

Dealing with Alert Letters issued by DHSSPS and NMC Policy

Version Control Sheet

VERSION	DATE OF REVIEW	IMPLEMENTED AND AUDITED BY	STATUS	COMMENTS
4	01/04/2024	Ann Kelly (Registered Manager)	Active	To be reviewed 01/04/2025

Purpose

Clinical24 Staffing Limited recognises the importance of promptly and appropriately responding to Alert Letters issued by the Department of Health, Social Services, and Public Safety (DHSSPS) and the Nursing and Midwifery Council (NMC). This policy outlines the purpose, statement, and procedures for dealing with Alert Letters, ensuring timely and effective actions are taken to address any concerns or issues raised, and protecting sensitive information related to these alerts.

Statement

Clinical24 Staffing Limited is committed to maintaining high standards of care delivery and compliance with regulatory requirements. This policy establishes the guidelines and procedures for responding to Alert Letters, assigning responsibilities to key personnel, implementing necessary actions to address the concerns raised, and ensuring that sensitive information related to alerts is stored securely.

Procedure and Guidance

Alert Letter Reception and Review

- When an Alert Letter is received from the DHSSPS or NMC, it should be promptly reviewed by the Registered Manager or designated personnel responsible for compliance.
- The letter should be assessed to understand the concerns raised, potential risks, and necessary actions to be taken.

Registered Manager's Role

- The Registered Manager will take the lead in coordinating the response to the Alert Letter and ensuring that appropriate actions are implemented.
- The Registered Manager will assign tasks and responsibilities to the Head of Compliance and Compliance Team members as necessary.

Head of Compliance and Compliance Team's Roles

- The Head of Compliance, together with the Compliance Team, will conduct a comprehensive review of the concerns raised in the Alert Letter.
- The Compliance Team will collect and analyze relevant data and documentation to assess the extent of the concerns and evaluate the compliance status.
- The Compliance Team will collaborate with the relevant departments or personnel to implement corrective actions and address the concerns raised in the Alert Letter.
- The Head of Compliance will ensure timely updates to the Registered Manager regarding the progress of the response and any recommended actions.

Addressing Concerns and Implementing Corrective Actions

- The Compliance Team, in collaboration with the relevant departments or personnel, will develop and implement appropriate corrective actions to address the concerns raised in the Alert Letter.
- The actions taken should aim to rectify the identified issues promptly and prevent similar occurrences in the future.
- The Compliance Team will regularly monitor the progress of the implemented corrective actions and evaluate their effectiveness.

Actions Regarding Nurses

- If an Alert Letter is received regarding a nurse, and it is determined that the concerns raised pose a risk to patient safety, the nurse may be restricted from working pending further investigation.

- The nurse will be informed of the restrictions and provided with the opportunity to provide their side of the story and any supporting evidence.
- The nurse's case will be thoroughly investigated by the Compliance Team, following established disciplinary procedures and any relevant legal requirements.
- If disciplinary action is deemed necessary, it will be carried out according to Clinical24 Staffing Limited 's disciplinary policy.
- Relevant information, including the alert, investigation outcomes, and disciplinary actions, will be documented in the nurse's confidential file.

Storage of Sensitive Information

- All sensitive information related to Alert Letters, including investigations and disciplinary actions, will be stored securely in compliance with applicable data protection laws.
- Access to confidential files and associated documents will be restricted to authorized personnel responsible for compliance and Human Resources.
- Digital files will be protected with secure access controls, encryption techniques, and regular backups, while physical files will be stored in locked cabinets in secure locations.


Review and Compliance

This Dealing with Alert Letters Policy will be reviewed annually to ensure compliance with internal policies, regulatory requirements, and best practices. Non-compliance with this policy may result in disciplinary action, including termination of employment or contract, for employees or contracted professionals who fail to appropriately respond to Alert Letters or mishandle sensitive information.

By implementing this Dealing with Alert Letters Policy, Clinical24 Staffing Limited ensures prompt and effective action in addressing concerns raised in Alert Letters, maintaining compliance, protecting sensitive information, and safeguarding patient safety.



Next Review

Reviewed by:	Ann Kelly
Title:	Registered Manager
Signed:	
Last Review Date:	01/04/2024
Actions:	Address Updated

Next Review Date: April 2025