



# CROMWELL MEDICAL STAFFING

TEMPORARY WORKER HANDBOOK 2025



**Contents**

Welcome to Cromwell Medical!.....2

Clinical Information .....3

Frequently Asked Questions for Clinical Information .....7

Compliance..... 11

Payroll..... 14

Marketing ..... 19

Online Policies .....20

## Welcome to Cromwell Medical!

We are very pleased that you have chosen to join us. Our values are Family, Passion and Open and our mission is to improve patient care.

### About the handbook

When you work with us, you are also accepting our terms of engagement and the contents of this handbook. Please familiarise yourself with the information provided and read any updates released.

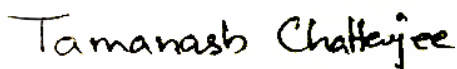
You will receive an updated version of the handbook annually (every January) and will be required to confirm you have read and understand the information it contains. You will receive the handbook electronically and be required to confirm via a link you have read and understand its content.

To work with us as a nurse, midwife, or healthcare specialist, you must always adhere to all our policies and procedures and be accountable for your clinical practice. Registered nurses and midwives must practice in accordance with Nursing & Midwifery Council (NMC) requirements, which include clinical as well as professional standards such as appropriate indemnity insurance. Those registered with the Health & Care Professions Council (HCPC) must practice in accordance with professional requirements of this organisation.

If there is anything you do not fully understand please contact your consultant without delay. If you need professional advice, then you should contact our Head of Nursing at [nursing.queries@Cromwellmedical.com](mailto:nursing.queries@Cromwellmedical.com)

From time to time, we will review our policies and procedures in line with changes in legislation, NHS Framework or registration requirements. We will update you in writing via the email address we have on file for you so please ensure this is kept updated on our records.

We really hope you enjoy your time while you are working with us.



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Find us on [Facebook](#), [Instagram](#), [TikTok](#), [YouTube](#) & [LinkedIn](#)  
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## Clinical Information

### Prioritising people you are caring for

- Ensure you provide compassionate care to people, be they a patient / client, their friend/relative or a colleague. Remember to make sure that you treat people as you would want your family / friends / yourself to be treated.
  - Allow the people you are caring for to make their own choices and if you are not sure, escalate to a more senior person. Always make sure you clearly document the care the person receives or declines – each person has a choice but be aware of relevant laws relating to mental capacity and ensure local policies are adhered to.
  - Ensure you give care in a timely manner and with documented, informed consent where required.
  - Be the advocate for your patient/client by making sure their wishes are known and considered in all decision-making which affects them.
  - Always professionally challenge poor practice and discriminatory attitudes and behaviours.
  - Respect a person's right to privacy and ensure you follow all local policies related to sharing information.
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### Practice Effectively

- Maintain the clinical knowledge and skills you need to provide safe and effective care - it is your responsibility to keep updated so that you can identify and reduce risk/errors.
- Ensure you use appropriate, clear communication methods/techniques and tools so that your patients / clients / relatives and colleagues understand the message you are conveying. Check you have been understood and, when writing, that this is legible.
- Keep clear and accurate records, do not make false entry, and date / time and sign entries. If you need to make a retrospective entry, ensure this is clearly stated.
- Work co-operatively in the team, be proactive in your communication and make sure you are working with your colleagues to minimise the risk of harm to patients / clients / visitors and staff.

- Show active support of colleagues, offer help to others, and share your knowledge and experience. If you are asked to help, do so in a positive way. Be able to negotiate with a colleague if you are not free immediately – agree when you can assist.
  - If you delegate a task / duty to a colleague, it is your responsibility as a Registered Nurse / Midwife to ensure that the person has the competency to undertake this, that you provide adequate supervision and support to them and you confirm the task has been completed to the required standard.
  - If as an HCA / support worker you are asked to do something you are not competent to do, you must not do it and you must explain to the person asking you why you cannot do the task / duty.
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## **Preserve Safety**

You **MUST** be clear on your level of competency and not exceed this as you will place your patient, colleagues, and yourself at risk. If you are asked to work outside your level of competency, you must escalate this to the Head of Nursing at ICG Medical (Cromwell) / On Call Senior Nurse who will give you advice at the time – you can contact the Head of Nursing via [+44 7496 882 532](tel:+447496882532)

If you need training, you need to identify this and arrange to receive this **BEFORE** you carry out a task / function / role. If the training is specific to a Trust, then your agency can help arrange this if the Trust agrees, you may be responsible for any costs involved.

