

# BANK WORKER HANDBOOK

## Leeds and York Bank Staffing Department

### General

Leeds and York Partnership Foundation Trust (LYPFT) wish to treat all bank workers as a well-respected, highly valued part of the organisation and this handbook outlines the supportive measures and standards for all workers.

The agreement between Bank Worker and LYPFT does not constitute a contract of employment between the Bank worker and the Trust and does not confer any employment rights on the Bank worker, other than those to which they are entitled. Accordingly, there is no mutuality of obligation between the Bank worker and the Trust. There is no obligation on the Bank Staffing Dept to offer the Bank worker work once the Bank worker has registered, and they have the right to refuse any work offered to them.

Each offer of assignment which the Bank worker accepts shall be treated as an entirely separate and severable assignment. The fact that the Bank worker may have been offered an assignment more than once does not confer any legal rights on the Bank worker and should not be regarded as establishing a right to work or continuity of employment. There shall be no relationship between the parties after the end of one assignment and commencement of any further assignment.

This document is applicable to all Bank workers excluding medical locums.

Please see Appendix 5 for an overview of the Bank Worker / Employee benefits and differences.

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## INTRODUCTION

The Bank Staffing Department function is to support operational and clinical areas to maintain high standards through provision of staff where there is a shortfall in available resource.

Leeds and York Partnership NHS Foundation Trust have implemented e-Rostering and Bank Staffing software to provide a consistent, auditable and user friendly solution to help manage bookings and allocation of Bank workers across the organisation.

As a bank worker there is an expectation that you will engage with services, update your availability, advise of cancellation of shifts, undertake appropriate training and supervision. Workers will be reviewed to ensure continuing suitability for registration on the bank. In return we can give you flexibility to work across a number of different services and locations.

You are able to contact the bank staffing department direct on 0113 85 59900 (option 2)

e-mail: [BankStaffingDepartment.lypft@nhs.net](mailto:BankStaffingDepartment.lypft@nhs.net)

Our full address is:

Bank Staffing Department  
Workforce Effectiveness and Information Team  
Leeds & York Partnership NHS Foundation Trust  
Willow House,  
St Mary's Hospital,  
Green Hill Road,  
Leeds, LS12 3QE

You can find information relating to the Bank Staffing Department by clicking [here](#).

## SECTION 1 – ABOUT OUR TRUST

### 1.1 About our Trust

**Leeds and York Partnership NHS Foundation Trust is the main provider of specialist mental health and learning disability services in Leeds. We also provide specialist services across York, the Yorkshire and Humber region, and some highly specialised national services.**

Our vision is to provide outstanding mental health and learning disability services as an employer of choice. This means supporting our service users and carers, our staff and the communities we serve to live healthy and fulfilling lives where we can all achieve our personal and professional goals, and live free from stigma and discrimination.

We are an NHS foundation trust. That means:

- we have some freedoms to decide locally how to meet our obligations
- we are accountable to local people, who can become members and governors
- we are authorised and monitored by NHS Improvement, who support us and hold us to account

We offer services to people who need support and treatment for a wide range of mental health conditions, from depression, anxiety and obsessive compulsive disorder, to dementia, bipolar disorder, schizophrenia and personality disorders. [Find out more about the services we offer.](#)

We support people living with issues such as addictions, eating disorders, or physical problems with psychological causes, and those needing the support of our gender identity service.

We offer community, supported living and inpatient care to people with a learning disability, who can present with challenging behaviour or complex physical health needs. We offer services across the region, and in a variety of locations, including inpatient children's services in York, deaf children's services across northern England, and secure services for Leeds and York.

The majority of our care is provided in, or close to, people's own homes, with the need for people to stay in hospital kept to a minimum.

**To find out more about us visit our website at [www.leedsandyorkpft.nhs.uk/](http://www.leedsandyorkpft.nhs.uk/)**

This holds information for patients and the public about our services, mental health conditions, help and support, governance and reporting information, contact details, maps and more. Please visit the above website for more information on our services.

## Trust Values and behaviours and as a bank worker we expect that you demonstrate Trust values in your role

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### Our values

#### We have integrity

We treat everyone with respect and dignity, honour our commitments and do our best for our service users and colleagues.

### Behaviours that uphold our values

- We are committed to continuously improving what we do because we want the best for our service users. We consider the feelings, needs and rights of others.
- We give positive feedback as a norm and constructively challenge unacceptable behaviour.
- We're open about the actions we take and the decisions we make, working transparently and as one team with service users, colleagues and relevant partner organisations.

#### We are caring

We always show empathy and support those in need.

- We make sure people feel we have time for them when they need it.
- We listen and act upon what people have to say.
- We communicate with compassion and kindness.

#### We keep it simple

We make it easy for the communities we serve and the people who work here to achieve their goals.

- We make processes as simple as possible.
- We avoid jargon and make sure we are understood.
- We are clear what our goals are and help others to achieve their goals.

## **SECTION 2 –TRUST WELCOME & TRAINING**

### **2.1 Corporate Welcome**

All new starters will attend the Trust Corporate Welcome day within 3 months of registration and local inductions on Wards/Units where they are booked to work.

### **2.2 Bank Worker Local Induction**

Each time you arrive at a department/ward area that you have not previously worked or have not worked for some time, you should receive a briefing/orientation. It is your responsibility to clearly identify to the shift coordinator that a briefing/orientation is required when you arrive on duty. If a briefing/orientation is not offered at the start of the shift, or when you arrive (ie if you are moved mid-shift), please speak to the shift coordinator as it is the shift coordinators responsibility to ensure that this is delivered. If you do not receive a briefing/orientation at any point during your shift, please contact the Bank Staffing Department.

### **2.3 Training**

You will be required to complete specific training in accordance with the Trust's requirements and the role.

Prior to you commencing a shift within our services there is a requirement for bank workers to have completed a range of training. Some of this training is available by attending a formal training course or e-Learning.

