

NursingDirect

POLICY NUMBER: **41**

POLICY TITLE: **QUALITY ASSURANCE**

WHO MUST ABIDE BY THIS POLICY? **ALL EMPLOYEES**



AUDIT INSPECTION

THE PURPOSE OF THIS POLICY

It is the responsibility of all staff to ensure that Nursing Direct policies and procedures guide every action they take on a daily basis in their business role, in order to ensure the delivery of the highest customer service standards to Clients and Agency workers.

EVERY NURSING DIRECT MEMBER OF STAFF IS TO REMAIN FULLY FOCUSED ON THE DELIVERY OF A QUALITY SERVICE AS A PRIORITY IN ALL BUSINESS ACTIVITIES.

Nursing Direct staff will receive training in how to access the Operations & Quality system, which holds all current documentation, policies, procedures and guidance.

Nursing Direct staff will receive a full induction to the company in order to ensure their fitness to carry out their designated role.

On promotion to a more senior role within the company, staff will again receive a full induction. All Managers will ensure that consultants are trained to manage the process of how to handle complaints in line with the company's procedures.

Each complaint received by Nursing Direct will be assigned a category according to the seriousness of the complaint and this will dictate the onward management of the complaint. The Clinical Governance Panel will:

- Monitor complaints
- Advise and support staff as required; implement lessons learned and liaise with the company's insurers.

Nursing Direct will carry out ongoing Customer Satisfaction surveys, which will include the views and opinions of Clients (service users) and Agency workers in order to monitor the quality of placements for both groups. A process of self-monitoring, through ongoing internal audit on different facets of our service will be carried out and reported to the Registered Manager and Directors monthly. Details of audits and findings will be documented and actions taken as a result of shortcomings will form part of our ongoing commitment to quality services and standards.

MONITORING QUALITY ASSURANCE

Nursing Direct has systems for regular review of the quality of services supplied and client feedback is obtained through:

- Regular telephone monitoring of Client satisfaction
- Feedback via feedback forms, where Clients are given the opportunity to indicate their level of satisfaction regarding an agency worker's competence, attitude and overall performance, through a range of performance satisfaction tick boxes
- Six-monthly formal, documented feedback in respect of the clinical performance of Nursing and Medical Services agency workers
- Annual national client satisfaction survey
- Local client feedback surveys