

SAANNIE MEDICAL SERVICES

PROFESSIONAL HEALTHCARE IN THE NORTH WEST



SAANNIE MEDICAL SERVICES LTD

**PHILOSOPHY OF CARE AND
STATEMENT OF PURPOSE**

LEADING RECRUITMENT AGENCY FOR HEALTHCARE PROFESSIONALS



PHILOSOPHY OF CARE AND STATEMENT OF PURPOSE

Saannie Medical Services LTD is a newly formed nursing agency which has been in operation for few years now providing agency nurses and health care workers to a variety of establishments including private hospitals, nursing homes and to private patients in their own homes. Our service focuses on ensuring that we provide suitably qualified and experienced agency nurses that are appropriately matched to the requirements of our Clients. We have an effective management structure in place along with robust management systems and processes. We have a strong focus on feedback and the views and comments of people who use our services and have a commitment to continuous quality improvement.

Our Aims, Objectives, Ethos and Philosophy of Care

- To deliver a first-class service to all our Clients.
- To provide highly vetted and professional nurses health care assistants who can complement the services of our Clients and assist them to deliver the highest standards of patient care
- To ensure that all nurses deliver services to the standards set out by our organization and our regulatory bodies.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion.
- To ensure that our Clients' needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, age, parenthood and disabilities or impairments.
- To manage and implement an ongoing process of continual investment and improvement throughout the organization with emphasis on the selection, recruitment, training and personal development of agency nurses and internal staff.
- To ensure that all Clients receive written information of the organization's procedures for handling complaints, comments and compliments and how to use it.

The nature of the services we provide

- Through our recruitment and selection criteria we will fulfill our obligations in the provision of skilled and experienced nurses committed to seeking the best professional opportunities, who can demonstrate a high level of competency and a desire to assist the Client in achieving their goals.
- We operate 24 hours a day, 365 days a year thereby ensuring that we are accessible to both nursing staff and Clients alike. If a nurse cannot fulfill a booked assignment we will endeavor to provide an alternative Nurse or alert the Client in adequate time to make alternative arrangements.
- The charging structure for our agencies is set out in our terms of engagements. The rate is set out by region the north of England and Wales Rates are set together with our terms and conditions of business. The agency will provide all Clients with at least 30 days' notice of any increase in charges.

The type of settings in which our agency nurses will work. We supply nurses of all grades and qualifications although we predominantly supply band 5 and 6 general nurses, mental health nurses and RSCN's. The settings worked in may include the following:

- Hospitals
- Private and voluntary organizations
- Nursing/Residential homes
- Industry and business
- Private clinics
- Provision of nursing at home

England and Wales

Geographical locations served by the organization our agencies can provide staff across the whole of England and Wales.

Management of the agency The Registered Provider Saannie Medical Services LTD. Saannie Medical Services is managed and controlled by the management staff as set out on the policy statement document. Company director Andrew Saidu is the Responsible Person for the service. Andrew is a qualified Registered Mental Health Nurse and has been with the company since 2014.

The Managing director Andrew is a qualified Registered nurse who has gained massive experiences working in the health care sector. During his tenure working in hospitals he has gained experiences and training in how to best work with the older person especially dementia and care of the dying and their families. Obtained first aid at work (updated every 3 years), train the trainer moving and handling instructors course (updated annually), and completed courses in child protection and vulnerable adults. Andrew has been a qualified nurse for 5 years and has worked in both the NHS and the private sector. For the last 3 years Andrew has worked with Saannie Medical Services within the registration and compliance departments, and for the last 2 years, as the nurse manager for the organization.

Status, Constitution and Organizational Structure Saannie Medical Services is a privately-owned company with one directors being Andrew Saidu and one Secretary being Celmirah Lisao, Saannie Medical Services is the trading name. The Managing Director is responsible for the overall management of the company.

Complaint handling and our regulator in England and Wales Saannie Medical Service has a dedicated complaints department who will deal with complaints and other matters of concerns raised by clients and we treat their resolution as a priority. Saannie Medical Services follows the standards for complaints as set out by DHSSPS for Health and Social Care 2009. The Patient and Client Council was established under legislation on the 1st April 2009 as part of the reform of Health and Social Care in Northern Ireland, The Patient and Client Council is your independent voice on health and social care issues. If a Client/Service User needs an advocacy, then they can contact The Patient and client council. Those who wish to complain will be treated impartially, in confidence, with sensitivity, dignity and respect and will not be adversely affected because they have found cause to complain. We have a centralized complaints email address (complaints@saanniemedicalservices.com) where all such complaints can be sent. Alternatively, Clients can post

complaints through to our head office address (see above on this page) or can contact us directly and request that alternative arrangements be made to document their complaints or concerns.

It is preferable that the details of complaints should be received in writing. However, in the situation of receiving a verbal complaint we will ensure that this is recorded and acknowledged. Where possible, arrangements will be made as necessary for the specific needs of those who wish to complain, including provision of interpreting services; information in a variety of formats and languages; at suitable venues; and at suitable times. We will offer complainants assistance in formulating and documenting their complaint in these circumstances.

