

ITS Person Specification and Statement of Policy Requirements

All business between Randstad and Integrated Treatment Services (ITS) shall be in accordance with Randstad's Terms of Business provided to the locum by Randstad upon registration. In addition, the following is agreed.

All Speech and Language Therapists put forward by Randstad must hold the following documentation;

- Full membership with the Royal College of Speech and Language Therapists.
- Full membership with the Health and Care Professions Council.
- Have a license to practice in the UK approved by the RCSLT and HCPC.
- The appropriate experience set out in the ITS client's job profile requirements.
- Personal professional Indemnity insurance cover.
- A full clean driving licence, outlining any convictions (where applicable).
- A clear enhanced Criminal Records Check (DBS) – updated annually.
- An active CPD portfolio to meet RCSLT and HCPC's requirements.

All Occupational Therapists put forward by Randstad must hold the following documentation;

- Full membership with British Association of Occupational Therapists (BAOT)
- Full membership with the Health and Care Professions Council.
- Have a license to practice in the UK approved by BAOT and HPC.
- The appropriate experience set out in the ITS clients job profile requirements.
- Personal professional Indemnity insurance cover.
- A full clean driving licence, outlining any convictions (where applicable).
- A clear enhanced Criminal Records Check – updated every year.
- An active CPD portfolio to meet BAOT and HPC's requirements.

All Physiotherapists put forward by Randstad must hold the following documentation;

- Full membership with Chartered Society for Physiotherapy (CSP).
- Full membership with the Health and Care Professions Council.
- Have a license to practice in the UK approved by the CSP and HPC.
- The appropriate experience set out in the ITS client's job profile requirements.
- Personal professional Indemnity insurance cover.
- A full clean driving licence, outlining any convictions (where applicable).
- A clear enhanced Criminal Records Check – updated every year.
- An active CPD portfolio to meet HCPC's requirements.

All Arts Therapists put forward by Randstad must hold the following documentation;

- Documentation for BADTh if membership is held.
 - Full membership with the Health and Care Professions Council.
 - Have a license to practice in the UK approved by the CSP and HPC.
 - The appropriate experience set out in the ITS client's job profile requirements.
 - Personal professional Indemnity insurance cover.
 - A full clean driving licence, outlining any convictions (where applicable).
 - A clear enhanced Criminal Records Check – updated every year.
 - An active CPD portfolio to meet HCPC's requirements.
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1. The locum will be notified of referrals and will respond to incoming referrals within the same day. The locum will inform ITS of the best contact method to receive the referral overview. ITS will arrange the initial appointment with the locum and client unless otherwise advised.
 2. The locum will arrange subsequent visits to the ITS client to the ITS client's home, educational setting and/or community setting where it meets the ITS client's needs best.
 3. The locum will arrange the above visits, considering the clinical needs of the ITS client, delivering a therapy plan to the ITS client and their family.
 4. All visits are to be recorded on the locum's Google calendar, and the client should be invited to the event.
 5. ITS require all locums to be fully aware of the preferred service delivery within ITS. An emphasis on joint coaching around the client's needs alongside a familiar adult is crucial to our therapy success. To the extent that all ITS clients will sign up to these conditions within their service level agreement/terms and conditions. ITS focuses on functional holistic therapy looking at the needs of the client and the family as a whole. This may mean the locum will become involved in activities such as supporting the EHCP process (but not tribunal), attending community activities such as day centres/play groups etc, looking at family support groups, researching equipment and approaches etc.
 6. The ITS client and their family should be actively involved in their therapy plan and will decide with the locum the required actions. ITS always promote working alongside NHS colleagues and utilising statutory provision where available. Therefore the locum should actively make contact with their NHS counterparts within the Multi Disciplinary team and develop a joint therapy plan. ITS locum should consider all settings that the client interacts in and should inform the ITS client of the importance of accessing the ITS client across these settings. The

locum must respect the rights and dignity of the ITS client and their family at all times.

