



All Staff Members • Making Healthcare Better — Together

Quadrant Care Services Ltd

EMPLOYEE HANDBOOK

Version 2.6 (Updated) • Reviewed: July 2026

Applicable to Quadrant Care Services Ltd and Quadrant 1

Welcome to Quadrant Care Services Ltd

A friendly hello from all of us.

 **Welcome to the team.** We're really glad you're here. This handbook explains what you can expect from us — and what we expect from you as an Agency Worker.

We take pride in providing **quality healthcare staffing and domiciliary care**. Your professionalism and dedication are vital to keeping the people in our care safe, comfortable, and well looked after.



Safety first

Every shift, every decision, every time.



Respect always

For service users, colleagues, and yourself.



Clear communication

Speak up early. Ask questions. Share concerns.



Always learning

Training, refreshers, and feedback matter.

Signed,

George Antony

Director, Quadrant Care Services Ltd



What's Inside

Jump straight to what you need.

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Tip: This handbook is a guide — not a contract of employment. If anything is unclear, ask your Shift Manager.

Declaration & Acknowledgement

Please read, sign, and return to head office.

I have read a copy of the Agency Worker Handbook which outlines the goals, policies, terms, conditions, and expectations of Quadrant Care Services Ltd and its Clients, as well as my responsibilities as an Agency Worker. I have familiarised myself with the contents.

By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in this Handbook. I understand this Handbook is not intended to cover every situation which may arise whilst on assignment, but is simply a general guide. I understand that the Agency Worker Handbook is **not a contract of employment** and should not be deemed as such.

Name

Date

Signature

Useful Contact Details

Save these. You'll need them.



Shifts, General & Applications

Head Office / Local Shift Manager

✉ info@quadrantcare.co.uk

☎ 01843666677



Payroll & Finance

Bijesh Mathew (Finance Manager)

✉ Bijesh@quadrantcare.co.uk

☎ 07717298606



Human Resources

Salish George

✉ salish@quadrantcare.co.uk



Shift Bookings for Staff

☎ 07590382467

WhatsApp only



24/7 On-Call: 07576476545 — for on-call booking and emergencies only. Please do not use this number for general enquiries.



Emergency? If someone is in immediate danger, call **999** first. Then notify the Nurse in Charge and Quadrant head office.

03 Timesheets & Payroll

Get paid on time — every time.



How it works

Step	What to do
1	Submit your timesheet every week by Monday at 12:00 PM.
2	We collect all timesheets for the month. Please make sure your timesheets reach us no later than 2 days after the end of the month.
3	We review your timesheets and cross-check with the care homes to rectify any mistakes.
4	Your payslip with calculations is issued by the 7th of every month.
5	If everything is in order and there are no grievances, payment is made between the 10th and 15th of the following month.

✓ **Why weekly?** Sending your timesheets weekly helps us calculate and check with the care homes early, so we can rectify any mistakes in time.

⚠ **Unsigned timesheets cannot be processed** — and that may delay your pay. If you spot a mistake on your payslip, contact us immediately so we can correct it.

Payslip details

- Gross pay, PAYE, NI, and accrued holiday pay are shown.
- Paid weekly by BACS directly into your bank account.
- Itemised electronic payslips emailed to you.

Zero-Hours Contracts & Shift Management

Flexibility with real protections.

Zero-hours contracts give you freedom to choose when you work. You're not obliged to accept shifts — and we're not obliged to offer them.



Guaranteed Hours

Eligible workers may be offered a guaranteed-hours contract. You can say no and stay flexible.



Reasonable Notice

We and our clients will give reasonable advance notice of shifts and changes.



Cancellation Pay

Short-notice cancellations by the client or agency may trigger compensation under statutory rules.



Good to know: Guaranteed-hours rules and cancellation compensation can change. We'll always follow the latest UK law.

Tax, NI & Worker Status

Clear, compliant, and HMRC-friendly.

Quadrant Care Services Ltd engages agency nurses and healthcare assistants under **contracts for services** as agency workers.

- Under **Chapter 7 of Part 2 of ITEPA 2003**, we operate **PAYE** and deduct **Class 1 National Insurance** from remuneration where required.
- If you operate via an umbrella company or personal service company, **Off-Payroll Working (IR35)** rules and compliance audits apply.
- Tax codes and NI affairs are administered by **HMRC**.



Keep it official: All communication regarding vetting, ID documents, and payroll must be sent only to our registered company domains. Do not send sensitive information to personal email addresses.

Statutory Sick Pay (SSP)

Support when you're unwell.

