

# Service Users Guide



# Mission Statement

Our mission is to provide the highest standard of service to our Clients whilst providing the best agency conditions for nurses and healthcare assistants by ensuring each individual feel valued

Staff Nursing Ltd  
1st Floor  
4 Raloo Village  
LARNE  
BT40 3ED

Staff Nursing Ltd  
The Castleton Centre  
44 York Road  
BELFAST  
BT15 3HE

# Services Users Guide

Staff Nursing Ltd was established in 2004 as a Registered Nursing Agency. The company is registered as Staff Nursing Ltd and serves 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 Manager:** Mr. Thomas Robinson  
**Nurse Manager:** Mrs. Margaret Robinson

## **Statement of Purpose**

### **Aims and Objectives**

The aims and objectives of Staff Nursing:

- 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 for 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 measures and 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 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 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 hours per day 365 days a year. Clients will be provided with our phone number and may contact Staff Nursing at any time 24/7

## **Ethos & 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.

## **Agency Details**

Staff Nursing is a Limited Company. The Company Number is NI51065. There are 2 directors, Thomas Robinson and Margaret Robinson. Margaret is Nurse Manager and has responsibility for interview, selection and placing of suitable candidates, for day to day operational administration and for the management of complaints.

### **Registered Provider & Manager**

The Registered Provider for Staff Nursing is:

Mrs. Margaret Robinson  
Registered Nurse (74I031IN) & ONC (Orthopaedic Nursing Certificate 1986)

The Registered Person for Staff Nursing is:

Mr. Thomas Robinson  
dipTh, ThB

### **Staff Nursing Head Office Address:**

The Castleton Centre,  
44 York Road,  
Belfast BT15 3HE.  
Tele: 028 9074 5481

## **Range of care supplied**

We supply Registered Nurses and Care 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 supplied 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 which they are assigned to.

## **Staff Selection and checking**

All staff registered with Staff Nursing are:

- initially interviewed by the Nurse Manager
- proof of identity established
- checked for current registration with the Nursing and Midwifery Council, including details of the part of the register in which the nurse is registered
- details of any criminal offences disclosed
- Access NI checked
- details of health record, including immunisation status
- documentary evidence of any relevant qualifications and training checked and copied
- 2 written references are sought as per application form and followed up on, including 1 from the person's present or most recent employer
- full employment history sought, together with a satisfactory written explanation of any gaps in employment

## **Staff training**

Staff training is foremost in the Staff Nursing philosophy of care. We have five experienced training consultants on site, and we ensure that all staff have the relevant induction, training and qualifications relating to their position. Further to this we will 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 Nurse's ongoing clinical practice.

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



## **Placement of Staff**

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 suitable nurses/care assistants
- The service user is informed of name of the Nurse/Care Assistant who will to be supplied and the name of the member of staff of 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

Each employee 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 which they will be required to work under. This outlines details of how they will be under the control of a Client/Service User. Following registration and training each staff member is provided with the staff handbook.

## Complaints

Staff Nursing operates a Complaints Policy, which may be inspected by clients at any time

Accidents and Adverse Incidents, which must be reported to the RQIA are:

- An incident/accident, which results in a client'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*

*Tel: 028 9023 3821*

*Email: [ombudsman@ni-ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.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*

*9th Floor Riverside Tower*

*5 Lanyon Place*

*Belfast*

*BT1 3BT*

*Telephone: 028 9051 7500*

## **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 procedures and policy and provide follow-up once investigation is complete.