7. The locum must adhere to the professional guidelines and standards within their guiding professional body;
 - a. SALT- (HCPC's 'Standards of Proficiency for Speech and Language Therapists' and RCSLT's Communicating Quality 3)
 - b. OT (HCPC's 'Standards of Proficiency for Occupational Therapists' and The College of Occupational Therapists Code of Ethics and Professional Conduct)
 - c. PHYSIOS (HCPC's 'Standards of Proficiency for Physiotherapists' and The Chartered Society for Physiotherapy Code of Ethics and Professional Conduct)
 - d. The Arts Therapist's (HCPC's 'Standards of Proficiency for Arts Therapists')
8. Arrangements for visits will be the responsibility of the locum therapist, liaising directly with the ITS client. Dates and times of such visits should fit mutually between the needs of the ITS client and within reason the needs of the locum.
9. Dates of visits should be recorded on the same day as they are made within the ITS Google Calendar. Cancellation should also be registered within the diary, noting whether they have been cancelled by the ITS client or the locum. The locum must update the therapy diary during each working day.
10. The locum will have access to the online storage facility Google Drive. All digital documentation regarding the client should be stored on the Google Drive. No client confidential information should be stored on a PC/Laptops/Tablets hard drive.
11. The locum therapist will be provided with a login and password, for the ITS website, accessing a secure area for ITS therapist. Within this area, the ITS therapy calendar can be found along with a number of other functions. The Locum must not share/pass-on any login details to any other.
12. The locum therapist will be able to access with handbook via the secure therapist area. The locum must familiarise themselves with all the content within the handbook.
13. Upon joining ITS the locum will need to organise a secure business email to;
 - a. Receive referrals and protect the client's confidentiality
 - b. To send emails relating to clients to form part of their clinical notes

- c. To receive emails related to clients to form part of their clinical case notes.
- d. To protect you from litigation should a client raise a professional indemnity claim.
- e. In order to protect your professional licence to practice it is essential that you can show that your emails are secure and protected by you, the therapist.

The locum must also ensure that you have access to your client related emails prior to discharging a client so that all related emails can be recorded and copied into your casenotes for each client. Therefore, each locum requires a secure business Google mail account with the correct memory capacity and security settings.

ITS can provide an ITS email address and business account at the charge of £33.00 per year. ITS make no profit from this. ITS will set up and renew your mail each year on your behalf and ensure that it links into the ITS secure area so that you can use Google applications to access other features of the website such as Google Chat, calendar access and much more. ITS accounts department will invoice each therapist £33.00 per year for their business account and will issue you with a reminder each year to renew your Google mail account fee.

The locum therapist must send and receive all ITS correspondence via this email address. This address may be kept on a smart phone, as long a password protection is used on the smart phone. No ITS email should be sent to another personal email account.

- 14. The Locum is required to access their own secure computer to carry out any ITS electronic work and access of emails. No information should be stored directly on any computer (provision of the Google Drive facility has been provided for such storage).
- 15. The locum is required to access printing facilities of their own, for circulation of reports, correspondence and therapy programmes. The Locum must shred any personal ITS client documentation, which is not to be stored in the ITS client case notes.
- 16. The locum is required to record comprehensive case notes in line with the Professional body guidelines listed through the professional bodies documentation named above. ITS will provide the locum with digital copies of headed paper, compliment slips, a therapy sessions record form template, a meeting record form template, a correspondence form template and a continuation sheet template on the secure area of the ITS website. ITS will update and provide the locum with further templates if required by ITS. All case notes should be recorded on these sheets and stored as a set of hard copy notes. No digital case note system is authorised by ITS at this point.

