



Operational 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:

The Operational Policy provides staff, service users, their representatives and other stakeholders with clear guidance and understanding of Clinical24 Staffing Limited's role, function and objectives. The operational policy exists to provide an easily accessible reference for staff working within the service.

Statement:

The operational policy provides a framework to capture key information regarding service delivery and service arrangements. It outlines the context of the service and explains the nature of the service offered.

This policy applies to all staff of Clinical24 Staffing Limited and covers all nursing agency services provided by Clinical24 Staffing Limited in Northern Ireland.

Procedure and Guidance:

The Operational Policy will be reviewed annually by the RQIA approved Responsible Individual Mr Adrian Treacy and the Registered Manager to ensure it continues to reflect the current operational arrangements and meets staff and service users' requirements.

Additional review will be undertaken when appropriate due to statutory, regulatory or professional standards/rule changes.

Responsible Individual Role



The RQIA approved Responsible Individual, Mr Adrian Treacy, will ensure that the Operational Policy is appropriate and relevant at all times, and has the resources to guarantee the policy adhered to and is communicated to all staff, service users and their representatives.

Registered Manager Role

The Registered Manager is responsible for the day-to-day compliance with the Operational Policy. In conjunction with other relevant departments, including Training and Development, Compliance, and Recruitment, the Registered Manager will ensure that the operational policy is developed, updated, administered and communicated appropriately. The Registered Manager will ensure training of new and existing staff is undertaken and monitor compliance with the policy.

The Registered Manager will report any breaches of the Operational Policy to Mr Treacy as the Responsible Person.

An annual review of the policy will be conducted by the Registered Manager and reported to Clinical & Corporate Governance Risk Management Committee (CCGRMC).

Arrangements in Place to Ensure the Fitness of Nursing Staff

All nursing staff working for Clinical24 Staffing Limited must undergo a thorough screening process, which includes background checks, employment history verification, and reference checks.

Nursing staff must provide evidence of their qualifications, certifications, and registrations as required by the regulatory bodies.

Regular health assessments will be conducted to ensure that nursing staff are physically and mentally fit to perform their duties.

Clinical24 Staffing Limited conducts thorough compliance checks on all staff who join our agency as we hope to maintain a level of excellence in the healthcare industry and ensure high standards in accordance with all relevant legislation.

Clinical24 Staffing Limited have meticulous recruitment and selection methods in place to ensure that only competent and appropriately qualified nurses are selected, including:

- Clinical Interview
- Two Satisfactory References

- Drug Calculation Test
- Employment History
- Professional Indemnity Insurance
- Registration with Relevant Professional Body (eg. NMC)
- Right to Work
- AccessNI
- OH Questionnaire / Fitness for Work
- Proof of Identification
- Proof of Address x 2
- Name Change Document (if applicable)
- Proof of National Insurance
- Staff Induction
- Staff Handbook

Clinical24 Staffing Limited also maintains vigorous monitoring, including regular audits, compliance checks, risk assessments and clinical governance reports so that we can continuously review and enhance our services.

Staffing Arrangements

Clinical24 Staffing Limited will maintain a pool of trained and qualified nursing staff to meet the demand for nurses throughout Northern Ireland.

Staffing ratios will be determined based on the needs of the service users and in compliance with regulatory guidelines.

The agency will ensure adequate staffing levels at all times, including arranging cover for absences and emergencies.

Referral Arrangements, Including the Service User's Guide

Clinical24 Staffing Limited has a service user's guide that outlines the process of accessing nursing agency services, and contains essential information regarding the agency, including:

- the nursing agency, its structure and name of the registered person.
- the name of the registered manager and general staffing arrangements of the nursing agency.
- a summary of the statement of purpose, and the services provided.
- the range of qualifications and skills of nurses and the settings to which they may be supplied.

- procedures for supply and placement of nurses.
- arrangements for obtaining the views of patients and people who use services provided by the nursing agency.
- results of patient and service user satisfaction surveys.
- a statement on confidentiality that complies with NMC Code of Professional Conduct.
- arrangements for inspection of the nursing agency and details about how to access Regulation and Quality Improvement Authority inspection reports.
- arrangements that will apply during the sickness and other absence of a nurse supplied by the nursing agency.
- how to access services provided by the nursing agency.
- general terms and conditions for receipt of services provided by the agency.
- costs of services.
- response times to requests for services.

Referrals can be made by service users, clients, healthcare professionals, or other relevant agencies.

Safeguarding and Promoting the Health and Well-Being of People Using the Service

Clinical24 Staffing Limited has robust safeguarding policies and procedures in place to protect adults or children at risk using the service.

The agency promotes the health and well-being of service users through gathering of feedback, regular risk assessments, and liaising with relevant healthcare services.

Training and Development of Staff

Nursing staff will receive comprehensive induction training covering essential topics including:

- Basic Life Support
- Patient Handling/Manual Handling
- Complaints Handling
- Dysphagia
- Equality & Diversity
- Falls Prevention
- Fire Safety
- Food Hygiene



Clinical 24 NI
The Mount
2 Woodstock Link
Belfast
BT6 8DD
02891638226
team@clinical24ni.co.uk

- Handling Violence & Aggression
- Health & Safety
- Infection Control
- Information Governance, including GDPR
- Lone Worker
- Medication Management
- Mental Capacity Act, including DoLS
- NEWS
- Safeguarding Adults
- Safeguarding Children & Young People
- Tissue Viability/Pressure Ulcer
- MAPA /CPI (as required)

Ongoing training and development opportunities will be provided to ensure staff competency and compliance with regulatory requirements.

