

Service User Guide



HEAD OFFICE

Staff Nursing Limited | 3rd Floor Lanyon Annex | Jennymount Business Park | 14 North Derby Street | Belfast BT15 3HN

Mission Statement

Our mission is to provide the highest standard of service to our clients, whilst providing the best possible agency conditions for our nurses and care assistants by ensuring each individual feels valued.

Service User Guide

Staff Nursing Ltd was established in 2004 as a Registered Nursing Agency. The company is registered as Staff Nursing Ltd and services clients across the province. Staff Nursing is committed to provide clients with the very best agency nurses and healthcare assistants ensuring the highest level of client service.

Registered Provider: Mr Thomas Robinson
Registered Manager: Mrs Liz Ross

Statement of Purpose

Aims and Objectives

- We are committed to provide a professional, quality service to our clients for which they will be fairly charged, and to provide work to our staff which they will be fairly remunerated.
- To support clients and agency nurses in a professional way and be reliable in all dealings with both
- To match the client's request for a registered nurse or healthcare assistant with the qualifications and skills required for the role
- To implement all policies and procedures fully to ensure quality and minimise risk
- To implement and evaluate quality control systems and take appropriate action if the need arises
- To conform fully with all the requirements and regulations issued by the Department of Health, Social Services and Public Safety (DHSSPS) and the Regulation and Quality Improvement Authority (RQIA)

Nature of Services

We provide nursing and care staff on a temporary basis, as and when needed by the client. Our staffing solutions entail placing the appropriate qualified staff as the need arises and request is made. Our aim is always to fill the need with the calibre of person best suited and qualified for the position. Whilst we specialise in the supply of staff to the private sector, namely nursing and residential care homes, we may pursue other work in the public sector when appropriate. Staff Nursing provides agency cover throughout Northern Ireland.

We provide a service 24-hour per day, 365-days per year. Clients will be provided with the out of hours number and may contact Staff Nursing at any time 24/7.

Ethos and Philosophy of Care

As an agency we believe that the residents of the nursing homes we service and their families should be cared for with respect and as individuals, with nursing care being person/centred, negotiated, planned, and implemented in response to their physical, emotional, psychosocial, cultural, and spiritual needs.

The wellbeing and quality of life of the resident is of paramount concern when planning and delivering nursing care. In fact, that is why we have chosen our motto to be '**care at its best**'. And it is with this in mind that as an agency we endeavour to select only suitable staff members of the highest calibre which will deliver the quality of care that we aspire to.

Circumstances where Staff Nursing will Cease to Provide Services

Staff Nursing will cease the supply of staff to any service whereby staff feel threatened, abused, or unsafe. Supply shall also be terminated should your service be found to be in breach of health & safety and/or equal opportunities policies.

Failure to pay invoices within the specified time will result in service being withdrawn.

Agency Details

Staff Nursing is a Limited Company. The Company Number is NI51065. It is managed by its Directors, Jackie Bamber and David McMaster.

Liz Ross, a registered nurse is Nurse Manager and deals with selection, interviewing and placement of staff. She is responsible for the professional management of all registered nurses and healthcare staff. Liz also manages complaints, and her remit includes dealing with all verbal and written complaints, liaising with home managers in the resolution of all issues. Liz also liaises with other disciplines including the Adult Safeguarding Referral Teams, NISCC, NMC and the RQIA.

Jackie Bamber is Agency Director & Operations Manager with responsibility for the agency division.

David McMaster is Director of Finance & Training Director with responsibility for the training division.

Registered Provider & Manager

The Registered Manager for Staff Nursing is:
Mrs Liz Ross
Registered Nurse (93C0043C)

The Registered Person for Staff Nursing is:
Mr Thomas Robinson dipTH, ThB

Staff Nursing Head Office Address:

Lanyon Annex 3rd Floor
Jennymount Business Park
14 North Derby Street
Belfast BT15 3HN
028 9074 5481

Satellite office:

1st Floor
73 Cunninghams Lane
Dungannon
BT71 6BX
028 8744 7328

Range of Care Supplied

We supply registered nurses and healthcare assistants primarily to the private nursing home sector. The positions vary from the nurse being one of several nurses, to the more experienced nurse being 'in charge' for the duration of the placement. Care assistant staff will be placed as part of the care team and under supervision of a registered nurse.

We endeavour to ensure that all nursing and care staff provided by us are people of integrity, good character, and that they are professionally accountable individuals who have the relevant qualifications, knowledge, skills, and competencies that are necessary for the work they are assigned to.

All rates and fees, available upon request from our accounts department, are laid out using simplicity and transparency. Any additional information you may require is available simply by calling our office, whereby any team member is experienced to provide advice or refer you to a senior manager to answer any queries.

