

Workforce Deployment

Colleague and Manager Information Pack

COVID-19 Contingency



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Appendices are attached separately to this document so where possible you can complete electronically and return to the appropriate department.

Appendix 1	Timesheet for recording hours
Appendix 2	Excess Travel Form
Appendix 3	Business Travel Form

1 Introduction

As a result of COVID -19 throughout Dumfries and Galloway the priorities' and demands within our health and social care services is forever changing. In order to ensure safe care for the people within our community the Workforce Deployment Hub is collaboratively working with staff who are currently working in NHS Dumfries & Galloway, staff who have recently retired or wish to return to us, National Education Scotland, Dumfries and Galloway Council, Third Sector and Voluntary services to look at deploying staff in to areas where we can best utilise their skills or move from areas where staff may be at risk.

1.1 How does the Workforce Deployment Hub work?

Heads of services via their bronze and silver commands will have identified areas that require additional staffing requirements. This may be whole services setting up to meet the needs of dealing with COVID-19 or it may be to cover staffing who have had to be moved out of their service or working from home as they have been shielded.

The requests for staffing are sent to the hub who will try to match staff with the relevant skills or arrange additional skills training where needed.

1.2 What types of roles are there?

The hub is set up to accept all types of roles to match however the priority roles we have identified to support services are:

- Clinical Assessors
- Registered staff across our services, (nurses, doctors, Allied Health Professionals)
- Healthcare Support Workers
- Donner and doffers (workers to support taking on and off PPE in COVID areas)
- Domestic support workers
- Drivers

Staff could work in one of the above roles in a variety of NHS settings including assisting in our council, independent and third sector care homes and care at home settings if needed.

1.3 What's my role in this?

In response to COVID-19 you will have been identified by your line manager as a member of staff who could support in an alternative role/base. Or, you will have rallied to the NHS's call to help and come to work with us as either new or returners to the NHS. However you have shown your support we are truly grateful and welcome your support.

Following a call with the hub they will have helped to identify where your skills best fit or if you needed additional training ready to be matched to an appropriate role. The demand for staff changes daily in response to number of new cases of the virus hence why there may have been a delay in getting you placed.

We ask all staff on deployment to remember that this is unprecedented times and timescales to placing you in various roles will vary to meet the demand.

2 Practical Guidance

The practical guidance below will hopefully answer some of the basic questions you have regarding being on deployment. We have also put together some frequently asked questions in section 3 for further clarity.

2.1 Pay Procedures

For staff who are working to support Covid-19 activities, these hours need to be recorded and actioned through SSTS/payroll to ensure staff are paid correctly. There are a number of situations which may occur in the current circumstances:

Existing Employees

Where an employee has been identified to be deployed via the Deployment Hub but is an existing NHS Dumfries and Galloway employee, they should remain on their normal department's SSTS roster and they should complete the attached Staff Claim Form (Timesheet) (**Appendix 1 attached**) for all hours worked for the Deployment Hub. This form should be signed by the manager for the department they have worked for and then submitted to their original manager who will complete and authorise on SSTS. All additional hours to contracted hours are normally paid monthly in arrears

Additional guidance has now been received which means that Band 8 and Band 9 staff are able to claim overtime hours during the Covid-19 period. The Staff Claim Form (Timesheet) (**Appendix 1 attached**) should be completed with only overtime hours worked by the staff member and authorised by their line manager, with completed forms emailed to dg.payrollhelpdesk@nhs.net

COVID-19 new starts

- Joined via Bank in COVID-19 specific roles
- Returning retirees recruited directly by NHS D&G
- Returning retirees that have applied via NES (the national portal)

The above categories of staff will be all allocated to a department however their pay will be managed through a separate SSTS location, through the Deployment Hub team who will act as the line manager for these staff. The Staff Claim Form (Timesheet) (**Appendix 1**) should be completed and signed by the manager in the area they worked in and then the form should be submitted back to the Deployment Hub who will enter into SSTS. The completed form should be submitted to the Deployment Hub email address at dumf-uhb.covid19-timesheets@nhs.net.

Those working on fixed term contracts.

You will only need to complete a timesheet (appendix one) for any additional hours outside of your standard agreed hours. Those additional hours should be logged on a timesheet weekly and returned to dumf-uhb.covid19-timesheets@nhs.net.

Payment for these hours will be paid a month in arrears.