Management and Control of the Agency:

Clinical24 Staffing Limited have a management team responsible for overseeing the day-to-day operations and ensuring compliance with legal and regulatory requirements. Regular supervision and performance reviews will be conducted to monitor staff performance and address any concerns or areas for improvement.

Management systems and arrangements are in place that support and promote the delivery of quality nursing services offered by Clinical24 Staffing Limited to our service users in Northern Ireland. The Management, Control and Monitoring of the Agency Policy details these and is supported by the Quality Policy.

Ultimate responsibility for Clinical24 Staffing Limited is with the Responsible Individual Mr Adrian Treacy. He will be supported by the Registered Manager.

Monthly Quality Monitoring Reports to the RQIA and the Annual Quality Report will be produced by Clinical24 Staffing Limited.

Accounting and Financial Control Arrangements for the Agency:

The agency maintains strict financial controls and record-keeping systems to ensure transparency and accountability.



An accounting system is in place to accurately manage invoices, payments, and financial statements.

Clinical24 Staffing Limited accounting and financial control arrangements are managed via the ICG Medical Limited CFO is responsible to the Board of ICG Medical Limited for all accounting and financial control processes and arrangements. Substantive employees work within these controls, and should any issues be identified these are dealt with in accordance with the Disciplinary Procedure.

Insurance Arrangements:

Clinical24 Staffing Limited has appropriate insurance coverage to protect against any liability or claims arising from the provision of nursing agency services.

Clinical24 Staffing Limited has insurance in place and a copy of this information is available on request and detailed in the Insurance Arrangements Policy.

Keeping of Documents and Records

The agency will maintain accurate and up-to-date records for each service user and worker.

Records are stored securely and in compliance with relevant data protection laws.

All staff who work for or are placed via Clinical24 Staffing Limited are required to abide by the policies which provide the specific information. Information is contained in the Employee Handbook, Temporary Worker Handbook, Record Keeping Policy, Management of Records Policy and NMC Code of Professional Conduct.

All workers complete, as part of mandatory training, governance requirements, which include GDPR and confidentiality.

Arrangements for the Notification of Reportable Events

Clinical24 Staffing Limited has procedures in place to promptly report any reportable events to the relevant regulatory bodies, including incidents, accidents, or significant changes in service user health.

It is the responsibility of the Registered Manager in line with the Management and Control Policy to notify the RQIA of reportable events. This must be completed with 1 working day or

sooner of the event being reported to the Registered Manager. In the absence of the Registered Manager this will be reported by the Responsible Individual Mr Adrian Treacy. Recording of Reportable events must be undertaken in line with the Management, Control and Monitoring of the Agency Policy.

Arrangements for the Management of Medicines in the Service User's Home

The agency will have policies and procedures in place to ensure the safe and effective management of medications in private patient's homes.

Nursing staff will undergo appropriate training and follow established protocols for administering, storing, and documenting medications.

List of Policies and Procedures:

- Absence of the registered manager
- Accidents and adverse incidents
- Accounting and financial control procedures
- Assessing, planning, implementing and evaluating nursing care for private patients in their own homes
- Clinical nursing procedures
- Complaints
- Completion of case records
- Confidentiality
- Confirmation with NMC of nurses' registration status
- Consent Consultation with private patients and their representatives
- Dealing with alert letters issued by DHSSPS and NMC
- Disclosure of patient information
- General communications arrangements
- Infection prevention and control
- Inspections of the nursing agency
- Insurance arrangements
- International recruitment of agency nurses
- Management and use of medical devices and equipment in the homes of private patients
- Management, control and monitoring of the nursing agency
- Management of medicines in the homes of private patients
- Management of records and information
- Managing service contracts

- Matching skills and expertise of nurses to the requirements of placements
Monitoring and auditing the quality of services
- Moving and handling
Obtaining comments from people who use the nursing agency
- Occupational health arrangements
- Operational policy
- Orientation and induction for newly appointed agency staff and nurses
- Pre-employment health assessment for nurses
- Providing 24 hour support for patients in their own homes and agency nurses
- Protection of adults at risk and safeguarding children
- Recruitment of staff
- Quality improvement
- Reporting arrangements to the registered person.
- Reporting, recording and notifying accidents, incidents, infectious diseases and deaths inc. RIDDOR arrangements
- Responding to requests for private nursing care
- Review and revision of policies and procedures
- Review and revision of service user's guide
- Reviews and reassessment of nurses
- Risk assessment and management
- Smoking
- Staff induction
- Staff discipline and grievance
- Staff meetings
- Staff records
- Staff training and development
- Supply and placement of nurses
- Suspected, alleged or confirmed instances of abuse
- Uniforms for agency nurses
- Whistle blowing

Arrangements For Dealing with Complaints and The Steps for Publicising These Arrangements

The agency has a formal complaints procedure in place, allowing staff, service users and clients to raise concerns or complaints.

All complaints are thoroughly investigated, and appropriate actions will be taken to address any issues raised.




Clinical 24 NI
The Mount
2 Woodstock Link
Belfast
BT6 8DD
02891638226
team@clinical24ni.co.uk

Clinical24 Staffing Limited will ensure that staff, service users and clients are aware of the complaint's procedure.

Review and Updates

This 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