Requirement	Details
Earnings	At or above the statutory Lower Earnings Limit across the relevant 8-week calculation period.
Absence	4 or more consecutive days off booked shifts due to illness (including non-working days).
Notification	Notify Quadrant promptly.
Evidence	Self-certification up to 7 days. Fit Note after 7 days.
If not eligible	We'll issue an SSP1 form so you can claim state support.



MUST DO: Report sickness as soon as possible so we can cover your shift safely and support you properly.

Holiday Pay Policy

For all staff — clear, fair, and monthly.

Non-Salaried Staff (Zero-Hours / Hourly)



Paid Monthly

Holiday pay is added on top of your normal pay **every month** — it is never accumulated or held back.



Accrual Rate

Calculated at **12.07% of hours worked** in each pay period.



Payslip

Your holiday pay is shown as a separate line item on your monthly payslip for transparency.



What this means: You receive your holiday entitlement as part of your monthly pay. There is no separate leave booking process — your holiday pay is already included based on the hours you have worked.

Salaried Staff



Leave Year

1 April – 31 March.



Entitlement

5.6 weeks (28 days) paid annual leave, pro-rated for part-time staff.



Requesting Leave

Request time off in advance through your line manager. Leave may be taken in full or half-day increments.



Bank Holidays

Bank holidays are included within your 28-day entitlement unless your contract says otherwise.



Carry-over: Annual leave should be taken within the leave year. Carry-over is only permitted in exceptional statutory circumstances (e.g. sickness).

Termination

On leaving, you will receive payment for any accrued but untaken holiday. If you have taken more leave than accrued, the overpayment may be deducted from your final wages.

08 Agency Workers Regulations (AWR)

Know your rights — from day one and week twelve.

● Day One Rights



● Continuous Assignment



● 12-Week Qualifying Rights

Right	When it applies
DAY 1 Access to collective facilities	Canteen, staff room, parking, and internal vacancy information on equivalent terms to direct hires.
WEEK 12 Equal treatment	Basic working and employment conditions: pay, rest breaks, working hours after 12 continuous weeks in the same role with the same hirer.

✓ **Tip:** Keep records of your assignment dates so you can track your 12-week qualifying period.

Disclosure & Barring Service (DBS)

Safe recruitment protects everyone.



Enhanced DBS

Child and Adult Barred List clearances required **before placement**.



Update Service

Register within **30 calendar days** of certificate. Maintain annual subscription.



Duty to Notify

Tell us immediately if you receive a caution, warning, charge, conviction, or safeguarding investigation.



Regular Checks

We carry out status checks to keep everyone safe.



Legal & contractual duty: Notification is not optional. Failure to disclose may result in removal from the register.

Mandatory Training & CQC Standards

Stay skilled. Stay safe. Stay current.

Training	Requirement	Status
Oliver McGowan Mandatory Training	Required tier for Learning Disability & Autism	☐
Moving & Handling	Current certificate	☐
Basic Life Support (BLS)	Current certificate	☐
Fire Safety	Current certificate	☐
Infection Prevention & Control (IPC)	Current certificate	☐
Safeguarding Adults & Children	Level 2/3	☐
Medication Administration	Where applicable	☐

✓ **MUST DO:** Complete mandatory training before deployment and keep annual refreshers up to date.

Right to Work & Immigration

Compliance keeps everyone protected.

- Prove your legal right to work in the UK **before** any assignments begin.
- If subject to immigration control, provide a **digital Share Code** and your date of birth for Home Office verification.
- On a student visa? Provide official university term dates.
- We strictly monitor hours to comply with visa restrictions (e.g. 20 hours/week during term).



Reminder: Working beyond your visa conditions is a serious breach — for you and for us.

Client Employment & Freedom of Association

You're free to explore — just let us know.

Under the **Conduct of Employment Agencies and Employment Businesses Regulations 2004 (Regulation 28)**, you are free to register with and accept work from other agencies or prospective employers.

If a client you were introduced to by Quadrant offers you direct employment or transfer, our contractual agreement with the hirer requires either a statutory notice period or a standard transfer fee. **Notify us immediately** if a client approaches you directly.

Freedom to Speak Up & Whistleblowing

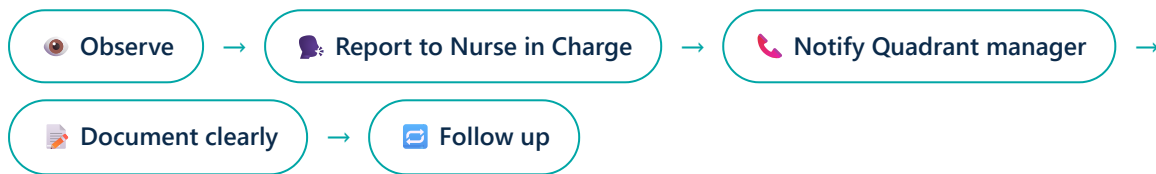
Your voice protects people.

