

Service User Guide

Welcome to Knockdene HealthCare – a progressive new nursing agency that will operate throughout Northern Ireland, helping you with short and long-term staffing solutions.

With over 20 years of experience in healthcare and recruitment, the management of Knockdene HealthCare understands the importance of consistency and continuity when placing staff. With this in mind we are committed to providing you with experienced and competent staff - quickly, efficiently and cost effectively.

You can find us at

Ballymena Business Hub
51-53 Church Street
Ballymena
BT43 6DD
Tel: 028 256 89435
Website: www.knockdenehealthcare.co.uk

Ciara Osborne is the Responsible Person/Registered Manager. You can contact her
Email: ciara@knockdene.co.uk
Tel: 028 256 89435

Our Healthcare Manager is Eileen McCann and you can contact her at
Email: eileen@knockdene.co.uk
Mobile: 07516 726 400

Our office is open Monday to Friday 9am – 5pm. However, in order that we can successfully meet your needs, we provide a 24-hour service to you 365 days a year operating an on-call system out-of-hours and on bank holidays at the above mobile number.

Our Ethos and Philosophy of Care

At Knockdene HealthCare, our philosophy and ethos is to provide quality care you can trust. We are committed to working in partnership and building strong working relationships with you, our clients, and our staff. We will endeavour to provide the highest level of support to you both at all times. We will continuously strive to provide a premium service, making ourselves available 24/7, 365 days a year. Our rigorous pre-employment compliance and background checks on all nurses and health care assistants (HCA) who join our agency will ensure they have been recruited to the high standards in line with all relevant legislation.

Our logo is the butterfly, the embodiment of gentleness, compassion and positive change. This is the ideal emblem for our nursing agency that strives for the same goals in our provision of care.

Our Aims and Objectives

- To provide a high quality, cost effective service through recruiting nurses and HCA who are suitably qualified, competent and experienced to undertake the activities for which they are employed and responsible
- To ensure all care is delivered in accordance with the requirements of our clients and their patients, treating them with dignity and respect at all times
- To provide our services 24hours a day ensuring that we can successfully meet the needs of our clients and staff
- To promote equality and diversity amongst our workforce
- To ensure all staff receive appropriate training and development
- To implement all our policies and procedures in order to ensure quality, minimise risk and maintain compliance with all legislative requirements including the Nursing Agencies Regulations (Northern Ireland) 2005 and Nursing Agencies Minimum Standards 2005 DHSSPS
- We believe our service is stronger with input from our clients and staff and will continually seek their feedback on how we can enhance and improve our services

Settings and Qualifications

Knockdene HealthCare provides nurses and HCA to

- NHS Trusts
- Nursing and Residential Homes
- Private Healthcare providers
- GP surgeries and treatment rooms
- Occupational Health Departments

The range of staff we provide will be able to work in a wide variety of settings depending on their skills and qualifications. We can provide specialist nurses as well as general and mental health nurses.

Compliance and Background Checks

Knockdene HealthCare will conduct rigorous compliance and background checks on all nurses and HCA who join our agency to ensure they have been recruited to a high standard in line with all relevant legislation.

Data Protection, Security and Confidentiality

Knockdene HealthCare complies with the Data Protection Act 1998 and is committed to ensuring that all data entrusted to us will be kept confidential, secure and used only for the purposes intended.

All staff must adhere to Knockdene HealthCare's confidentiality policy at all times, respecting and protecting information and confidences shared. If information needs to be disclosed we will seek permission before doing so except when required by legislation or the need to protect the wellbeing of others. Knockdene HealthCare considers a breach of confidentiality to be gross misconduct and any such breach will be treated accordingly.

All Knockdene HealthCare nurses and HCA are required to wear an identity badge assuring you that they are who they claim to be and are representing us. We can confirm the identity of our staff at any time.

Non-Discrimination

Knockdene HealthCare will not allow service users to be subjected to discrimination for any reason and expect that all service users will be treated equally and fairly regardless of their race, colour, nationality, gender, marital status, sexual orientation, religious, disability or age. We operate an Equal Opportunities Policy in our recruitment and registration procedures, which ensures that nurses and HCA are selected on the basis of their ability to fulfil the requirements of the job. Knockdene HealthCare promotes a working environment that is free from harassment or intimidation and views harassment towards a service user, a member of staff or an agency worker as a serious breach of conduct.

Booking of Staff

Knockdene HealthCare operates a 24-hour booking service to ensure we meet our clients staffing requirements. All bookings will be dealt with promptly and professionally. Confirmation of the staff member covering the shift will be emailed to you complete with their unique booking reference number for your records.

Cancelling a Shift

We require a minimum of 48 hours when cancelling a shift with Knockdene HealthCare in order to secure an alternative placement for our staff member.

