

Version: 1 FOI Status: Public	Derbyshire County Council – Adult Social Care & Health Agency Guidance – Residential Care	Issued: March 2025 Review due: March 2027 Author: Quality and Compliance
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Derbyshire County Council - Adult Social Care & Health

Agency Guidance – Residential Care

Version 1

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If you would like to make any comments, amendments, additions etc please email ASCH.adultcare.policy@derbyshire.gov.uk

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Introduction

The aim of the document is to ensure that workers provided by agency companies through the agreed framework meet the standards set by Derbyshire County Council's (DCC) Adult Social Care and Health department. The council's agency function is managed by the Resources@Derbyshire team for all departments. The current managed service provider for temporary agency staffing, is Comensura Limited. Resources@Derbyshire manage the contract with Comensura who in turn source and supply agency workers on behalf of the council.

The registered manager must ensure that an Agency Guidance Folder is in place and kept up to date containing the following information:

- Agency Staff Guidance (this document)
- [Appendix 1](#) – The Agency Worker Profile (for each worker)
- [Appendix 2](#) – Completed Worker Induction Checklists
- [Appendix 3](#) – DCC Timesheet Approval Process
- [Appendix 4](#) – Agency Incident Reporting Process
- [Appendix 5](#) – FRP Shifts System Guidance

The folder can be kept either electronically or as a paper folder and kept secure but must be accessible to those involved in managing this process.

Process

All vacant essential hours must initially be offered to existing DCC part time workers, up to a maximum of 37 hours. Following this a request for cover must be sent to the Flexible Resource Pool (FRP). ASCH.FlexibleResourcePool@derbyshire.gov.uk or call 01629 533500, using the process set out in their standard operating procedure. If, after exploring these options, hours still need to be covered, the FRP will approach the agreed agencies. As a last resort existing DCC workers can be offered additional hours up to 48 hours, providing they have signed the '48 hour opt out agreement'. As this will incur overtime, service manager approval will be required.

When required, FRP will contact the agency on the managers behalf with the details of the shifts needed to be covered. Where managers have good working relationships with certain agency workers as they cover on a regular basis and know the residents, these names can be shared with FRP to assist with providing care in a consistent manor.

Once FRP have received confirmation that a worker has been identified by the agency, they must ensure the worker profile has been emailed to the residential homes central inbox if they don't already have one for that worker (Appendix 1) before the shift commences. The worker profile must be checked by the manager on duty to ensure all requirements have been met. If the worker is already known to the service and a profile is in place, the dates on the form still need to be checked to ensure they are still valid.

These details, along with the employment checks completed by Comensura, can be viewed on C.net. Any compliance items not made available to hiring managers, should be reported to BusinessSupport@comensura.co.uk. Confirmation of the workers completed training and dates undertaken should also be available on C.net.

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If the worker has agreed to cover, they will be booked on the FRP Shifts system. Managers (requester of shift) are responsible to review Shifts to review the booking and add to their rota by following the FRP Shifts system process ([Appendix 5](#))

Agencies must ensure that the following mandatory training required is up to date for all their agency workers supplied to DCC.

- Manual Handling theory and practice
- Food Hygiene
- Health and Safety
- Fire Safety
- Infection Prevention and Control
- Medication Administration
- Safeguarding of Vulnerable Adults

An agency worker is not permitted to provide care if this training has not been completed or has lapsed. The Care Certificate/Diploma level 2 Social Care is desirable but not essential.

Where a manager feels that a regularly used agency worker would benefit from some additional training, managers are able to signpost agency colleagues to specific DCC courses at [Derbyshire Learning Online](#) (DLO). Observations of practice can also be carried out where it is felt to be necessary.

On arrival, the worker must produce their agency identification card. The most senior worker on duty will carry out the induction for the worker, using the Workers Induction Checklist (Appendix 2). They will need to ensure that the information provided is understood and both parties sign the document to confirm this.

Managers must conduct periodic reviews of agency staff to ensure they are meeting the expected standard of working and address any concerns.

As the FRP is still in development, not all DCC services are signed up to use them at present, if this is the case you will need to refer to the *Out of Hours* process to secure agency workers to cover shifts.

Agency Timesheets

Managers and nominated timesheet approvers must ensure that once uploaded onto Cnet, timesheets are checked and approved by Tuesday lunchtime each week. Those timesheets that remain as 'pending', will automatically approve for payment overnight on Tuesday on a weekly basis and the council are invoiced for the charges the following day, on Wednesday.