As part of your duty of candour, you must ensure you always inform your patient / client of any mistakes in their care caused by your actions and apologise to the person involved. These events must be clearly documented.

If there is an emergency in the area you are working in, you must assist within the boundary of your skill / knowledge and ensure you act in a way that keeps you and others safe.

You must ensure you raise and escalate concerns about patient or public safety and patient care using the reporting processes with the organisation the concern is happening in and to the Head of Nursing / On-Call Senior Nurse.

Where a concern is raised to you, pass this to the person in charge of your shift and ensure it is documented. Never practise behaviour which could hinder the escalation of a concern.

If you identify that someone is vulnerable and is or could be at risk, take all reasonable steps to protect them. Have the knowledge to be able to apply relevant law and local policies designed to protect a person and if you are unsure, escalate to a senior person for advice.

You must ensure that you advise, prescribe, supply or administer medication within the limits of your training/competency. You must follow all laws and professional, local and ICG policies on the storage, prescription, supply and administration of medication. This relates to all medication, including over-the-counter medications, which may interact with other prescribed medications, leading to a risk of harm. Document the reason why a medication is not administered in line with the local policy.

If you are unwell and pose a risk of passing infection to others, you should not attend work but notify your agency as soon as possible – even if this is at night. Your agency provides a 24/7 service.

If your symptoms are diarrhoea & vomiting, you must remain off-duty for 48 hours after your last symptom. You must comply with the current health advice on other forms of infection e.g. Coronavirus, flu, TB, etc. which can be found on the NHS website.

You must ensure that you are fit to work – this includes having sufficient rest between shifts and not working blocks of shifts that are too long. Your agency is not able to book more than 5 consecutive shifts unless the Head of Nursing has confirmed approval for this to happen.

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### **Promote Professionalism and Trust**

You are the representative of your agency and so, it is important that your attitude and behaviour show you to be a person of integrity, caring and compassion – someone who works well as part of a team, who has a positive, proactive approach to delivering the care your patients / clients always need and being supportive of your colleagues. Be a positive role model.

Remember that your attitude and behaviour influence how others see and treat you, so treat people as you would want to be treated. Remember that your body language is as important as the words you use.

Act within the law and your professional boundaries at all times. Do not express your political, religious or moral beliefs to people in an inappropriate way – personal beliefs are yours and do not need to be shared.

Remember when using social media/networking sites, to ensure that you respect a person's right to privacy and remain professional at all times.

It is important to uphold your position, as you are representing your agency at all times. For those who hold a professional qualification, your respective registration governing body has standards which you must meet. You can see these in the relevant Code of Practice for the NMC, HCPC, etc.

Registered staff must maintain full registration and comply with the revalidation (or equivalent) processes. You will be withheld from working with your agency if your registration lapses.

If a professional review with your Registration body is required, you **MUST** notify the Head of Nursing at ICG Medical (Cromwell) immediately so that support can be provided to you, where appropriate.

All staff must maintain compliancy requirements and whilst reminders will be provided, it is your responsibility to meet the deadlines to complete the requirements. If you fail to do so, you will be withheld from working further with your agency.

Complaints or other feedback may be submitted about both clinical and non-clinical issues. If you are contacted via email, text message or phone call by someone representing the Head of Nursing Office, you must comply with their requirements e.g. statement deadlines. Failure to do so can lead to you being prevented from working with an organisation.

