



MSI

Recruitment



MSI RECRUITMENT
TEMPORARY WORKER HANDBOOK 2026

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Welcome To MSI!

We are delighted that you have chosen to join us. Our core values - Family, Passion, and Open - guide everything we do, and our mission is simple: to improve patient care.

About This Handbook

By working with MSI, you agree to follow our terms of engagement and the standards outlined in this handbook. Please take the time to familiarise yourself with its content and review any updates issued. You will receive an updated version of this handbook every January. Each year, you will be asked to confirm - via an electronic link - that you have read and understood the information it contains.

Professional Standards

To work with us as a nurse, midwife, or healthcare professional, you must adhere to all MSI policies and procedures and remain accountable for your clinical practice.

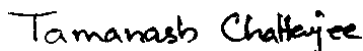
- NMC-registered nurses and midwives must practise in accordance with the Nursing & Midwifery Council (NMC) Code, including maintaining appropriate indemnity insurance.
- HCPC-registered professionals must comply with the standards and regulatory requirements of the Health & Care Professions Council (HCPC).

If there is anything in this handbook that you do not fully understand, please contact your consultant immediately. For professional clinical advice, you may contact our Head of Nursing at nursing.queries@MSImedical.com.

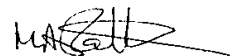
POLICY UPDATES

Our policies and procedures are reviewed regularly to ensure compliance with UK legislation, NHS Framework requirements, and professional regulatory standards. Any updates will be communicated to you in writing using the email address we hold on file, so please ensure your contact details remain current.

We hope you enjoy your time working with MSI and feel supported throughout your journey with us.



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Clinical Information

VIOLENCE AND AGGRESSION (ZERO TOLERANCE)



MSI Recruitment is a division of **Cromwell Medical Staffing**. All policies, procedures, governance frameworks, and compliance standards of Cromwell Medical Staffing apply equally to MSI Recruitment and its associated services, under the oversight of **ICG Medical** as the corporate group

All NHS Trusts and healthcare organisations operate a strict zero-tolerance policy regarding violence or aggression towards staff. All incidents must be reported immediately. MSI will support escalation, investigation, and management of such cases in line with Health and Safety legislation and NHS guidance.

HEALTH & SAFETY

All staff must comply with the Health and Safety at Work etc. Act 1974 and associated regulations.

This includes:

- Maintaining a safe working environment for yourself, colleagues, patients, and visitors.
- Following infection prevention and control procedures in line with UKHSA, NHS, and Public Health England (PHE) guidance.

SAFEGUARDING

Staff must adhere to UK safeguarding legislation and guidance:

- Children: Working Together to Safeguard Children (Statutory guidance, updated 2018)
- Adults: Care Act 2014 and associated safeguarding guidance

Concerns regarding safeguarding must be reported immediately to the relevant Trust or Care Provider Safeguarding Team, and to the MSI Chief Nurse via nursing.queries@MSImedical.co.uk.

Prioritising The People In Your Care

- Provide compassionate care to every individual - whether a patient, client, relative, friend, or colleague. Always treat others with the same dignity and respect you would expect for yourself or your loved ones.
- Respect choice and autonomy. Support individuals to make their own decisions. If you are unsure, escalate concerns to a senior colleague. Document clearly whether care has been accepted or declined, in line with mental capacity legislation and local policies.
- Deliver care in a timely manner and ensure informed consent is obtained & recorded whenever required.
- Act as an advocate for those in your care by ensuring their wishes are heard, respected, and factored into all decisions that affect them.
- Challenge poor practice by addressing unsafe, unprofessional, or discriminatory behaviours in a professional and appropriate way.
- Protect privacy and confidentiality. Respect each person's right to privacy and follow local policies on information sharing at all times.