Staff Nursing promotes a strong emphasis on consistency of care, therefore will always endeavour to provide continuity of staff supplied. Where applicable we shall always supply the same staff to each organisation to maintain good relations between service users and workers.

Our experienced team of vacancy staff are available 24-hours a day each day of the year including all holidays. You will be updated within 30 minutes (and often much sooner) following a request for an agency worker.

Staff Recruitment

Staff Nursing places the safeguarding of patients and agency workers as an utmost priority and has undertaken a number of internal procedures and controls to maintain the highest standard in this key area.

The agency's team of recruiters, including the nurse manager, selects agency workers from across the country to a strict set of criteria to ensure and verify that all agency workers are properly qualified, experienced, and competent to undertake tasks that may be assigned to them.

- All registered nurses are interviewed by our nurse manager or approved individual
- All healthcare assistants are interviewed by experienced, trained individuals
- Proof of identity is established
- Details of health record, including immunisation status is recorded
- We insist upon at least two professional references and verify all claims of experience in specialist fields
- All qualified nurses are verified with the appropriate professional body and have AccessNI checks carried out
- All healthcare assistants are registered, or will register with NISCC within six months and have AccessNI checks carried out
- Full employment history sought from eighteen years of age together with a satisfactory written explanation of any gaps in employment

Monthly reviews of our computerised records are carried out to alert us where:

- Professional registration is shortly to expire
- Mandatory and/or annual update training is required
- Visas or work permits are shortly to expire
- AccessNI reviews are required

The agency will decline the placement of staff where inappropriate qualifications, experience, or competencies are deemed to place agency workers and/or clients at risk.

Staff Training

Staff training is foremost in the Staff Nursing philosophy of care. We have four experienced registered nurse training consultants on site, led by our experienced training manager, and we endeavour to ensure that all staff have the relevant induction training and qualifications relating to their position. Further to this, we endeavour to collect information from service users about performance of the staff supplied and take any steps as may be necessary to address any aspect of a nurses' ongoing clinical practice.

All new staff will complete a two-day induction programme before being placed on any assignments. The training is offered in our own bespoke training suites by our qualified trainers.

Placement of Staff

Staff Nursing will respond to your request with the highest level of professionalism and courtesy. We pride ourselves on the experienced team of staff ready and willing to deal with your request.

Our consultants all undergo thorough training as well as on-site seminars, which allow all team members to be kept up to date with changes occurring within the health and social care sector.

Upon request for a temporary worker Staff Nursing will ensure that:

- The selection of a suitable worker will be carried out based on the particular need of the service user, the location of the assignment and the availability of the suitable nurses/care assistants
- The service user is informed of the name of the nurse/care assistant who will be supplied and the name of the member of the staff from the agency who is responsible for the supply of that nurse/care assistant
- Where possible, continuity of staff to a client (in the interests of patient care) is given priority when assigning temporary workers
- The home manager will receive a confirmation email and a staff profile for each staff member placed.

Sickness

On any occasion whereby supply staff are sick, Staff Nursing will endeavour to replace the temporary worker as soon as possible.

Timesheets

Each temporary worker is provided with access to the Staff Nursing App with instructions for use.

Staff Nursing requests that timesheets are signed on the App by the nurse-in-charge at the end of each shift. Any breaks are to be deducted, and total hours are to be clearly stated.

Staff Nursing expects App timesheets to be endorsed only by senior members of staff.

Each temporary healthcare worker of the agency receives appropriate supervision and is provided with a job description outlining their responsibilities. They will also be given a written statement of the terms and conditions that they will be required to work under. This

outlines details of how they will be under the control of a client/service user. Each staff member is provided with a staff handbook.

Complaints

Staff Nursing operates a complaints policy, which may be inspected by clients at any time.

Accidents and adverse incidents, which may be reported to the RQIA are:

- An incident/accident, which results in a service user's admission to hospital
- A medication error by one of our registered nurses
- An incident/accident involving a child or vulnerable adult

The NMC will be notified if a registered nurse has breached the Code of Professional Conduct.

If a client is dissatisfied with our service, Staff Nursing will initiate prompt discussion of the issues and will endeavour to resolve complaints at a local level. Full feedback will be given to the client.

If a satisfactory resolution is not achieved, you may refer your complaint to the **Northern Ireland Ombudsman:**

Northern Ireland Commissioner for Complaints
Progressive House
33 Wellington Place
Belfast BT1 6HN

Telephone: 0800 34 34 24
Email: nipso@nipso.org.uk

The regulatory body for Northern Ireland is **Regulation and Quality Improvement Authority (RQIA)** and they can be contacted at the following address:

The Regulation and Quality Improvement Authority
James House
2-4 Cromac Avenue
Belfast
BT7 2JA

Telephone: 028 9536 1111
Email: info@rqia.org.uk

Reportable Events

Staff Nursing will keep details of any allegation of abuse against a nurse or by a nurse. This will include details of the investigations made, the outcome and any action taken in consequence. Staff Nursing will report any issue/event to the RQIA according to their procedure and policy and provide follow up once investigation is complete.

