



01

Staff Etiquette while on the Job!

The SMResources *standard of care* and *expected work etiquette*, is, among others, the most critical characteristic of how we ... Read on...

02

Thank you Team, we have heard you!

A recent dialogue between some of our teams helped us to understand some of your concerns that we have embraced with a view to ... Read on...

Hi

HoHoHo! EVERYONE

Hi guys! Who thought we would get this far! It has been a hectic year of change, including Covid-19 lockdowns, and so much more. We are so glad that Christmas is here!

SMResources Management and Team would like to wish each and everyone working and making this company GREAT a Merry Christmas. We would also want to wish you a brand new start and prosperous 2022!

To all our valued clients, we wish you a wonderful Christmas, and would like to thank you for

the trust and confidence you have placed in us. We wish you all a wonderful break and to enjoy this period of peace, love, joy, family.



Our Standards Work Etiquette

Please be reminded of ours, and our clients expectations in terms of how we should communicate, act and carry ourselves while on the job.



Willias
Managing Director



As Terrence Howard said, "Every one of us is an artist, and as an artist, you really can stroll into any venue that you want, as long as you take your time to learn the etiquette of that venue."



This quote by Terrence Howard jumps straight to what we want to discuss and remind you about today, " Every one of us is an artist, and as an artist, you really can stroll into any venue that you want, as long as you take your time to learn the etiquette of that venue." The same applies to how we need to be in all our different working environments and with all clients. We need to improve in all of the following areas as observed by a client:

- Timekeeping - it has been noted with regret that, there are number of staff who come in to work very late. Due to lateness, they miss crucial parts of handovers.
- Staff are swapping shifts and not informing the agency or the client. The correct procedure is for staff to inform the agency who will in turn inform the client of any new arrangements.
- Staff don't seem to be cleaning up after themselves, especially when having a bite. Don't leave the spaces you use dirty!!
- Staff are leaving COVID-19 empty boxes lying all over

rather than discarding them correctly in the bin.

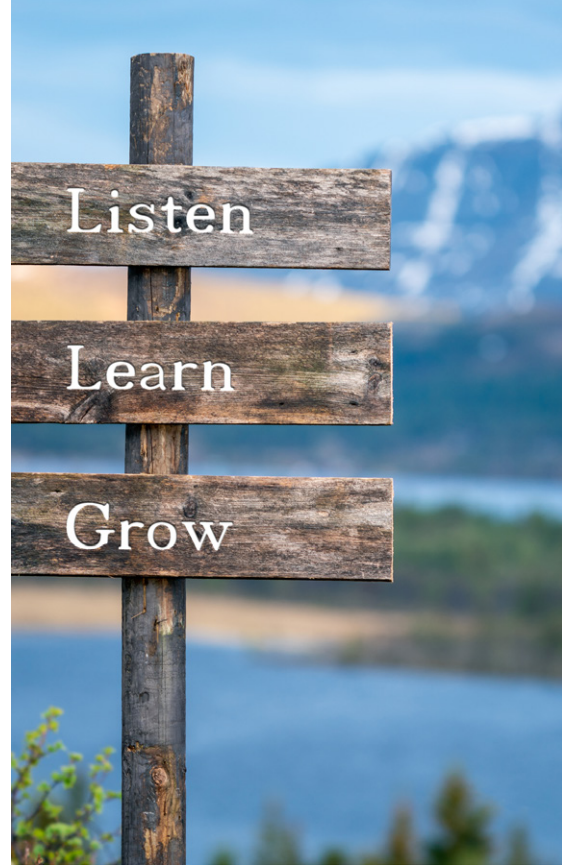
- Staff should use designated areas to take their breaks.
- Do not wedge doors with a tissue paper, as this is a serious breach of security and fire regulations, where it applies.
- Staff must not to use their mobile phones whilst on patient observations and engagement duties.
- Shift cancellations need to be done timeously and using proper channels of communication. Clients, or us, can not be receiving messages at 3am.
- Agency staff to conduct regular group supervision with their agency managers.
- Staff to demonstrate a good and professional attitude to others.
- Staff to take responsibility of their own training.
- Staff to sign-in when they arrived at work in a signing in book and matching that time with their timesheet.
- Staff to always wear appropriate dress code at work, and, if not sure, to check with the agency managers. Our doors are always open to assist you!

You have said... and we heard you

A group supervision was conducted in Sheffield at The Royal Victoria Crown Plaza. Many issues were raised and how improvements can be implemented.

