

Monitoring and Auditing the Quality of Services 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 applies to all staff, contractors, and individuals working on behalf of Clinical24 Staffing Limited, involved in the provision of nursing agency services in Northern Ireland.

Statement

Clinical24 Staffing Limited is committed to providing high-quality nursing agency services in Northern Ireland. This policy outlines our approach to monitoring and auditing the quality of services to ensure compliance with regulatory requirements and maintain the highest standards of patient care. By monitoring and auditing our services, we aim to identify areas for improvement and implement necessary measures to enhance the quality of care provided.

Procedure and Guidance

Methods of Monitoring and Auditing:

- **Documentation Review:** Regular reviews of documentation, including interview forms, risk assessments and incident reports, are conducted to ensure compliance with best practices and regulatory requirements. Any deficiencies or areas for improvement are identified and addressed promptly.
- **Feedback and Complaints Investigation:** Feedback and complaints received from patients, their families, or other stakeholders are investigated promptly and thoroughly. Any concerns or deficiencies identified are addressed, and appropriate corrective actions are implemented to prevent recurrence.
- **Peer Reviews and Case Conferences:** Regular peer reviews and case conferences are conducted to discuss complex cases, share knowledge and expertise, and evaluate the effectiveness of care provided. These forums provide opportunities for staff to learn from each other and improve their practice.
- **Compliance and Internal Audits:** Regulatory and legal requirements related to nursing agency services are regularly audited to ensure adherence. This includes compliance with relevant legislation, standards, guidelines, and codes of practice.

Clinical24 Staffing Limited holds BSI ISO 9001 Certification, which is a Quality Management System (QMS) that ensures the organisation is continually monitored for quality and conducts an annual audit to ensure standards are maintained.

- **Service User Surveys:** Regular surveys are conducted to gather feedback from patients and their families regarding their experience with our nursing agency services. The feedback is used to identify areas for improvement and enhance the quality of care provided.
- **Staff Training and Competency Assessments:** Regular training sessions and competency assessments are conducted for our staff to ensure they have the necessary skills and knowledge to deliver high-quality care. Performance appraisals and professional development plans are implemented to address any identified training gaps.

Implementation of Findings

Findings from monitoring and auditing activities are analysed and evaluated to identify areas requiring improvement. Action plans are developed, specifying measurable objectives, timelines, and responsibilities for implementing necessary changes. These action plans may include training programs, policy revisions, process improvements, or addressing identified individual staff performance issues.

Reporting and Communication

Monitoring and auditing findings, as well as the implementation status of action plans, are reported to senior management and relevant stakeholders. This ensures transparency, accountability, and an organization-wide understanding of the quality improvement initiatives being pursued.

Continuous Improvement

Monitoring and auditing the quality of services is an ongoing process at Clinical24 Staffing Limited. We are committed to continually improving our services through regular evaluations, feedback collection, and risk assessments. This allows us to adapt to changes in best practices, regulations, and patient needs.

Compliance and Accountability


Clinical24 Staffing Limited is committed to maintaining compliance with relevant legislation, standards, and guidelines governing nursing agency services in Northern Ireland. The responsibility for monitoring and auditing the quality of services lies with all staff members, with senior management providing oversight and support.

Review and Updates

This Monitoring and Auditing the Quality of Services Policy will be reviewed annually to ensure its effectiveness, relevance, and compliance with evolving regulatory requirements.



Next Review

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

Next Review Date: April 2025