Under the **Public Interest Disclosure Act 1998 (PIDA)**, you are protected if you raise concerns about malpractice, systemic neglect, or poor clinical governance.



Duty of Candour: Be open and transparent with service users when unintended or unexpected safety incidents occur.

If you witness unsafe practice:



Data Protection (UK GDPR)

Your data. Handled with care.

We process personal and special category data (such as occupational health and criminal record data) strictly in accordance with the **UK GDPR** and **Data Protection Act 2018**.



Official Channels Only

All communication regarding vetting, ID documents, and payroll must be sent only to our registered company domains. These are the official, secure email addresses we use — please do not send sensitive information to any other email addresses.



Your Rights

Request access, rectification, or erasure of your data at any time.



Data breach? Notify Quadrant immediately so we can assess ICO reporting duties (within 72 hours where required).

Code of Conduct, Uniform & ID Badges

Look the part. Act the part.

Area	Rule
Dress code	"Bare below the elbow" in clinical settings.
Uniform	Clean, ironed, worn only on client premises.
Nails & jewellery	No false nails, polish, or excessive jewellery.
ID badge	Visibly wear your Quadrant photographic ID at all times on assignment.
Punctuality & Handover	Please arrive early enough to receive a proper handover before your shift begins. If you are asked to arrive early for handover, this time counts as working time and is paid in line with your normal rate.

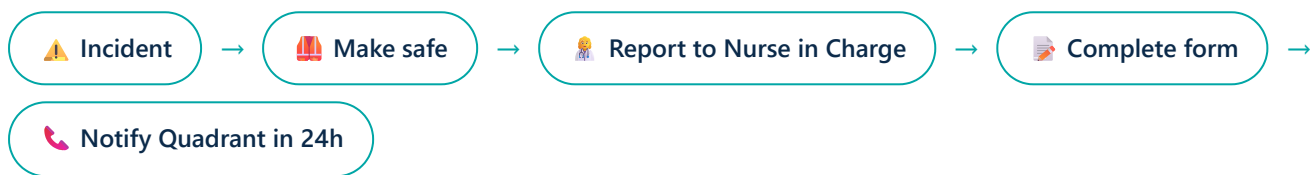
✓ **MUST DO:** Look professional. Act professionally. Treat everyone with respect.

Health, Safety & Incident Reporting

Safety is a shared responsibility.

- Request a **fire safety and manual handling induction** on your first shift at any new premises.
- Only use equipment (hoists, slide sheets, etc.) you are **trained and authorised** to operate.
- Report accidents, injuries, and “near misses” immediately.
- Complete the client’s incident report form.
- Notify Quadrant within **24 hours** so we can comply with RIDDOR.

Incident flow



Safeguarding Vulnerable People

Safeguarding is everyone's business.

You have a statutory duty to protect adults at risk and children from abuse, harm, or neglect.

If you suspect, witness, or are informed of any form of abuse — **physical, emotional, financial, sexual, or institutional neglect** — act immediately.



Never ignore a safeguarding concern. Never assume someone else will report it.

Report to:

1 Safeguarding lead at client premises



2 Quadrant head office

Everyone belongs here.

Quadrant Care Services Ltd is an equal opportunities agency committed to a diverse and inclusive environment. Under the **Equality Act 2010**, we strictly prohibit discrimination, harassment, victimisation, and bullying based on:



Age



Disability



Gender reassignment



**Marriage / civil
partnership**



**Pregnancy /
maternity**



Race



Religion or belief



Sex



Sexual orientation

Disciplinary & Grievance Procedures

Fair, clear, and consistent.

Situation	Process
Conduct, clinical practice, or reliability below standard	Suspension from roster pending investigation.
Serious misconduct	Permanent removal from register; referral to NMC, DBS, or other bodies where needed.
Grievance (informal)	Raise with your Shift Manager first.
Grievance (formal)	Submit a written grievance to the Director for review.

Statutory Family Leave

Support for life's big moments.

Depending on your continuous engagement and average weekly earnings, you may be entitled to:



Statutory Maternity Pay (SMP)



Statutory Paternity Pay (SPP)



Statutory Adoption Pay (SAP)



Shared Parental Pay (ShPP)



Parental Bereavement Leave / Pay



Time off for dependants



Because shift patterns fluctuate for zero-hours workers, eligibility is assessed on HMRC's specific qualifying weeks. Contact **Payroll & Finance** to discuss your situation and provide the required notice (e.g. MATB1).

Thank you

You are the reason Quadrant Care Services Ltd can deliver safe, compassionate, high-quality care. Thank you for reading this handbook — and for everything you do.

Making Healthcare Better — Together