- Agency Consultants to improve their regular communication with staff.
- Staff mentioned that they are concerned to find out that, their pre-booked shifts are cancelled when they report for work.
- There is double booking happening, for example, staff being booked on both wards or day and night shifts.
- Staff were informed that, they need to be registered with trade unions to represent them in areas where they have disputes with the employer as agency representatives do not have authority to represent staff in the capacity as trade unions.
- Staff stated that, they are not receiving adequate support when they are in a time of need.
- Agency consultants not providing satisfactory follow ups when staff get suspended from their place of work.
- Agency staff not getting enough support after attacks from patients.
- Agency staff felt that, they are treated differently from permanent staff.
- Staff stated that, there is a long delay when staff are swapping shifts as others end up staying on one patient for too long.
- Agency consultants to make sure that cancelled shifts are off the rota as they end up getting phone calls asking them of their whereabouts.

Thank you for sharing with us!



We have taken on board all the feedback given at the Sheffield supervision. We will address these accordingly and will revert back to you in the next SMNEWS

“ Thank you **TEAM** for giving us vital feedback, and for **CARING** about our clients and each other.

You rock! - Babs & Wills



Shout Out To:

- *Mary Mbi* for being there for others.
- *Maggie* for being good, supportive, and inducting new people well.
- *Prosper* and *Promise* for fighting for others to get more work.
- *Gracious* for being nice and telling people what needs to be done.
- *Mwangi* for picking up shifts others cannot do.





Get dressed for a successful day at work. Make it easy for yourself & those you care for by dressing smart and giving the right impression.

Always dress like you are going to see your worst enemy!

They say, "always dress like you are going to see your worst enemy." LOL! We don't actually mean this literally but you get the pun! We expect you to dress for success on the job.

- All Clothing must be clean and neat, without holes or tear (i.e. no ripped jeans)
- Clothing must not display any inflammatory and/or controversial slogans and/or images
- Clothing must be appropriate for the area you work and attire must be of a standard which

reflects the setting you work in.

- Clothing which is too tight, too transparent and/or too revealing may be interpreted as being unacceptable and offensive to some people and should not be worn whilst on duty
- Employees wear clothes at their own risk of damage and or staining.
- The wearing of ties, scarves and shawls is prohibited whilst on the wards, this is due to increased risk of such items being pulled or caught.

Wearing your Beautiful Jewels

- Jewellery should be kept to a minimum.
- Bracelets, large hooped earrings and dangling necklaces are not to be worn on the wards
- All ear and facial studs/rings are worn at wearer's own risk
- Rings with stones and clasps should be removed if possible as these can cause harm in situations involving restraint
- Rings must be taped and/or gloved during clinical procedures or when handling food.



Oh, and those stunningly gorgeous nails!

This especially applies to clinical and catering staff.

- Artificial nails or nail polish must not be worn as they pose an unnecessary risk to people in care.
- These are a source of contamination as nail polish can chip and flake becoming a contaminant.
- Nails should be kept short at all times.
- If your nails are painted during therapeutic activities with patients, the polish must be removed at the earliest convenience.



Mutsa Kada
Human Resources

Hair, Beards, Tattoos and Body Art!

- Hair should be clean and dry
- Hair should be tied back or covered when undertaking clinical procedures or handling food
- Tattoos that may be provocative or controversial or open to misinterpretation should be covered as much as practically possible.





Flops are a big No No! Save them for the beach

- Sensible footwear must always be worn and must be suitable for your area of work.
- Footwear must allow you to respond in an emergency situation
- Staff should not wear open toed sandals, open backed shoes, flipflops, excessively high heels.
- Shoes worn should be soft flexible and supportive.



PPE & Identification

- Aprons and gloves must be worn when carrying out duties in relation to direct physical care of patients
- Staff are required to wear masks whilst on duty
- Staff are required to wear their staff badge at all times and these should be clear and in plain sight.
- There will be circumstances where adhering to all or part of these rules may cause difficulties to individual members of staff. This should be discussed with your manager and due consideration given to allowing modifications to the dress code

Unacceptable Items that you should not bring to work!

- Frayed, dirty or torn clothes
- Sport or gym clothing (unless undertaking gym or patient activity)
- Low or cropped tops and skin tight clothing
- Vest tops without something over the top of them
- T-Shirts with messages, logos, slogan, or distracting advertising
- T-Shirts with inappropriate imagery
- Leggings without skirts or shirts over them, mini or short skirts or shorts
- Scarves and shawls whilst on the unit
- Anything transparent or see through or that bares excessive flesh
- Furs should be kept out of clinical areas.
- Low strung trousers that expose underwear
- Head gear other than for cultural/religious purposes or PPE. We love your hats, but not on the job!



