



Consider commissioning with more than one recruitment agency so you have more staffing options for emergencies, although bear in mind if agencies know you are working with a large number of agencies they might be less inclined to prioritise your requirements.

Care providers should check that the agency has the correct insurances in place that meet the required level of cover.

suitable, experienced, and trained staff. Ensure that they keep this up to date.

Ensure staff meet COVID-19 conditions of deployment -

Review the care and support needs of the people you support and decide if temporary staff can meet these needs.

Think carefully about the role and responsibilities of these staff, considering their knowledge and experience of your service and the people you support. This might be different to your other permanent staff.

Ensure temporary staff are recruited through the same recruitment processes as other staff they still need the right values to work in your organisation and to have the right checks, this could be done by you or the agency. Do the right checks before people start work, see the checklist on page 44 of the