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## Frequently Asked Questions for Clinical Information

### **Q: Can you help with revalidation?**

**A:** You need to contact the ICG Medical Ltd Head of Nursing and she/one of her team will be able to assist you. Where possible, contact her at least 3 months before your revalidation is due but if you have less than 3 months, she can still give advice. The more notice you provide, the better.

### **Q: I need some professional training – who can help?**

**A:** You need to contact the ICG Medical Ltd Head of Nursing and she/one of her team will be able to assist you. Based on the type of training you need, appropriate providers/sources of training can be identified for and suggested to you. You will be responsible to pay for your own training, unless an organisation has agreed for you to undertake their training free of charge.



Mandatory training can, on occasion, be provided via your agency to meet the framework requirements in the region/country which you work.

**Q: I had a complaint. Why have I been stopped from working?**

**A:** Depending on the nature of the concern, a Trust/Organisation can prohibit you from working on a ward/department or that Trust/organisation, pending an investigation being conducted. In a rare number

of cases, if the Trust/organisation is part of a consortium, you may be excluded from all organisations in that consortium. Your agency cannot force a Trust/organisation to accept you back – it is at their discretion.

Each concern is evaluated by the Head of Nursing to determine if a temporary suspension should be applied to the offering of any work, via any agency brand within the ICG Medical Ltd group, at any point in the investigation.

However, this is not a common occurrence and is based on several factors:

- the severity of the concern, previous complaints and/or likelihood of re-occurrence;
- on-going compliance with the investigation process;
- evidence provided by the complaining organisation e.g. witness statements; and
- you will be kept informed of the progress of the investigation and notified of the outcome.

**Q: If I am blocked from a Trust/Organisation, can I continue to work?**

**A:** Each case is assessed by the Head of Nursing and in the majority of cases, you would be able to continue to work in other organisations. However, there may be a few occasions when the severity of the allegations may mean that you cannot be offered work during the investigation process. Your case will be discussed with you with the person investigating the case.

**Q: I have been referred to the NMC. What should I do?**

**A:** You must contact the Head of Nursing as soon as you are notified that you have been or are going to be referred to the NMC. Your union may advise against this, but it is ICG Medical Ltd policy that all nurses must notify us for the following reasons:

- To provide you with support throughout the process.
- To be able to provide a reference to the NMC, when asked by them: The NMC will always enquire as to when the Head of Nursing/company were notified by the registrant of the referral and to the behaviour of the registrant when discussing this with the Head of Nursing.
- To determine whether you should be withheld from working in a particular area of practice or to have re-training, both of which will likely support your NMC case.

**Q: I need an official letter. Can you help with this?**

**A:** Contact the Head of Nursing, who will arrange for the letter to be provided based on the requirement of your letter. You will be advised what information is required. If the letter is for a mortgage/renting a home, be aware that any financial information, including your hourly rate of pay, will need to be provided by the organisation which pays you e.g. an umbrella financing company then they must provide it if PAYE Cromwell Payroll will provide it.

Your letter cannot provide future/anticipated earnings, as you do not have a minimum, set hours contract. It will only confirm start and end dates and your role.

**Q: I need a reference for another employer/educational establishment. Can you help with this?**

**A:** You need to provide, in writing/email, the name of the organisation to the office of the Head of Nursing. This is to ensure that we have your permission, under GDPR rules, to share your data with that company.

If a request arrives and your permission (either via email or your signature on a data release form from the company seeking the reference) is not provided, delay will likely occur as this will need to be requested.

A reference will be provided within 2 working days once the appropriate approval is provided. You will be sent a copy of the reference unless the electronic system used by the company requesting the reference does not allow a copy to be downloaded and sent to you.

**Q: I want to make a complaint about a Trust / Organisation or my agency. How do I do this?**

**A:** You need to contact the Head of Nursing's office and you will be assisted to make your complaint. Likewise, support will be provided to you, appropriate to your requirements throughout the process.

**Q: Can I refuse to move wards?**

**A:** Each Trust/Organisation has its own policy on moving staff. Generally, you are required as an agency nurse to be flexible. If you were asked to move to an areas which you are not licenced to work in e.g. an RN asked to work in paed's, you would be correct to decline to move as you are not trained in the assessment of children, medication administration of paediatric doses, nor the parameters of observations.

