

ELITE NURSING SERVICES

MISSION STATEMENT

“ENS will provide the highest standard of service to both Members and Service Users alike in conjunction with the guidelines and parameters set within the Healthcare Profession. On achieving these objectives, we will ensure our position is maintained in order to expand and become a successful Nurse Agency”.

AIM

To provide a high quality standard of health care to the public and private sector and maintain a successful business within the boundaries set by law.

OBJECTIVES

1. Inclusive of the Data Protection Act 1998 and confidentiality agreements, ENS will implement the most effective communication skills with friendly and professionally trained staff
2. ENS will work as part of a team when ensuring the placements of Members to Service Users are made efficiently and correctly.

Job Description Contd.

Qualified Nurses –

Inclusive of all specialties according to the Nursing and Midwifery Council qualified nurses must be compliant and up to date with all training and continued professional development, CPD.

Grades are as follows:

Sub Part 1

Adult	RN1 RNA
Mental Health	RN3 RNMH
Learning Disabilities	RN5 RNLD
Children	RN8 RNC

Sub Part 2

Adult	RN2
Mental Health	RN4
Learning Disabilities	RN6
General	RN7
Fever	RN9
Midwifery	RM

The individual job description can be requested from the Service Users who are Clients.

Sarah Walters 11/2010

Job Description

All Job descriptions are according to the Service Users who are Clients and can be found under each individual Service Level Agreement a copy at your request can be given. The generic classifications are as follows:

Healthcare Workers –

- CA/AUXA/CSW03 - All personal care, inclusive of current manual handling, health and safety and basic life support training.
- Completion of individual care plans when required.
- Observation of safeguarding individuals and reporting incidences.
- Reporting to the nurse in charge.
- Working as part of a team.
- Cleanliness of uniform of normal clothes and general appearance.
- Confidentiality and data protection.
- Clients job description.
- NVQ/AUXB/CSWH03 – All of the above inclusive of extended role training within a chosen specialty, i.e. Care and responsibility, administration of medications, neurological observations, catheter care, fluid balance charts etc.

3. Within the guidelines set by the NMC Code of Professional Conduct 1st June 2002, updated May 2008. ENS will maintain and develop a local and eventually national role in providing a comprehensive healthcare service to Service Users.
4. ENS will give scope to its Members in education and training of up to date research and practical skills.
5. ENS will maintain clear and achievable objectives and value continuous personal developmental reviews, whilst using an open feedback system, hence providing our staff with determination to succeed.
6. To increase profit margins on a yearly basis.
7. To expand on the number of Members and Service Users on a yearly basis.
8. Set new initiatives on a regular basis, in accordance with the Advertising Laws in order to promote ENS.
9. To obtain an excellent quality assurance accreditation.

Sarah Walters 11/2010

ELITE NURSING SERVICES

PHILOSOPHY

Elite Nursing Services (ENS) welcomes you into a warm and caring environment.

As a Nursing Agency we aim to provide the highest standards of care and business set within a professional organisation.

Inclusive of the specialty and qualifications provided by the individual, ENS will seek to provide the most suitable Member to enter each placement.

ENS will work as part of a team, enhanced by excellent communication skills in order to support our Members and Service Users.

We will be happy to discuss any problems, which may arise.

Sarah Walters 11/2005

To refer concerns about alleged abuse:

Contact

Adult Duty Desk (Bristol Care Direct)

Telephone: 0117 903 6684

Fax: 0117 903 6688

Minicom: 0117 903 6689

E Mail: caredirect@bristol-city.gov.uk

To seek advice or discuss any concern:

Contact

Protection of Vulnerable Adults from Abuse –
Reviewing Manager

Kate Spreadbury : Mon – Weds

Liz Frankland : Weds – alternate Fridays

0117 903 7850

E Mail : katespreadbury@bristol-city.gov.uk
lizfrankland@bristol-city.gov.uk

Record Keeping Policy

The aim of this policy is to ensure all records are up to date and accurate, and the level of care provided is communicated to all parties to ensure a safe environment for the Service User who is a patient.

Records are kept to protect the Service User who is a patient and the care worker. These records ensure that the care provided is kept up to date, thus providing a safe environment. The records are reviewed on a regular basis in order to enhance the quality and standard of care.