Bank workers will be required to update some of this training on an annual basis and it is a bank workers responsibility for not booking themselves on to classroom based training on the same day that a booked Bank shift has been allocated or that would result in a breach of the working time directive.

It is your responsibility to ensure that your training remains up to date. Failure to do so will result in no shifts being offered and may result in your bank registration being terminated.

All workers will be given an i-Learn account where all compulsory training is managed. Workers will be expected to access this account to ensure that they are compliant with the compulsory training relevant to their role.

The Trust will review and assess Bank Worker requests for external learning however, the Trust cannot support any learning request where there is a requirement for the Trust to provide clinical support/supervision or potential costs.

## 2.4 Late cancellation and DNA's (did not attend) in respect of compulsory classroom based training

The definition of DNA is where you do not attend the booked training and do not contact the Trust to cancel your place. We appreciate on occasions training needs to be cancelled due to illness or other unforeseen circumstances in which case we would expect notification of this at the earliest opportunity. If you DNA on a classroom based compulsory course (without very good reason) this will be addressed as a minor concern under the Performance and Conduct section at 5.24.

Where the course provider cancels the course at short notice (the Bank worker should contact the Bank Staffing Department on the day to determine whether an alternative assignment could be facilitated).

## 2.5 Payment for training

From April 2019, Bank Workers will be eligible for payment for all compulsory classroom based training undertaken at the Trust. This will be paid at basic salary rate in line with agenda for change on a pay as you train basis and paid 1 calendar month in arrears. As this both supports your development and training as well as improving patient safety, it is expected that you will commit to working on our bank for six months.

## SECTION 3 – Supervision

### 3.1 Trust's commitment to Supervision

Supervision of an individual's work is a fundamental aspect of the quality monitoring of service delivery in all areas of the Trust. Supervision forms part of performance and support systems that also include performance management and individual performance review.

### 3.2 Clinical Supervision

All workers registered with the Trust bank should undertake a minimum of 6 sessions of clinical supervision per annum as per the Trust's Supervision Policy. It is your responsibility to obtain and document supervision which can be delivered in a variety of ways and does not necessarily need to be provided by a ward manager / senior member of staff. More information on how you can access Clinical Supervision can be found here: <http://staffnet/pnp/Policies and Procedures/Document Library/Clinical/C-0004.docx>

You are required to record your Clinical Supervision via the Trusts e-Learning system. The compliance for Bank workers will be monitored centrally by the Bank Staffing Department Manager and Bank Clinical Lead and you may be requested to provide evidence of any clinical supervision that you have undertaken as part of the an audit process. If you fall below the minimum compliance level you may be contacted by the Bank Clinical Lead to arrange supervision or, where non-compliance persists, de-registration from the Bank may be considered.

### **3.3 Appraisal**

All Bank Workers will be expected to reflect on their performance in the form of a self-assessment appraisal using the form at Appendix 3. This should be conducted each year and submitted to the Bank Staffing Dept for review. Where requested, the Bank Staffing Dept will organise time with individuals to discuss and review the content of their self-assessment.

### **3.4 Requirements of Registered Staff**

All registered Nurses/Allied Health Professionals will be required to demonstrate that they are compliant with the requirements of their professional bodies and any revalidation. You will also be expected to take part in supervision, as above.

## **SECTION 4 - WORKING TIME DIRECTIVE**

**4.1** It is the responsibility of ALL bank workers to ensure compliance with the Working Time Directive (WTD). The Trust procedure can be found here:

[http://staffnet/pnp/Policies%20and%20Procedures/Document%20Library/Workforce%20\(HR\)/HR-0046.docx](http://staffnet/pnp/Policies%20and%20Procedures/Document%20Library/Workforce%20(HR)/HR-0046.docx)

Compliance with the WTD will be monitored via the Trusts e-Rostering system and where persistent non-compliance is identified de-registration from the Bank may be considered.

## **SECTION 5 - PAY AND EXPECTATIONS**

### **5.1 Rates of Pay**

Bank workers will be paid in line with Agenda for Change rates in accordance with the role and benefit from cost of living increases. Any increases in the pay band will be in accordance with the NHS Pay deal 2018-2021 but to benefit from any spine points increase a minimum of 488 hours will need to be completed each year.

Any formal performance and conduct issues may result in a deferment of incremental progression.

### **5.2 Frequency and Pay Method**

All hours worked will be automatically submitted to payroll via e-Roster following authorisation by the ward. Any discrepancies must be raised by the Bank worker with the ward manager prior to the payroll cut off each month.

All bank staff are paid monthly on the 27th of the month or the nearest date if this falls on a weekend or bank holiday as follows:

All bank hours worked for the period between the 14th of the previous month and 13th of the pay month will be paid on the 27th of the current month. It is your responsibility to ensure that the duties you have worked are on the roster and finalised by the unit prior to the payroll cut off.

Payslips will be generated electronically and accessed via Trust computers using your smartcard or via the remote access portal to ESR self-service.  
<https://my.esr.nhs.uk>

Any unpaid duties or pay discrepancies should be brought to the attention of the Bank Staffing Department within 3 months of the shift being worked. Shifts outside this timeframe will only be reviewed for pay file submission in exceptional circumstances.

### 5.3 Overpayment of Salary

The Trust is entitled to and will recover any overpayment of salary from subsequent salary payments. It is your responsibility to check your payslip upon receipt and to notify the Trust immediately if you notice any errors or discrepancies relating to your pay. In view of this duty, the Trust will deem that you have reasonable notice and knowledge of any overpayment identified on your payslip regardless of whether or not you have in fact checked your payslip. The Trust will not accept alleged failure to check your payslip as a reason not to recover the overpayment of salary.