17. The locum must store case notes following their professional bodies guidelines and in accordance with ITS guidance. Where a secure fireproof filing cabinet is not available within the locum's home all case notes must be returned back to the therapy base. Under no circumstances should therapy notes be left unattended in the locum's car.
18. Upon discharge the ITS client's casenotes will be held by ITS in line with the relevant timescale for their age group. The ITS locum should ensure that all casenotes are written up and fully complete before asking ITS to archive them. The ITS locum should be aware that a clinical negligence claim can arise from a client in the future months/years even after leaving the service and therefore it is essential that notes can be reliably used as evidence to support their own clinical duties with the client. All casenotes should only be sent by recorded delivery. Solicitors, case managers and clients can request Casenotes. The locum must liaise with the ITS Area manager before sending.
19. The locum is required to submit weekly client invoice records (CIR) for each client using the ITS Digital CIR form each week, by Sunday Midnight. The total hours submitted will be automatically calculated and sent to Randstad to process payment. Randstad pay locums weekly (each Friday)
20. The following work is acceptable to record on the CIR;
 - a. Direct contact with the client during arranged visits.
 - b. Telephone calls made and received to the ITS client or associated professionals around the client. The total length of call, start time and finish time must be recorded.
 - c. Email correspondence read and written, to or from the ITS client's family and/or professionals around the ITS client. The time to send and receive such emails should be recorded in total time, with start and finish time recorded.
 - d. Attendance at any meetings agreed by the ITS client and the family for the locum to attend.
 - e. Report writing which has been requested or agreed by the ITS client and their family.
 - f. Target setting which has been requested or agreed by the ITS client and their family.
 - g. Research around therapy resources and techniques
 - h. Preparation/Planning of 15 minutes per session, unless otherwise agreed by the client

- i. Therapy case note writing of 15 minutes per session – which should take place within the direct therapy contact time with the client where possible and then recorded in terms of start and finish time thereafter.
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- 21. The locum understands that they are not requested to work days/sessions at a time to provide these services to clients and will not be paid in a day/session arrangement. It is the locum's responsibility to book in ITS clients in the way that best suits the locum and the ITS clients on their caseload.
 - 22. It is the locum's responsibility entirely to ensure that they are adequately insured for all their clinical work undertaken with ITS clients;
 - 23. All therapist should check their level of cover whilst working with Randstad and ITS. There may be differences in professional indemnity cover if you are PAYE or a LTD Company and it is down to the discretion of individual therapists as to how much they wish to be covered for.
 - 24. It is advisable when working within an Independent service to take out additional Professional Indemnity insurance. Some projects will only be possible with a higher level of cover.
 - 25. ITS is covered for £10,000,000.00 for employer's liability and £2,000,000.00 for public and products liability. We also have company professional indemnity. However it is not possible for ITS to insure each subcontracted therapist for professional indemnity. Further information on professional indemnity insurance in terms of costs and preferred providers can be found within the ITS Handbook.
 - 26. ITS will additionally pay the locum expenses submitted weekly, including:
 - a. Travel beyond home to base to home (home to base to home counted as 20 miles each day) at 40 pence per mile for the first 10,000 miles and 25 pence per mile thereafter. An ongoing mileage tally must be recorded on your mileage sheet.
 - b. Telephone calls made at 10 pence per minute.
 - c. Report printing at 50 pence a report
 - d. Letter printing at 20 pence a letter
 - e. Laminating at 10 pence per sheet
 - f. Stamps – refundable for stamps purchased with receipt
 - g. Therapy programme material to be quoted before made
 - 27. ITS shall have available to the locum a therapy resources box if required, for use with ITS clients during assessment and therapy visits. Locums will be expected to make use of their own additional resources as well as making use of printed materials from the ITS website resource area.

