



u ni ver sal

(yoo`nə-vûr`səl)

adj., adv. u ni ver sally

1. Relating to or extending to the whole industry or sector: *a company with universal expertise.*
2. Applicable or of use in all situations: *a company with universal scope.*
3. Adaptable to many situations or individual requirements; *an organisation with universal flexibility.*
4. Knowledgeable about many circumstances; comprehensively informed; experienced: *a company with universal commercial expertise.*
5. **Universal Healthcare Services (UHS) Ltd;**
a temporary staff provider whose name needs no further explanation.



Our philosophy:

*“to maximise independence
while meeting dependence
with respect, sensitivity
and understanding”*

Introduction

Universal Healthcare Services (UHS) Ltd is an established specialist provider of nurses, support staff, care assistants and domestic staff. As a member of the Recruitment and Employment Confederation, we have a proven track record of reliability and excellent customer service. Our staff are hand-picked and their experience, references and qualifications checked thoroughly upon recruitment. This is achieved by utilising several years' experience in recruiting personnel, while remaining up-to-date with the latest regulations regarding healthcare staff provision. We use our local council to perform enhanced CRB checks on all staff upon registration and every 12 months thereafter.

Training and education are key factors in delivering quality care and support. To facilitate this, all staff tuition is undertaken by a specialist healthcare training provider, and forms a **comprehensive introduction to care and support**. Candidates are inducted on placements after successfully completing the various modules such as health & safety, personal hygiene, first aid and manual handling. We have and do offer specialised training for specific client needs such as autism, physical disabilities, learning disabilities and mental health.

We are concerned that your organisation receives a **high quality, relevant service**. We recognise **specific requirements of our clients** are diverse and it is essential that these are determined. We achieve this by arranging a meeting with managers to discuss the way forward. Following discussion, appropriate staff are selected and, where your preparations require, **additional specialised training** will be provided to our staff.

Our staff are regularly taken to work by the company at no extra cost to you. This usually occurs on weekends and bank holidays when public services are irregular.

We are easily reachable on our **24-hour customer service** number **020 8801 6400**.



Training & Education Programme

Our training programme for carers runs for 40 hours over a two-week period. This includes practical elements as well as tuition- and tutorial-based learning. The course is run in modular form, a platform for structured learning for those new to care and support, as well as an important update for more experienced staff.

Following the successful completion of the course, all staff are assigned to voluntary placements for up to two weeks in order to provide them with experience in a care/support environment.

Programme Modules

Module 1. The Care/Support Worker

- The role
- The client/agency/worker relationship
- Professionalism
- Accountability
- Gifts
- Complaints and grievances

Module 2. The Team

- General Practitioner
- Community or district nurse
- Health visitor
- Physiotherapist
- Other health professionals

Module 3. Health and Safety

- Chemicals and dangerous substances
- Electricity
- Fire
- Gas
- Water
- Household hazards
- Infection control
- Food hygiene
- Medicines
- Manual handling

Module 4. Equality, Individuality and Diversity

- Communication
- Confidentiality
- Anti-discriminatory practice
- Prevention of abuse
- Choices, rights and responsibilities



Module 5. Elementary Anatomy

Skeleton, muscles and skin
Feet and hands
Digestive system
Respiratory and circulatory system
Urinary system
Brain, nerves and sensory organs

Module 6. Common Disorders

Infective disorders
Mental health
Depression, manic depressive illness
Schizophrenia
Irrational fears, obsessions and phobias

Module 7. Personal Hygiene

Bathing/washing
Incontinence management
Appearance, dressing, hair washing
Pressure area care
Going to the lavatory
Shaving, teeth cleaning

Module 8. First Aid

Emergency procedures – fire, flood, gas, electricity
Heart attacks
Collapse, unconsciousness, diabetic coma
Bleeding
Choking, poisoning
Burns
Shock
Falls, broken bones
Asthma

Module 9. Manual Handling & Mobility, Risk Assessment

Regulatory framework
Considerations – load, environment, individual
Hoists and slings
Zimmer frames, wheelchairs
Ergonomics, identifying hazards, evaluating risks
Recording and reporting findings
Monitoring process and review

Following training, new staff are each issued with a guide book detailing the everyday situations encountered in a care/support environment. We encourage our staff to use this guide as a means for reviewing their performance on a regular basis.



Universal

Healthcare Services (UHS)

Contact Information

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"Service with a professional touch"



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Terms & Conditions of Business

These terms and conditions have been developed in conjunction with, and with the guidance of the Recruitment and Employment Confederation.