### 5.4 Deductions from Pay

In addition to statutory deductions, other agreed charges will be deducted from your pay at the appropriate rates. If at any time you owe the Trust any monies, whether pursuant to your registration with the Staff Bank or otherwise, you agree to repay any such monies upon written request by the Trust, including by deduction from your remuneration, or by any other method which is acceptable to the Trust. Your agreement is regarded as confirmation that the Trust is authorised, subject to prior notice being given, to deduct any monies owing from your pay, holiday pay, allowances? or other monies to which you may otherwise have been entitled. The Trust is entitled to, and will, recover any overpayment of pay from subsequent pay during the 'recovery period'. The 'recovery period' will be no more or less than the period of the overpayment. For example, should there be an overpayment over three months; the Trust will recover overpayment from you over a three month recovery period. If there is an overpayment over ten months, the Trust will recover overpayment from you over a ten month period.

### 5.5 Care Certificate

The Care Certificate was launched in April 2015 and all new starters in Support Worker posts have to complete the Care Certificate within the first 14 weeks in post. Exceptions to this rule are new starters who have completed a L2 Diploma in Health and Social care within the last 5 years and who have demonstrable relevant health and social care experience within the last 3 years.

### 5.6 Annual Leave

Bank workers accrue and are paid annual leave.

- For every 8 hours & 17 minutes you work you will accrue 1 hour annual leave.
- Accrued annual leave will be paid separately from your basic pay on a monthly basis and reflected on the payslip as a separate "Annual Leave Payment".

### 5.7 Hours of Work

Bank workers may be requested to work within a 24 hour period at unsocial times, and at short notice to cover the needs of the service. Bank workers are not employees and have no entitlement to guaranteed or continuous employment. Bank workers are not guaranteed work every week.

All new Healthcare Support Workers joining the Trust bank will be subject to the restrictions of a “days only” agreement for a period of 24 months pending the approval of the Bank Manager.

### **5.8 Travel expenses**

Bank workers are not entitled to claim travel expenses for travelling to work or for training purposes. Exceptional circumstances may apply over Bank Holidays where public transport is not available or where staff are redeployed to another unit that would require travel.

Where driving is a requirement for Trust business you will be eligible to claim expenses in accordance with Agenda for Change.

### **5.9 Changes to Personal Details**

If you change your name, address, telephone number, change bank details or make any other changes which may affect your pay, you must inform the Bank Staffing Department in writing and update employee self-service via ESR. Failure to do so may affect your pay.

### **5.10 NHS Mail Account**

All LYPFT Bank staff must have and keep active an NHS mail account as personal emails cannot be used for the purpose of communicating trust business.

### **5.11 Availability**

Bank workers are encouraged to submit their availability to work via Employee Online (EOL). You will have the ability to amend your availability at short notice, provided a shift has not been allocated for the time in question. Changes to availability in this instance will need to be discussed with the Bank Staffing Department in line with the cancellation of shifts process outlined below.

### **5.12 Booking of Shifts**

When vacant duties are identified by ward managers they will be published directly to Bank workers EOL accounts. From here Bank workers will be able to view and book onto the duty using their smartphone or web-facing EOL account. This should be the primary method of booking duties wherever possible.

## 5.13 Cancellation of Shifts

Ward/Unit staff should inform the Bank Staffing Dept of any cancellations at the earliest opportunity so that the Bank worker can be informed and potentially offered an alternative shift.

If a bank worker is no longer needed, a reasonable notice (2 hours) should be given. If less than 2 hour's notice is given then the bank worker is eligible to be paid for 2 hours (unless an alternative shift can be offered), this is to be charged to the Ward/Dept where the bank worker was booked to work. If a bank worker arrives for a cancelled shift where they have not been notified, every effort should be made to re-assign them to another shift on another ward. If this isn't possible the bank worker should be paid for 2 hours work.

The reason why the bank worker arrived for a cancelled shift would have to be investigated. If the Trust was at fault then the charges for the paid hours would have to be made to the ward/ department where the error occurred.

Where cancellation is unavoidable by a bank member of staff:

- During Bank Staffing Dept operational hours the Bank worker is expected to inform the office, giving as much notice as possible. If a Bank worker cancels
- a shift to be worked that same day then the Ward/Unit where the shift was due to be worked will be informed immediately.
- Out of operational hours the Bank worker is expected to inform the Ward/Unit directly, giving as much notice as possible (and making a note of the time of the call and the name of the person who was informed). The Bank Staffing Dept should be notified of any cancellations by the Ward/Unit at the earliest opportunity.
- Once a Bank worker has committed to working a particular shift they will be expected to uphold that commitment and would not be able to swap this for a more desirable shift.

If a Bank worker does not attend for a duty the shift co-ordinator needs to advise the Bank Staffing department as soon as possible for further investigation.

Bank workers on extended placements (e.g. admin placements) should, where possible, provide a minimum of 7 days notice to the Bank Staffing Dept if they are no longer able to work in that area.

We require you to be reliable. Persistent short notice cancellations or failure to report for duty without prior notice will be addressed as a minor concern under the Performance and Conduct section at 4.2.

#### **5.14 Sickness Absence Reporting**

If you are unable to attend work, you must notify the Bank Staffing Department as soon as possible prior to the start of your shift on 0113 85 59900 (option 2) or Switchboard 0113 85 55000 (out of hours).

Bank workers on long-term bookings or admin assignments should contact their line manager to report any sickness.

Notification of your absence should include the reason and an indication as to how long your unavailability is likely to continue.

You should maintain regular contact with the Bank Staffing Department advising of when you are available for work.

#### **5.15 Sick Leave**

Bank workers will be entitled to receive statutory sick pay (SSP) if the threshold is reached. Bank workers can self-certify for the first 7 days and a statement of fitness for work is required for more than 7 days from your GP.

#### **5.16 Paternity and Maternity leave**

Please notify the Bank Staffing Department as soon as possible if you are pregnant and we will advise you of the risk assessment processes. Bank workers will be

entitled to receive statutory Maternity/Paternity pay if the earnings threshold is reached. The Bank Staffing Department will require a Mat B1 form as part of the notification and an application for leave which can be found by clicking [here](#).