Those working on bank agreements

Bank staff should complete the timesheet for all hours on a weekly basis and get their line manager to sign. Timesheets need to be completed and returned weekly to dumf-uhb.covid19-timesheets@nhs.net to be paid monthly.

Timesheets are the responsibility of the individual to get completed, signed by managers and returned.

NOTE: FOR SSTS ADMINISTRATORS – For further guidance on recording hours in SSTS, please contact Annette Carnochan on annette.carnochan@nhs.net or ext 34079.

Contracted staff from other organisations

You will be paid by your current employer and any additional hours incurred will need to be signed off by your NHS line manager and returned to your own payroll department for processing. You will complete these additional hours on your own organisations timesheets.

2.2 Uniforms

All Internal being deployed into new roles will continue to wear their existing uniforms unless they are coming from a role that does not have one. In these instances the uniform will be supplied and issued by the deployment hub.

All new staff entering the organisation will be issued with new or pre-worn uniforms that will need to be returned at the end of your contract.

2.3 Personal Protective Equipment (PPE)

All staff deployed into new roles especially patient facing will be supplied with PPE as appropriate to the role. It is important that all staff follows guidance given by your line managers as well as utilise the various training guides and videos on the Staff intranet (beacon) especially in relation to donning and doffing PPE in a high risk environment. In addition, you are responsible to take appropriate actions to ensure your own health and safety and that of your colleagues, patients and service users.

Do not put yourself or others in situations where your actions or inactions could cause harm. Although we are working in unprecedented times, we must ensure that we are all working safely

2.4 ID – Badges

Internal staff will keep their existing ID badges however your new line manager should request additional access for the period of your fixed term contract as required.

All newly recruited staff for COVID specific roles including returning retirees will receive a standard ID badge and access will be sought via your assigned line manager.

Returning staff coming via NES will be contact by the deployment hub to have their photo taken for a badge before start.

2.5 Training

The deployment hub and NHS clinical trainers have set up some standard training programmes for domestic and HCSW training as well some bespoke training for registered staff swapping into other areas such as MH nurse assisting in a community setting . All other jobs will have on the job training.

Those new starters who have come via the NES route will have access to complete mandatory training on their portal which NHS D&G will accept.

3 Frequently Asked Questions

In the first instance your manager will discuss possible deployment with you. They will discuss role, location and specifics relating to the position. Then you will be provided with details of who/when/where to report. Discussions will be held in line with the principles outlined above.

Question	Response
<i>What training will I receive?</i>	You will receive a local induction. You will also be asked to familiarise yourself with any learning materials specific to the work area and undertake any training depending on your work role
<i>Will I need to wear a staff uniform?</i>	If you don't normally wear a uniform and it is a requirement of your deployed role then you will be issued this when you report to your reassigned area prior to your first shift.
<i>Will I need a different ID security badge?</i>	You should display your existing ID security badge. Where staff requires higher levels of access to secure areas, the manager for their new work area will be expected to arrange this in conjunction with Estates.
<i>Who will I report to?</i>	You will be provided with a named contact for your reassigned area to report to, seek support and guidance.
<i>Will I be required to travel to a different site?</i>	<p>You may be required to travel and provide services at another site and you should discuss feasibility of this with your manager.</p> <p>If you have to move to another site you will be reimbursed for excess travel expenses.</p> <p>Mileage reimbursed at 28ppm taxable for Agenda for Change Staff and 24ppm taxable for Hospital, Medical & Dental Staff.</p> <p>Please use the Excess Travel form in Appendix 2 attached</p>
<i>Am I required to use my own car?</i>	<p>Some jobs such as working for STARS may require you to use your own car to travel between service users' properties.</p> <p>Mileage reimbursed at 56ppm Agenda For Change Staff and 58.3ppm (Maximum) for Hospital, Medical & Dental Staff. This higher rate will cover any expenditure and additional costs such as cost of business insurance.</p> <p>Where you utilise your own car you will be required to have business insurance and provide a copy of your certificate to payroll services.</p> <p>You will also need to set up your car with payroll by completing the Business Travel Form Attached in Appendix 3 attached</p>

