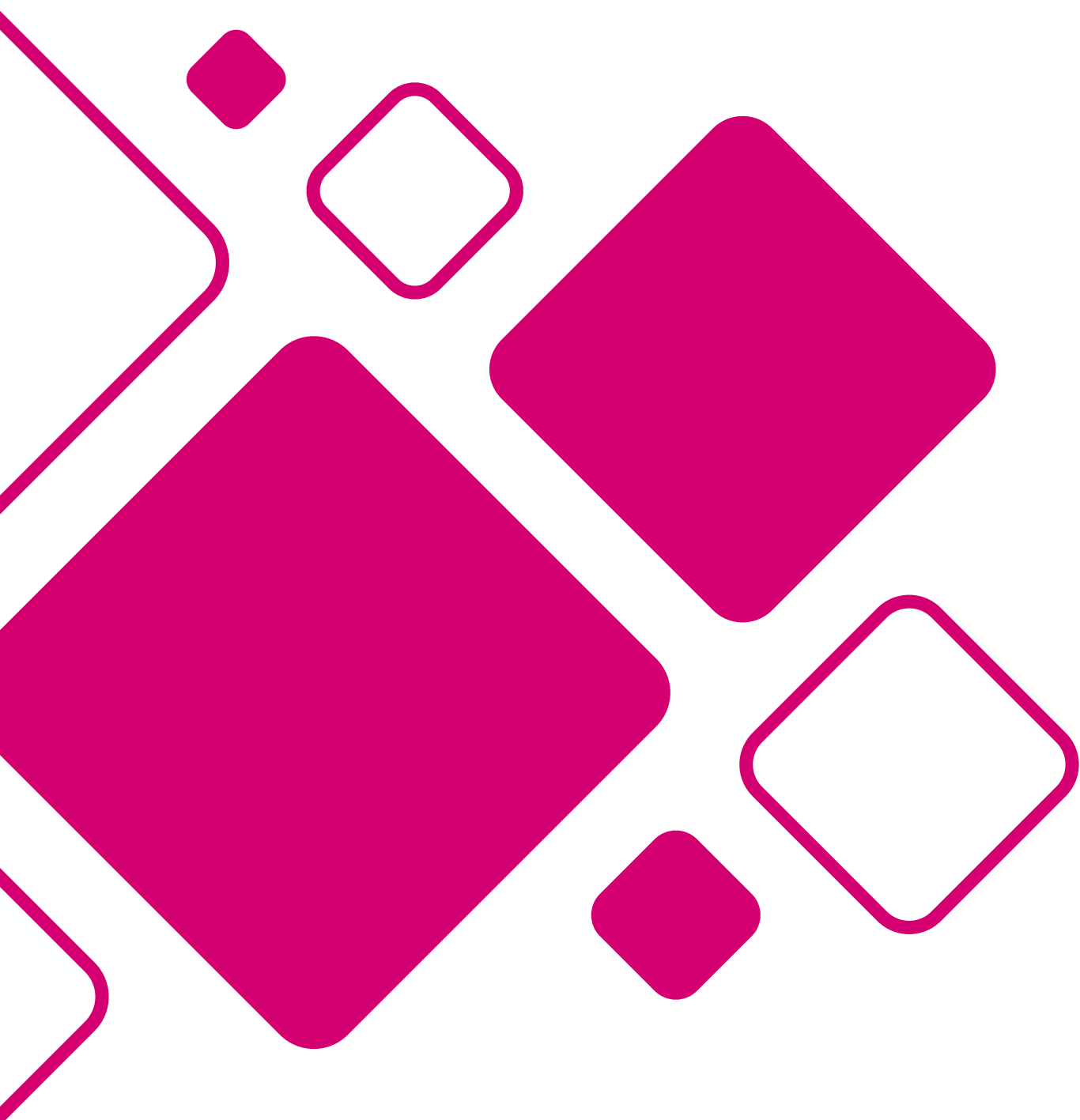


# NursingDirect

POLICY NUMBER: **65**

POLICY TITLE: **STATEMENT RE COMPETENCY & CAPACITY OF STAFF FOR SERVICE**  
WHO MUST ABIDE BY THIS POLICY? **ALL AGENCY STAFF**



# STATEMENT RE COMPETENCY & CAPACITY OF STAFF FOR SERVICE

## THE PURPOSE OF THIS POLICY

Statement re competency and capacity of staff for service.

## STATEMENT RE COMPETENCY AND CAPACITY OF STAFF FOR SERVICE

Nursing Direct will make it a priority a service priority to provide suitably trained and qualified staff to meet the care and welfare needs of service users.

Nursing Direct will ensure that service users feel that they are safe and their health and welfare needs are met by staff that are fit, appropriately qualified and are physically and mentally able to do their job.

This will be achieved by:

- Nursing Direct's effective recruitment and selection procedures in place.
- Compliance at Nursing Direct will carry out relevant checks when we register staff.
- Compliance at Nursing Direct will ensure that staff are registered with the relevant professional regulator or professional body where necessary and are allowed to work by that body.
- Refer staff who are thought to be no longer fit to work in health and adult social care, and meet the requirement for referral, to the appropriate bodies.

We will monitor service by:

- Using feedback from the customer following commencement of service and a minimum of monthly thereafter.
- Review of the care plan with the client a minimum of three monthly and if care needs change.
- All feedback will be reviewed and actioned
- IT systems allow safe management of systems and early identification of potential changes to client cover.
- Customers will be informed at earliest opportunity if there is to be a change to agency worker allocated.
- Branch manager will only accept a referral for care if confident that the branch has enough suitable skilled agency workers to deliver the care.

## CODES OF PRACTICE AND CONDUCT

At Induction all workers are issued with the Nursing Direct which details the Nursing Direct Code of Practice. Each worker is also issued with The Scottish Social Services Council Code or the General Social Care Council Code (England) or Northern Ireland Social Care Council. The Induction also covers: roles and responsibilities, training and development opportunities, policies and procedures including 'protecting the rights of service users', 'promoting Independence' and 'safe guarding'. All domiciliary care workers are also issued with a job description.

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