Where different organisations are involved, one organisation will be responsible for record keeping and one system is to be maintained.

Record keeping will be discussed on induction and as part of Independent Personal Development Reviews. Records are stored at the premises of the Service Users who are Clients.

Records must be accurate and factual.

Sarah Walters 11/2004

Dear Member

Elite Nursing Services (ENS) aims to provide the Healthcare Profession with a high standard of friendly professionally trained nurses and healthcare assistants. We pride ourselves in offering competitive pay rates and will listen to the requirements of our Members.

Elite Nursing Services forms part of County Group Services. The Group has more than thirty years experience in accounting for Agencies as well as over forty years experience in a successful business.

We make provision for training and occupational health services and also provide incentives for introducing other work colleagues to Elite. If you wish to find out more about us, please call on telephone number 01179 564 511.

Yours sincerely

Sarah Walters
Managing Director

The Roles and Responsibilities of an Agency Worker For the National Health Service

The roles and responsibilities of the Member will be set out within the handbook, inclusive of the Policies/Procedures and Terms of Engagement.

The standard of work will be expected to be in line with the Nursing Midwifery Council Professional Code of Conduct and the General Social Care Council Code of Practice for Social Care Workers.

The National Health Service policies must be adhered to and a quality assurance system is in place to monitor the training and performance of all Members.

Record Keeping Requirements for the National Health Service

Record keeping will be in line with the Nursing Midwifery Council Guidelines for Records and Record Keeping; a copy can be found on www.nmc.uk.org , this will include the patient's record.

The Member will ensure that they adhere to the Local National Health Service Trust's policies and procedures in connection with record keeping prior to starting the placement.

For a newly employed Nurse, the IPDR will take place at least twice in the first three Months bearing in mind that a Nurse must have 6 Months experience in the last two years in order to be recruited by Elite Nursing Services. 35

An IPDR is to be kept in the Members personnel file.

Information required by the NHS Trust to be relayed to the Member will be circulated in the wages slips as well as in the flyers on a Monthly basis.

Each Member will have an induction process prior to working with the local NHS Trust.

If the Member is a Nurse, all documentation relating to professional development courses are to be kept in the personnel file.

The local NHS Trust will be informed if a Nurse is suspended or struck off the NMC Register.

Sarah Walters 11/2010

If you are not sure about something you think is a problem, ask before taking any action. We hope that when you finish reading this policy you will feel confident in coming forward and be assured that we will act on what you tell us.

Aspects and Milestones Trust

Independent Personal Development Review for the National Health Service

An Independent Personal Development Review (IPDR) will be held every 6 Months to ascertain the Members training needs and performance. If the work is more complex then there may be a cause to hold a one to one meeting on a more regular basis.

The IPDR will be held with a more senior staff member from Elite Nursing Services and take into account the Member Assessment Forms from the Service Users.

Time scales will also be set for training needs to be met.

In the case of a Nurse, the portfolio will be assessed and for Healthcare workers, the General Social Care Council, Code of Conduct will be explained and a copy given to the Member

Service Users in Their Own Home

Elite Nursing Services is **NOT REGISTERED** under The Commission For Social Care Inspection to provide domiciliary care, therefore will **NOT PROVIDE** a service to patients in their own homes.

Sarah Walters 11/2010

NHS COMPLIANCE

Training

In order to work within the NHS you must be compliant in the following;

<u>Content</u>	<u>Induction</u>	<u>Annual</u>
Manual Handling Operations and Regulations 1992	x	x
Lifting Operations and Lifting Equipment 1998	x	
Provision and Use of Work Equipment 1998	x	
Reporting Injuries, Diseases and Dangerous Occurrences 1995	x	x
Control of Substances Hazardous to Health 1988	x	x
Management of Health and Safety at Work 1999	x	x
Occupation Health and Safety Law and Practice	x	
Health and Safety at Work Act 1974	x	x
Working Time Regulations	x	
NMC Registration	x	x
Immigration/Right to Work	x	
Basic Life Support	x	x

This policy makes it clear that staff can report matters of concern without fear of reprisal or victimisation. The policy underlines our commitment to staff and our support for those who come forward to express their concerns. It is important that everyone should be able to follow their sense of right and wrong.

