns with the registered care home manager or by contacting the Lead Bank Nurse at SFT. If concerns are not resolved, then that member of staff must not work the shift and report this back to SFT
* All staff must ensure that if they develop symptoms that they stop working immediately, Isolate and get a PCR test. Report to the bank lead nurse team.
* Bank staff may be entitled to financial support from SFT if they must isolate or test positive.

**Training and Induction** Shadow shifts will need to be facilitated for bank colleagues new to the care home sector, the Staffing Consultant will inform the care homes of where this will be necessary and work with the care home to ensure that this is arranged.

We have developed an induction document for nurses to read in relation to caring for the resident in the care home setting.

Link for video on PPE in care homes for staff to watch.

<https://youtu.be/ozY50PPmsvE>

Somerset FT also offer a PPE online learning which it is mandatory to ensure staff complete. COVID-19 PPE Online Learning

<https://mollie.tst.nhs.uk/course/view.php?id=721>

**Line Management** Responsibility for supervision of duties and line management of bank/agency colleagues will be the care home/shift manager. The bank/agency colleague should be introduced to their line manager upon reporting for duty at the beginning of the shift. Clear instruction should be given regarding expectations and duties to be completed and a local induction should take place at the beginning of each shift.

**Finance**

**Bank colleagues** The trusts bank colleagues are paid in-line with Agenda for Change (AfC) guidance. Bank only colleagues pay points within their banding will vary depending on their years of service and hours completed within the financial year. Below is a brief breakdown of expected costs of bank colleagues per hour

 

\*The above hourly costs are basic hourly rate + below;

- The cost per hours includes employers on-cost (NI/Pension)

- 0.464% has been added to cover the apprenticeship levy charged by HMRC. This is calculated on the total monthly payroll of the trust

- 12.07 % has been added to each shift to cover Working Time Directive payments to cover an annual leave payment for bank staff.

**Premium** Premium is available to be used in-line with need and only used to encourage take up of shifts which are predicted to or are difficult to fulfil. Authorisation will be obtained from SCC prior to the use of Premium as it carries additional cost implications. Details of the Premium scheme have been included with this document.

**NHS Professionals** The trust has recently engaged with NHS Professionals (NHSP)to provide a staffing solution to the trust that is more cost effective than agency usage. NHS Professionals colleagues are paid at top of AfC banding and incur an additional £1.25 per hour processing fee.

**Agency** The trust agency tiering system can be accessed by care homes in-line with need. The trusts procurement team will be contacting all agencies within the tiering system to inform them of our intention to supply their staff to SCC and care homes at their existing SFT agreed rates and under their existing contracts if the need arises. Any agencies that do not wish to work in this way will not be included in the cascade. Details of the trusts agency tiering system have been included below;



**Invoicing** Invoices will be raised a month in arrears by the SFT Finance team. We will have the ability to invoice each care home separately or SCC collectively as agreed. All invoices will detail a full breakdown of shift dates, times, locations and bank colleagues in attendance.

**Process**

Section 1 – Shift Fulfillment (Blue indicates actions to be carried out solely by the SFT Staffing Consultant, Red indicates joint or SCC actions. If at any point a shift is fulfilled please move to section 2)

Section 2 – Processing & Invoicing

**Key Contacts**

**Somerset NHS Foundation Trust**

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| Job Title | Name | Email | Phone | Role |
| Head of workforce deployment and insight | Dee Barber | Dee.barber@somersetFT.nhs.uk | 07787271287 | Oversight |
| Deputy Temporary Staffing Manager | Dan Williams | Dan.Williams@SomersetFT.nhs.uk | 07827283448 | Operational Lead |
| Bank Lead Nurse | Kristina Renshaw | Kristina.renshaw@SomersetFT.nhs.uk | 07827879559 | Clinical Lead |
| Temporary Staffing Supervisor | Emma Morgan | Emma.Morgan2@SomersetFT.nhs.uk | 07918361314 | Daily Operational Overview |

**Somerset County Council**

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