

# Assigning and Reassigning Temporary Workers to Clients

Policy Number 5



**The purpose of this policy is to provide working mechanisms that will ensure continuance of care when:**

- The client has requested a change in Temporary Worker.
- The clients care/nursing needs have changed, and the Temporary Workers skills and/or expertise no longer meet the client's required needs.
- The Temporary Worker has reported ill or becomes physically or mentally incapable to care for the client or where the Temporary Worker is on holiday.
- The Temporary Worker is attending a training course.
- The Temporary Worker has left the employment business.
- The Temporary Workers shift needs have changed and they needed to re-arrange their shift times, and this was not acceptable for the client.

## Staff Selection Criteria

**When specific staff are chosen for specific clients, Vista Care Solutions (VCS) will make a choice based on the following criteria:**

- The client's required medical and care needs, other needs and other wants.
- The temporary workers ability to meet that requirements in terms of having the required skills and training.
- The gender, age, cultural, religious and ethnic background of the client.
- The personality, temperament, knowledge and interests of the staff member.
- The preferred language and communication needs of the client.

## Policy for the change in Temporary Workers

VCS will, whenever possible, ensure that more than one Temporary Worker can be used and meets the client's needs and wants, in cases where the regular temporary is absent or remains absent from the client.

VCS will ensure, whenever possible, that the client or his advocate, or relatives, are contacted well in advance when there is a change in temporary worker.

The client will always have the right to request a change or to refuse a specific temporary worker and make the final decision as to whether the Temporary Worker meets their needs.

END OF POLICY