



Domiciliary Service Users Guide

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Our Mission Statement

“To provide a quick, reliable, responsive and cost effective service, allocating suitably qualified staff to the point of need at the moment required in order to meet the needs of all of our service users.”

Our Aims and Objectives

Nurses Friend is always working hard to meet your short term and long term staffing needs. We recognise your need for competent staff at the shortest notice.

Nurses Friend makes these commitments to you:

- We will respond quickly to try and meet your needs.
- We will aim to supply you with the most suitable staff to meet your needs.
- All our staff will be CRB and referenced checked.
- We take your comments and complaints seriously.
- It is your prerogative to cancel staff without reason. In line with our terms and conditions of engagement

You can be confident that Nurses Friend is compliant with Commission for Social Care inspection.

Our Staff

Our nurses are able to work in a variety of settings and we pursue excellence in all our staff. We have experience in supplying nurses to both private and NHS care sectors.

We are experienced in the supply of care staff to organisations that care for those with challenging behaviour.

All Nurses Friend nurses should present to you suitably dressed and ready for work. All our staff have enhanced CRB clearance and will carry Nurses Friend photo identification. If they do not carry identification or you have any other concerns please call us without delay. If you have valid concerns about any member of our staff, please contact us immediately and we will not charge you for the shift.

Sickness cover

If we need to replace one of our nurses for whatever reason, we will endeavour to do this as quickly as possible. Nurses Friend offer telephone support 24 hours, 365 days a year (including Christmas and bank holidays).

Time sheets

We ask that time sheets be completed at the end of each shift worked. To protect you we generally ask that more senior members of your team sign time sheets. Please retain the bottom copy of each time sheet for your records and return the top two copies to the nurse.

Policies

Nurses Friend develops, implements and evolves its policies under the guidance of and in accordance with the regulations as prescribed by the Commission for Social Care Inspection. Please contact us if you would like copies of any of our policy documentation.

Contacting Nurses Friend

Nurses Friend can be contacted by telephone 24 hours a day, 365 days a year.

Please telephone **01327 831165**

We can also be contacted by fax on 01327 831359, or email at *nursesfriend@btconnect.com*

We welcome your comments and take your complaints seriously. If you have a complaint, please contact us and we will give your concerns our full attention.

Complaints Procedure

This policy recognises the need for a rapid resolution of any complaint against Nurses placed by Nurses Friend to ensure the protection of both Health care staff and service users.

It is Nurses Friend's intention to work in a collaborative manner with all concerned parties.

In the event of a complaint against a Nurses Friend staff member please telephone:

Proprietors - **Trevor/Jane Manning 01327 831165**

or write to : **Nurses Friend
Church View
Banbury Lane
Cold Higham
Nr. Towcester
Northants.
NN12 8LR.**

You will receive written confirmation of your complaint within 48 hours.

In line with your wishes the member of staff will be removed from duty - Nurses Friend will endeavour to replace the staff member for the remainder of the shift.

Nurses Friend will retain a written record of the complaint in a complaints register. This register will be available to the Commission for Social Care Inspection.

The staff member concerned will be interviewed by Nurse Friend management and will be entitled to representation.

If necessary we will request a meeting between yourselves and/or your complainant and ourselves and our staff member, in the event that you or the complainant decline a meeting the complaint will be void.

After full investigation an outcome will be decided upon. You will be informed of this outcome within 14 days.

It is your prerogative, at any time during this process, to contact the Commission for Social Care Inspection at the following address:

C.S.C.I.
Northampton Area Office
1st Floor
Newland House
Campbell Square
Northampton
NN1 3EB

Telephone: 01604 887620

Statement of Purpose

Nurses Friend provides nurses both qualified and unqualified to Nursing and residential care homes and hospital sectors, both NHS and private. We also aim to meet the needs of service users in their own homes. Our qualified nurses to work within the NMC Code of Conduct and we expect all staff to work within our philosophy of excellence in care delivery.

Nurses Friend endeavours to support all staff who work via our agency. We recognise the need for knowledgeable and competent personnel and to this end we regularly review our staff teams skills and mandatory training needs. A full Induction is completed by all staff, this includes manual handling, hoist training and health and safety. We continually update our policies and procedures in line with Commission for Social Care Inspection (C.S.C.I.) recommendations.

