

NursingDirect

POLICY NUMBER: **72**

POLICY TITLE: **HEALTH & WELFARE OF CUSTOMERS USING THE SERVICE**

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



HEALTH & WELFARE OF CUSTOMERS USING THE SERVICE

THE PURPOSE OF THIS POLICY

To inform staff and clients of our Health and Welfare of Customers using the service statement.

HEALTH AND WELFARE OF PEOPLE USING THE SERVICE

Nursing Direct will ensure the health and welfare of the people using its service by:

Making sure our service is the best we can provide and that clients have the best care experience possible, ensuring effective, safe and appropriate care, treatment and support that meet their needs and protects their rights.

Nursing Direct will reduce the risk of people receiving unsafe or inappropriate care treatment and support by:

- Using the utmost care in assessing the needs of people who use services
- Ensuring planning and delivering care, treatment and support so that people are safe, their welfare is protected and their needs are met
- Will take into account recent published research and guidance
- Will embrace and make reasonable adjustments to reflect people's needs, values and diversity
- Will have policy and procedures in place so staff are trained and have clear policy in place for dealing with foreseeable emergencies.