



Fareni
LIFECARE

- Fareni Lifecare -
**Your First Choice
for Nursing Staff**



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Introduction

At Fareni Life Care, we consider ourselves one big family, and that family extends to our valued candidates. This staff handbook has been crafted to ensure your seamless integration into our family, outlining the support and guidance you can expect during your tenure as an agency worker with us.

Our overarching objective is to provide you with the best options to accommodate a busy, modern lifestyle. Whether you seek flexible or long-term work, you can rely on us to deliver.

Our Pledge to you

Expert Knowledge: Work with some of the best consultants in the medical recruitment sector, boasting years of experience in candidate fulfillment.

Outstanding Service: Bespoke customer service is our signature offering. **Flexible Working:** We tailor assignments to match your availability, allowing you to choose what suits you best. **Opportunities:** Explore vacancies within both the public and private sectors.

Pay: Our Payroll team ensures an efficient and timely process, providing the necessary resources for seamless transactions.

Services

Easy-to-Use Online Registration Features: We offer an integrated website facility for submitting your registration particulars. You can conveniently upload documents such as your application form and CV, which our recruitment team will promptly receive. Visit www.farenilifecare.com.

Additionally, we provide editable registration documents that you can effortlessly complete on your phone or desktop.



Referral Program

Fareni Lifecare highly values the collaborative effort of our team members and encourages them to participate in our referral program. We offer an attractive £150 reward for staff who successfully refer individuals possessing specific skillsets critical to our operations:

- Registered Nurses
- Registered Mental Health Nurses
- Intensive Care Nurses
- Theatre Nurses
- Scrub Nurses
- District Nurses
- Locums
- Allied Health Professionals (AHPs)

Upon the completion of either 5 shifts worked or 3 months of continuous service by your referred candidate, you will receive the £150 referral fee.

Comprehensive In-House Training

As part of our commitment to ongoing professional development, Fareni Lifecare conducts thorough in-house Adult and Paediatric Basic Life Support and Manual Handling training. Our qualified trainers, available in London and Plymouth, are dedicated to facilitating a smooth process for obtaining your training certificates. For further details on available in-house training slots, please feel free to contact our compliance team. You can also conveniently purchase training courses through our online shop.

In-House Phlebotomy Services

To streamline the onboarding process, Fareni Lifecare provides in-house phlebotomy services. Our onsite clinician is available by appointment to collect blood samples for serology checks. This ensures that all candidates receive the necessary occupational health clearance before placement, contributing to a seamless and efficient onboarding experience.



POLICIES

In line with our commitment to your success, we urge you to familiarize yourself with our policies before embarking on assignments. Take the time to read, acknowledge, and fully understand the following documents:

- Fareni Lifecare Policies
- Terms of Engagement

EXPECTED CONDUCT STANDARDS

At Fareni Lifecare, we set the bar high for our candidates, expecting the utmost professionalism and care. Registered professionals are required to adhere to and be familiar with relevant standards, including those outlined by:

- Nursing & Midwifery Council
- Health and Care Professions Council
- General Medical Council

The code of conduct, as published by Skills for Health and The Department of Health, underscores the importance of accountability for Healthcare Support Workers and Adult Social Care Workers in England. We expect our team members to be able to answer for their actions or omissions.

Commitment to Accountability

At Fareni Lifecare, we place a strong emphasis on accountability, ensuring that each team member can provide answers for their actions or omissions. This commitment is fundamental to maintaining the highest standards of professionalism.

Respect for Privacy and Dignity

Our commitment extends to promoting and upholding the privacy, dignity, rights, health, and wellbeing of individuals who rely on health and care services, as well as their carers.

Collaborative Healthcare Delivery

Working in collaboration with colleagues is a cornerstone at Fareni Lifecare. This ensures the delivery of high-quality, safe, and compassionate healthcare, care, and support.



Effective Communication for Safety

Communication is key to promoting health, safety, and wellbeing. At Fareni Lifecare, we emphasize open and effective communication to achieve these vital goals for the people who use health and care services and their carers.

Respecting Confidentiality

We value and respect an individual's right to confidentiality, recognizing the importance of maintaining trust and privacy in all interactions.

Commitment to Professional Development

Fareni Lifecare encourages a commitment to professional growth and continuous improvement. Striving for excellence in healthcare, care, and support is achieved through ongoing professional development.

Upholding Equality, Diversity, and Inclusion

We actively uphold and promote equality, diversity, and inclusion, fostering an environment that respects and values the differences that make each individual unique.

Skills for Health Code of Conduct

We strongly advise you to thoroughly read the complete Skills for Health Code of Conduct. Should you have any queries, our Clinical Advisory Team is available to provide assistance and clarification.

UNIFORMS AND ID BADGES

At Fareni Lifecare, we enforce a strict uniform policy to uphold professionalism and instill confidence. New team members receive uniforms before their first shift. Additional uniforms and Fareni Lifecare branded clothing can be ordered through our compliance team.

Wearing the Fareni Lifecare badge on all shifts is mandatory, and it must be in-date. In case of loss or damage, please contact us immediately for a replacement to avoid any disruptions during your shift.



COMPLAINTS PROCEDURE

In line with our duty of care, Fareni Lifecare takes complaints seriously. Our Clinical Advisory Team investigates complaints promptly and aims to provide a credible response to the client within 3 working days or 72 hours, when possible. If needed, our team may reach out to you for a statement to assist in the investigation. Your cooperation is valued in maintaining the highest standards of care and service.