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A staff member who witnesses malpractice and fails to report this to a manager will have committed a disciplinary offence – failing to report malpractice, neglect or abuse.

Knowing What's Right and What's Wrong

The staff handbook, induction programme, Vulnerable Adults Policy, house policies and procedures all reflect the Trust's approach to the job of caring for people. One way of distinguishing what's right from wrong is to ask 'if I or a member of my family used this service, would it be acceptable?' The following problems affect the service you provide, your job and the organisation as a whole –

- Fraud, corruption and malpractice
- Abuse or neglect of residents (see Vulnerable Adults Policy)
- Failure to deliver proper standards of service
- Damaging personal conflicts within staff teams that affect the service residents receive
- Bullying, discrimination, harassment or victimisation in the workplace

Eating Out

It is expected that staff support people in the community and this inevitably has a cost implication. It has been difficult to decide on the appropriate amount of money that staff should pay towards meals taken whilst out with residents.

As a guide it is recommended that staff are funded to a maximum of £5 per meal or £2.50 refreshments. This will usually be funded via Household/Amenities budget, however can be funded by the service user if agreed as part of PCP or Care Plan.

Aspects and Milestones Trust

DO THE RIGHT THING – Reporting of Malpractice/Abuse

Aspects and Milestones Trust

Aspects and Milestones Trust is committed to the highest standards of quality, probity openness and accountability.

As a part of that commitment, we encourage employees or others with serious concerns about any aspect of our work to come forward and express those concerns. In some cases, we recognise that employees will initially need to do so on a confidential basis.

This policy makes it clear that staff can report matters of concern without fear of reprisal or victimisation. The policy underlines our commitment to staff and our support for those who come forward

Complaints Handling	x	
Conflict Resolution, Managing Violence and Aggression	x	
Safeguarding Adults	x	
Fire Safety	x	
Governance, Caldecott Procedures and Data Protection	x	
Food Handling, Food Hygiene Awareness	x	
For Mental Health and Learning Disabilities, Physical Restraint, Personal Safety and Care and Responsibility		
Lone Worker	x	
Infection and Control, MRSA, Clostridium Deficil	x	
Confidentiality	x	
Equal Opportunities	x	
Equality and Diversity	x	
Continued Professional Development	x	x

ELITE NURSING SERVICES

Protection of the Service Users from Abuse

The aim of this policy is to protect Service Users from abuse.

Information relating to this policy can be found in the “No Secrets” guidance note from Bristol, South Gloucestershire, Bath and North East Somerset and North Somerset, Local Authority documents.

All Agency Members must maintain the privacy and dignity of Service Users,

The Registered Manager is to deal with any concerns regarding the protection of vulnerable adults in confidence. Information will only be passed on a ‘need to know’ basis.

All concerns will be taken seriously and investigated fully and the Agency Member will be protected against victimisation.

Training on induction is given to staff in relation to the ‘no secrets’ guidance and protection of vulnerable adults. The complaints, confidentiality and whistle blowing policies will be used as guidance with this policy.

All incidents must be reported to the Line Manager and the Registered Manager where this will be documented and further action will be taken.

Sarah Walters 11/2010

Staff Guidance

Refreshment Contributions

All food and drink purchased from house budgets is funded through residents’ fees and as such, belongs to the residents. The Trust has always had the expectation that staff should pay a minimum of £5 per month (see Staff handbook and finance pack) contribution to the house budget to cover the cost of refreshments consumed.

The contributions currently offset Household expenditure and ensure that residents are not financially disadvantaged.

From May 2005 all staff are asked to pay towards drinks and light snacks (biscuits, toast or crisps) taken whilst working in residential homes. The following amounts will be taken monthly at source via Payroll.

Full-time staff:	£5.50
Part time staff (over 20 hours):	£3.75

An Honesty Pot may be kept within each home to collect any additional monies either from staff working under 20 hours or for those wishing to pay more and from visitors (including Agency/Bank workers).

Opting Out

As a team it may be possible to opt out of the above arrangements however the home must be able to demonstrate an alternative workable system that satisfies Exceptions can only be authorised in agreement with your Area Manager and Head of Finance.

Continued support will be provided to those with ongoing medical problems or to those who develop a medical problem that affects work whilst in employment with ENS. Rehabilitation and planned staged returns to the workplace will be arranged if necessary.

