

Statement of Purpose

Knockdene HealthCare is a newly formed nursing agency that will operate throughout Northern Ireland providing nurses and healthcare assistants (HCA) to health and social care providers who require these services.

At Knockdene HealthCare we are committed to achieving excellence in the provision of safe, effective care affording clients and patients the quality and standards they expect and deserve. Knockdene holds the values of trust, quality, efficiency and respect at its core.

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

Nature of the Service

Knockdene HealthCare provides nurses and HCA on a temporary and permanent basis to health and social care providers.

With over 20 years of experience in health care and recruitment the management of Knockdene HealthCare understands the importance of consistency and continuity when placing staff. We are committed to placing experience and competent staff quickly, efficiently and cost effectively. We aim to do this by ensuring:

- Our Registered Manager interviews all new staff face-to-face
- Detailed references are sought and checked
- Professional and vocational qualifications are confirmed
- Nurses are registered with the NMC

- Nurses have professional indemnity
- Gaps in employment explored and explanations recorded
- Staff undergo an induction programme to ensure that they can undertake tasks competently and to identify any further training needs

We provide a 24 hour service with on-call arrangements in place for out-of-hours.

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

Settings and Qualifications

Knockdene HealthCare will provide 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.

The qualifications held by our nurses may include, but are not limited to:

- Primary nursing qualifications registered by the Nursing and Midwifery Council (NMC)
- Secondary (post-basic) nursing qualifications in general or specialist practice
- Certificate, Diploma or Graduate level study in healthcare or social sciences
- Training for specialist provision, where appropriate

The qualifications held by our HCA may include, but are not limited to:

- National Vocational Qualification in Care
- Induction training; including manual handling, basic life support, food safety and hygiene, health & safety, fire safety, infection control, child protection and vulnerable adult protection
- Training for specialist provision where appropriate

Management of Knockdene HealthCare

Responsible Person & Registered Manager

Ciara Osborne
Knockdene HealthCare Ltd
51-53 Church Street
Ballymena
BT43 6DD

HealthCare Manager

Eileen McCann
Knockdene HealthCare Ltd
51-53 Church Street
Ballymena
BT43 6DD

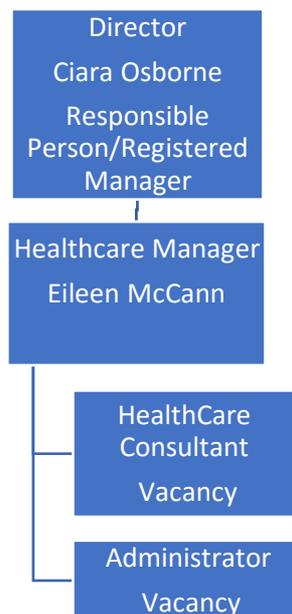
Ciara Osborne RGN, MBA in Health & Social Care Management

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



Roles and Responsibilities

Registered Manager/Responsible Person

- Assume overall responsibility for Knockdene HealthCare
- Ensure the financial viability of the company
- Adhere to the NMC *Code of Professional Conduct*
- Undertake training and development to keep up-to-date with legislation and best practice
- Interview all potential applicants who are registered nurses
- Conduct annual appraisals for all nurses and identify any training needs. The appraisals will be linked to NMC Revalidation
- Manage identified lack of competence and poor performance and reporting in line with DHSSPS and NMC guidance
- Implement quality management and improvement systems. Effectively manage complaints and incidents. Carry out investigations relating to the quality of the service and use the findings to improve the service
- Ensure arrangements are in place for dealing with alert bulletins
- Liaise with Directors of Nursing

- Conduct site visits to potential service users
- Keep *Statement of Purpose* and *Service User Guide* under review and notify RQIA of any changes
- Update all policies and procedures as required
- Notify RQIA in the event of the Registered Manager being absent for more than 28 days informing them of the temporary arrangements put in place

