

Review and Revision of Service User's Guide 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 regularly reviewing and revising the Service User's Guide to ensure it remains accurate, up-to-date, and reflective of the highest quality care and service provision. This policy outlines the purpose, statement, and procedures for conducting systematic reviews and revisions of the Service User's Guide within the organization.

Statement

Clinical24 Staffing Limited is committed to providing service users with clear, comprehensive, and up-to-date information regarding the services offered, expectations, procedures, rights, and responsibilities. This policy establishes the necessary procedures and guidelines to ensure regular review and revision of the Service User's Guide in response to legislative amendments, the Regulation and Quality Improvement Authority (RQIA) requirements, modifications in client procedures, updates in best practice, Department of Health updates, and any other relevant changes.

Procedure and Guidance

Legislative Amendments

- The designated responsible person will monitor legislative amendments related to healthcare, employment, and other relevant laws to identify potential implications for the Service User's Guide.
- Identified legislative amendments will be reviewed by the designated responsible person and relevant stakeholders to assess their impact on the contents of the Service User's Guide.
- If necessary, the designated responsible person will propose revisions to the Service User's Guide to ensure compliance with new legislative requirements.

RQIA Requirements

- Clinical24 Staffing Limited will regularly review and familiarize itself with the RQIA requirements and recommendations for nursing agencies regarding service user information and rights.
- Identified RQIA requirements and recommendations will be assessed by the designated responsible person and relevant stakeholders to identify any gaps or areas for improvement in the existing Service User's Guide.
- Revisions will be proposed and implemented to address any identified gaps and ensure compliance with RQIA requirements.

Client Procedures

- Clinical24 Staffing Limited will collaborate closely with clients to understand their specific procedures and requirements for service provision and service user information.
- Any modifications or updates to client procedures that affect the Service User's Guide will be assessed by the designated responsible person and relevant stakeholders to determine if revisions are needed.
- Revisions will be proposed and implemented to align the Service User's Guide with client-specific procedures and requirements.

Best Practice

- Clinical24 Staffing Limited will actively monitor and stay informed about developments in best practices related to service user information, communication, and client engagement.
- Identified updates in best practice will be reviewed by the designated responsible person and relevant stakeholders to determine if revisions to the Service User's Guide are necessary to maintain a high standard of service provision and user satisfaction.
- Revisions will be proposed and implemented to incorporate the updated best practices into the Service User's Guide.

Department of Health Updates

- Clinical24 Staffing Limited will stay informed about updates, guidelines, and directives issued by the Department of Health or other relevant regulatory bodies regarding the provision of nursing services and service user information.
- Identified Department of Health updates will be reviewed by the designated responsible person and relevant stakeholders to assess their impact on the contents of the Service User's Guide.
- Revisions will be proposed and implemented to align the Service User's Guide with the updated guidelines and directives.

Review and Compliance

This Review and Revision of Service User's Guide Policy will be reviewed annually to ensure compliance with internal policies, legislative amendments, regulatory requirements, client procedures, updates in best practice, and Department of Health updates. Clinical24 Staffing Limited will maintain records of policy reviews, revisions, and implementation to demonstrate compliance and continuous improvement in service user information management.

By implementing this Review and Revision of Service User's Guide Policy, Clinical24 Staffing Limited ensures the provision of accurate and up-to-date information to service users, fostering clear communication, transparency, user involvement, and the highest quality of care and service provision.

Next Review

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

Next Review Date: April 2025