Annual health reviews will also be given to each Elite Nursing Services Member.

It must be remembered however that the individual has a duty to take reasonable care for their own health and safety and that others who may be affected by what you do or do not do. ENS will do whatever is reasonably practicable to help the individual achieve this.

Further expert advice via contract agreement will be purchased from Avon Partnership Occupational Health if recommended from OHNA.

Lizzy Bunce

Fraud Awareness

Agency workers must be aware that under no circumstances will Elite Nursing Services or the Service Users who are Clients tolerate any form of fraudulent activity. This is inclusive of but not exclusive to;

- Falsifying records.
- Falsifying timesheets.
- Falsifying travel expenses.
- Falsifying identity.

The Agency must not attempt to de-fraud the Service User who are Clients or Elite Nursing Services in any way.

Safeguarding Children

The Agency Worker must abide by the Service Users who are Clients policies and procedures regarding safeguarding children. Any queries must be directed towards the Management of Elite Nursing Services.

Sarah Walters 11/2010

Health and Safety for the National Health Service

Elite requirements will be met in accordance with the local National Health Service Trust by way of training.

Nursing Services will ensure that the Health and Safety The Member must ensure that Elite Nursing Services is aware of any change in condition of health such as injury or pregnancy. Elite Nursing Service will advise National Health Service Trusts of any such change and ensure the Member is fit for work by the Occupational Health Service prior to the Member being placed again.

The Member is to be aware of the National Health Trusts local policies and procedures prior to starting the first shift, inclusive of the training, crash call procedures, Hot Spot mechanism for alerting security and violet episode policy.

The local National Health Service may exchange information to ensure that the Health and Safety at Work Act 1974 is adhered to in accordance with the policies and procedures of the Trust.

Sarah Walters 10/2005

4. To reassure each individual that their practice is able to reach the standards set by the Care Quality Commission and the Service User.
5. To ensure each nurse and healthcare worker has the opportunity to evaluate/feedback on his or her training needs in particular during an independent personal development review.

Sarah Walters 11/2010

Occupational Health Services

Mission Statement

To ensure that Elite Nursing Services, (ENS) staff are fit to work and that work does not endanger their health. The Occupational Health Nurse Advisor (OHNA) will achieve this in a professional and confidential way.

Advice and support will be given, when appropriate, to each employee to ensure that they can achieve the pre-employment requirements prior to clinical placement.

TRAINING

Mission Statement

ENS will aim to provide a suitable training programme in order to update and develop its Members and staff on current issues within the nursing profession.

Members will be given the opportunity to participate in the programme and evaluation / feedback will be welcome.

Aim

To ensure all members and staff of ENS are aware of the current issues surrounding the nursing profession and are updated in all mandatory/specialist training, to provide a safe environment.

Objectives

1. To update all nurses and healthcare workers on current issues within the nursing profession, inclusive of updates in manual handling, basic life support and health and safety.
2. To provide all nurses and healthcare workers the knowledge and awareness of their responsibilities whilst assigned to a Nurse Agency.
3. To provide an excellent training programme in order to enhance the skills of ENS Members

Management of Health & Safety Policy

The aim of this policy is to recognise information systems within the workplace in relation to health and safety. This policy applies to all staff and Agency Members.

Risk assessment training takes place 3 – 4 times per year; this is mandatory training. Occupational health is provided by Mrs E Bunce, inclusive of:

1. Fit for work certificates
2. Vaccinations
3. General Health enquiries

Mr. P Hanks has overall responsibility for health and safety within the office. Information is passed on, through policies and procedures, to the Agency Staff and Members.

It is the responsibility of the recruiting consultant to pass on information about health and safety to the Members at interview and during induction.

It is the Agency Member's responsibility to ensure a risk assessment is implemented wherever necessary to uphold a safe environment.

Hazard report can be written in the incident book and communication folder.

It is the responsibility of the Registered Manager to follow up any Accidents or Incidents to prevent these from happening again in the future.

Major incident procedures and fire procedures are to be gained from the service User who is Client and may vary

from each different Service User; you will be of good assistance to your colleagues where incidents occur.

Supporting information can be found from the Health and Safety Executive guidance documents (www.hse.gov.uk)

All Agency Staff and Members must report any incidents that may occur.