#### **5.17 Injury at Work**

Bank Staff at the Trust may be eligible to claim Injury Allowance for Physical injuries sustained at work which prevents them from working for more than 7 days. Bank Staff should notify the Bank Staffing Dept as soon as possible with details of the incident that led to your injury at work. You should provide a Sick Note to account for your absence as you may be eligible for Statutory Sick Pay (SSP). Bank Staffing Dept will contact you with support arrangements including an Occupational Health Referral and a named contact who will request information from the Ward/Unit where your injury occurred and keep you updated. An Injury Allowance Claim Form will be sent to you for completion, please include as much detail as possible. Once received, your Bank contact will send all required paperwork including Occupational Health Report, Datix and RIDDOR Form to the HR Dept for a decision. Your Application may be approved or disapproved. If approved, then you would be paid an average of 85% pay of the previous 3 months before your injury, minus the difference of any SSP already paid. If payment is awarded, this would be for a

maximum of 8 weeks. Disputes relating to eligibility or payment of Injury Allowance should be handled under the local grievance procedures.

### **5.18 Dress Code** **Uniform**

It is expected that all Bank Staff comply with the Trust's [Standards of Appearance and Dress Procedure](#).

Clinical Bank workers are entitled to 4 items of uniform per annum which can be ordered through the order form on the Bank Staff Intranet site. Any additional items must be purchased by the Bank worker.

Additional items should be sourced from:

Visit [www.grahamegardner.co.uk](http://www.grahamegardner.co.uk)

- Register for an account
- MY SHOP CODE

Enter the code **HSLEMHCW**

This will display all items available to order with prices and enable online purchase with a credit or debit card at your own cost.

### **5.19 Mobile Phones**

The Trust operates a zero tolerance policy on mobile phones when working in clinical areas, mobile phones should remain in the staff room at all times.

Violations of this ruling will be addressed as a minor concern under the Performance and Conduct section at 5.24. If you have exceptional personal circumstances where you require access to your mobile during a duty, this must be agreed with the shift coordinator.

### **5.20 Work Location Transfers**

You may be required to move ward/unit at short notice due to clinical necessity, you will be expected to comply with any reasonable request of this nature. Failure to move will be addressed as a minor concern under the Performance and Conduct section at 5.24.

### **5.21 Termination of Bank Registration**

We understand that an individual's circumstances change and that you may be unable to continue to work on the bank. It is your responsibility to inform the Bank Staffing Department in writing if it is your intention to leave your Bank posting.

You must return all ID and access cards / badges upon leaving your Bank posting.

If you have not worked any shifts within a 6 month period or failed to remain compliant with compulsory training including attending a Trust induction you will be contacted by the Bank Staffing Dept and as a result may be de-registered from the Trust Bank.

Any Bank/Substantive staff who wish to return to work in the Trust via an agency will not be permitted to do so for a period of 6 months from the date their Bank posting was ended.

### **5.22 Guidance for registered nurses working in non-registered roles**

The Nursing and Midwifery Council recognises that there may be times when Registered Nurses will seek employment in un-registered health care posts. Professional standards, values and principles when working in this way are covered in the NMC Code.

**Link to NMC guidance on website:**

<https://www.nmc.org.uk/standards/code/read-the-code-online/>

### **5.23 Trust Policies and Procedures**

Clinical Bank workers are expected to work in line with all Clinical procedures and standards whilst registered on the Bank. It is the Bank Workers responsibility to ensure that they are familiar with these. It is expected that Bank Workers will adopt the applicable HR policies and procedures whilst registered on the Trust Bank.

### **5.24 Eligibility to Work in the UK**

It is Trust policy and a legal requirement that all individuals working in the Trust on a temporary residence permit have regular checks on their immigration status. This is done on an annual basis and/or when the expiry dates are recorded on your ESR. As such, there may be occasions when you are required to visit the Bank department more than once in a 12 month period to supply evidence of your right to work in the UK.

### **5.25 Performance and Conduct**

It is recognised that sometimes incidents happen and that performance may fall below expected standards and our approach is to manage these in the best way that supports individuals whilst keeping our service users and staff safe. The shift coordinator or manager will be the person operationally responsible for the immediate management of any alleged incidents that happen in the workplace.

This includes ensuring that any alleged performance or conduct issues are discussed in the first instance on the unit, with the staff alleged to be involved, prior to any further escalation. Wherever possible this should be conducted face to face during the shift when the alleged incident occurred. Our preferred approach is to try to manage most issues at the lowest level where we can and to work with people to improve.

Concerns will fall in to three categories – Minor, Moderate and Serious relating to either the worker's conduct or their performance. A flowchart supporting the procedure can be found at Appendix 4.

### **Minor concerns:**

These do not merit formal investigation but should be brought to the workers attention by the shift coordinator in the area of the booking and a notification of the discussion should be sent to the Bank Staffing Department. Examples of Minor concerns would include, use of mobile phone, attendance and timekeeping and breaches of working time regulations.

3 minor concerns in a 6 month period constitutes a Moderate concern.

### **Moderate concerns:**

Moderate concerns can be categorised as a combination of minor concerns or where a manager/shift coordinator has cause to consider the incident worthy of a formal procedure. An example of a moderate concern would be use of offensive language whilst on duty or multiple timekeeping concerns. Moderate concerns should be reported to the Bank Staffing Department using the Performance Report at Appendix 2.

### **Serious Concerns:**

Examples of serious concerns would include safeguarding, gross misconduct, sleeping whilst on duty or any other serious performance issues. Incidents of this nature should be recorded on DATIX and the Bank Staffing Dept informed in writing using the Performance Report at Appendix 2.

On receipt of a moderate/serious performance and conduct concern the Bank Staffing Manager with Clinical Manager / Bank Clinical Lead input, will use their discretion to determine whether the incident requires that:

- a) The worker should be **restricted** from working in that area (pending investigation)
- b) The worker should be immediately **excluded** from working (pending investigation)

**Restriction** - When an alleged incident is serious enough to warrant a restriction this will take place with immediate effect and the worker will be informed accordingly. Any pre-booked shifts on the specific Ward or Unit will be cancelled and the worker

may be offered alternative duties elsewhere. The worker will be restricted from the specific unit or shift type until an outcome is confirmed at which time the restriction may be lifted.