Practice Effectively

- Maintain your professional competence. Keep your clinical knowledge and skills up to date so you can deliver safe, effective care and actively reduce risks and errors.
- Communicate clearly and appropriately. Use suitable communication methods and tools to ensure patients, clients, relatives, and colleagues understand you. Always check understanding, and when writing, ensure your records are legible.
- Keep accurate records. Documentation must be clear, dated, timed, and signed. Never make a false entry. If a retrospective entry is necessary, clearly state this.
- Work as part of a team. Share information proactively, collaborate with colleagues, and contribute to minimising risks to patients, clients, visitors, and staff.
- Support your colleagues. Offer help willingly, share knowledge and experience, and respond positively when assistance is requested. If you cannot help immediately, agree on a suitable time to do so.
- Delegate responsibly. If you are a Registered Nurse or Midwife, you must only delegate tasks to colleagues who are competent to perform them. Provide appropriate supervision and support, and confirm that tasks are completed to the required standard.
- Know your limits. If you are asked to perform a task beyond your competency, you must not carry it out. Explain clearly to the colleague requesting the task why you cannot undertake it.

Preserve Safety

Your practice must prioritise the safety of patients, colleagues, and the public. Follow these principles:

COMPETENCE AND LIMITS

- Only work within your competence level. Exceeding your skills places yourself, colleagues, & patients at risk.
- If asked to perform tasks outside your competence, escalate immediately to the Chief Nurse, Miriam Palk, at ICG Medical (+44 20 3856 5036) for guidance.

Training And Development

- Identify any training needs and complete necessary training before performing new tasks or roles
- If training is organisation-specific, your agency can assist with arrangements, but you may be responsible for associated costs.

Duty Of Candour

- Inform patients or clients of any mistakes caused by your actions, apologise, and document the incident clearly.
- Report and escalate issues using local organisation procedures and to the Chief Nurse via nursing.queries@icg-medical.com.

EMERGENCY RESPONSE

- Respond in emergencies within your skills and knowledge, ensuring your actions maintain safety for all.

Raising Concerns And Safeguarding

- Escalate any concerns about patient, public, or colleague safety promptly.
- If a concern is raised to you, pass it to the shift lead and ensure it is documented.
- Take all reasonable steps to protect anyone vulnerable or at risk.
- Apply relevant laws and local safeguarding policies, escalating to a senior colleague if unsure.

Medicines Management

- Advise, prescribe, supply, or administer medications only within your training and competence.
- Comply with all relevant laws, local policies, and ICG procedures, including safe storage, supply, and admin.
- Document clearly when medications are not administered according to policy.
- Consider interactions with over-the-counter or prescribed medications.

Infection Control And Fitness To Work

- Do not attend work if unwell or likely to transmit infection. Notify your agency immediately (24/7 service available).
- For diarrhoea and vomiting, remain off-duty for 48 hours after symptoms cease.
- Follow current health advice on infections such as COVID-19, influenza, and TB.
- Ensure you are physically and mentally fit for work, including sufficient rest between shifts.
- Do not work more than five consecutive shifts without approval from the Chief Nurse.

Promote Professionalism And Trust

As a representative of your agency, your behaviour and attitude must consistently reflect integrity, compassion, and professionalism. Your conduct should inspire trust, demonstrate teamwork, and support colleagues while delivering safe, person-centred care.

PROFESSIONAL CONDUCT

- Always act within the law and your professional boundaries.
- Avoid expressing personal political, religious, or moral beliefs inappropriately; these are private and need not be shared.
- Remember that body language and tone are as influential as words in shaping how others perceive you.

REPRESENTATION AND ACCOUNTABILITY

- Recognise that you are representing your agency at all times.
- Registered staff must maintain full professional registration and comply with revalidation or equivalent requirements.
- Notify the Chief Nurse, Miriam Palk (nursing.queries@icg-medical.com), immediately if a professional review or referral with your registration body is required, so appropriate support can be provided.
- Staff with lapsed registration or non-compliance with regulatory requirements will be temporarily withheld from assignments until resolved.

Compliance And Responsibilities

- Maintain all mandatory compliance requirements. While reminders may be issued, it is your responsibility to meet deadlines. Failure to do so may result in suspension from work.
- Respond promptly and fully to requests from the Chief Nurse's office or representatives, such as providing statements or information related to complaints, investigations, or audits. Non-compliance can lead to suspension or restriction from work.

