

NursingDirect

POLICY NUMBER: **15**

POLICY TITLE: **MANAGING RISK ACROSS THE ORGANISATION**

WHO MUST ABIDE BY THIS POLICY? **ALL TEMPORARY WORKERS**



MANAGING RISK ACROSS THE ORGANISATION

THE PURPOSE OF THIS POLICY

To provide guidance to temporary workers in dealing with managing risk across the organisation.

MANAGING RISK ACROSS THE ORGANISATION

Nursing Direct has a consistent approach to the management of risk and undertakes ongoing health checks to assess the status of risk management within the organisation.

Nursing Direct in particular has looked in detail at the risk element of our Temporary Workers and has put in place business processes to minimize risk to both the Temporary Worker and our Service Users.

These are as follows:

STRATEGIC

Nursing Direct operates in the healthcare arena in the supply of qualified and unqualified health professionals on a Temporary basis. Nursing Direct has over 25 years combined experience in this field and has ensured that an environment of continual improvement exists throughout the Employment Business. It is the aim of Nursing Direct that errors are analysed, lessons learnt and improvements put in place.

OPERATIONAL

Nursing Direct employs an experienced management team, who is multidisciplinary and include registered nurses. This ensures that there are sufficient individuals who are able to ensure that the needs of our Temporary Workers and Service Users are met and that decisions can be made quickly.

FINANCIAL

Nursing Direct aims to deliver a high quality service to our Service Users and to ensure that we remunerate our Temporary Workers on a weekly basis. Nursing Direct is financially robust and has taken measures to ensure that funds are always available for the smooth operation of Nursing Direct and that adequate insurance is in place.

COMPLIANCE

Nursing Direct conducts detailed compliance checks on each Temporary Worker as part of its initial vetting process and annually to ensure ongoing compliance. The qualifications of each worker are thoroughly checked, their occupational health record is analysed by an Occupational Health Professional to minimize the risk of transfer of disease to Service Users. The Temporary must complete all relevant health & safety training prior to being placed, to ensure that they are fully equipped for the assignment they are likely to undertake. Our consultants are trained to ensure that appropriate placement of Temporary Workers occurs at all times.

Nursing Direct is subject to inspection of its processes and complaints by external organisations but also operates an internal auditing system, which includes the ongoing audit of our Temporary Workers and their compliance, an audit of our booking requests and subsequent supply, our billing and payment processes as well as ongoing review of all policies to ensure that they are fit for purpose.

ENVIRONMENT

Nursing Direct is keen to ensure that damage is not done by the business to the environment and therefore has active policies in place to ensure that in the course of our work our activities do not harm the environment, this would include the disposal and purchase of environmentally friendly products.