Sarah Walters 11/2004

Uniform Policy for the National Health Service

The Member will wear the uniform set by the local NHS Trust inclusive of the identification badge.

The identification badges will detail the Members name, Elite Nursing Services, a photograph of the Member, the NMC PIN number, the Criminal Records Bureau number and expiry date and the Member number.

Where a Member is not requested to wear a uniform, the local NHS Trust will set an agreed dress code.

All Service Level Agreements will be taken into account whilst addressing the Uniform ENS Members who are required to wear Policy.

the Member, however, if an identification badge needs renewing or is lost the Agency must be contacted immediately.

- Equipment used whilst on placement are maintained by the Service User, but it is the responsibility of the Agency Member to report any deficiencies, to the officer or nurse in charge of your placement.
- Equipment checks should be carried out in accordance with the Service Users policies and procedures, the Service User will keep a record of this.
- The Member prior to using the aide for moving and handling must check the manual handling equipment.
- Accidents must be documented in the accident book whilst on placement as well as to the Agency.
- Personal injury must be documented in the incident book and once an incident form has been completed the Health and Safety Executive must have a copy. The Agency and Service User must be aware of any incidences that occur. Reference to www.hse.gov.uk
- High-risk areas including the heavier Service User, confused and aggressive Service Users and Service Users who refuse to be handled in a safe way must be given special consideration. These issues are covered in induction and manual handling updates.
- In an emergency, care may be required prior to a risk assessment taking place, in these circumstances, only care staff who are able to complete a risk assessment immediately must be used in order to provide a safe environment for the Service User and staff.

Manual Handling Policy

Manual Handling is used by all Nurses and Care Workers to provide a high standard of quality care in a safe working environment with other staff and Service Users, thus giving a safe system of work. It is the responsibility of the Manager, staff, and risk assessment staff and link staff to promote a good practice within a working environment. The following points are to be implemented when delivering care to a Service User:

- A risk assessment form must be completed in all cases; the forms can vary between different Service Users. Appendix A is given as an example. Elite Nursing Services has an Occupational Health Nurse who is competent in all duties of health and safety. Please contact Mrs. Lizzy Bunce if you have any queries regarding risk assessment on telephone 0117 9564511.
- The Agency Member must ask to see a copy of the Service Users risk assessment form.
- A change in a risk must be reported to Mrs. Bunce or the officer/nurse in charge for further evaluation.
- Training will be offered during induction and three/four times a year as an update, which can be booked through either Chloe Wright or Becca Willett.
- A record of each training course attended will be kept by electronic and documentary form at Elite Nursing Services.
- The equipment provided by the Agency such as the identification badge and clothing are to be maintained by

Uniform Policy

This policy relates to all uniform in order to carry out their everyday work duties. Presentation of uniform is the Members responsibility and a full length coat must be worn to and from the place of duty according to Health and Safety Infection Control policies. Identification badges must have a recent photograph and be worn at all times.

- The only jewellery that may be worn is stud earrings and a single band ring. Wristwatches are not to be worn during patient contact.
- Due to Infection Control policies, hair, collar length or longer must be tied back with grips/combs or bands of a black, brown or navy color.
- Cardigans and jumpers are black or navy in color and must be removed whilst in contact with patients.
- Tights should be black or flesh colored. Men may wear black or navy socks.
- Shoes are to be black, flat and have non-slip soles.
- For health & safety, no sharp objects are to be worn in the pocket unless a guard is used for protection.

Sarah Walters 11/2010

Administration and Assistance with Medication Policy for the National Health Service.

All Members both qualified and unqualified must follow the National Health Service Trusts policy firstly on the administration and assistance of medication.

Qualified Members

This policy will be inline with the Nursing Midwifery Councils, Professional

Code of Conduct for the Administration of and Assistance with Medication by the Member. A copy will be issued with the handbook. Or can be found on the NMC web site at www.nmc.uk.org

The indications clearly state the parameters of which medications can be issued in connection with specialist training.

All qualified Members must ascertain the policy for the administration and assistance of administration of medication with their direct supervisor at the start of a placement.

Consent from the patient will be gained prior to administering any medication. If consent is withheld then the qualified Member must follow the National Health Service Trusts policy.