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<i>Will I be required to work in an area I am not skilled to do?</i>	Any area which staff been deployed to must be within the scope of competence and capability of the staff member and within the boundaries of the duties of the temporary role. You will be given orientation, guidance and training. In addition you will also have day to day support from a named contact and colleagues.																					
<i>What if I am required to return to my substantive job to support my own department?</i>	Timescales of deployment will be discussed with the staff member in advance however it is unlikely that managers will be in a position to confirm the specific duration due to the evolving nature of the COVID-19 pandemic situation. You will return to your substantive post upon completion of the temporary deployment. The Deployment Hub will determine when you are able to return to your substantive post in discussion with your Line Manger or General Manager.																					
<i>Will I still receive my normal salary?</i>	There will be no change to your existing terms and conditions. Specifically, there will be no financial detriment to those who undertake re-assigned duties.																					
<i>Who should I contact to report absence e.g. sickness, or request leave?</i>	You should report any absence to the Occupational Health Absence Centre on 01387 244626, you should also tell point of contact at your deployment base and also to your substantive line manager to ensure accurate recording on SSTs.																					
<i>Will I be required to undertake additional hours?</i>	You may be asked if you are able to work additional hours. If so, overtime rates of pay will be payable to all staff. Part-time staff working additional hours will be paid at their normal rate until they reach 37.5 hours in one week. Any hours worked over 37.5 in one week will be paid at overtime rates. If the event you are required to work to cover services in the evening, at night or over weekends you will receive unsocial hour's payments as outlined in the table below: <table border="1" data-bbox="480 1243 1265 1547"> <thead> <tr> <th colspan="3">Unsocial Hours Payments</th> </tr> <tr> <th>Column 1</th> <th>Column 2</th> <th>Column 3</th> </tr> </thead> <tbody> <tr> <td>Pay band</td> <td>All time on Saturday (midnight to midnight) and any week day after 8pm and before 6am</td> <td>All time on Sundays and Public Holidays (midnight to midnight)</td> </tr> <tr> <td>1</td> <td>Time plus 50%</td> <td>Double Time</td> </tr> <tr> <td>2</td> <td>Time plus 44%</td> <td>Time plus 88%</td> </tr> <tr> <td>3</td> <td>Time plus 37%</td> <td>Time plus 74%</td> </tr> <tr> <td>4 – 9</td> <td>Time plus 30%</td> <td>Time plus 60%</td> </tr> </tbody> </table>	Unsocial Hours Payments			Column 1	Column 2	Column 3	Pay band	All time on Saturday (midnight to midnight) and any week day after 8pm and before 6am	All time on Sundays and Public Holidays (midnight to midnight)	1	Time plus 50%	Double Time	2	Time plus 44%	Time plus 88%	3	Time plus 37%	Time plus 74%	4 – 9	Time plus 30%	Time plus 60%
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<i>Will I be asked to change my normal work pattern?</i>	Service needs change through the pandemic and it may not always be possible to accommodate existing work patterns. We would ask managers to consider flexible working patterns where this is possible. You should raise this with your Line Manager and the Deployment Hub.																					
<i>What happens if I am on a previously agreed flexible working application or working under reasonable adjustments agreed by occ health?</i>	These things would be taken into account when you are being matched to a role to allow the agreements to continue.																					

4 Deployed Managers Checklist

Managers at reassigned locations should complete on first day.

Category	Orientation Activities
Orientation and Induction at Reassigned Work Location	<ul style="list-style-type: none"> • Confirm named contact details. • Introduction to key colleagues • Orientation of work area including: <ul style="list-style-type: none"> • Toilets • Breaks and rest areas • Ensure employee has appropriate uniform (see guidance 2.2) • Ensure employee has ID badge (see guidance 2.4) • Key equipment • Ensure employee has access to appropriate timesheets (see guidance 2.1)
Role Specific Induction	<ul style="list-style-type: none"> • Agree job shadow peer or mentor • Put in place orientation shifts if possible
Infection Prevention and Control	<ul style="list-style-type: none"> • Reinforce hand hygiene and social distancing arrangements. • Provide appropriate PPE info relevant to role
Fire Safety	<p>Confirm:</p> <ul style="list-style-type: none"> • Where are the fire exits? • Where is the fire assembly point? • When does the fire test take place? • What fire alarm is used? • Sign in arrangements if appropriate?
Keeping You Safe	<ul style="list-style-type: none"> • Remind that any accidents and near misses should be reported to named contact.
Keeping in Touch	<ul style="list-style-type: none"> • Confirm reporting in arrangements for sick leave • If returning staff are working on a bank contract you should ensure they are added to your local list of standby staff and ensure they get regular keep in touch calls.