1. DEFINITIONS

1.1. In these Terms of Business the following definitions apply:

"Assignment" means the period during which the Temporary Worker is supplied to render services to the Client;

"Client" means the person, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom the Temporary Worker is supplied or introduced;

"The Employment Business" means Universal Healthcare Services Limited of Unit 128, Tudor Leaf Business Centre, 2-8 Fountayne Road, London, N15 4QL;

"Engagement" means the engagement, employment or use of the Temporary Worker directly by the Client or any third party or through any other employment business on a permanent or temporary basis, whether under a contract of service or for services; an agency, license, franchise or partnership arrangement; or any other engagement; directly or through a limited company of which the Temporary Worker is an officer or employee;

"Temporary Worker" means the individual who is introduced by the Employment Business to render services to the Client;

"Transfer Fee" means the fee payable in accordance with clause 7.1(b) below and Regulation 10 of the Conduct of Employment Agencies and Employment Businesses Regulations 2003;

"Relevant Period" means the later of either 14 weeks from the 'first day on which the Temporary Worker was supplied by the Employment Business to work for the Client, or 8 weeks from the day after the Temporary Worker was last supplied by the Employment Business to the Client;

"Introduction Fee" means the fee payable in accordance with clause 7.2(b) below and Regulation 10 of the Conduct of Employment Agencies and Employment Businesses Regulations 2003;

"Introduction" means (i) the Client's interview of a Temporary Worker in person or by telephone, following the Client's instruction to the Employment Business to supply a Temporary Worker; or (ii) the passing to the Client of a curriculum vitae or information which identifies the Temporary Worker; and which leads to an Engagement of that Temporary Worker;

"Remuneration" includes base salary or fees, guaranteed and/or anticipated bonus and commission earnings, allowances, inducement payments, the benefit of a company car and all other payments and taxable (and, where applicable, non-taxable) emoluments payable to or receivable by the Temporary Worker for services rendered to or on behalf of the Client or any third party. Where a company car is provided, a notional amount of [specify] will be added to the salary in order to calculate the Employment Business' fee;

1.2. Unless the context otherwise requires, references to the singular include the plural.

1.3. The headings contained in these Terms are for convenience only and do not affect their interpretation.

2. THE CONTRACT

2.1 These Terms constitute the contract between the Employment Business and the Client for the supply of the Temporary Worker's services by the Employment Business to the Client and are deemed to be accepted by the Client by virtue of its request for, interview with or Engagement of the Temporary Worker or the passing of any information about the Temporary Worker to any third party following an Introduction.

2.2 These Terms contain the entire agreement between the parties and unless otherwise agreed in writing by [a director of] the Employment Business, these Terms prevail over any terms of business or purchase conditions put forward by the Client.

2.3 No variation or alteration to these Terms shall be valid unless the details of such variation are agreed between the Employment Business and the Client and are set out in writing and a copy of the varied terms is given to the Client stating the date on or after which such varied terms shall apply.

3. CHARGES

3.1 The Client agrees to pay the hourly charges of the Employment Business. The charges are calculated according to the number of hours worked by the Temporary Worker (to the nearest quarter hour). The charges comprise mainly the Temporary Worker's pay but also include the Employment Business' commission calculated as a percentage of the Temporary Worker's pay, employer's National Insurance contributions and any travel, hotel or other expenses as may have been agreed with the Client or, if there is no such agreement, such expenses as are reasonable. VAT, if applicable, is payable on the entirety of these charges.

3.2 The charges are invoiced to the Client on a weekly basis and are payable within 30 days. The Employment Business reserves the right to charge interest on any overdue amounts at the rate of 8% per annum above the base rate from time to time of the Bank of England from the due date until the date of payment.

3.3 There are no rebates payable in respect of the charges of the Employment Business.

4. INFORMATION TO BE PROVIDED

4.1 When making an Introduction of a Temporary Worker to the Client the Employment Business shall inform the Client of the identity of the Temporary Worker; that the Temporary Worker has the necessary or required experience, training, qualifications and any authorisation required by law or a professional body to work in the Assignment; whether the Temporary Worker will be employed by the Employment Business under a contract of service or apprenticeship or a contract for services; and that the Temporary Worker is willing to work in the Assignment.

4.2 Where such information is not given in paper form or by electronic means it shall be confirmed by such means by the end of the third business day (excluding Saturday, Sunday and any public or Bank holiday) following, save were the Temporary Worker is being Introduced for an Assignment in the same position as one in which the Temporary Worker had previously been supplied within the previous five business days and such information has already been given to the Client.

