

# Top Ten Tips when using agency staff – A best practice guide for managers to aid compliance with Agency Worker Regulations 2010/2017

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1. Develop a relationship with the manager and office staff of the care agency that you have chosen to use. Good communication is key!
2. Confirm with the agency that all mandatory training and key skills assessments have been carried out.
3. Check:
  - Compliance with the Working Time Directive (ensure that the opt out agreement has been signed if necessary)
  - Disclosure and Barring Service checks
  - Eligibility to work in the UK
4. To ensure you have the right candidate for the role, be clear with the agency about your requirements and expectations.
5. When the person arrives from the agency ensure that there is someone available to welcome them, check their photo ID and obtain their emergency contact details.
6. A nominated person should go through the agency staff induction to enable the person to work effectively.
7. Induction should be appropriate to the role and might include the following:
  - Contact details of person on call for the service
  - Floor plan of the setting
  - Care plans
  - First aid kits
  - Fire evacuation and Personal Emergency Evacuation Plan
  - Business Continuity Plan
  - Safeguarding
  - Confidentiality
  - Do Not Attempt Resuscitation (DNAR) Cardiopulmonary resuscitation (CPR) guidance,
  - Home's policies and procedures
8. Agency staff should be introduced to the people living in the home as well as to the ethos and values of the home
9. If you are using agency staff on a regular basis consider offering them:
  - Bespoke training to aid understanding of people you are supporting; for example, people with Parkinson's disease, epilepsy, or dementia

- Supervision
- An invitation to staff meetings

10. Encourage feedback from agency staff as this could support your quality assurance practice and procedures. Offer developmental feedback to the agency staff too.

## **Further information and resources**

### **Agency Workers Regulations Guidance**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/32121/11-949-agency-workers-regulations-guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/32121/11-949-agency-workers-regulations-guidance.pdf)

### **Employing People – Gov. UK**

<https://www.gov.uk/browse/employing-people>

### **ACAS Employing Staff**

<http://www.acas.org.uk/index.aspx?articleid=4231>

### **Contract and working hours**

<https://www.gov.uk/browse/working/contract-working-hours>

### **Night working hours**

<https://www.gov.uk/night-working-hours>