However, if as an RN, you are asked to support in a different clinical setting e.g. move from a medical ward to A&E, as long as you are not being asked to undertake tasks or utilise skills in which you are not competent, then it is considered reasonable that you are expected to make this switch. Many nurses have preferences but when staffing is critical, organisations will expect their agency nurse to move, sometimes more than once in a shift.

Many of the complaints and exclusions enforced by Trusts/Organisations are often related to nurses refusing to move to different wards and subsequently leaving their shift.

If you have been banned from a ward by a Trust/Organisation and are asked to move to this ward you will need to advise that person making the request, that you are excluded from that area.

## Compliance

### Continuous Compliance Requirements

Each element of your compliance requirements has an associated expiry date. Your assigned compliance officer will regularly update you to ensure you have the required evidence to submit the new requirement. If an element of your compliance expires you will not be able to book an assignment until it has been updated. It is therefore important for you to work with your compliance officer to keep all your requirements up-to date.

### Appraisals

As you start your assignments with Cromwell Medical Staffing you will be required to complete a first appraisal 6-months after you join and then it will be every 6-months. This will help support your overall performance to identify areas for improvement, training needs and a chance to share your feedback of your experience. Your compliance officer will contact you to arrange the appraisal with you and the appraiser who will be a registered nurse.

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### Frequently Asked Questions for Compliance

**Q: I have received a conviction on my DBS, will this stop me from working?**

**A:** If your DBS check were to highlight any convictions or cautions, you will need to declare these to your compliance officer immediately. We would then ask you to complete a short statement of the account so that we can use this on receipt of your DBS. This statement will be reviewed by our Head of Nursing. A decision will then be made as to whether we can continue to offer you work.

**Q: How often do I have to update my DBS?**

**A:** Your DBS is required to be updated annually; we accept Enhanced DBS certificates that are on the DBS Update subscription service. If your DBS comes off the update service, we have the facilities to assist you with a new Enhanced DBS application.

**Q: How do I purchase online training I have completed?**

**A:** If you have completed online training via Cromwell Medical Staffing, you can purchase your certificates by clicking [here](#).

**Q: Can I submit training certificates I have completed within the NHS?**

**A:** You can submit your NHS training certificates to your compliance officer who will review and confirm if they meet our requirements, any missing requirements can be completed swiftly online. Please note, we can only accept Core Skills Training Framework (CSTF) approved training certificates.

**Q: How will I know when my compliance items are due to expire?**

**A:** You will be assigned an experienced compliance officer when you are cleared to work who will update you at different intervals to remind and assist you with updating the compliance requirement.

**Q: I have a change in my medical conditions, how do I update you?**

**A:** If you have a newly diagnosed medical condition or a change in a historic medical condition, please make us aware by completing this [form](#) and emailing your compliance officer.

**Q: How can I request a new ID Badge?**

**A:** ID Badges are emailed and posted to you annually before they are due to expire, in line with your NMC annual expiry date or on your anniversary of joining for non NMC registered staff. If you have lost your badge, please email our compliance team by [clicking here](#) and they will organise a new one to be provided:

**Q: How do I order a new uniform?**

**A:** If you need uniforms please contact either your compliance officer or your booking consultant and they will be able to assist you to obtain the uniforms you need.

**Q: I want access to my documents that the agency has on record for me.**

**A:** If you would like access to any of your documents that we store on file you will need to complete a Subject Access Request. You can do that by clicking [here](#).

**Q: I want to change my payment provider option, what do I do?**

**A:** If you want to change to a PAYE member of staff, you need to complete a Financial Declaration and HMRC Starter Checklist form from this [page](#).

Once completed you will need to submit the completed information to our Payroll Team by [clicking here](#).