Healthcare Manager

- Accountable to the Director/Registered Manager and reports directly to her
- Responsible for the daily running of the agency – ensuring accounting and financial controls are in place
- Act on behalf of the Responsible person as and when required
- Undertake training to keep up to date with legislation
- Conduct regular staff meetings
- Accompany Registered Manager on site visits to potential service users

Healthcare Consultants

- Accountable to the Healthcare Manager/Registered Manager
- Responsible for servicing existing clients and securing new business for Knockdene HealthCare
- Attract Registered Nursing and Healthcare staff by effective advertising and promotional methods
- Responsible for placing Nurses and Healthcare staff into assignments on a daily basis
- Interview prospective Healthcare Assistants
- Report all complaints and incidents to Registered Manager
- Ensure all applicants files are compliant with RQIA regulations and Knockdene HealthCare policies and procedures

Ethos and Philosophy of Care

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 our clients and staff. Knockdene HealthCare will endeavour to provide the highest level of support to both our staff and clients. 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 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.

At Knockdene HealthCare we welcome feedback from our staff and service users and will examine our operations constantly to ensure that we are successfully achieving our aims and objectives. We have a clear and transparent complaints policy which will be freely available to all our staff and service users. We will comply with all the requirements and regulations issued by the Department of Health, Social Services and Public Safety (DHSSPS) and The Regulation and Quality Improvement Authority (RQIA).

Confidentiality

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.

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 is that all complaints will be taken seriously and acted upon with fairness and impartiality, acknowledged within 2 working days and will be fully investigated thoroughly and confidentially within specified timeframes.

General Principles

- Knockdene HealthCare's Branch Manager will handle all verbal and written complaints, reporting to the Registered Manager who will investigate the complaint
- The complaints system is subject to Knockdene HealthCare's quality assurance audit process
- The Registered Manager is responsible for monitoring the complaints and adhering to the response time detailed in this policy
- Complaints will be monitored for emerging patterns, as detailed in this policy
- Records will be kept of all complaints detailing the investigation, outcome and any action taken. Summaries of these will be made available to RQIA for inspection if required

Complaints raised by Client/Service user and agency worker

- The client should raise the concern/complaint immediately with the agency worker and where possible investigate and try and resolve locally
- If the matter is not resolved or is of a serious nature then the client should contact Knockdene HealthCare
- If the agency worker has a concern/complaint then they should raise it immediately with the client/Nurse-In-Charge. If it cannot be resolved then the agency worker should contact Knockdene HealthCare for advice
- All complaints will be acknowledged within 2 working days
- We aim to respond fully to complaints within 28 days to address concerns and let the complainant know of any actions taken as a result. Where this is not possible, complainants will be kept informed of any delays.
- Knockdene HealthCare shall ensure that in the event of the complaint being against an agency worker that the agency worker is fully informed of complaints relating to him/her. The agency worker shall be entitled to receive a copy of the complaint
- The agency worker will be afforded the opportunity to state his/her version of events and will be given 7 days to respond to Knockdene HealthCare in writing
- The agency worker may be represented by their professional body or trade union at a meeting to investigate the complaint

- All responses will be shared with the complainant and if appropriate, Knockdene HealthCare will take demonstrable action to ensure there is no reoccurrence of the act or omission complained of
- Where serious complaints are upheld, the agency worker will be taken off the agency register, and the appropriate action taken in terms of notifying statutory bodies
- When a complaint relates to Knockdene HealthCare's failure to comply with statutory regulations then we will refer it directly to RQIA
- Where a complaint relates to abuse, exploitation or neglect, the Regional 'Safeguarding Vulnerable Adults' Policy and Procedural Guidance and the associated Protocol for Joint Investigation of Alleged or Suspected cases of Abuse of Vulnerable Adults will be activated

Knockdene HealthCare will co-operate with any complaints investigation carried out by the Trusts, RQIA or NI Commissioner for complaints.

All efforts will be made to resolve the complaint however if having received our reply the complainant is still unhappy they 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

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