

Providing 24 Hour Support for Patients in their Own Homes and Agency Nurses 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 patients receiving care in their own homes and agency nurses providing care and support through Clinical24 Staffing Limited in Northern Ireland.

Statement

Clinical24 Staffing Limited is dedicated to delivering high-quality care and support to patients in their own homes, ensuring their safety, well-being, and independence. This policy outlines the procedures for providing 24-hour support for patients and agency nurses working with our agency. The purpose of this policy is to establish guidelines for delivering consistent and effective care, promoting patient-centred care, and ensuring the safety and well-being of both patients and agency nurses.

Procedure and Guidance

Patient Care and Support

- **Needs Assessment:** Each patient's care and support will start with a thorough needs assessment, conducted by a qualified healthcare professional. This assessment will identify the patient's physical, emotional, social, and spiritual needs, and determine the level of care required.
- **Care Plan Development:** Based on the needs assessment, a personalized care plan will be developed in collaboration with the patient and their family members, taking into consideration their preferences, goals, and individual circumstances. The care plan will outline specific goals, interventions, and frequency of visits needed to meet the patient's needs.
- **Care Team Assignment:** The Registered Manager will assign a dedicated and qualified healthcare professional, such as a registered nurse or healthcare assistant,

to each patient based on their specific care needs. The assigned healthcare professional will have the necessary skills and experience to deliver the required care and support.

- **Continuity of Care:** We strive to ensure continuity of care by assigning consistent healthcare professionals to patients whenever possible. This helps build trust and familiarity between the patient and the caregiver, facilitating better communication and enhanced care outcomes.
- **24-Hour Availability:** Clinical24 Staffing Limited operates a 24-hour support line, ensuring immediate access to healthcare professionals in case of emergencies or critical care needs. Patients and their family members will be provided with contact information for the support line to access assistance whenever required.

Agency Nurse Support

- **Competency Assessment:** Agency nurses must undergo a thorough competency assessment before being assigned to provide care in patients' homes. This ensures that the nurse has the necessary skills, knowledge, and experience to deliver safe and effective care.
- **Communication and Collaboration:** Agency nurses are expected to maintain regular communication with the assigned patients, their families, and the Clinical24 Staffing Limited team. This includes providing updates on patient progress, adhering to care plans, and collaborating with other healthcare professionals involved in the patient's care.
- **Training and Support:** Clinical24 Staffing Limited provides ongoing training, education, and support to agency nurses to enhance their skills, promote patient safety, and maintain quality care standards. Nurses are encouraged to participate in relevant continuing professional development activities to stay up-to-date with best practices.
- **Health and Safety:** Agency nurses are responsible for maintaining their own health and safety while providing care in patients' homes. This includes adhering to infection control practices, proper use of personal protective equipment, and alerting the Registered Manager of any potential safety concerns or incidents.

Compliance and Accountability


Clinical24 Staffing Limited ensures compliance with all relevant legislation, regulations, and best practices in providing 24-hour support for patients in their own homes and agency nurses. The Registered Manager and the clinical team are responsible for the implementation and adherence to this policy.

Review and Updates



This Providing 24 Hour Support for Patients in their Own Homes and Agency Nurses Policy will be reviewed annually to ensure its effectiveness, relevance, and compliance with evolving regulations and guidelines.

Next Review

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

Next Review Date: April 2025