**Exclusion** – When an alleged incident is serious enough to warrant an exclusion this will take place with immediate effect and the worker will be informed accordingly. Any pre-booked shifts will be cancelled and payment honoured. The worker's NHS mail account and Smartcard will also be suspended until an outcome is confirmed.

## **Resolutions -**

The Trust is committed to ensuring a prompt resolution for all moderate/serious allegations where an restriction/exclusion from duty has been issued and a formal investigation is required. In these circumstances the investigation will adopt the process outlined in appendix 4 based on the principles of the Trust Disciplinary

procedure. As with all investigations Police/Criminal Line of enquiry will take precedence over all Trust investigations.

Where a decision to restrict is agreed, the Bank Staffing Department will liaise with the investigating manager, HR and staffside to assess the circumstances of the individual to determine whether alternative assignments could be considered whilst an investigation takes place.

Bank workers have the right to challenge allegations made against them and the right to representation.

Any formal performance and conduct proceedings against a registered Bank worker may result in the professional body being notified. Also a referral may be made to the Disclosure and Barring Service as appropriate.

If you are working for the bank and you are also substantively employed by the Trust, a performance and conduct situation arising from your work on the bank could affect your substantive employment and vice versa.

Please note that your behaviour and actions in any position you hold inside or outside of the Trust and any situation outside of work may impact on your continued registration with the bank and any other employment you may hold.

## **5.26 Disclosure and Barring Service (DBS)**

are required to be DBS checked prior to registration on the Bank.

New bank workers will be required to join the Update Service and also asked to pay for their own DBS check, along with the annual Update Service fee themselves and will be required to maintain their annual subscription to the Update Service.

The Trust will make the initial payment for the check and then recover this via payroll over the first three months. The individual will also pay the cost to participate in the Update Service (£13 per annum) direct to the Update Service using their own credit or debit card and to sign up for automatic renewals.

By April 2020 all existing Bank workers must be registered on the DBS update service.

You must notify the Bank Staffing Department of any police convictions, cautions, bail conditions or charges received whilst you are registered with the Trust Bank failure to do so may result in you being de-registered from the Trust Bank and professionally registered staff would have their professional body notified.

## 5.27 Closed Circuit Television (CCTV)

The Trust has a number of areas monitored by CCTV for the benefit of service users, carers, visitors and workers. CCTV is provided for the benefit and safety of all. CCTV arrangements are covered by the Trust's CCTV policy.

## 5.28 Raising Concerns

We support staff that raise concerns. If something at work is troubling you, please tell us. It doesn't matter if you are mistaken or if there is an innocent explanation for your concerns. Do not be afraid to speak up if you don't think something is right.

Any concerns you have that relate to patient safety or conduct during a shift should be raised immediately with the shift coordinator. If you are unable to raise this during the shift then you should contact the Bank Staffing Department or the Bank Clinical Lead.

If raising it with these individuals does not resolve matters or you do not feel able to raise it with them you can contact the Trust's Freedom to Speak up Guardian [raisingconcerns.lypft@nhs.net](mailto:raisingconcerns.lypft@nhs.net) or contact your trade union [staffside.lypft@nhs.net](mailto:staffside.lypft@nhs.net)

## **SECTION 6 – Substantive Staff and Students**

### **6.1 Substantive Staff**

Bank workers who hold substantive posts within the Trust will retain the line management arrangements in accordance with their substantive role and be subject to the full policies and procedures set out in accordance with their substantive role.

## **Nursing/Allied Health Professional (RN/AHP)**

Substantive Nursing/Allied Health Professional staff can work bank shifts, either in the capacity that they are currently employed, or at a lower band but still within their current registration. This group of staff can work on any Ward or Unit with the exception of where a higher level of DBS check is required.

## **NEWLY QUALIFIED RN and AHP Staff**

To safeguard our service users and our newly qualified staff we have the current rules;

1. Band 5 preceptees can only do band 5 bank shifts in their own ward/team for the duration of their preceptorship – and they must NEVER be the only qualified on duty, they will still be supported as a preceptee as per any other shift. Once they have successfully completed their preceptorship, they have the ability to work elsewhere in the trust on the bank as an RN/AHP being mindful of their skills and experience, especially as often RN/AHP duties can, in some areas, mean they are the only qualified on duty and would be expected to take charge.

2. If they have a desire to gain more experience elsewhere and exposure to other services through bank shifts they can do this by taking vacant HSW duties at Band 3 (but they could also arrange this as part of their development plan with their preceptor in normal working hours).

## **Health Support Workers (HSW/HCA)**

This group of staff can work on any Ward or Unit subject to their level of DBS check and compulsory training.

## **Admin Staff**

Substantive Admin staff can work bank shifts either in the capacity that they are currently employed, or at a lower band. This group of staff can work on any Ward or Unit subject to skills and the level of DBS check.

## **Agency Working**

Substantive/Bank staff are not permitted to work shifts in the Trust via an Agency.

## **Bandings**

All bank staff with a substantive post will be paid at the rate of the shift that has been requested. The pay will be at the equivalent pay point but no higher than the top of the band if the member of staff is on a higher band.

## **Substantive Leavers**

If a substantive member of staff leaves or retires from their substantive post and wishes to remain on the bank. They can work via the bank as follows:

- Qualified Clinical Staff – Band 5 (Band 6 for specialist roles)
- Unqualified Clinical Staff – Band 2 or 3 depending on their skills and the requirement of the bank post. (A minimum of 12 months service must be completed in a substantive post to retain a Band 3 status)
- Admin Staff – Band 1-6 depending on their skills and the requirement of the bank post.

A Bank Worker Agreement will be issued, this needs to be signed, dated and returned within 14 days. All Bank assignments will be subject to the DBS updates requirements as described in section 5.23.

## 6.2 Sickness and Parental Leave

Substantive staff are not permitted to work bank shifts when on sickness or maternity/paternity leave.