5. TIME SHEETS

5.1 At the end of each week of an Assignment (or at the end of the Assignment were it is for a period of one week or less) the Client shall sign the Employment Business' time sheet verifying the number of hours worked by the Temporary Worker during that week.

5.2 Signature of the time sheet by the Client is confirmation of the number of hours worked. If the Client is unable to sign a time sheet produced for authentication by the Temporary Worker because the Client disputes the hours claimed, the Client shall inform the Employment Business as soon as is reasonably practicable and shall co-operate fully and in a timely fashion with the Employment Business to enable the Employment Business to establish what hours, if any, were worked by the Temporary Worker. Failure to sign the time sheet does not absolve the Client's obligation to pay the charges in respect of the hours worked.

5.3 The Client shall not be entitled to decline to sign a timesheet on the basis that he is dissatisfied with the work performed by the Temporary Worker. In cases of unsuitable work the Client should apply the provisions of clause 10.1 below.

6. PAYMENT OF THE TEMPORARY WORKER

6.1 The Employment Business assumes responsibility for paying the Temporary Worker and where appropriate, for the deduction and payment of National Insurance Contributions and PAYE Income Tax applicable to the Temporary Worker pursuant to sections 44-47 of the Income Tax (Earnings and Pensions) Act 2003.

¹ The 'first day' will be the first occasion on which a Temporary Worker is supplied to work for the Client or the first day of an assignment where there has been more than 42 days since the end of any previous assignment

7. TRANSFER AND INTRODUCTION FEES

7.1 In the event of the Engagement of a Temporary Worker supplied by the Employment Business either (1) directly by the Client or (2) by the Client pursuant to being supplied by another employment business, within the Relevant Period the Client shall be liable, to either:

- a) Subject to electing upon giving 14 days notice, an extended period of hire of the Temporary Worker being 8 weeks during which the Employment Business shall be entitled to the charges set out in clause 3.1 above for each hour the Temporary Worker is so employed or supplied; or
- b) A Transfer Fee calculated as follows: For Carers/auxiliary staff 15% of the Remuneration applicable during the first 12 months of the Engagement. For Nurses or any other trained staff 25% of the Remuneration applicable during the first 12 months of the Engagement. And in both cases, if the actual amount of the Remuneration is not known, the hourly charges referred to in clause 3.1 multiplied by 220. No refund of the Transfer Fee will be paid in the event that the Engagement subsequently terminates. VAT is payable in addition to any fee due.

7.2 The supply of that Temporary Worker by the Employment Business to the Client, but which leads to an Engagement of the Temporary Worker by the Client either directly or pursuant to being supplied by another employment business the Client shall be liable, to either:

- a) Subject to electing upon giving 14 days notice, a period of hire of the Temporary Worker being 8 weeks during which the Employment Business shall be entitled to the charges set out in clause 3.1 above for each hour the Temporary Worker is so employed or supplied; or
- b) An Introduction Fee calculated as follows: 15% of the Remuneration applicable during the first 12 months of the Engagement or, if the actual amount of the Remuneration is not known, the hourly charges referred to in clause 3.1 multiplied by 220. No refund of the Introduction Fee will be paid in the event that the Engagement subsequently terminates. VAT is payable in addition to any fee due.

7.3 In the event that the Engagement of the Temporary Worker is for a fixed term of less than 12 months, the fee in clause 7.1(b) or 7.2(b), calculated as a percentage of the Remuneration, will apply pro-rata. If the Engagement is extended beyond the initial fixed term or if the Client re-engages the Temporary Worker within 3 months of the termination of the first Engagement the Client shall be liable to pay a further fee based on the additional Remuneration applicable for the period of Engagement following the initial fixed term up to the termination of the second Engagement or the first anniversary of its commencement, whichever is sooner.

7.4 In the event that the Temporary Worker is introduced by the Client to a third party which results in the Engagement of the Temporary Worker by the third party within the Relevant Period the Client shall be liable to pay a Transfer Fee calculated as follows: For Carers/auxiliary staff 15% of the Remuneration applicable during the first 12 months of the Engagement. For Nurses or any other trained staff 25% of the Remuneration applicable during the first 12 months of the Engagement. And in both cases if the actual amount of the Remuneration is not known, the hourly charges referred to in clause 3.1 multiplied by 225. No refund of the Transfer Fee will be paid in the event that the Engagement subsequently terminates. VAT is payable in addition to any fee due.