**Q: What training do you provide?**

**A:** To fully prepare you for work, we will provide you with access to our training centre that covers the Core Skills Framework training courses. These courses include basic life support, manual handling, infection control, NEWS 2, Tissue Viability and many others. For professional advice on training/development opportunities you can contact the Head of Nursing at ICG Medical (Cromwell).

## Payroll

### Payment Types

IR35 reform was introduced to tackle the issue of tax and NI avoidance within the public and private sector on 6th April 2021, whereby all public authorities and medium or large sized clients became responsible for deciding the employment status of workers and whether a role is inside or outside of IR35. All nursing roles are currently designated as inside IR35. This means there are two different ways for Cromwell Medical Staffing Medical to pay our workers.

### PAYE Payments:

- Pay as You Earn (PAYE) system is where the agency is the contractor's employer and is therefore responsible for paying them. The agency must deduct income tax and national insurance contributions, which are calculated and paid before the contractor receive their salary. Cromwell Medical Staffing as your employer will deduct tax and national insurance contributions from your wages before paying you your wages directly.
- Wages can include holiday pay, pension payments, sick pay, maternity/paternity pay and adoption pay. You pay tax over the whole year, each time you are paid, rather than paying tax in one lump sum. Your employer is responsible for sending the tax on to HM Revenue and Customs (HMRC). Each pay day you will get a pay slip setting out your pay, tax and national insurance contributions and any other deductions from your pay.
- At the end of the tax year, you will get a form P60 which sets out the total amounts paid to you and deducted from you for the previous tax year. A tax year runs from 6 April one year to 5 April the following year.

### Umbrella Payments:

- An umbrella company is a UK limited company, operated by a third-party acting as an 'employer' on behalf of its contractor employees.
- The umbrella provides a payroll service to its employees, processes all timesheets, invoices, and pays its employees a net salary after PAYE / NI and other payroll deductions are made.

- ICG Medical has a ASL (Approved Suppliers List) as we have to ensure the Umbrella companies we use are compliant and operate in line with HMRC and FCSA Compliance guidelines. There is a strict bi-annual audit umbrella companies must pass to remain as members of the ICG ASL. This process enables them to demonstrate to us that their practices are professional, ethical, and within the UK tax, employment, and regulatory laws.
- ICG Medicals list of approved umbrella companies is available from our Payroll Department or your consultant upon request.
- An important point to note that if you opt for payment via an Umbrella – they, not the agency are your employer.
- As a reminder for registered nurses/midwives - under the NMC Code section 20.4 you have a responsibility to keep to the laws of the country in which they practice. It is thus your responsibility to ensure the umbrella selected is operating ethically and in line with IR 35.
- All workers engaged through umbrella companies are responsible for ensuring they pay the correct amounts of tax and National Insurance in compliance with HMRC's laws and regulations.

**Deductions due to overpayments:**

Subject to compliance with Regulation 12 of the Conduct Regulations, the Employment Business reserves the right in its absolute discretion to deduct from the Agency Worker's pay any sums which he/she may owe the Employment Business including, without limitation, any overpayments or loans made to the Agency Worker by the Employment Business or any losses suffered by the Employment Business as a result of his/her negligence or breach of either the Employment Business's or the Hirer's rules. If the Agency Worker ceases to conduct business with the Agency, the Employment Business reserves the right to request a refund from the Agency Worker.



### **Timesheet Submissions and Payment Dates:**

PAYE Workers timesheets are due in by 10am on Friday for payment on Monday.

Umbrella Workers - timesheets are due in each morning by 10am for next day payment to your umbrella company. Your umbrella company will issue payment to you according to their internal schedule.

### **Frequently Asked Questions for Payroll**

#### **Q: When will I get paid?**

**A:** PAYE workers are paid on a Monday, providing we receive your timesheet by the previous Friday morning by 10 am.

Umbrella companies are paid on the next day and will issue payment to workers according to their schedule. Please confirm with your umbrella company their payment schedule.