Substantive staff who have been absent because of sickness within the previous 4 weeks will be allowed to work bank shifts at the discretion of their manager. This is to

ensure that staff who have been absent are protected from the pressure and risks of working longer hours.

## 6.3 Annual Leave

Substantive staff with a bank post may work bank shifts whilst on annual leave from their substantive post but must ensure that a minimum of 20 days of annual leave per year and 8 bank holidays or substitute days are taken as annual leave and cannot be worked. This guidance is to ensure an adequate extended rest break from work is taken and bank workers remain compliant with the EWTD.

## 6.4 Compulsory Training

Bank workers who hold a substantive post within LYPFT must access their training, including compulsory training, through their substantive post. Any additional training that is required to work in alternative areas via the bank should be done so at their line manager's discretion.

## 6.5 Career Breaks

Substantive Staff on a career break will be permitted to work bank shifts, however the Trust working limits will apply, i.e. full time plus one shift. If a full time employee has been granted an employment break then they could work a maximum of one bank shift per week. This would be pro-rata for part time employees i.e. part time 30 hours per week, then 2 Bank shifts per week maximum.

## 6.6 Nursing and AHP Students

Nursing and AHP students will not work Bank Shifts where they are currently on placement (University Rules). When on placement, the hours worked during that period will be classed as full-time, therefore only 1 bank shift (7.5hrs) can be worked per week. Maximum hours nursing and AHP students can work when not on placement is 25hrs. When on leave from their studies, nursing and AHP students can work up to 48 hours per week. Additional restriction may also be applied to those students with visa restrictions.

## WARD DESCRIPTIONS - LEEDS

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### Mental Health

#### **THE MOUNT**, 44 Hyde Terrace, LS2 9LN

##### **WARD 1 – OVER 65**

Male acute assessment ward for people with dementia.

##### **WARD 2 – OVER 65**

Female acute admission for assessment and treatment of Female with Dementia.

##### **WARD 3 – OVER 65**

Male acute mental health ward for older people.

##### **WARD 4 – OVER 65**

All female assessment / admission ward for older adults who are experiencing acute mental health illness

#### **THE ASKET CENTRE**

##### **Asket Croft and Asket House 1 Asket Place, Seacroft, LS14 1PP**

Under 65 Mixed rehabilitation inpatient. Helping to promote independence before going back into the community.

#### **NEWSAM CENTRE, (behind) Seacroft Hospital, York Road, LS14 6UH**

##### **WARD 1**

12 bed, Psychiatric intensive care unit specialising in acute mentally ill clients who cannot be safely managed on an open ward. Again a mixed sex unit, and all patients are detained under the Mental Health Act.

##### **WARD 2 - UNDER 65**

A ward that provides care for men and women aged between 18 and 65 years. It is a locked ward with a low secure environment. This ward provides care focusing on rehabilitation work with clients experiencing a variety of mental health needs who may have had contact with the criminal justice system. **It is divided into two sections, Women's Services and Assessment and Treatment (male).**

## **WARD 3 – UNDER 65**

Forensic assessment treatment service, and low secure environment that provides rehabilitation for male patient group with mental health problems and a mild learning disability. All patients are detained under the Mental Health Act.

## **WARD 4 – Working age adult**

21 bed male acute psychiatric admission ward.

## **WARD 5 – NEWSAM – UNDER 65**

18 bed male locked re-hab and recovery unit.

## **WARD 6 – EATING DISORDERS UNIT**

A unit for people (male and female) with various eating disorders.

## **BECKLIN CENTRE, Alma Street, LS9 3BE**

### **WARD 1 – Working age adult**

18 bed female acute psychiatric admission ward.

### **WARD 2 – CRISIS TEAM**

Crisis assessment unit – 6 bed short-term assessment unit – mixed sex

### **WARD 3 – Working age adult**

22 bed male acute psychiatric admission ward.

### **WARD 4 – Working age adult**

22 bed male acute psychiatric admission ward.

### **WARD 5 – Working age adult**

22 bed female acute psychiatric admission ward.

## **ECT SUITE (Electro Convulsive Therapy)**

## **HEALTHY LIVING TEAM**

The aim of the service is to empower service users to make positive lifestyle behaviour changes.

## **OTHER LOCATIONS**

**NICPM** ((National Inpatient Centre for Psychological Medicine). (formerly YCPM **Brotherton Wing – A Floor Leeds General Infirmary Leeds LS1 3EX**

8 bedded liaison psychiatry units for a mixed client group provides in-patient and day care for individuals with co-existing mental health and physical health problems.

## CHILDREN / ADOLESCENTS

**RED KITE VIEW St Mary's Hospital, Greenhill Road, Armley, LS12 3QE**

22 Bed Children and Young People's Mental Health Inpatient Unit

**PARENT AND CHILD Stanningley Road, Armley, LS12 2HE**

A unit for mothers with babies up to 12 months old, providing ante-natal and post-natal care for women with mental health problems.

## LEARNING DISABILITIES

**WOODLAND SQUARE, St Mary's Hospital, Greenhill Road, Armley, LS12 3QE**

Leeds Learning Disability Specialist Health Planned Care (Respite) Service provides care to adults with challenging behaviour and associated complex health needs.

The service caters for people with a learning disability plus one or more of the following:-

**2 Woodlands Square** – multiple physical disabilities, sensory impairment

**3 Woodlands Square** – mental disorder, autism, and/or dementia

## SPECIALISED SUPPORTED LIVING

The Specialised Supported Living Service helps adults with varying degrees of learning disabilities, physical disabilities and complex needs across Leeds to live independently.