8. LIABILITY

8.1 Whilst every effort is made by the Employment Business to give satisfaction to the Client by ensuring reasonable standards of skills, integrity and reliability from Temporary Workers and further to provide them in accordance with the Client's booking details, the Employment Business is not liable for any loss, expense, damage or delay arising from any failure to provide any Temporary Worker for all or part of the period of booking or from the negligence, dishonesty, misconduct or lack of skill of the Temporary Worker. For the avoidance of doubt, the Employment Business does not exclude liability for death or personal injury arising from its own negligence.

8.2 Temporary Workers supplied by the Employment Business are engaged under contracts for services. They are not the employees of the Employment Business but are deemed to be under the supervision, direction and control of the Client from the time they report to take up duties and for the duration of the Assignment. The Client agrees to be responsible for all acts, errors or omissions of the Temporary Worker, whether wilful, negligent or otherwise as though the Temporary Worker was on the payroll of the Client. The Client will also comply in all respects with all statutes including, for the avoidance of doubt, the Working Time Regulations, Health and Safety At Work Act etc, by-laws, codes of practice and legal requirements to which the Client is ordinarily subject in respect of the Client's own staff (excluding the matters specifically mentioned in Clause 6 above), including in particular the provision of adequate Employer's and Public Liability Insurance cover for the Temporary Worker during all Assignments.

8.3 The Client shall advise the Employment Business of any special health and safety matters about which the Employment Business is required to inform the Temporary Worker and about any requirements imposed by law or by any professional body, which must be satisfied if the Temporary Worker is to fill the Assignment. The Client will assist the Employment Business in complying with the Employment Business' duties under the Working Time Regulations by supplying any relevant information about the Assignment requested by the Employment Business and the Client will not do anything to cause the Employment Business to be in breach of its obligations under these Regulations. Where the Client requires or may require the services of a Temporary Worker for more than 48 hours in any week, the Client must notify the Employment Business of this requirement before the commencement of that week.

8.4 The Client undertakes that it knows of no reason why it would be detrimental to the interests of the Temporary Worker for the Temporary Worker to fill the Assignment.

8.5 The Client shall indemnify and keep indemnified the Employment Business against any costs, claims or liabilities incurred by the Employment Business arising out of any Assignment or arising out of any non-compliance with clauses 8.2 and 8.3 and/or as a result of any breach of these Terms by the Client.

9. SPECIAL SITUATIONS

9.1 Where the Temporary Worker is required by law, or any professional body to have any qualifications or authorisations to work on the Assignment or the Assignment involves caring for or attending one or more persons under the age of eighteen or any person who by reason of age, infirmity or who is otherwise in need of care or attention, the Employment Business will take all reasonably practicable steps to obtain and offer to provide copies of any relevant qualifications or authorisations of the Temporary Worker, two references from persons not related to the Temporary Worker who have agreed that the references they provide may be disclosed to the Client and has taken all reasonably practicable steps to confirm that the Temporary Worker is suitable for the Assignment. If the Employment Business is unable to do any of the above it shall inform the Client of the steps it has taken to obtain this information in any event.

10. TERMINATION

10.1 The Client undertakes to supervise the Temporary Worker sufficiently to ensure the Client's satisfaction with the Temporary Worker's standards of workmanship. If the Client reasonably considers that the services of the Temporary Worker are unsatisfactory, the Client may terminate the Assignment either by instructing the Temporary Worker to leave the Assignment immediately, or by directing the Employment Business to remove the Temporary Worker. The Employment Business may, in such circumstances, reduce or cancel the charges for the time worked by that Temporary Worker, provided that the Assignment terminates:

- a) Within four hours of the Temporary Worker commencing the Assignment where the booking is for more than seven hours; or
- b) Within two hours for bookings of seven hours or less;

And also provided that notification of the unsuitability of the Temporary Worker is confirmed in writing to the Employment Business within 48 hours of the termination of the Assignment.

10.2 Any of the Client, the Employment Business or the Temporary Worker may terminate an Assignment at any time without prior notice and without liability.

10.3 The Client shall notify the Employment Business immediately and without delay and in any event within 24 hours if the Temporary Worker fails to attend work or notifies the Client that the Temporary Worker is unable to attend work for any reason.

10.4 The Employment Business shall notify the Client immediately if it receives or otherwise obtains information which gives it reasonable grounds to believe that a Temporary Worker supplied to the Client is unsuitable for the Assignment and shall terminate the Assignment under the provisions of clause 10.2.

11. LAW

11.1 These Terms are governed by the law of England & Wales and are subject to the exclusive jurisdiction of the Courts of England & Wales.