Qualified Members may administer and dispense drugs, gases, dressings, naso-gastric and peg feeds and rectal drugs.

Intravenous medication may not be administered unless training specific to the local National Health Service has been taken.

Medication can be described but only where formal and local training has taken place.

DISCIPLINARY AND CAPABILITY POLICY

MISCONDUCT

ENS defines misconduct as a deliberate act against the rules. Such offences can range from incorrect uniform dress and absenteeism to assault or fraud. ENS enforces a verbal warning followed by a written warning and then dismissal according to severity.

The right to appeal will be given to Members and they will be made aware and updated on the procedure.

CAPABILITY

ENS will assess the capability of an individual and determine whether they are suitable to be placed into the working environment, for example, a ward or clinic area. A full health assessment will be carried out and reviewed on a regular basis. If ENS feel that a member may endanger the patient or work colleagues at any time, then their contract will be terminated.

Sarah Walters 11/2010

Elite Nursing Services welcomes all views from the staff and Members who form part of the Organisation whether named or anonymously. These ideas should be put in writing to Sarah Walters, Managing Director.

Sarah Walters, 10/2007

GRIEVANCE AND DISPUTES POLICY

Members of ENS are entitled to document complaints and report to their immediate manager. In such cases where the immediate manager is unable to resolve the matter, then the Directors will determine the outcome. Legal representation or a colleague is allowed to be present at each meeting.

Unqualified Members

Naso-gastric or PEG feeds or any type of gases. No medicines are to be dispensed.

Unqualified Members may assist or aid the patient in taking medication with water or repositioning for ease.

Dressings may only be changed by direction and Unqualified Members may NOT issue medication, intravenous drugs, rectal drugs, supervision of a Registered Nurse.

Sarah Walters 11/2010

Complaints Procedure for the National Health Service

The complaints procedure will enable the National Health Service to make complaints quickly and simply. It will also enable Elite Nursing Services to keep to a strict timetable as set by the Framework Agreement.

- Elite Nursing Services will keep a full documentary record, inclusive of the action taken regarding the complaint.
- A written response to the complainant will be given within 3 working days of receipt of the complaint.
- A written report of the outcomes will be given within 15 working days, accept where in some cases the investigation would take longer.

- A system to identify a pattern of complaints is put into place at the management's request.
- Elite Nursing Services will make the Member fully aware of the complaint and take action to ensure that the same complaint would not happen again.
- A reporting procedure to the NMC is in place on request from the management.
- A Member will not be placed in the National Health Service until the complaint is fully investigated and the complainant is happy to have the Member placed again.
- Minor complaints are to be dealt with immediately or within a maximum of 24 hours of being received by Elite Nursing Services.

All complaints in the first instance must be put into writing to:

Mrs A Osborne
 Manager
 Elite Nursing Services
 Gladstone House
 Gladstone Drive
 Bristol
 BS16 4RU

Sarah Walters 11/2010

The Equal Opportunities Policy is written with the guidance of the Social Services, National Health Service and Legislation.

Sarah Walters 11/2010

Diversity Policy

Elite Nursing Services recognises the importance of diversity in the work place and believes that diversity increases the quality of the service being provided, thus giving a wider perspective to the holistic approach, which is already implemented throughout the Organisational structure.

Due to the wide range of specialities required from the Service Users who are Clients, each individual Member will be interviewed and assessed as to their clinical experiences and capabilities. This will then ascertain the type of environment best suited to the Nurse and the Service User who are Clients, therefore making a successful placement.

The Organisation will endeavour to meet staffing needs as to the age, sex, race, gender identity, health status, religion and belief, domestic circumstances, ethnicity, disability, education and sexual orientation. Diversity has been implemented into the workplace as an Organisational strategy.

Disability equality

A Member of Elite Nursing Services staff is provided with access to all information in relation to disability and equalities. The Occupational Health Nurse is available to do a work station assessment for all Staff. Access to information can be gained verbally or written by any member of Office Staff, Agency Member or Service User. Any change will be assessed and implemented to accommodate the needs of an individual who is working for or providing a service for Elite Nursing Services.

Sexual Orientation equality

The Office Staff and Members are not required to relay their sexuality in any of Elite Nursing Services recruitment, selection and placement procedures.