WHERE IS MY WORKPLACE



Ellern Mede;
Moorgate, Barnet, & Ridgeway



The Rotherham NHS Foundation
Trust:
Rotheram



Inmind Healthcare:
Battersea Bridge House - Battersea
Southleigh Community Hospital - Croydon



Fernbank Nursing Home:
West Finchley



Green Lodge
London



Oakdene Respite Care
Tooting Broadway, London



Sequence Care Group
London



Time 4 U limited
Chatham, Kent



Welcoming our awesome new clients

Please join us in welcoming our new clients who have placed their trust in us to provide them with the very best service that we can offer.

Southleigh Community Hospital

"Southleigh Community Hospital is a 25 bed community-based independent hospital that provides assertive rehabilitation for male and female service users with complex mental health needs." <https://www.inmind.co.uk/southleigh-community-hospital>

Green Lodge, London

"We provide Supported Housing and trained staff to help individuals to maintain a stable mental health, tenancy, develop independent living skills and access community services." <https://www.moxieconsultancy.co.uk/supported-living>

Oakdene Respite Care

"Oakdene provides overnight short breaks for children and young people aged from 5, though more usually from 8 to 18 years. All the children and young people, who use the service have moderate to

severe learning difficulties as well as associated physical or medical needs, sensory impairments and some have challenging behaviours." <https://thrive.wandsworth.gov.uk/kb5/wandsworth/fsd/service.page?id=xiun30Rn6ml>

Sequence Care Group

"Sequence Care Group provides care homes and supported living services in London. We support for people with Learning Disabilities, Autism, Mental Health issues. All our services are based in London." <https://www.sequencecaregroup.co.uk/>

Time 4 U Limited

"Time 4 U Limited is a CQC registered independent sector provider working to the standards laid down by the Care Quality Commission 2008 and providing publicly funded services to the NHS and Local Authorities." <https://www.time4ulimited.co.uk/>

Year of Health and Care Workers 2021 - WHO

2021 was designated as the International Year of Health and Care Workers (YHCW) in appreciation and gratitude for their unwavering dedication in the fight against the COVID-19 pandemic. Protect. Invest. Together.

Thank you everyone for all your hard work this year. Indeed, as per the World Health Organisation, it has been your year. You are all very courageous, dedicated and strong. Thank you too for all that you have done on the front lines. Some of you ended up with Covid19, and some didn't... and that's ok. We thank God for all his mercies upon us and for seeing us all through another difficult year. As we close off the year, we wish to encourage you to keep your guard up and stay safe. Covid19 will be with us for the long haul.

We thank the World Health Organisation for making 2021 our year. Their year - long campaign was all about:

“

PROTECT our health and care workers

Health and care workers have protected the world during COVID-19: We have a moral obligation to protect them.

Health workers delivering new COVID-19 health care innovations and vaccines should have the requisite support and enabling work

environment. Vaccinating health and care workers first is the right thing to do and the smart thing to do.

INVEST in the people who invest in us

The world is facing a global shortage of health workers. We must invest in education, jobs and decent work to protect the world from disease and achieve universal health coverage.

Globally, 70% of the health and social workforce are women. Nurses and midwives represent a large portion of this. We need to invest in gender equity.

TOGETHER, we can make it happen

We all have a role to play to ensure that our health and care workforces are supported, protected, motivated and equipped to deliver safe health care at all times, not only during COVID-19.

”

- World Health Organisation



Safety & Security FIRST!!

- Please wear your Photo identification card at all times within the work premises!
- Keep your personal belongings safe and secure at all times.
- Close your office window and lock your door, even if only out for a minute.
- Do not leave anything visible in your car, clothing is the second most stolen item.
- Report all breaches of security & weaknesses in security to your line manager immediately.
- Challenge unknown people in your workplace IF SAFE TO DO SO.
- Use existing security systems such as access control, alarm systems, personal alarms, locks.
- Always think safety, be aware of your surroundings and be safe.
- Report all incidents of violence and aggression, loss and theft on the DATIX system.
- Ensure your escape route is clear when dealing with service users and the public.
- Teamwork, Vigilance and Common Sense tightens Safety and Security at work.





*Merry Christmas
& a
Wonderful 2021*



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