

# Management, Control and Monitoring of the Agency 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

This policy outlines the purpose, statement, and procedures for the Management, Control and Monitoring of the Agency, including monthly audits of staff files, complaints and incident management, quality monitoring and feedback, supervision and appraisal and other relevant methods.

## Statement

Clinical24 Staffing Limited is committed to proactively managing, controlling, and monitoring its operations to maintain regulatory compliance, promote quality service delivery, and continuously improve its processes. Clinical24 Staffing Limited recognises the importance of implementing effective management, control, and monitoring processes to ensure the delivery of high-quality nursing services.

## Procedure and Guidance

### Monthly Audits of Staff Files

- The Registered Manager or designated staff will conduct monthly audits of staff files to ensure compliance with regulatory requirements, such as appropriate documentation of qualifications, training records, and background checks.
- Any discrepancies or non-compliance identified during audits will be addressed promptly through corrective actions, which may include additional training, re-verification of documentation, or disciplinary measures.

### Complaints and Incident Management by Registered Manager

- The Registered Manager is responsible for overseeing the management of complaints and incidents reported by staff, clients, or other relevant parties.

- The Registered Manager will ensure that all complaints and incidents are appropriately documented, investigated, and resolved in a timely manner, following established procedures.
- Corrective actions and improvements will be implemented based on the findings from complaint and incident investigations to prevent future occurrences.

### **Quality Monitoring and Feedback**

- Clinical24 Staffing Limited utilises a robust quality monitoring and feedback system to monitor the quality of nursing services provided by attaining comments through feedback forms, client meetings, email correspondence and telephone communication.
- Feedback and data collected is then monitored and analysed by the Registered Manager and used to identify areas for improvement and to ensure compliance with regulatory standards.
- Continuous feedback and communication with staff and clients will be encouraged to foster a culture of quality improvement and responsiveness to feedback.

### **Monthly Monitoring by Designated Monitoring Officer**

- Clinical24 Staffing Limited has assigned a designated Monitoring Officer responsible for conducting regular monthly monitoring activities.
- The Monitoring Officer reviews various operational aspects, including compliance with policies and procedures, file checks including recruitment, compliance and training, adherence to contractual and RQIA requirements, complaints and incident reporting, NMC checks, feedback planned improvements and overall quality of service delivery.
- Any non-compliance or areas for improvement identified during monthly monitoring will be addressed through corrective actions and documented for further follow-up.

### **Supervision and Appraisal**

Supervision and appraisals are conducted by the Registered Manager to ensure candidate satisfaction, and to ensure that Clinical24 Staffing Limited are meeting the training and development needs of our staff.

## Other Methods


Clinical24 Staffing Limited may employ additional methods for management, control, and monitoring as deemed necessary and appropriate. These may include but are not limited to routine staff meetings, client surveys, staff satisfaction surveys, online reviews, and external audits.

## Review and Compliance

This Management, Control, and Monitoring of the Agency Policy will be reviewed annually to ensure compliance with internal policies, changes in legislation, and best practices. Clinical24 Staffing Limited will maintain records of monthly audits, complaint and incident management activities, quality monitoring and feedback reports, monthly monitoring findings, and other relevant documentation to demonstrate compliance and continuous improvement.

By implementing this Management, Control, and Monitoring of the Agency Policy, Clinical24 Staffing Limited ensures effective management, control, and monitoring of its operations, promoting quality service delivery, regulatory compliance, and continuous improvement in the provision of nursing services.

## Next Review

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

Next Review Date: April 2025