Women's equality

Elite Nursing Services holds harassment and bullying policy for all Members and Office staff. In turn this policy must be adhered to whilst on placement and the safety of all Members and Office Staff are taken into consideration.

The manual handling policy has been written in compliance to the Social Services and National Health Service, Service Level Agreements. This policy is reviewed and updated on a regular basis.

Sarah Walters 11/2010

TELEPHONE COVER POLICY

- ENS will provide a 24-hour telephone cover policy a Member cancel a shift the Service user will be informed immediately, irrespective of time.
- Every effort will be made to find an alternative Member to cover the cancelled shift.
- Confidentiality will be maintained at all times.

- When a requirement becomes available, every effort will be made to ensure that the position is covered within 30 minutes.

- Members must state whether they mind having an early morning call.

- The telephone cover also relates to any emergency calls from Members and Service Users who wish to seek advice.

Sarah Walters 11/201

COMPLAINTS POLICY

In providing a high standard of service Elite Nursing Services will aim to give quality satisfaction to our Members and Service Users alike. The complaint procedure has been devised to help eliminate any problems, which may arise from this service. It enables Service Users to complain about the provision of care in a formal manner to the Agencies Management, Social Services and Health and Healthcare Trusts. The following Criteria are to be used as guidelines:

In the first instance verbal communication of the problem is to be given to a member of the Elite Nursing Services staff this will be documented and advice sought from the Agencies Management. The complaint will only become formal once all recourses of the informal channel have been met.

Secondly written confirmation to be sent to,

Mrs A Osborne
Manager
Elite Nursing Services
Gladstone House
Gladstone Drive
Soundwell
Bristol
BS16 4RU
Telephone 0117 9564511

Compliments and complaints will also be recorded in order to ascertain the effectiveness of the equal opportunities policy.

The Care Quality Commission can be referred to in all incidences, the address being;

The Area Manager
Care Quality Commission
enquires@cqc.org.uk
Telephone 03000 616161

Race equality

It is essential that Elite Nursing Services is given feedback either verbally or in writing of any racial discrimination that may have occurred either directly or indirectly. When delivering care the Member must ensure that it is given in a culturally sensitive manner.

Age equality

When placing a Member with a Service User, the Member is assessed on their abilities to the requirements of the Service User. No record of age is used within the placement process. Job descriptions are non-discriminative and individuals are short-listed based on their abilities.

On receiving a letter of complaint, ENS will acknowledge the complaint within 24hrs and endeavor to resolve the problem within 28 working days.

In instances where the Company is involved, a meeting with a Director will be convened and all letters and details of telephone conversations concerning complaints will be kept for reference purposes.

Sarah Walters 11/2010

EQUAL OPPORTUNITIES POLICY

As an equal opportunities employer Elite Nursing Services will guarantee a non-biased recruitment and selection policy, in relation to marital status, gender, age, race, colour, creed, sexual orientation and disability. During the selection process individuals will be treated according to their merits and abilities. This in turn will ensure an equal opportunity for all Service Users in the delivery of Service.

This policy applies to all Office Staff and Agency Members and in turn must be relayed to Service Users. Whilst on placement, Members must also comply with the equal opportunities policy of the Service User.

The Care Standards Act 2000 Section 3, Standard 3 states the recruitment process as being in line with equal opportunities and is non-discriminatory. Other information can be gathered from the Race Relations Act, Disability Discrimination Act, Service Specification, Human Rights Act and the Commission for Racial Equality's code of Practice in employment 1983.

Elite Nursing Services will ensure that no Member will be discriminated against and educate their staff in all aspects of this policy. The Member must also aid the management in upholding the equal opportunities Law, thus relaying the information in terms of practice whilst providing care to a Service User. Sarah Walters, Registered Manager is responsible for the overall implementation of the equal opportunities policy.

Direct or indirect discrimination, victimisation and harassment should be reported as per the Grievance procedure and acts of such nature will be dealt with according to the severity and disciplinary action may be taken. The Agency will also ensure that quality, equity and consistency in working practices and conditions are upheld. Positive action will be implemented where there are incidences of discrimination, deprivation those who are disadvantaged.

Assessment and evaluation of the equal opportunities policy will be carried out every six Months. The process will start with the collection of anonymous questionnaires from the recruitment stage and continue with documentary evidence being passed to the management by way of Report.