Sickness

In the event of a Knockdene HealthCare employee cancelling a shift due to sickness/unforeseen circumstances we will inform you immediately by phone and take appropriate measures to secure an alternative staff member.

Timesheets and Invoicing

In line with Knockdene HealthCare's Terms and Conditions it is the responsibility of the staff member to ensure timesheets are submitted on a weekly basis for processing of wages.

Completed timesheets should be authorised by a senior member of staff highlighting accurate hours of work and break times.

Clients will receive weekly invoices for our services accompanied by the corresponding timesheet. Any issues relating to accounts should be raised immediately.

Charges

Charges are calculated by the number of hours worked by the nurse/HCA (rounded to the nearest quarter hour) and will be subject to review. Charges will be quoted in advance of the assignment. A copy of our Terms and Conditions is available on request.

Health and Safety

Knockdene HealthCare has a responsibility to ensure that all reasonable precautions are taken to provide safe and healthy working conditions which comply with all statutory requirements.

Both employer and employee have a legal requirement to work in accordance with the Health and Safety recommendations set out by the Health and Safety at Work Act 1974.

All staff are advised that they are not to undertake any tasks that they consider unsafe.

Monitoring and Quality Assurance

As a service user of Knockdene HealthCare we are committed to delivering services to you of the highest quality. We aim to do this by ensuring rigorous recruitment and selection procedures are in place to guarantee that only suitably qualified, competent and experienced nurses are appointed. These procedures include:

- Face to face interviews
- 2 satisfactory written references checked
- Nurses registration with the NMC confirmed
- Professional and vocational qualifications confirmed
- Any gaps in employment history explored and explanations sought
- AccessNI check sought
- All staff will undergo a mandatory induction programme during which they will receive opportunities for training and development

Knockdene HealthCare operates robust monitoring systems which allow us to constantly evaluate and improve our services. Risk management, audits, compliance and clinical governance is at the forefront of our organisation, giving you and our staff the confidence when using our services.

Service User Feedback

At Knockdene HealthCare we believe that in order to enhance and improve our services we need feedback from you and our staff. Therefore we will regularly ask you for your views on our service through

- Questionnaires: we will post out satisfaction questionnaires and may conduct telephone surveys
- Review meetings at which feedback is sought

Feedback from you and staff will be audited regularly by the Registered Manager, the results of which will be retained and made available for inspection.

Complaints

At Knockdene HealthCare we believe that compliments and complaints are an important way for us to learn and improve our service. If for any reason you are not entirely satisfied with any aspect of the service you have received from Knockdene HealthCare, then we would like you to let us know.

Our commitment to you is that all complaints will be taken seriously, acknowledged within 2 working days and will be fully investigated thoroughly and confidentially.

We aim to fully respond to complaints within 28 days to address concerns and let you know of any actions taken as a result. Where this is not possible, you will be kept informed of any delays.

All efforts will be made to resolve the complaint however if having received our reply you are still unhappy then you can contact the Northern Ireland Public Services Ombudsman.

You can find out more about the services of the ombudsman by contacting:

Northern Ireland Public Services Ombudsman
Freepost NIPSO
Belfast
Tel: 02890897789
Freephone: 0800 343424
Email: nipso@nipso.org.uk
Website: www.nipso.org.uk

The Patient and Client Council is your independent voice in health and social care. If you would like to seek independent advice and support then you can contact them on:

Tel: 0800 9170222
Email: info.pcc@hscni.net

Reportable Events

Regarding complaints of a serious nature- evidence of malpractice or a reportable event - Knockdene HealthCare will immediately notify the Regulation and Quality Improvement Authority (RQIA), the Police, Protection of Vulnerable Adults or Children and where applicable the Nursing and Midwifery Council (NMC).

The regulatory body for Northern Ireland is RQIA and they can be contacted at:

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT
Tel: 02890517500

A copy of our Complaints Policy is available for inspection on request.

Insurance

Knockdene HealthCare has comprehensive insurance cover in place, a copy of which is available for inspection on request.

**Responsible Person &
Registered Manager**

Ciara Osborne
Knockdene HealthCare Ltd
51-55 Church Street
Ballymena
BT43 6DD

Healthcare Manager

Eileen McCann
Knockdene HealthCare Ltd
51-55 Church Street
Ballymena
BT43 6DD

Ciara Osborne RGN, MBA in Health & Social Care Management

Ciara has over 30 years’ experience working in the health service. 20 years in hospital trusts as a staff nurse and sister and 10 years as a senior nurse in performance management and service improvement at the Health & Social Care Board.

Eileen McCann, CIPD Certificate in HR Practice (Level 3)

Eileen has worked in the field of Healthcare recruitment for 21 years for two privately owned nursing agencies playing a key role in setting up and overseeing the growth of their business.

Organisational Structure

