

# Reporting Arrangements to the Responsible Person 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

Clinical24 Staffing Limited recognises the importance of maintaining a clear reporting structure to ensure effective communication and accountability. The purpose of this policy is to explain the obligations of Responsible Person for Clinical24 Staffing Limited and demonstrate that they are all encompassing, and they have the overall responsibility of the agency.

## Statement

Clinical24 Staffing Limited is committed to establishing a reporting process that allows for timely and efficient communication of relevant information to the Responsible Person. This policy sets out the roles, responsibilities, and procedures for reporting incidents, concerns, and updates within Clinical24 Staffing Limited.

## Procedure and Guidance

The Responsible Person has a complete understanding of their legal accountabilities at the forefront and holds ultimate responsibility for guaranteeing that Clinical24 Staffing Limited is managed in accordance with legislative requirements, DHSSPS minimum standards and other standards set by professional regulatory bodies. Therefore, it is essential that reporting arrangements are in place to allow the responsible person to conduct their role efficiently.

All Clinical24 Staffing Limited staff are aware the significance of reporting irregularities or points to the Responsible Person, so they may decide on the appropriate action. The Responsible Person is responsible for taking the measures required in accordance with relevant legislation and company obligations. The Registered Manager will notify the Responsible Person through audits, reports and complaints analysis any relevant information pertaining to the performance of Clinical24 Staffing Limited.

### **Responsibility of Clinical24 Staffing Limited**

- Clinical24 Staffing Limited will designate a Responsible Person who will oversee the reporting arrangements and act as a centralized point for receiving and addressing reported matters.
- Clinical24 Staffing Limited will ensure that workers are aware of the Reporting Arrangements to the Responsible Person Policy and provide information on how to report incidents, concerns, and updates.
- Clinical24 Staffing Limited will maintain a clear reporting structure and ensure that all workers understand their roles and responsibilities in the reporting process.

### **Responsibility of Workers**

- Workers are responsible for familiarizing themselves with the Reporting Arrangements to the Responsible Person Policy and understanding the procedures for reporting incidents, concerns, and updates.
- Workers are responsible for promptly reporting incidents, concerns, or updates to the Responsible Person through the designated reporting channels.
- Workers are encouraged to report any issues or non-compliance with internal policies or legal requirements that may impact the safety, welfare, or quality of care provided by Clinical24 Staffing Limited.

### **Responsible Person**

**Mr Adrian Treacy**  
**Chief Executive Officer**  
**Clinical24 Staffing Limited**  
**1st Floor**  
**3 More London Riverside**  
**London**  
**SE1 2RE**  
**Telephone: 020 3871 7581**  
**Mobile: 079 5714 2050**  
**Email: [adrian.treacy@icg-medical.com](mailto:adrian.treacy@icg-medical.com)**

## Role and Responsibilities

- Assume overall responsibility for Clinical 24 Staffing Limited.
- Ensure financial viability of business.
- Undertake training and development to keep up-to date with legislation and best practice.
- Implement quality management and improvement systems.
- Keep the Statement of Purpose and Service User Guide under review and notify RQIA of any changes.
- Ensure all policies and procedures are updated as required.
- Is responsible for receiving and acknowledging reported matters in a timely manner.
- Assess reported matters and determine appropriate actions, which may include investigation, escalation, or resolution.
- Communicate with relevant stakeholders, including the Registered Manager, Director, Operations Manager, Business Development Manager, Head of Compliance, Recruitment Team, and Compliance, regarding reported matters and their resolutions.
- Maintain records of reported matters, actions taken, and follow-up activities.
- Notify RQIA in the event of the Responsible Manager being absent for more than 28 days and inform them of the temporary arrangements in place.

## Reporting Channels and Responsibilities

- **Registered Manager:** The Registered Manager is responsible for reporting incidents, concerns, and updates related to the day-to-day operations, quality of care, and compliance with regulatory requirements.
- **Director:** The Director is responsible for reporting significant incidents, concerns, and updates related to the strategic direction, financial performance, and overall effectiveness of Clinical24 Staffing Limited.
- **Operations Manager:** The Operations Manager is responsible for reporting operational issues, staffing concerns, and updates related to the delivery of services and the management of resources.
- **Business Development Manager:** The Business Development Manager is responsible for reporting business-related concerns, market trends, and opportunities for growth or improvement.
- **Head of Compliance:** The Head of Compliance is responsible for reporting compliance-related matters, regulatory changes, and recommendations for maintaining legal and ethical standards.




- **Recruitment Team:** The Recruitment Team is responsible for reporting recruitment-related issues, candidate concerns, and updates on the recruitment process.
- **Compliance:** The Compliance department is responsible for reporting non-compliance with internal policies, legal requirements, and industry standards.

**Review and Compliance**

This Reporting Arrangements to the Responsible Person Policy will be reviewed annually to ensure compliance with internal policies, changes in legislation, and best practices. Clinical24 Staffing Limited will maintain records of reported matters, actions taken, and follow-up activities to demonstrate compliance and continuous improvement in reporting arrangements.

By implementing this Reporting Arrangements to the Responsible Person Policy, Clinical24 Staffing Limited establishes a clear and efficient reporting process that promotes effective communication, accountability, and the overall improvement of the organisation.

**Next Review**

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

Next Review Date: April 2025