



HADSUL LIMITED

Terms of Engagement Policy for Temporary Staff

1. Purpose and Scope

This Terms of Engagement Policy outlines the expectations, responsibilities, and operational framework for temporary staff placed by Hadsul Limited Recruitment Limited, whether engaged directly or via an umbrella company, to provide care services in care homes, nursing homes, and learning disability environments.

2. Definitions

Agency: Hadsul Limited Recruitment Limited

Worker: Any temporary care or clinical staff member placed through the Agency.

Umbrella Company: A third-party payroll and employment organisation contracted to engage Workers on behalf of the Agency.

Assignment: The temporary placement where the Worker delivers care services.

End Client: The care provider, nursing home, supported living unit, or LD facility where the Worker is placed.

3. Engagement Model

Workers may be engaged in one of the following capacities:

Direct Engagement (PAYE): The Worker is employed and paid directly by the Agency.

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by: Director, Hadsul Limited.



Umbrella Engagement: The Worker is employed and paid by a registered and vetted umbrella company, approved by the Agency.

Regardless of the engagement model, the same professional, compliance, and conduct standards apply.

4. Compliance Requirements.

All Workers must meet the following minimum standards before placement:

Enhanced DBS check

Right to Work in the UK

Mandatory Training (Basic Life Support, Manual Handling, Infection Control, Safeguarding, etc.)

Professional references (minimum 2, including one from healthcare).

Health declaration and immunisation record (if required).

Proof of professional qualifications and NMC registration (if applicable).

Umbrella companies must ensure that all engaged Workers comply with these requirements and provide up-to-date compliance packs.

5. Professional Conduct and Standards.

All Workers must:

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Deliver compassionate, person-centred care in line with CQC and local safeguarding procedures.

Comply with the policies and procedures of both the Agency and the End Client.

Maintain confidentiality at all times under the Data Protection Act 2018 and GDPR.

Report any incidents, abuse, or safeguarding concerns immediately to both the Client and the Agency

Failure to comply may lead to immediate suspension or removal from the register.

6. Timesheets and Payment

Workers must submit accurate timesheets signed by the End Client (or via approved digital systems).

Payments are made weekly, subject to receipt of authorised timesheets.

Workers engaged via umbrella companies will be paid through their employer, with the umbrella assuming PAYE responsibilities.

No payments will be made without verified timesheets.

7. Health and Safety

The Worker must familiarise themselves with the Client's Health and Safety protocols.

Report any workplace hazards or accidents immediately.

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The Agency maintains Employers' and Public Liability Insurance; umbrella companies must hold equivalent coverage.

8. Data Protection and Confidentiality.

Workers must:

Handle personal and sensitive data with integrity and in accordance with GDPR.

Not disclose client or patient information without proper authority.

Undergo GDPR and confidentiality training before placement.

9. Performance Management

Hadsul Limited will:

Monitor and audit Worker performance and Client satisfaction.

Address complaints or issues via our internal quality assurance framework.

Offer Workers continuous professional development and refresher training where required.

Workers found to be underperforming may be subject to re-training, review, or removal from the active roster.

10. Termination of Engagement

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The Agency reserves the right to terminate a Worker's engagement immediately in cases of:

Gross misconduct.

Breach of safeguarding.

Non-compliance with mandatory requirements.

Refusal to adhere to placement instructions or professional standards.

Umbrella companies must cooperate with the Agency in disciplinary processes, including suspension or notification to professional bodies if necessary.

11. Equal Opportunities and Diversity.

Hadsul Limited is an equal opportunities employer. Discrimination, harassment, or bullying of any form will not be tolerated and may result in immediate termination.

12. Safeguarding Responsibilities

Workers must:

Understand and adhere to all safeguarding policies.

Protect adults and children at risk from abuse or neglect.

Attend safeguarding training annually.

Immediately report any signs of abuse, neglect, or harm to the appropriate authority and the Agency.

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13. Grievances and Whistleblowing.

Workers are encouraged to report any concerns regarding malpractice, poor care standards, or unlawful behaviour via the Agency's whistleblowing policy. We are committed to protecting those who speak up in good faith.

14. Review and Acceptance.

This Terms of Engagement Policy is reviewed annually. By accepting an Assignment with Hadsul Limited, the Worker (whether PAYE or umbrella) confirms their agreement to abide by these terms.

Staff signature:



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