Saannie Medical Services ensures that all complaints are logged, acknowledged, investigated and resolved within the specified time scales to ensure those Clients, or their representatives and agency nurses are satisfied that any complaint or suggestion has been taken seriously and dealt with fairly and promptly. A full written record of the nature of each complaint and details of the action taken because of the complaint is kept on a secure database. Only staff with authorization relevant to their duties has access to this information. Saannie Medical Services will ensure that all complaints are formally acknowledged within 5 working days. All efforts will be made to resolve the complaint within 28 working days. If not resolved on the 28th day, Saannie Medical Services will contact the complainant and keep all parties informed of the situation. In the event of the complaint being against an agency nurse, we will ensure that the agency nurse is fully informed of the complaint and is entitled to receive a copy of the complaint. The agency nurse will be invited to respond to the complaint and state their version of events. This must be completed and submitted in writing within 7 days of the complaint being logged with Saannie Medical Services.

This statement of events may be shared with the complainant. When we receive a complaint or are notified of any other matter, which might call into question the conduct of a agency nurse, we have a duty to investigate and take such other action as we may consider necessary until we have sufficient information to resolve the issue to our satisfaction. Where necessary, we will immediately exclude the agency nurse from its register whilst an investigation is in progress. Saannie Medical Services will keep complainants informed on the complaints progression and any delays in the process, giving reasons and an anticipated response time. During the dealing of a complaint we will ensure that the level and quality of the service provided to the Client continues and there is no adverse effect on the service provided. Where there is evidence of malpractice or the complaint is an event that requires notification, we will immediately notify the Regulation and Quality Improvement Authority (RQIA), The Police, The Disclosure and Barring Service (DBS) and where applicable alert the agency nurse's professional body, being the NMC. The Managing Director, in conjunction with the Company's Public Relations Advisors will manage all communications before proceeding with a response to a complaint. Saannie Medical Services has a system in place to analyse and identify any patterns in complaints and trend analysis is conducted continuously. Through internal audit processes, we will review all complaints and act to prevent reoccurrence.

If a satisfactory resolution is not achieved, you may refer your complaint to the England and Wales Ombudsman: The Ombudsman will work with Saannie Medical Services to cooperate with any appeal raised and aim to reach an accepted outcome. We have extensive recruitment and compliance systems and procedures in place to ensure that we deliver services in accordance with the minimum standards set out by the Department of Health, Social Services and Public Safety (DHSSPS) and other legislation. To achieve this, we have invested significantly in a robust and experienced management team who oversees all our processes and controls. All internal staff, subject to specific user privileges and controls, can view documentation in electronic format as well as all approved qualifications, grades and skills for each agency nurse. All documents are subject to appropriate data protection and access control protocols. Refer to policy 22 (Management of records and information) for further details on our records policy and processes. Our agency nurses are all subject to face to face interviews by one of our experienced nurse interviewers who initially assess the agency nurse's suitability. Successful applicants are then passed through our dedicated Compliance Department who are tasked with checking all the compliance documentation for all agency nurses.

All documents are rechecked by the Compliance Department Team Leaders and the agency nurse's full file is reviewed by the Final Sign Quality Control Team prior to the nurse being cleared for work. In addition, our system has various

built in alerts and safeguards to ensure that nurses are chased for updated compliance prior to their compliance expiring and the system will automatically move nurses with expired documentation into a non-bookable status. This includes checks on updated mandatory training and agency workers will not be allowed to work if this training is not updated. All agency nurses are subject to enhanced Access NI checks before being cleared for work. Any nurse with convictions, cautions, reprimands, warnings or other disclosures are passed to our Risk Committee who will ensure that the appropriate recruitment decision is made.

Our systems and controls are in a permanent status of self-review and we have a dedicated internal audit team that is responsible for auditing all agency processes. The audit team checks compliance with contractual requirements, booking procedures, types of staff booked as well as financial audits on our charges. The team is responsible for ensuring that all our processes and policies are adhered to and will make continual recommendations on areas of improvement. The internal audit team works closely with the Director and the Head of System Development to identify and deal with all areas of risk and to recommend improvements to our systems and processes. They also work closely with our Training Department to ensure that our internal staff training programmers are updated accordingly. Our accounting and financial processes and controls are overseen by our Accountant Jaffa Akram, who is supported by strong finance teams. Jaffa is also assisted by our internal audit team who perform regular audits on our charges and systems. Jaffa also oversees our insurance arrangements and the handling of any claims.

Policies and procedures, we have a comprehensive set of policies and procedures which are available on our system and these are updated on an annual basis or earlier if required. We have specific policies relating to provision of nursing in the home and this includes a detailed policy on the management of medicines in the home of private patients. (Refer to Policy 21 Management of Medicine in private homes)

EFFECTIVE 15 May 2018