Complaints And Feedback

- Engage constructively with both clinical and non-clinical feedback.
- Use complaints or feedback as an opportunity to improve practice and maintain professional standards.

Regulation And Oversight

MSI operates under UK healthcare regulations and must comply with applicable standards and inspections. All staff are required to adhere to relevant NHS Trust policies, CQC regulations, and Department of Health and Social Care guidance to ensure safe, effective, and high-quality care.

CRIMINAL RECORD CHECKS

Enhanced Disclosure and Barring Service (DBS) checks are mandatory for all regulated healthcare roles. Staff must disclose any new convictions, cautions, or police investigations immediately in line with the Safeguarding Vulnerable Groups Act 2006 and DBS guidance.

EQUALITY & WHISTLEBLOWING

- MSI is committed to promoting equality, diversity, and inclusion in line with the Equality Act 2010, ensuring all staff have equal opportunities regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.
- Staff are protected when raising concerns about wrongdoing, unsafe practices, or breaches of law under the Public Interest Disclosure Act 1998 (PIDA). Concerns must be raised in good faith and will be treated confidentially.

Compliance

- All compliance requirements have expiry dates. Expired documents will prevent you from being booked for shifts until updated.
- A compliance officer will assist you in maintaining valid documentation.
- Appraisals are carried out at 6 months post-start and annually thereafter.

KEY NOTES:

- Convictions revealed on DBS checks must be declared immediately.
- Any medical conditions, disabilities, or pregnancy must be reported for appropriate risk assessments in line with Health and Safety legislation and NHS guidance.
- Training certificates must be current and CSTF-compliant where applicable.
- ID badges and uniforms are reissued annually or upon request.
- Staff may submit Subject Access Requests to access their personal records under the UK GDPR and Data Protection Act 2018.
- If you have been restricted or barred from working in a specific ward or area by a healthcare organisation, you must inform the relevant booking consultant. You should not accept assignments in that area and must clearly communicate any restrictions to ensure compliance with the organisation's directive.

Payroll

Following changes in legislation on 6th April 2021, it is the responsibility of each organisation in the public and private sectors to determine whether a role falls inside or outside of IR35. All nursing roles with MSI are currently designated as inside IR35.

PAYE PAYMENTS

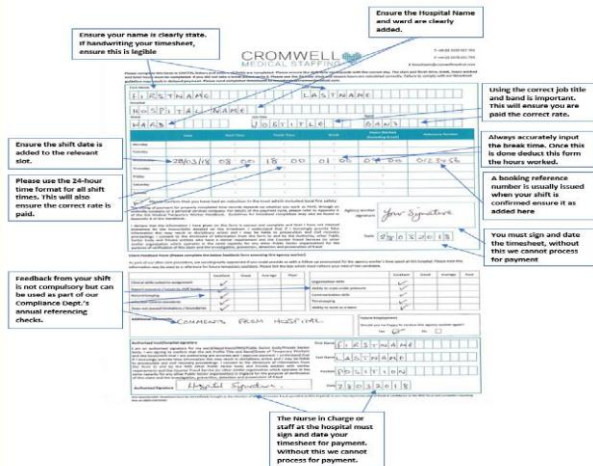
- The Pay As You Earn (PAYE) system is used to deduct income tax and National Insurance contributions from your wages before payment.
- Wages include sick pay, maternity, paternity, and adoption pay. Tax is deducted throughout the year with each payment rather than as a single lump sum. Your employer is responsible for remitting these deductions to HM Revenue and Customs (HMRC).
- On each pay day, you will receive an electronic payslip detailing your pay, tax, National Insurance contributions, and any other deductions.
- At the end of the tax year, you will receive a P60 form summarising total pay and deductions for that tax year. (A UK tax year runs from 6 April to 5 April of the following year.)

Timesheet Submissions And Payment Dates

Client timesheets may be processed either via paper submission by the candidate or through electronic systems. When a client uses an electronic system, paper timesheets cannot be processed until the electronic report has been received and the shift has been authorised for payment. It is strongly recommended that you retain a copy of your paper timesheet for your records or in case any issues arise. Payment cannot be issued until the electronic timesheet has been received and approved by the client organisation.

