

# Responding to Requests for Private Nursing Care 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 members, including agency nurses and healthcare professionals, and ensures that requests for private nursing care are handled promptly, efficiently, and in accordance with legal and ethical standards.

## Statement

Clinical24 Staffing Limited Nursing Agency is dedicated to providing high-quality nursing care to our clients. Our Responding to Requests for Private Nursing Care Policy outlines the procedures and guidelines for responding to requests for private nursing care services.

## Procedure and Guidance

### Definitions

- **Private Nursing Care:** Private nursing care refers to the provision of nursing services to clients on a private basis outside of the agency's usual contracted services. This can include services such as private home care, private hospital care, or specialized nursing care requested by an individual or their representative.

### Client Requests for Private Nursing Care

- **Assessing the Request:** When a client or their representative requests private nursing care, the nursing agency will thoroughly assess the client's needs, requirements, and eligibility for such services.
- **Scope of Services:** The agency will provide information to the client regarding the scope of services that can be offered, including the availability of nursing staff, services provided, and associated costs.
- **Establishing Agreements:** If the client wishes to proceed with private nursing care, a written agreement will be developed, outlining the agreed-upon services, duration, rates, terms of payment, and any other pertinent details. This agreement will be signed by both parties.

## Staffing Considerations

- **Qualified Nursing Staff:** The agency will ensure that the nursing staff assigned to private nursing care assignments are adequately qualified, experienced, and trained to meet the specific needs of the client.
- **Scheduling and Shifts:** The agency will coordinate and manage the staffing schedule for private nursing care assignments, considering factors such as client preferences, staff availability, and legal requirements regarding working hours and breaks.

## Confidentiality and Data Protection

- **Maintaining Privacy:** All staff members involved in private nursing care must strictly adhere to confidentiality and data protection regulations. Personal and sensitive information relating to clients must be kept confidential and shared only on a need-to-know basis.
- **Consent and Authorisation:** The agency will obtain appropriate consent and authorization from the client or their representative for the collection, use, and storage of personal information in compliance with data protection laws.

## Fees and Billing

- **Fee Structure:** The agency will establish a transparent fee structure for private nursing care services, clearly outlining the rates, charges, and payment terms.
- **Invoicing and Billing:** All invoices for private nursing care services will be prepared accurately, promptly, and in accordance with the agreed-upon terms. The agency will provide the client with an itemized breakdown of services rendered and associated costs.

## Code of Conduct and Ethical Considerations

- **Professionalism:** Staff members providing private nursing care must adhere to the agency's code of conduct, maintaining a high standard of professionalism, integrity, and ethical behaviour.
- **Conflict of Interest:** Staff members must avoid any conflicts of interest that may compromise the quality of care or the client's best interests, including working with relatives in the same package of care.

## Insurance and Liability:

- **Insurance Coverage:** The agency will maintain appropriate liability insurance coverage to protect both the client and the nursing staff providing private nursing care services.
- **Indemnification:** The agency staff will indemnify against legal claims arising from private nursing care services and in compliance with agency policies and protocols.

### Continuous Improvement and Evaluation

- **Monitoring and Review:** The agency will regularly monitor and review the provision of private nursing care services to ensure the highest level of quality and client satisfaction.
- **Feedback and Complaints:** The agency will establish a process for clients to provide feedback or lodge complaints regarding private nursing care services. Such feedback will be handled promptly, professionally, and with the aim of resolving any issues or improving services.

### Compliance with Legislation and Regulation

- **Legal Requirements:** The agency will comply with all relevant legislation, regulations, and guidelines governing the provision of private nursing care services, including those related to healthcare, employment, data protection, and privacy.

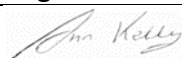
### Training and Professional Development

- **Staff Training:** The agency will provide appropriate training opportunities to nursing staff involved in private nursing care, ensuring that they have the necessary knowledge and skills to deliver high-quality care.
- **Continuous Professional Development:** Staff members engaged in private nursing care will be encouraged to engage in continuous professional development and stay abreast of best practices and advancements in their field.

### Review and Update

This Responding to Requests for Private Nursing Care Policy will be annually reviewed to ensure compliance with current legislation, standards, and industry best practices. Updates will be made as necessary to address changes or any lessons learned.

### Next Review

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

Next Review Date: April 2025

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