## **Summary of Complaints Procedures**

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 5 days
- within the period of 28 days or such shorter period as may be reasonable in the circumstances, Staff Nursing will inform the person who made the complaint of the outcome of the investigation and any action to be taken
- a record of each complaint shall be maintained, including details of the investigation made, the outcome and any action taken in consequence and 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 Margaret Robinson verbally, via email or by letter

## Recruitment and Training

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 standards 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 personally interviewed by our Nurse Manager
- All healthcare assistants are interviewed by our Healthcare Consultants, a team of specially trained staff
- We insist upon at least 2 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 and have AccessNI checks carried out

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

- Professional registration is shortly to expire
- Mandatory and/or annual 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

A rolling programme of mandatory training is provided to all agency workers in such areas as Manual Handling, Safeguarding Vulnerable Groups and Basic Life Support. In addition, study days, continuing professional development (CPD) and post registration education and practice (PREP) opportunities are made available via our bespoke on-site Training Division to enable agency workers to keep up-to-date with best practice

## **Equal Opportunity**

### **POLICY STATEMENT**

Staff Nursing is committed to achieving a working environment which 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 Agency 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**

### **POLICY STATEMENT**

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 of our Agency workers to ensure that 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 include independence with their mobility. This means ensuring that they have the appropriate aids and encouraging their use to allow those in our care to help them as much as possible. The aim will be to promote 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 Nurses 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 service provided to clients. The policy is intended to set out the values, principals 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 will provide the highest quality of care possible. The Service Users are encouraged to give feedback on the services provided by completing quality assurance questionnaires. All Service Users are able to complain about any aspect of the organisation and to have such complaints acted on promptly. All written complaints will have initial response within 5 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 the results on our website.

The Nursing Agency is inspected annually by RQIA and their report is available to view in our office or on our website.



## **Contact Details**

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

- By Telephone 028 9074 4356 or 028 9074 5481 between the hours of 9am – 5pm Monday to Friday (except public holidays)
- 24 hours a day, 7 days a week by telephone on number 028 9074 5481
- by e-mail on [meg@staffnursing.co.uk](mailto:meg@staffnursing.co.uk)
- by letter to **The Castleton Centre, 44 York Road, BELFAST BT15 3HE**

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 Regulation and Quality Improvement Authority at the details below:



9th Floor, Riverside Tower, 5 Lanyon Place, Belfast BT1 3BT Northern Ireland  
tel: 028 9051 7500 fax: 028 9051 7501 email: [info@rqia.org.uk](mailto:info@rqia.org.uk) web: [www.rqia.org.uk](http://www.rqia.org.uk)

Established under The Health and Personal Social Services (Quality, Improvement and Regulation) (NI) Order 2003

## **Confidentiality Policy Statement**

During your time with Staff Nursing it is likely you will become privy to certain confidential information resulting from your placements.

In order for placements to be offered to its temporary workers, Staff Nursing informs all workers that a breach of Confidentiality is a gross misconduct of duty and whether intentional or not, will be dealt with in a manner that reflects the seriousness of the situation.

The Law of Confidentiality states all information should remain confidential and should not be divulged, save where such information is disclosed in the proper course of your duties.

An action for breach of confidence is based on the law of confidentiality and refers to the unauthorised disclosure or use of information which is confidential in nature and which has been entrusted to a person in circumstances which either expressly or implicitly impose an obligation of confidentiality.

**ANY BREACH OF CONFIDENTIALITY WILL RESULT IN ACTION BEING INITIATED BY THE AGENCY. THE OUTCOME OF THIS COULD RESULT IN THE OFFER OF PLACEMENTS BEING REVOKED, REMOVAL FROM THE TEMPORARY WORKERS REGISTER AND COULD EVEN RESULT IN LEGAL ACTION.**

Breaches of confidentiality include:

- disclosing any details or information gained on placements concerning the patients/residents you have cared for, or the establishments you have worked in
- disclosing information of your salary to anyone not connected with the Agency
- disclosing personal details without first obtaining consent from relevant person
- giving out information gained on one placement to another
- disclosing any details of private conversations with managers
- disclosing any information concerning the running of the Agency

- disclosing any personal/private information gained concerning any other Agency staff member
- attempting to falsely discredit the reputation of the Agency in any manner
- attempting to falsely discredit the reputation of any Agency staff member

Please be aware that when on placement if any information is divulged concerning any aspect of that placement staff will not only be in breach of the Agency's policy on confidentiality but also the policy of the placement they are on. This could result in action being taken against you by their management.