

# Quality Improvement 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 aspects of Clinical24 Staffing Limited operations, including recruitment, placement, patient care, agency nurse support, and administrative processes, in Northern Ireland.

## Statement

Clinical24 Staffing Limited is committed to delivering high-quality care and services to our clients, patients, and healthcare professionals. This Quality Improvement Policy outlines our commitment to continuous quality improvement, ensuring that our services meet or exceed the expectations and requirements of all stakeholders. The purpose of this policy is to establish a framework for identifying areas for improvement, implementing quality initiatives, and evaluating their effectiveness.

## Procedure

### Quality Improvement Process

- **Identification of Improvement Opportunities:** Clinical24 Staffing Limited will actively seek opportunities for improvement through various methods, including client and patient feedback, incident reporting, performance evaluation, and compliance with relevant regulations and standards. We encourage open communication among staff and stakeholders to identify areas where enhancements could be made.
- **Setting Quality Improvement Objectives:** Based on the identified improvement opportunities, clear and measurable objectives will be established for each area. These objectives should be realistic, achievable, and aligned with the organization's mission and values.
- **Planning and Implementation of Quality Initiatives:** A structured plan will be developed to address each identified improvement opportunity and achieve the established objectives. This plan will include specific actions, responsible individuals or teams, timelines, and available resources. Consistent communication and

collaboration among stakeholders will be maintained throughout the implementation phase.

- **Evaluation and Monitoring:** Regular monitoring and evaluation of the implemented quality initiatives will be conducted to measure their effectiveness in achieving the desired outcomes. This may involve data collection, performance reviews, audits, and feedback from clients, patients, and healthcare professionals. Results will be analysed, and necessary adjustments or enhancements will be made to further improve quality.
- **Documentation and Reporting:** All quality improvement efforts, including objectives, action plans, and evaluation results, will be thoroughly documented. Reports summarizing the progress and outcomes of quality improvement initiatives will be prepared and shared with relevant stakeholders to ensure transparency and foster accountability.

### Staff Engagement and Training

- **Staff Engagement:** Clinical24 Staffing Limited recognizes that staff engagement plays a crucial role in driving quality improvement. We will actively involve our staff in the identification of improvement opportunities, planning, implementation processes, and evaluation of quality initiatives. Regular team meetings, suggestion schemes, and staff surveys will be conducted to facilitate open communication and engagement.
- **Continuous Training and Development:** Continuous training and development programs will be provided to ensure that staff members possess the necessary skills and knowledge to deliver high-quality care and services. Training programs will include relevant topics such as Health and Safety, Infection control, Safeguarding, Mental Capacity Act, Dysphasia and other professional development opportunities.

### Compliance and Accountability


Clinical24 Staffing Limited is committed to complying with all relevant legislation, regulations, and standards related to quality improvement. The management team and all staff members are responsible for implementing and adhering to this policy and actively participating in quality improvement initiatives, including monthly compliance audits, complaints and incidents audits, review of supervisions and appraisals and annual external audit by BSI for ISO 9001 certification.

### Review and Updates

This Quality Improvement Policy will be reviewed annually to ensure its effectiveness, relevance, and compliance with evolving regulations, best practices, and stakeholder expectations.



**Next Review**

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

Next Review Date: April 2025