28. ITS shall make available to the locum, specialist assessment materials which must be booked out in advance of the visit, through the ITS website therapy area. Arrangements can be made to either post or collect the assessment resources. Postage of resources will be provided by ITS twice weekly.
29. The locum will have access to ITS therapist's digital handbook, outlining ITS's agreed procedures such as health and safety, lone working, dress code etc. It is the responsibility of the locum to read existing and future policies and adhere to the procedures within them, these are stored on the ITS website under information once logged in.
30. A Health and safety assessment questionnaire shall be completed with Randstad's Locum on entering their first assignment with ITS. It is the responsibility of the locum to request any further health and safety risk assessments in-between these periods, so that any additional controls can be put in place. Health and Safety assessments will be updated where the need arises which may be determined by the locum and/or the ITS Area Manager.
31. The locum is not responsible at any time for collection of payments from ITS clients. The locum must direct all ITS clients payments directly through the ITS accounts department at ITS head office – Leicestershire.
32. The locum should request information where required from the ITS Area Manager around delivery of therapy pathways for; initial assessments, ongoing visits, attendance at meetings, research of resources, liaison with MDT professionals, introduction of services meeting, report writing and therapy target setting.
33. ITS shall provide locums with ITS marketing material where required, including business cards, presentation folders, information packs and any other relevant promotional material. Such materials should be used by locums when promoting the services of ITS to any potential clients. When visiting a setting for the first time, a meeting should be arranged with the settings coordinator and ITS promotional material should be provided alongside a clear overview of how you plan to deliver ITS services into the setting. A joint visit may be requested with the Area Manager where required.
34. The locum shall endeavour to provide Randstad and the ITS Director of Services notice of any failure to attend agreed work by 9am on the day that the work can not be carried out, or before where possible. The locum must notify the ITS client where and take responsibility to re-book the session at the ITS client's convenience.
35. The locum shall where possible provide Randstad and ITS with 2 weeks notice of the intention to take statutory leave accrued with Randstad. The locum shall

make their ITS client caseload aware of their intention to take leave, with this same period of notice, so as not to negatively disrupt the therapy delivery. Locums working in contracted settings must provide notice at the beginning of the academic term and this must be approved by ITS and the setting.

36. The locum agrees to provide Randstad and ITS with 3 months notice of the intention to end services with a known client or setting. This must be put in writing and emailed to the Service Delivery Manager and Director of Services. The notice period will start from the date the notice has been received by ITS and the notice period will be formally agreed in writing via an email. The locum agrees to undertake all visits within these three months as they have previously, without reducing the amount of contact. The locum agrees to undertake a handover to a new therapist, as guided by the ITS Service Delivery Manager, so as not to negatively disrupt the therapy delivery. Where this handover is completed sooner, ITS agrees the locum may end services to a client within a shorter notice period but the 3 months remain necessary unless signed off by the Service Delivery Manager sooner. The locum is requested not to share such news with the ITS client until the Service Delivery Manager has confirmed the go ahead to do so.
37. All copyright, trademarks, patents and other intellectual property rights deriving from the locum's services carried out during the assignment belong to ITS. Should any material administrative or therapeutic be copied and used, the locum risks immediate legal action.
38. The locum must not disclose any trade secrets and business delivery information to any other person either during or after the assignment with ITS. All documentation and other materials administrative and therapeutic generated or provided to the locum during their assignment remain the property of ITS and must not be copied, summarised or préciséd at any point other than during the course of duties. All documentation and property must be returned to the Director of Services for ITS at the end of any assignment.
39. The locum understands they may not be employed or subcontracted or carry out any work including voluntary with any of ITS' clients or settings or associated clients/settings for a period of 12 months post leaving the post with ITS.
40. ITS shall make available to the locum the facility to access mentoring support, supervision and clinical problem solving via the ITS website therapist login area. Any such activity is undertaken as part of the locum's personal unpaid time.
41. ITS will endeavour to arrange some reduced rate training where possible when a group of therapists express an interest. Attendance at such training is undertaken at the locum's own expense or out of their Randstad accrued CPD time where applicable.

- 42. ITS may identify training much needed to the ITS team. In these situations ITS agree to fund half of the training whilst the locum funds half. In instances where more than one locum express's interest, locums names will be drawn from a hat.
- 43. ITS may require locum therapists to attend ITS face-to-face team meetings. Online team meetings to update the locum about company developments, referrals and specialist support will be unpaid and compulsory to attend.

I the locum of Randstad have read and understood the ITS working practices for Locum workers. I understand I shall remain under contractual obligation for 6 months following departure from my post.

Signed: _____

Name: _____ Date: _____

I the ITS Director of Services agree to take on the locum therapist on the basis of the above terms and conditions being adhered to by the locum therapist.

Signed: _____

Name: _____ Date: _____