SUBMISSION DEADLINE:

PAYE workers must submit timesheets by 10:00 AM on Thursday for payment on the following Friday.



Ensure your name is clearly stated, 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 from 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.

The Nurse in Charge or staff at the hospital must sign and date your timesheet for payment, 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 logs to annual retraining checks.

TIPS FOR ACCURATE TIMESHEET SUBMISSION:

- Ensure all entries are legible, complete, and accurate. Missing or unclear information can delay payment.
- Submit your timesheet to the correct email address; sending it elsewhere may cause delays.
- Keep a personal copy of your timesheet for your records.
- Be aware that some clients use electronic authorisation systems, and payment may be delayed until the timesheet is approved electronically.

Frequently Asked Questions: Clinical

Q: CAN YOU HELP WITH REVALIDATION?

A: Contact the MSI Chief Nurse at least three months prior to your revalidation. Assistance may still be provided if less than three months remain.

Q: I NEED PROFESSIONAL TRAINING – WHO CAN HELP?

A: The Chief Nurse will advise on suitable training providers. Staff are generally responsible for training costs unless otherwise agreed.

Q: I HAD A COMPLAINT. WHY HAVE I BEEN STOPPED FROM WORKING?

A: Suspension may occur pending investigation. Reinstatement is at the discretion of the client organisation and guided by the Chief Nurse.

Q: I HAVE BEEN REFERRED TO THE NMC. WHAT SHOULD I DO?

A: Notify the Chief Nurse immediately. MSI will provide support and may supply references when requested by the NMC.

Q: CAN I REFUSE TO MOVE WARDS?

A: You may decline tasks outside your competency, but flexibility is expected within safe practice boundaries.

Q: DBS REQUIREMENTS?

A: Enhanced DBS checks with barred list clearance are mandatory for all regulated healthcare roles in England, Wales, and Scotland. New convictions or cautions must be disclosed immediately.

Frequently Asked Questions: Compliance

Q: I HAVE A CONVICTION ON MY DBS. WILL THIS STOP ME FROM WORKING?

A: Declare it immediately to your compliance officer. The Chief Nurse will review and determine work eligibility.

Q: HOW OFTEN DO I NEED TO UPDATE MY DBS?

A: Typically once per year unless otherwise advised. Any new convictions or cautions must be reported immediately.

Q: HOW DO I SUBMIT TRAINING CERTIFICATES COMPLETED ELSEWHERE?

A: NHS or recognised professional training certificates may be submitted for review. Only CSTF-compliant training will be accepted.

Q: HOW CAN I UPDATE MY MEDICAL CONDITIONS?

A: Notify your compliance officer or Chief Nurse for re-assessment and appropriate risk management.

Q: HOW DO I REQUEST A NEW ID BADGE OR UNIFORM?

A: Contact your compliance officer or booking consultant for replacement ID badges and uniforms.

Q: CAN I ACCESS MY AGENCY RECORDS?

A: Submit a Subject Access Request in line with the UK GDPR to obtain your personal records.

Frequently Asked Questions: Payroll

Q: WHEN WILL I GET PAID?

A: PAYE workers are paid on Friday, provided timesheets are submitted by 10:00 AM Thursday.

Q: WHERE CAN I ACCESS PREVIOUS PAYSLEIPS?

A: Payslips are emailed to your personal email address. Contact payroll for assistance if required.

Q: HOW SHOULD I COMPLETE TIMESHEETS?

A: Ensure all fields are completed, legible, and submitted to the correct email before the deadline.

Q: WHAT ABOUT ELECTRONIC TIMESHEETS?

A: Payment is made once the client organisation authorises shifts electronically. Keep a copy for your records.

Marketing

- **Refer a Friend:** Staff are encouraged to refer colleagues; rewards are provided for successful referrals.
- **GDPR & Marketing Consent:** Policies are on the MSI website. Staff may opt-in to receive professional updates, events, promotions, and career opportunities.

Online Policies

All agency policies, including compliance, confidentiality, social media, and IT usage, are available at: [Policies](#)