

Preliminary checklist for care providers when using a staffing agency

1. Use HCPAs agency list to identify suitable agencies*
2. Set up agreements with at least 3 agencies
3. Identify staff within your service who will have the authority to book agency staff (not just senior management) – share this information with the agency
4. Display list of telephone numbers and booking procedure in a prominent position for the person overseeing the shift rota to access.
5. Have a template or list of requirements available for each position you might need filled, again make them available for the person overseeing the shift rota to access, as well as possibly pre-sending them to the agency.
6. Send the agency copies of your policies and procedures to be shared with prospective staff, including smoking, phones, breaks
7. Consider group inductions to show prospective staff round your premises, fire assembly points and where to come at the start of the shift etc.
8. If can't do an induction, consider a "pamphlet" with important information, including map, bus routes, telephone numbers, etc.
9. Ensure the agency send a profile of any staff they are sending to you, before they are due to arrive, which must include a photo, and that they are sent to all the staff listed in number 3
10. Appoint a member of staff to be a mentor to support, guide and give you feedback.
11. Give regular feedback to the agency to help them maintain quality staff.
12. Maintain robust records of who has worked for you, including details of their training (as stated by the agency) and the hours worked.
13. Ensure prompt payment to the agency to maintain a good relationship.

**HCPA does not check the quality of these agencies. It is purely a consolidated list for care providers to utilis.*