

Statement of Purpose

NSOP001



Kinetic Nursing Services, Unit 3, Claire Court, Rawmarsh Road
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Statement of Purpose

At Kinetic Nursing Services, our most important resource is our people.

- Our success comes from our people
- Our people are dedicated healthcare professionals who will deliver a superior service to meet your individual needs
- Our strength is the standard of care our people provide
- Our service is our commitment to provide effective solutions to meet your specific and intended needs.

From our accomplished healthcare personnel whose number one priority is to understand your needs and provide the care you require, the values we commit to our clients are:

- Competence
- Expertise
- Dedication
- Partnership

Kinetic Nursing Service aims and objectives ensure that our clients can be assured at all times of:

- A partnership approach to personnel provision; offering tailor made innovative solutions to all your contractual needs
- Dedicated commitment to clinical excellence from registered nurses and carers
- Ensuring that our healthcare personnel meet the national quality standards in-line with National Care Standards
- Further reassurance that all healthcare personnel are screened & trained to Kinetic Nursing Services highest standards and once recruited are performance measured and supported in their continuous professional development through Kinetic Nursing Services Appraisal System
- Care co-ordination and close communication over and above industry standards; delivering a service that provides care reports to monitor progress at every stage of the care process
- Efficiency of care delivered within your budgetary constraints; assisting in value for money from your healthcare spend
- Information systems that provide a national network of communication; offering convenient, efficient referral facilities and ensuring accuracy, consistency and a fast response to all administration requirements.

Our success is reflected in the breadth and depth of the service we provide.

With a combined trading history of nearly 20 years experience, Kinetic Nursing Service is one of the UK's flexible healthcare staffing solutions, offering an extensive level of care and support to a diverse market.

Our current partnerships include the following clients/client sectors:

- Care Homes
- Occupational Health Service
- Local Authority Social Services
- Industry

Our registered Nurses and staff have a range of qualifications including:

- Registered Nurses (RNs)
- Registered General Nurses (RGNs)
- Registered Mental Nurses (RMNs)
- Registered Nurse Mental Handicap (RNMH)
- Registered Sick Children's Nurses (RSCN) / RN (Child)
- Enrolled Nurses (ENs)
- Registered Health Visitors
- Registered Midwives
- Health Care Assistants

Kinetic Nursing Service Trading Structure

Serviced locally through the regional office based in South Yorkshire, Kinetic Nursing Services geographical coverage extends to 90% of all communities in the South Yorkshire area and affords clients 24 hour staffing cover, seven days a week.

The regional office has its own Registered Manager carefully recruited with the relevant skills, competence and expertise required to enable us to provide a superior support service to those within the local healthcare and social care community.

Branch Manager details and Qualifications:

Joanne Clark
Nurse Manager - RMN, CMS, DMS
Kinetic Nursing Services
Unit 3 Claire Court
Rawmarsh Road
Rotherham
S60 1SU

Kinetic Nursing Services is registered within the National Care Standards Commission.

Complaints Procedure

Principles:

Kinetic Nursing Services will endeavour to provide the highest standards of service possible in order to meet service users' present and future requirements. For this reason, we welcome your comments, compliments or complaints so that we can correct any shortcomings if they arise. We will:

- Endeavour to provide an immediate resolution for minor complaints or incidents, and where possible a course of action within 24 hours
- Acknowledge all written complaints within 3 working days of receiving the complaint in the office
- Investigate all written complaints and report on the outcomes to the complainant within 15 working days (except where the nature of the complaint is such that an investigation would take longer)
- Agree in conjunction with the complainant the course of action to remedy any complaint
- Keep a full written record of the nature and details of each complaint received, and the action taken to resolve it.

How to complain:

In the unlikely event you find cause for complaint with our service or with one of our healthcare personnel the following procedure should be followed, in order for us to deal with your grievance quickly and effectively:

- If your complaint is of a minor nature and you feel it can be resolved by talking to someone please telephone the local office
- If your complaint is of a more serious nature about the way you have been treated or with any aspect of our service, or you are unhappy with the conduct of a particular health care worker please put your complaint in writing to the Nurse Manager at the address on the front cover.

How your complaint will be dealt with:

- On receipt of the complaint, we will log all details of the complaint and a record will be placed on the client's and healthcare personnel's file. Full details of the investigation, the outcome and action taken will also be fully recorded
- We will carry out a full investigation into your complaint, which may include us talking to you and any other persons who may be involved
- We will keep you informed of the details of our findings, the actions we have taken and proposals to resolve your complaint.

In the event of a registered nurse being in breach of the code of conduct we will report this to the Professional Conduct Office of the Nursing and Midwifery Council. The nurse will be kept fully informed of the complaint at all stages.

Where the complaint involves an allegation of abuse or gross misconduct the healthcare worker you have made a complaint against will not be assigned any further work until a satisfactory outcome has been reached.

If you are dissatisfied with the outcome provided by the Nurse Manager, or have a complaint against the Nurse Manager, you may complain directly to:

Joanna Heseltine
Operations Director
Kinetic plc
Lancastrian Office Centre
Talbot Road
Stretford
Manchester
M32 0FP

If you wish to make your complaint directly to the National Care Standards Commission:

Commission for Social Care Inspection
1st Floor, Barclay Court
Heaven's Walk
Doncaster
DN4 5HZ

Tel: 01302 765350

Kinetic Nursing Services are able to supply to the NCSC an annual statement containing a summary of the complaints made during the preceding 12 months and the action taken in response.

Please remember it is your right to complain if you wish. It will not in any way endanger or jeopardise the service you are receiving from us.