**34 STAINBECK, MEANWOOD, LEEDS LS7 2QY**

Supporting 5 adults (male & female) with learning disabilities and complex needs, including complex health needs, epilepsy and physical/sensory disabilities

**15-17 SLEDMERE LANE, LEEDS LS14 5AD**

Supporting 8 adults (male & female) with learning disabilities and complex needs, gastrostomy feeding, Epilepsy and physical/sensory disabilities

**156 AUSTHORPE ROAD, CROSSGATES, LEEDS LS15 8Ef**

Supporting 4 adults (male & female) with learning disabilities and complex needs, including challenging behaviour, epilepsy. Autism and additional mental health issues

**2 REINWOOD AVENUE, Leeds LS8 3DP**

Supporting 5 adults (male & female) with learning disabilities and complex need, including challenging behaviour, autism, epilepsy and additional mental health issues

**26 HARLEY RISE, SWINNOW, LEEDS LS13 4RB**

Supporting 3 males aged 18 and 19 with learning disabilities and complex needs, including challenging behaviour.

**45 MARYFIELD AVENUE, CROSSGATES, LEEDS LS15 7TU**

Supporting 4 adults (male & female) with learning disabilities and complex needs, including some challenging behaviour, epilepsy, autism some dementia and additional mental health issues

**49 GLEDHOW PARK DRIVE, CHAPEL ALLERTON, LEEDS LS7 4JT**

Supporting 5 females with learning disabilities and complex needs, including gastrostomy feeding, epilepsy and physical/sensory disabilities

**8/10 THE OVAL, CROSSGATES, LEEDS LS14 6AZ**

Supporting 5 adults (male & female) with learning disabilities and complex needs, including challenging behaviour, autism, some dementia and additional mental health issues.

**1-3 PARKWOOD VIEW, ALWOODLEY, LEEDS LS8 1SE**

Supporting 8 adults (male & female) with learning disabilities and complex health needs including epilepsy and physical/sensory disabilities.

**LABURNUM COTTAGE, BEESTON, LEEDS LS11 8AS**

Supporting 5 males with learning disabilities and complex needs including challenging behaviour and additional mental health issues.

**CEDAR HOUSE , BRAMLEY, LEEDS LS28 6PL**

Supporting 4 adults (1 female, 3 male) with severe learning disabilities and complex needs including challenging behaviour, autism, epilepsy, severe communication issues and additional mental health issues.

**1 - 2 COPPICE HEAD, ROTHWELL, LEEDS LS26 0DX**

Supporting 8 adults (4 female, 4 male) with learning disabilities and complex health needs including epilepsy and physical/sensory disabilities.

**1 - 2 CHAPEL FOLD, BEESTON, LEEDS LS11 8JR (Must be able to use Hoist)**

Supporting 8 adults (3 female, 5 male) with learning disabilities and complex health needs including epilepsy and physical/sensory disabilities.

**METHLEY LODGE, ALWOODLEY, LEEDS LS17 7HN**

Supporting 5 adults (3 female, 2 male) with severe learning disabilities and complex health needs including challenging behaviour, autism, epilepsy and additional mental health issues.

**PUDSEY BUNGALOWS, MOUNT PLEASANT ROAD, PUDSEY LEEDS LS28 7DY**

Supporting 6 adults (3 female, 3 male) with learning disabilities and complex health needs including challenging behaviour, gastrostomy feeding, epilepsy and physical/sensory disabilities.

**CALVERLEY BUNGALOWS, 16a-16b Salisbury Street, Calverley, LEEDS LS28 5PY**

Supporting 7 adults (6 female, 1 male) with learning disabilities and complex health needs including challenging behaviour, epilepsy and physical/sensory disabilities.

## **WARD DESCRIPTIONS - YORK**

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### **CHILD AND ADOLESCENT MENTAL HEALTH SERVICE**

**Mill Lodge, 520 Huntington Road, York, YO32 9QA**

Mill Lodge In-patient unit is an 11 bedded unit for young people (11-18 years) with mental health problems. We look after many young people with eating disorders and other psychiatric problems that adults may have.

### **LOW SECURE FORENSIC SERVICE**

**Clifton House, Bluebeck Drive, Shipton Road, York, North Yorkshire, YO30 5RA**

This service provides low secure adult inpatient mental health services.

**Bluebell**

12 bed female acute forensic low secure unit.

**Riverfields**

12 bed male Forensic Rehab

**Westerdale**

10 male Assessment and Treatment Forensic Low Secure

APPENDIX 2

**Bank & Agency Performance/Conduct Report**

Name of Bank/Agency Staff:

Unit/Ward:

Date of Incident/Issue:

Incident Report Number:

**Details of incident:** *Please give a clear and detailed account. Include time, situation, who was involved. Continue overleaf or on another sheet if necessary.*

**Actions taken and outcome** *(continue overleaf or on another sheet if necessary)*

ACTION	BY	OUTCOME

Bank Workers first shift on Ward/Unit? Yes

No

Date and time of introductory induction?

Report completed by (sign):

(Print name):

Tel No .....

Manager's signature:

Tel No .....

Date:

Designation:

Date:

Please immediately email to [bankstaffingdepartment.lypft@nhs.net](mailto:bankstaffingdepartment.lypft@nhs.net)

**Bank Only Self Review Appraisal Form**

1. What do you feel are the aspects of your bank role that you do best?

2. What are the aspects you do least well and would like to improve?

3. Are there any difficulties or obstacles you have in carrying out your role? Tell us how you overcome them.

4. Are there any changes you would like to see in relation to your bank work for the Trust?

5. Tell us about your achievements and successes throughout the year. This may include your contribution to patient care.

6. **Registered Bank Workers Only** – Evidence has been presented that I am meeting my professional requirements and standards and a discussion around NMC Revalidation / AHP Re-Registration has occurred.

(delete as appropriate)

Yes/No

7. Mandatory training has been completed as per the mandatory training framework

(delete as appropriate)

Yes/No

8. Would you like to meet with a representative from the Trusts bank with regards to your self review assessment?

(delete as appropriate)

Yes/No

Comments:

The Trust does not set objectives for bank workers however the following are the LYPFT values and there is an expectation that all bank staff will ensure that these values are embedded within their bank assignments.

