

Worker Handbook for Temporary Assignments

NF UK H01 | Template version 1.1 | 26 October 2026

Template for completion and approval before individual issue. Uncompleted copies do not form an agreement. Blue bracketed fields are the particulars to enter; the clauses below contain the substantive terms.

Particulars

Worker name and handbook receipt	{{worker_name}} / {{receipt_date}}
Operations and payroll contact	hello@nurseflex.co.uk
Urgent assignment contact	The named supervisor and urgent contact in the booking confirmation
Governing engagement document	{{worker_agreement_reference}}
Pay display and holiday method	{{pay_model_notice}}

1 Your documents and role

Read your completed engagement terms, Key Information Document and assignment confirmation. Check the site, role, pay, hours, breaks and notice arrangements. This handbook explains conduct and processes; it does not override your contract, statutory rights or professional responsibilities. Contact NurseFlex if a required document is missing or inaccurate.

2 Before accepting work

Accept only work for which you are available, legally permitted and competent. Keep your identity, work permission, safeguarding checks, references, professional registration where relevant and training evidence current. Tell NurseFlex about restrictions or changes affecting safe deployment. An application is not a confirmed assignment.

3 Arriving and local induction

Arrive in time for the agreed start and handover. Identify yourself to the named manager and complete the required induction before duties. Confirm emergency, fire, safeguarding and incident arrangements, reporting lines, access to care plans and approved systems, required equipment and the tasks you are authorised to perform. Raise any discrepancy immediately.

4 Care dignity consent and boundaries

Treat people respectfully, support their choices and protect privacy. Follow care plans, consent and capacity requirements and equality duties. Maintain appropriate professional boundaries. Do not accept inappropriate gifts, exploit a relationship or post identifiable information about service users or workplaces on social media.

5 Clinical scope medicines and delegation

Work within your role and verified competence. Registered professionals remain accountable for their professional decisions. A carer or support worker must not assume a nursing task merely because staffing is short. Medicines and delegated procedures require appropriate training, authorisation, supervision and local policy. Stop and seek help if the task is unclear or unsafe.

6 Safeguarding and raising concerns

Take immediate protective action appropriate to your role where someone is at risk; use emergency services where required. Notify the site's responsible lead and NurseFlex promptly and make a factual, timely record in the authorised system. Do not investigate beyond your authority or promise secrecy that prevents lawful escalation. Protected disclosures and statutory reporting rights are preserved.

7 Infection prevention and safe equipment

Follow hand hygiene, protective equipment, waste, sharps and exposure procedures appropriate to the setting. Use equipment only when trained and authorised. Follow person-specific moving and handling plans, request assistance and report defects. Do not improvise unsafe lifting or use an unfamiliar clinical device without support.

8 Records confidentiality and digital access

Record care accurately, promptly and objectively in the correct record. Never falsify or pre-sign an entry, share credentials or retain patient photographs or records on personal devices without lawful authorisation. Access only what your work requires and report suspected breaches through the authorised route. Return property and access credentials when required.

9 Hours fatigue and breaks

Give accurate availability and disclose relevant other working hours so legal limits and fatigue can be assessed. Take agreed lawful breaks and record them honestly. Report exhaustion or circumstances affecting safe practice. No general contract acceptance is a working-time opt-out, and no opt-out removes other applicable rest or safety protections.

10 Absence cancellation and urgent changes

If illness, delay or another emergency prevents attendance, inform NurseFlex and the booking's urgent contact as soon as reasonably practicable. Give the booking reference, expected impact and safe contact route without unnecessary health details. Do not rely solely on an unanswered message where urgent cover is needed. Follow the confirmed cancellation terms; there is no handbook-created worker fine.

11 Attendance timesheets and pay

Record actual start, finish and breaks and review the submitted timesheet. Raise an inaccurate amendment promptly with available evidence. NurseFlex will investigate a missing or disputed approval and explain corrections; work performed remains payable under the engagement terms and law. Check payslips and report errors to hello@nurseflex.co.uk with the booking/pay-period reference.

12 Training appearance and support

Keep required competence current and seek help before unfamiliar tasks. Paid optional Academy training is separate from work-finding. Wear clean, safe clothing and identification consistent with disclosed site rules and lawful equality or adjustment needs. Ask for reasonable support or adjustments through NurseFlex; report bullying, harassment or discrimination.

13 Complaints investigation and exit

Raise a complaint with NurseFlex and ask for an independent review where practicable. Cooperate honestly with a fair investigation and preserve relevant records. Unsafe work may be stopped promptly while facts are checked. On leaving, complete a safe handover, return property and confidential records and resolve outstanding timesheets. Earned pay, statutory rights and lawful reporting are not waived.

Current pay and pricing guidance

NurseFlex UK | New offers from 26 October 2026 | Weekly payday Friday

This guide explains the approved starting rates for new nurse, HCA and Support Worker offers. Individual engagement terms and accepted assignment particulars govern the actual pay and client price. Existing signed terms and accepted bookings are unchanged.

Staff gross hourly guide

Role	Weekday day	Weekday night	Weekend	Bank holiday
Nurse RGN or RMN	£24.00	£26.00	£27.00	£36.00
HCA	£15.13	£16.25	£17.37	£22.69
Support Worker	£15.69	£16.81	£17.93	£23.53

The table includes a 12.07% holiday component for eligible rolled-up arrangements. Basic and holiday are itemised separately; do not add holiday a second time. Weekday day basic rates are nurse £21.4152, HCA £13.50 and Support Worker £14.00. Exact basic rates are retained for payroll; pay-period rounding can produce penny differences from rounded hourly guides.

Standard client hourly proposals

Role	Weekday day	Weekday night	Weekend	Bank holiday
Nurse RGN or RMN	£34.32	£36.68	£37.86	£48.48
HCA	£21.85	£23.18	£24.50	£30.78
Support Worker	£22.51	£23.84	£25.16	£31.77

Client proposals include holiday and employer NI/pension provisions plus the service fee. Actual payroll liabilities use applicable thresholds and eligibility. VAT follows the recorded supply assessment; no blanket exemption is asserted. A proposal is not an agreed facility price.

Holiday eligibility and confirmed amounts

Rolled-up holiday pay requires an active PAYE profile, evidenced irregular-hours or part-year eligibility and a qualifying leave year. Bank status alone is insufficient. Regular-hours and accrued-holiday staff are paid for leave under their applicable terms; the holiday provision is not extra current shift cash.

For an eligible nurse, 12 paid hours at the new weekday minimum produce £256.98 basic plus £31.02 holiday = £288.00 gross before employee deductions. Unpaid breaks reduce paid hours. The example is not a net-pay or payment-date promise.

Use one category for each worked period: bank holiday, then weekend, then weekday night or day. Weekday night is 20:00 –07:00, Europe/London. Cross-boundary hours need the applicable agreed rates; premiums do not stack.

Current guide: <https://nurseflex.co.uk/pay-rates/> | Private staff guide: <https://nurseflex.co.uk/dashboard/staff-rates/> | Questions: hello@nurseflex.co.uk