Summary of Complaints Procedure

Staff Nursing will ensure that every complaint made under the complaint's procedure is fully investigated and also that:

- An initial response should be expected within five days
- Resolution within the period of twenty-eight days, or shorter period as may be reasonable in the circumstances
- Staff Nursing will inform the person who made the complaint of the action (if any) that is to be taken in response
- A record of each complaint shall be maintained, including details of the investigation made
- The outcome and any action taken in consequence
- The requirements of regulation (18) shall apply to that record
- Any evidence of misconduct by a nurse is reported promptly and in writing to the Nursing and Midwifery Council

Service Users should refer all complaints to the Complaints Manager at Staff Nursing Ltd.

Equal Opportunity

Policy Statement

Staff Nursing is committed to achieving a working environment that provides equality of opportunity and freedom from discrimination on the grounds of race, sex, class, sexual orientation, age, disability, or special needs. The agency is also committed to building a workforce that is diverse and reflects the community around us.

Aim of the Policy

The aim of the policy is to promote equal treatment for all employees, agency workers, and service users irrespective of race, colour, sexual orientation, nationality, ethnic origin, religion, political belief, disability, age, gender, or marital status; and that this is managed in compliance with equal opportunities legislation and accepted codes of good organisation. We aim to ensure that no job applicant, employee, agency worker, organisation or individual we provide services to will be discriminated against by us.

Definition

Staff Nursing understands discrimination to mean the treatment of one person more or less favourably than another on the grounds of race, religion, sex, class, sexual orientation, age, disability, or special need. Discrimination is indirect when an unnecessary condition or requirement is imposed, whether intentionally or inadvertently, such that the proportion of members of one group who can comply with it is considerably smaller than the proportion of other groups.

Moving and Handling

Moving and handling error is the single most common cause of harm to people working in healthcare. As such, we take the matter very seriously and urge all our agency workers to ensure they understand and apply the following policy.

We actively encourage the people that we care for to be as independent as can be reasonably achieved, which includes independence with their mobility. This means ensuring that they have the appropriate aids and encouraging them to allow those in our care to help them as much as possible. The aim will be to promote the independence and to reduce the handling risk.

Where practical and feasible, suitable and relevant handling aids should be used to reduce to a minimum the likelihood of a person being harmed through handling. All aids should be used in the proper manner and as per training provided.

The agency recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe, healthy, and compliant with all statutory requirements and codes of practice. Staff Nursing fully complies with Standard (12) – (Risk Assessment) and Standard (11) – (Safe working Practices) of the National Minimum Standards for Domiciliary Care Agencies published in accordance with the Care Standards Act 2000, and the Minimum Standards for Nursing Agencies and the National Care Standards – Nurse Agencies, which relate to the degree to which staff and service users are protected by the agency's policies and procedures.

Quality and Improvement

Policy Statement

Staff Nursing continually tries to improve the quality of the services provided.

Aim of the Policy

Staff Nursing can monitor and improve the services provided to clients. The policy is intended to set out the value, principles and policies underpinning the organisations approach to high quality and high standards.

Policy

All our service users should expect that staff provided by Staff Nursing would provide the highest quality of care possible. The service users are encouraged to give feedback on the services provided by completing quality assurance questionnaires or telephone monitoring calls. All service users are able to raise issues and complaints about any aspect of the organisation and to have such complaints acted on promptly. All written complaints will have initial response within five working days.

Procedure

The registered manager is responsible for auditing feedback from the service users questionnaires on a quarterly basis.

Audits

The registered manager will carry out a quality audit annually and will publish results on our website.

The nursing agency is inspected annually by RQIA and their report is available to view on their website, in our office or on our website www.staffnursing.co.uk

Contact Details

Service users can contact Staff Nursing Ltd in the following ways:

By telephone:

028 9074 5481 or 028 9074 4356 between the hours of 8am-5pm Monday – Friday (except public holidays)

07732 304 526 – on call service 24 hours per day, 7 days per week

By email:

info@staffnursing.co.uk

By letter:

Lanyon Annex, 3rd Floor
Jennymount Business Park
14 North Derby Street
Belfast
BT15 3HN

Staff Nursing is registered under the Health and Personal Social Services (Quality, Improvement and Regulations) (NI) Order 2003, and are bound to act in accordance with the Nursing Agencies Regulations (NI) 2005.

Staff Nursing is regulated and inspected by **The Regulation and Quality Improvement Authority**.

Service users can contact the RQIA at the address below:

James House
2-4 Cromac Avenue
Belfast
BT7 2JA

Telephone: 028 9536 1111

Email: info@rqia.org.uk