#### **Q: What umbrella companies do you use?**

**A:** Our ASL of umbrella companies is available from our Payroll Department or your consultant upon request.

#### **Q: My umbrella company is not on the approved supplier's list?**

**A:** All umbrella companies are governed by HMRC, so the same rules apply to them as any other employer regarding deductions and statutory employment benefits. For complete peace of mind, we have a ASL (Approved Suppliers List) as we must ensure the companies we use operate in line with HMRC Compliance guidelines. We also have a Preferred supplier list where the Umbrella is also additionally FCSA accredited.

Please note that you are able to choose other umbrellas, however they may need to go through additional checks and therefore please allow at least 2 weeks for the relevant due diligence checks to take place.

**Q: Where can I access previous payslips?**

**A:** All PAYE payslips are emailed to your personal email address, if you are unable to access this please contact the payroll team by clicking [here](#) and someone will be able to send these to you.

Umbrella companies issue payslips directly to all their workers. You would need to contact them for all pay advice.

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**Tips on filling in and submitting your Cromwell Medical Timesheet**

- Please ensure all the details are legible. Failure to provide a clear and readable copy of your timesheet can cause a delay in your payment.
- Ensure your timesheet is submitted before the submission deadline to [this email](#). Submitting your timesheet to any other email address can cause your payments to be delayed.
- All relevant fields of the timesheet must be filled in. Please see the attached annotated timesheet as guidance. Any missing or inaccurate information will cause your timesheets to be rejected.



# CROMWELL MEDICAL STAFFING

**Ensure your name is clearly state. If handwriting your timesheet, ensure this is legible.**

**Ensure the Hospital Name and ward are clearly added.**

**Using the correct job title and band is important. This will ensure you are paid the correct rate.**

**Always accurately input the break time. Once this is done deduct this form the hours worked.**

**A booking reference number is usually issued when your shift is confirmed ensure it is added here**

**You must sign and date the timesheet, without this we cannot process for payment**

**Ensure the shift date is added to the relevant slot.**

**Please use the 24-hour time format for all shift times. This will also ensure the correct rate is paid.**

**Feedback from your shift is not compulsory but can be used as part of our Compliance Dept.'s annual referencing checks.**

**The Nurse in Charge or staff at the hospital must sign and date your timesheet for payment. Without this we cannot process for payment.**

**Feedback Table:**

	Excellent	Good	Average	Poor
Clinical skills suited to assignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report accurate / correct to shift leader	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adherence to control standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not exceed boundaries / boundaries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional comments	COMMENTS FROM HOSPITAL			
Return Employment	Would you be happy to rejoin this agency worker again? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			

## Electronic Timesheets

Our clients can be process timesheets in one of two ways, paper timesheets submitted by the candidate or electronic timesheets provided by the client. For these the electronic report comes from the hospital, with the shift being authorized for payment.

We always recommend you keep a copy of your signed paper timesheet either way for your records, or in case any issues arise, however we are unable to pay you until we receive the electronic timesheet from the place you have worked.

## Marketing

### Refer a Friend

We are always looking for others like you to work with us. If you enjoy the freedom of working for an agency and know someone who would also like to join our team, then we would love to hear from you. You will be rewarded for every new referral you make! Visit our page on the website [here](#) to find out more.

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### General Data Protection Regulation (GDPR)

Our GDPR policy can be found on our website [here](#).

All registered nurses must be familiar with and follow the NMC Guidance on Using Social Media responsibly.

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### Marketing Consent

At the time of signing this handbook you will see marketing consent for opting in for information via email, telephone or SMS/Instant messaging. Please ensure you tick all that apply. See below example of the marketing consent you'll be asked to complete:

As part of our service, we would also like to offer you relevant professional information, including:

- Useful news and features about your profession;
- Events, competitions and promotions we are running;
- Surveys and opportunities for you to offer your views and insights; and
- Ongoing career opportunities during breaks of 12 months or more from temporary work assignments with us.

We may use your email, postal address, mobile number and/or job title information to send you the most relevant career opportunities.



### **Online Policies**

For a full list of our online policies, please visit our webpage:

<https://www.cromwellmedical.com/policies>

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