It is essential that managers check any 'auto' approved timesheets as soon as possible and preferably by the end of the week and to support this, managers are notified by email weekly of any timesheet that has 'auto' approved and needs their attention. Any corrections should be raised with the Comensura Business Support Team. (businesssupport@comensura.co.uk). The timesheet

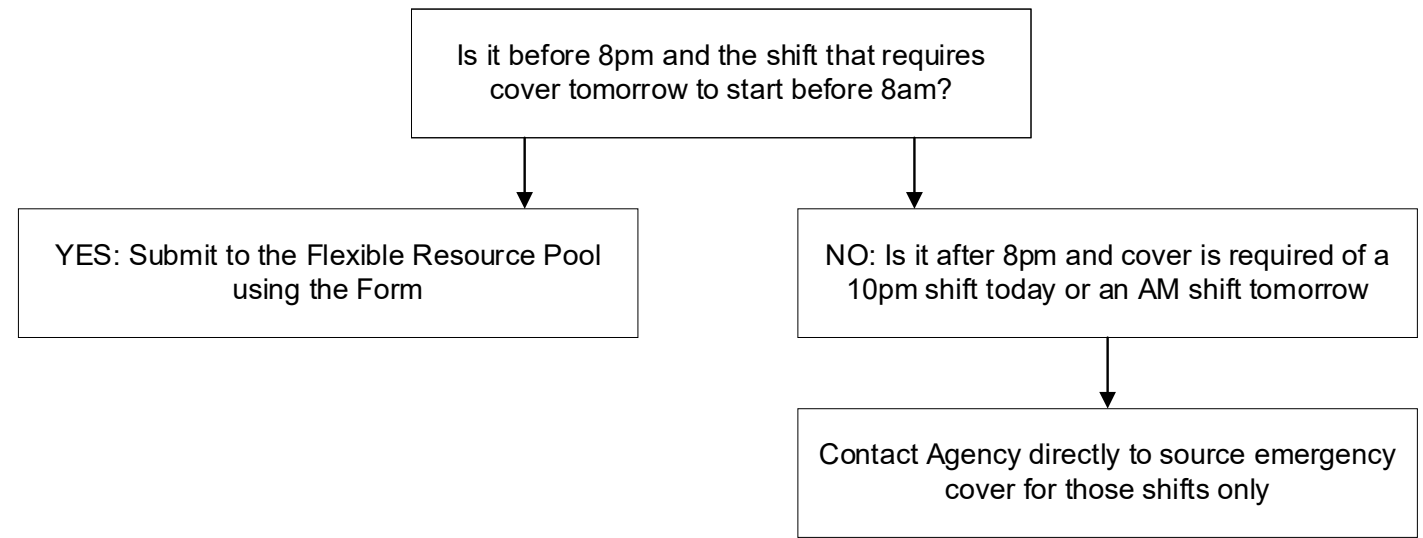
approval process can be found at [Appendix 3](#).

If managers are due to be on leave, they should nominate a delegate who has access to the Cnet portal, to approve them on their behalf. To allow other managers access to Cnet, contact Resources@Derbyshire.

If the timesheet has auto approved on Cnet, the manager must check that the correct hours were worked and submitted within the week. This is to ensure that the correct hours have been logged for audit purposes and submitted for payment.

Out of Hours Process

The FRP operate between the hours of 7am and 10pm, 365 days a year. Any queries about submitted requests please contact FRP during these hours. For ‘New Urgent’ requests needed after 8pm the flow chart below must be followed:



This flow chart must be followed whenever the FRP is not able to be used. Managers can directly contact agencies for cover in these circumstances. All communications between the service and the agency must be copied to ASCH.FlexibleResourcePool@derbyshire.gov.uk to ensure they are kept in the loop.

Non-compliance and Incidents

Any issues that arise with the conduct or performance of an agency/relief worker must be clearly recorded and escalated to the operational service manager and agency concerned.

If an incident occurs involving an agency worker, the Agency Incident Reporting Process (Appendix 4) must be followed.

All non-compliance and incidents must also be reported to Comensura’s Business Support team BusinessSupport@comensura.co.uk with Resources@derbyshire.gov.uk copied into the email.

Resources@Derbyshire are the point of contact for notifying Comensura of reportable issues/incidents which involve agency workers and agencies. e.g. An investigation which requires

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an agency worker not to be allocated shifts within HOPs at DCC either on a temporary or permanent basis. This information must then be shared with managers and the FRP.

They will also inform ASCH of agencies that have failed the Comensura audit or should no longer be used and if required, liaise with Comensura to establish another suitable agency supplier.

Resources@Derbyshire will act on any new information regarding performance and standards which may include updates on existing issues, by informing Comensura.

Author History

Approval and Authorisation History

Name	Date
Authored by Quality and Compliance team	March 2025
Approved by Emma Benton	March 2025
Authorised by Gemma Poulter	March 2025

Change History

Version	Date	Name	Reason
Version 1	March 2025	Quality and Compliance team	New guidance