- We have integrity
- We are caring
- We keep it simple

Name:

Date:

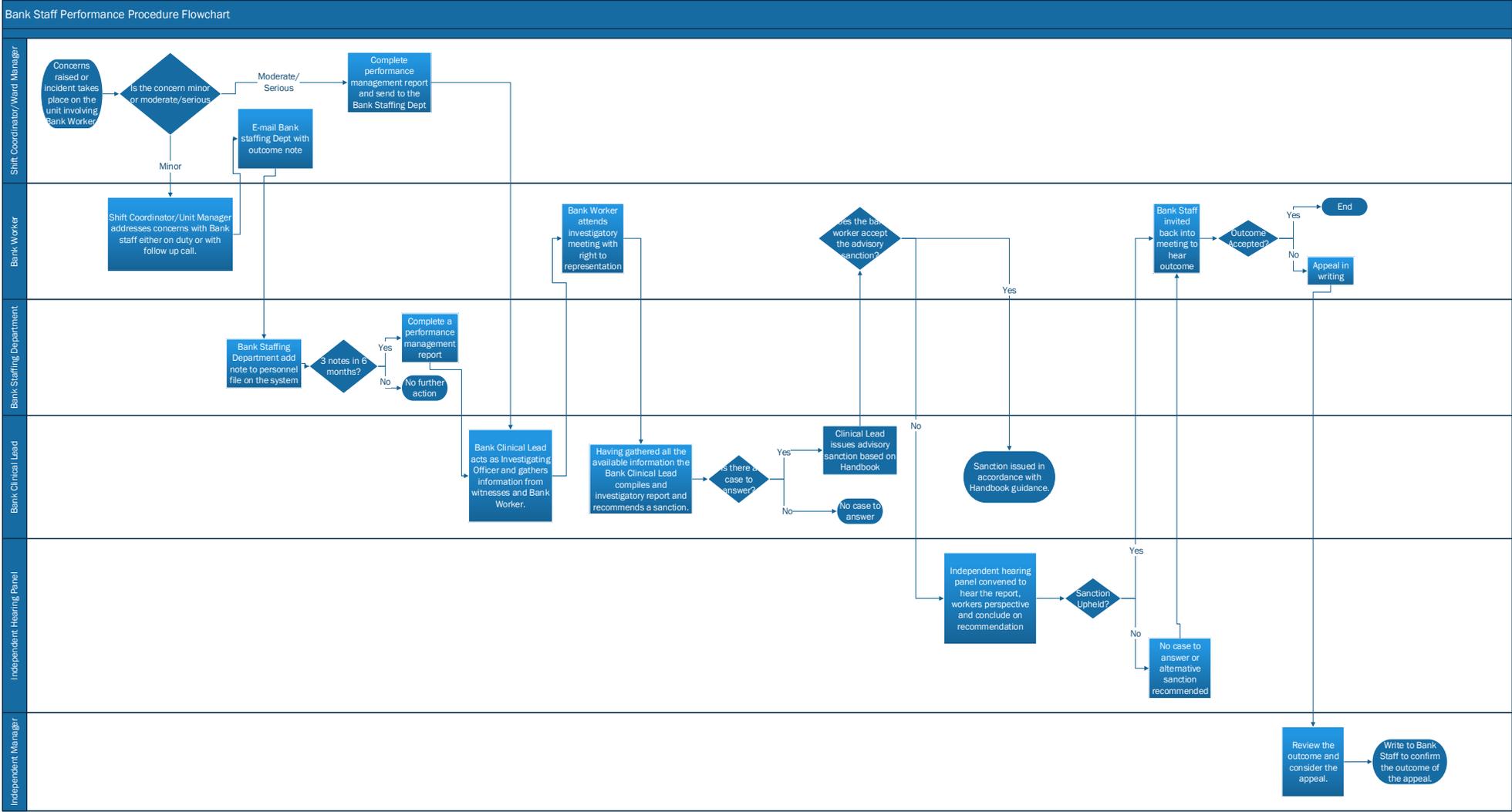
Signature:

Bank Manager: Anne Waite

Bank Clinical Lead: Saj Madathil

[bankstaffingdepartment.lypft@nhs.net](mailto:bankstaffingdepartment.lypft@nhs.net)

## APPENDIX 4



	Bank Worker	Employee
<b>Shift Working</b>	Bank Workers have the freedom to choose when and where they work across the organisation (providing they have the correct training) with no mutuality of obligation.	Employees often work on a single unit and are contractually obliged to work the hours of their contract.
<b>Shift allocations</b>	Bank Workers have some freedom to choose the shifts types they wish to work i.e. Earlies, Lates and Nights.	Employees working patterns are determined by the unit manager to meet the needs of the service.
<b>Sick pay</b>	Bank Workers may be entitled to Statutory Sick Pay. (SSP)	Employees may be entitled to Occupational Sick Pay (dependant on length of service).
<b>Maternity Pay</b>	Bank Workers may be entitled to Statutory Maternity Pay.	Employees may be entitled to Occupational Maternity Pay (dependant on length of service).
<b>Pay whilst suspended</b>	Bank Workers will receive payment for any shifts booked prior to suspension.	Employees are entitled to full pay and benefits whilst suspended from duty.
<b>Appraisal</b>	Bank Workers complete a self-assessment appraisal and can opt to have a one to one discussion with a Trust manager.	Employees must undertake a full appraisal with their manager every year as defined by the Trust appraisal policy.
<b>Annual Leave</b>	Bank Workers accrue annual leave as they work and are paid separately.	Employees are entitled to annual leave pay as part of their salary and
<b>Training</b>	Bank Workers only paid for classroom-based compulsory training.	Employees are paid for training undertaken.
<b>Development Opportunities</b>	Bank Workers are not eligible for funded training and development opportunities.	Employees could be eligible for funded training and development opportunities.
<b>Uniforms</b>	Bank Workers will be entitled to 4 items of uniform per annum free of charge.	Employees are provided with uniforms as and when required.



**Leeds and York Partnership**  
NHS Foundation Trust

(END)