

NursingDirect

POLICY NUMBER: **61**

POLICY TITLE: **QUALITY MONITORING**

WHO MUST ABIDE BY THIS POLICY? **ALL AGENCY STAFF**



QUALITY MONITORING

THE PURPOSE OF THIS POLICY

To provide guidance to temporary workers in dealing with difficult behaviours.

GUIDE FOR ALL PRIVATE NURSING AND HOMECARE STAFF

QUALITY MONITORING

Nursing Direct will use a number of different systems to demonstrate the performance of its agency workers.

- Ongoing customer surveys conducted at least annually and these results will be used to monitor the quality of service delivery, improve services when relevant and will be used as part of internal audit processes.
- Ensure customers of the service and all stakeholders to develop and ensure policy and procedures are the best possible in service delivery.
- Spot phone checks on service and calls on an ongoing basis to monitor service and staff performance
- Customer visits at least once a year to review care assessment plans
- All visits and monitoring will be recorded in line with Nursing Direct audit and contractual requirements.
- Complaints and compliments procedure feedback and stats

The feedback we get from customers is a key element to measuring our service, improving it and ensuring we provide a service which promotes customers dignity and independence.

CUSTOMER CARE PLANS

This process is key to good service delivery at Nursing Direct we will work closely with customers, their families, social services and any other multidisciplinary care teams or agencies involved in the delivery of care.

We will ensure all care plans:

- Promote clients diversity when working on designing a care plan in line with our Anti discriminatory Practice-equal opportunities policy.
- Promote the Dignity and Human rights of all parties involved in the care plan
- We will use specialist staff to complete the assessments, write and implement customer care plans and review them.
- Will use the quality monitoring systems to ensure effective monitoring, delivery and review of services.
- The care worker will be fully briefed at the commencement of care according to Nursing Direct procedures.
- Annual care reviews will be held with all relevant parties attending or invited to attend and give input.
- Response time for changes to customer Care plan- All changes in service will be effective within 48 hours expect the change is of immediate effect .
- Major changes to customer care plan will be implemented as soon a practicable and agreed between customer, Nursing Direct. If in the situation specialist skills are required that will need additional training we will endeavour to put that in place as soon as possible. The service will then respond to change when training has been completed.
- All changes made will be discussed fully with the customer or their next of kin and be fully recorded in the customer care plan and be communicated to all agency workers implementing the care plan in the customer's home.

- A daily record of task completed will be completed in the contact record. These records are legal documents and will be inspected on a regular basis and will be spot checked.
- Any nursing care will be assessed by a RGN and they will complete the assessment for care and produce the customer care plan.

RISK ASSESSMENT

- Full risk assessments will be made by competent and trained individual prior to service commencement, however in the event of emergency services being set up we will complete risk assessments with 48 hours.
- All risk assessments will be reviewed on a need basis but will be at least annually.
- Customers receiving care in their homes will have a risk assessment in their file alongside their care plan.
- The risk assessments will be recorded in line with the policy and guidance of team Health and Safety Policy

ACCESSIBILITY OF INFORMATION

- Nursing Direct will ensure the customer or potential customers are fully informed about our services, how to use them, pricing and how to pay.
- We will supply information on how to access interpretation/ translation services.

SECURITY

- Care workers will need to be fully aware and be training in the need to respect the customer's home and the confidentiality of the client in line with company policy.
- All data relating to customers will be kept in locked fireproof cabinets and if on computers behind secure computer passwords.
- Agency workers will ensure that premises are secure and that the policy around keys and entry are adhered too.
- Agency workers are encouraged to report any concerns with regard potential safety/security issues immediately to their consultants and a suitable member of staff will perform a risk assessment in the clients home to assess the level of risk or safety to both service users and staff.
- Nursing Direct abides by the Calicott protocols and the Data protection Act.

CONSISTENCY

- Nursing Direct will strive to provide the service in a consistent manner trying to supply the same person or team to the service user that they have approved.

TRAINING

- Nursing Direct has good quality training in place provided on an ongoing basis for all staff. This training is arranged locally and managed by The Nursing Direct team. We have a full induction in place and all staff will have minimum service requirements for agency workers in compliance and training to deliver service.
- Nursing Direct offer training in all areas of needs and can be accessed by the agency worker.
- Complete records of CPD will be kept for each agency worker

APPRAISALS

- Annual appraisals will take place to review performance
- Annual training and development plan

STAFF HANDBOOK

- Compliance will ensure on meeting carers criteria and completion of induction and prior to be sent to a customers home they will receive a staff handbook and sign a declaration stating they have received the handbook, agreed to abide by the contents and the terms and conditions of agency work.
- Its is our responsibility to issue updates and receive confirmation of the receipt of such updates

IDENTIFICATION BADGES

- Should be worn at all times in a visible place and appropriate uniform and dress is worn when performing duties.
- Compliance will have a record of the issue of identification badges

EQUAL OPPORTUNITIES

- Nursing Direct is a committed equal opportunities company and will strive to offer equal access and opportunity to all individuals and will not discriminate and will expect all agency workers to uphold this ethos in line with our policy guidance