Nurses Friend operates using a person centred approach and the needs of the service users are considered on an individual basis. Specialist training may be arranged as necessary.

Additional Information

Nurses Friend registered office is:

**Church View
Banbury Lane
Cold Higham
Nr. Towcester
Northamptonshire
NN12 8LR**

Tel. 01327 831165

Trevor Manning is the CO-proprietor of Nurses Friend and a business man of some 30 years standing. He has CO-created and run a successful nursing agency for 8 years.

Jane Manning is CO-proprietor of Nurses Friend and has 20 years experience in office management and accounting.

Withdrawing the Care Service from a Client

This policy defines Nurses Friend's philosophies regarding the withdrawal of the Home Care Service from a client, the conditions under which this may occur, and the appropriate procedures to be followed:

1. Our policies clearly state those elements of care and professional behaviour that the client may expect from Nurses Friend. Also we fully respect the right of the client to live in his/her home in the conditions they choose. Where the client's health or safety is considered to be compromised then Staff retain the right to bring this to the attention of both the client and Nurses Friend. However, set against this is the right of Nurses Friend Staff to be able to undertake their duties without undue hazard or threat to themselves in the form of intimidation, violence or other threat to their general health, safety and well-being within the client's home environment. This will refer to the following scenarios:
 - 1.1 Abuse, aggression, harassment or actual bodily violence from a client or a client's relative/family member.
 - 1.2 Attack by dangerous pet.
 - 1.3 Working in a home environment infested with pests or vermin.
2. Where a worker has been subject to unacceptable behaviour from a client or has been attacked by a pet, this will be noted in the client's Care Records and reported back to Nurses Friend. The client, or advocate/family member, will be advised of the incident.
3. If there is further abuse or violence, the client/advocate/family member will be advised that Nurses Friend may exercise its right to withdraw from providing care to the client. All such instances and warnings to the client will be fully documented in the client's Care Record.
4. Similarly, with respect to the infestation of a client's home by pests or vermin, the client would be expected to take the necessary action to eliminate the infestation. The client is advised that the Care Service could be withdrawn unless such positive action is taken to address the problem.
5. Where service withdrawal is likely, Nurses friend will, if appropriate, inform the Contracting Authority accordingly to enable contingency measures to be put in place to guarantee continuity of care for the client
6. Service withdrawal is seen as the ultimate sanction, and will only be exercised when all other avenues of resolving the problem with the client have been exhausted. However, it is recognised that Nurses Friend has ultimate responsibility for safeguarding the health and safety of its workers. All actions leading to the withdrawal of the Care Service will be fully documented in the client's Care Records.

NURSES FRIEND

HEREAFTER CALLED

“NF”

CONDITIONS OF ENGAGEMENT FOR QUALIFIED NURSES AND NURSING ASSISTANTS.

These are the conditions under which you accept the services of NF members supplied by NF as agent.

1. Service

NF's responsibilities to the client are to verify the qualifications and references of NF members and to supply people who are suitable for clients purposes.

2. Cancellation

If you wish to cancel or amend the booked services of an NF member, 24 hours notice must be given by yourselves, otherwise a cancellation fee equal to the agreed shift fee shall be due.

3. Liability

Whilst every effort is made by NF to give satisfaction to the client by ensuring reasonable standards of skills, integrity and reliability from temporary workers and further to provide them in accordance with the Client's booking details, NF is not liable for any error, act, omission, loss, expense, damage or delay arising from the failure to provide any Temporary Worker for all or part of the period of booking or from the negligence, dishonesty, misconduct or lack of skill of the Temporary Worker. The client agrees to be responsible for all liabilities, acts, errors or omissions of Temporary Worker whether wilful, negligent or otherwise as though the Temporary Worker was on payroll of the client, including the provision of adequate Employers and Public Liability insurance cover.

4. Remuneration

You will be charged for work undertaken by NF members. All fees will be paid to NF within 30 days of receipt of invoice. Any outstanding debts after 30 days will be subject to interest on a daily basis at 1% above the banks rate, which currently stands at 7.5%. Duplicate Invoices required will incur a charge of £1.00 per item. No moneys shall be paid direct to any NF member.

5. Law

These Terms of Business are governed by U.K. and English law and are subject to the exclusive jurisdiction of the U.K. and English courts.

None of these terms shall in any way affect your statutory rights as a consumer.