

# Frequently asked questions

For new employees at  
St Nicholas Hospice Care

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*because  
you matter*

**St Nicholas**  
Hospice Care

This leaflet provides information for new starters at St Nic's and answers some frequently asked questions.

For any questions which are not included in this leaflet, please ask your line manager or contact the HR team.



*Where should I park on arrival to the Hospice site?*

If you are based at the main Hospice site, parking is available in car park B, which can be accessed with a fob (Obtained [here](#)). You can register for the WSH barrier [here](#). You should also obtain a sticker to go in your windscreen from reception. The Hub and Donations Centre also have onsite parking. For the shops, please see local car parks.

*Is there a dress code?*

If a uniform is required for your role this will be explained and ordered during recruitment. Other employees should dress appropriately for their role, generally a smart/casual approach is acceptable.

*Are refreshments provided?*

Within the main hospice employees breakout area there is a range of tea and coffee making facilities for all to use along with a fridge, toaster, and microwave. Similar facilities are available at other hospice sites.

*Where do I find my payslip?*

It is important to check your monthly payslip, via this link [RSM Pay Portal](#). Please complete the registration page using this company code: 8e7342ae-aa4b-468c-9207-244d40718c64. For easy monthly access please save the link to your web browser favourites.

*What do I do if I am unwell and unable to attend work?*

Check with your line manager the procedure for reporting absence - who is your contact? You should not just leave a message with reception. The call should be made as soon as you know you will not be attending work in order to arrange necessary cover.

*What do I do if I have an accident whilst at work?*

First aid boxes are located across our buildings, please familiarise yourself with where your nearest one is. We also have trained first aiders.

By law, we must report any accidents via an incident form as soon after to the event as possible. These will be monitored by a responsible officer for H&S, action can then be taken to prevent further accidents/incidents. This is why it's important to report near misses.

Incidents that result in seven or more days of absence or incapacity to do work must be reported to HSE via RIDDOR (Reporting of Injuries, diseases, or dangerous occurrences).

*What is the fire alarm procedure?*

The fire alarms at the Main Hospice are tested every Monday at 11am which rings twice, on Bank Holiday weeks this will be tested on a Wednesday. If you are working at another site please familiarise yourself with the fire procedure on that site.

If a real fire sets off the alarm there will be a long continuous ring and you must evacuate immediately via the nearest fire exit. Make your way to the fire assembly point leaving doorways clear for the fire brigade. Do not use the lift. For those with mobility issues, an Evac chair is available.

If you are working at another site please familiarise yourself with the fire procedure on that site. Further details will be provided during your Hospice Fire and Health & Safety training.

*How will I be kept up to date with Hospice events and news?*

We encourage employees to join Workplace from Facebook. A link will be sent to you in your induction period. Employees will also receive weekly email updates on hospice news, events and information. Network is an electronic magazine sent to Employees and volunteers giving further Hospice wide news including fundraising stories.

## What pension scheme can I join?

There is a group personal pension plan (GPP) available to everyone who starts working for us. To join the GPP scheme you will need to contribute a minimum of 3% from your pensionable salary and the Hospice will contribute 5%. After a 6 month probation period, the Hospice will contribute a maximum of 7% if you choose to pay contributions of 6% or more. There's also an additional benefit of life insurance of two times your annual salary.

Any employee that is currently not a member of the NHS Pension scheme will be automatically enrolled to the Group Pension scheme after 3 months service (if they meet the eligibility criteria). This is in order that we comply with the Government's auto-enrolment legislation.

Members of the NHS Pension Scheme have the opportunity to continue contributing to the scheme. To do this you must have been an active member of the NHS scheme within the last 12 months before you started working for the Hospice and must re-join within three months of joining St Nicholas Hospice Care.

## What if I need to change my details?

It is important that we hold correct and up-to-date information in order to ensure fast and accurate payments and communications. When you first log in to Compass, you will need to review your personal details and make any amendments as necessary. You will also be asked to enter your bank account details. Any changes you make will always be sent to HR for verification.

## How do I claim back any expenses or mileage?

Any claims for overtime/mileage/travel are paid in arrears, to claim you must fill in the necessary forms, available from Finance on the [S:Drive](#). These must be completed with manager authorisation and submitted within 3 months of the claim date. Mileage will be paid @ 45p per mile, to claim mileage individuals must ensure they have the correct business cover insurance on their policy, and submit documentation (MOT, insurance, driving license check via the [DVLA](#)) to HR prior to claiming. If traveling by train, you must attach receipts to claim forms to receive authorisation by management before passing to finance to process.

## What if I don't have a car but need to drive off-site?

There are a small number of pool cars available to use if you do not have business insurance on your personal car. It is your responsibility prior to using a pool car to make sure that you have provided a driving license check to HR. You **MUST** disclose if you have a condition that could impair your ability to drive e.g. heart condition, diabetes, epilepsy and or if you have any driving convictions which we would need to notify our insurers about e.g. more than 6 points on your license.

## How do holidays work and what about other leave?

Your leave entitlement can be found in your contract of employment and on Compass. For employees working part time and for those leaving or joining part way through the leave year, your annual leave entitlement will be calculated pro rata.

The procedure for booking annual leave will be explained to you by your line manager during the first week of your induction. Employees must book annual leave via Compass which will automatically recalculate their leave allowance.

Employees are expected to take their leave in the leave year in which it is accrued. While there is no entitlement to carry forward leave, where it is not possible for employees to take all their leave entitlement, they may - with the permission of their line manager, carry forward up to 5 days' leave to the following year.

Information on all other types of leave can be found in the appendices of our Family Friendly policy.

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**St Nicholas  
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A Registered Charity No. 287773

Date produced: November 2021

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