

Service User Guide

NSUG002/June2005



Your guide includes information on the following:

- Our Values, Aims and Objectives
- The nature of the service we provide
- Registered nurses and staff with a range of qualifications
- Kinetic Nursing Service Trading Structure
- How to book temporary cover
- Cancellation or suspension of service
- Cover for sickness and holidays
- Timesheets
- Charges and Methods of Payment
- Hours of operation
- Complaints procedure
- Procedures to safeguard staff members and patients
- Health and Safety
- Out of hours service
- Insurance



Nursing Services

You care, We care

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.



Nursing Services

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 health-care 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
- NHS (Special Placements)

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.

Registered Manager details and Qualifications:

Joanne Clark RMN, CMS, DMS
Kinetic Nursing Services
Room 111, Queens Court Business Centre
Harris Street
Middlesbrough
TS11 5EH

Kinetic Nursing Services is registered within the Commission for Social Care Inspection.

How to book Temporary Staff Cover

Should you wish to book a Nurse or Carer you can do so:

- **In Person** - You can visit your local branch or request that a representative from the branch visits you at a convenient time to discuss your staffing requirements
- **By Phone** - The quickest way for you to book healthcare personnel is simply to telephone the office 24 hours a day
- **By E-mail** - You are welcome to send your requirements to us by email but please note this is not monitored outside office hours. You should also be aware that email communications are not necessarily secure and bear this in mind when emailing us
- **By Fax** - You can fax to the office at any time please note this is not monitored outside office hours.

When you speak with one of our co-ordinators they will take full details of your requirements including the qualifications or experience the healthcare personnel will need to have. We will then look through our database for suitable personnel to call. We will ring you back as soon as possible to confirm a name or update you on the status of the booking.

We understand that clients like to have continuity of care and that you may wish to re-book our healthcare personnel, however we would appreciate if you ring the branch to re-book the nurse, and not directly with the healthcare personnel.

Cancellation or Suspension of the Service

Should you wish to make a cancellation you may do so in line with the Terms and Conditions of Business or ring the office directly, 24 hours a day.

In some instances it may become necessary for Kinetic Nursing Service to suspend services to a client. Examples of instances where this may occur include:

- Where the client does not provide a safe working environment for staff members to carry out their duties
- Non payment by the client.

A period of 48 hours notice will be given for the withdrawal of service to the client both in writing and verbally to the appropriate authority.

Cover for sickness and holidays

Our efforts in recruiting and retention ensure that we are able to provide a sufficient pool of available healthcare personnel to cover most absences. Our computerised allocation system assists us in matching experience and qualifications to enable us to provide a replacement in the majority of cases. All clients will be informed of any changes to their healthcare provision.

Timesheets

For each assignment, healthcare personnel are required to submit a completed timesheet. The timesheet will include the healthcare person and client name. The date, start and finish time of the assignment and mileage (if appropriate) will be shown on a daily basis and give a weekly total. Clients are asked to sign the timesheet at the end of each assignment and a copy to be retained with the client.

Charges and Methods of Payment

Please see our Terms of Business - Appendix 1

Hours of Operation

Kinetic Nursing Service is open 24 hours a day, 7 days a week, 365 days of the year.

Kinetic Nursing Service

Opening Hours:	24 hours a day, 7 days a week
Office Hours:	8.30am to 5pm Monday to Friday
Telephone No:	01642 243678
Email Address:	nursing@kinetic-plc.co.uk

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.



Nursing Services

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 Commission for Social Care Inspection:

Commission for Social Care Inspection
Unit B Advance
St Marks Court
Teesside
Stockton on Tees
TS17 6QX

Tel: 01642 628960

Kinetic Nursing Services are able to supply to the CSCI 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.

Procedures we implement to safeguard healthcare personnel and clients:

- All healthcare personnel are required to have an enhanced/POVA first disclosure from the Criminal Records Bureau. More references may be requested from the candidate at the discretion of the interviewer
- A minimum of two written references are secured prior to the applicant being assigned for any duties on behalf of the company. Where applicable, they will include the applicants present or last employer and be from persons of a more senior grade or position
- All Registered nurses are verified with the Nursing and Midwifery Council
- Yearly updates are monitored concerning Mandatory Requirements for Moving and Handling
- A declaration of fitness to work is secured from all staff members
- Immunisations, for example Hepatitis B, Rubella etc, are documented
- Healthcare personnel are asked to identify areas which they are experienced
- Quality Performance checks are also carried out and monitored on all healthcare personnel
- All healthcare personnel are required to carry their Identity Badges at all times and registered nurses must carry their NMC Pin Card at all times
- All healthcare personnel are made fully aware of the European Working Time Directive on maximum working hours and are provided with the relevant information
- Kinetic Nursing Service regularly updates all policies and procedures in line with legislative and mandatory requirements
- Kinetic Nursing Service are registered with the Commission for Social Care Inspection and a certificate of registration is prominently displayed at each office.
- Kinetic plc (inc Nursing) work in partnership with the Home Office and ensure that either a valid passport is produced by the candidate, or a tax document/NI card is accompanied by a full birth certificate
- Nurse's professional insurance is established at commencement and throughout registration
- All healthcare staff are provided with individual hand sanitisers and informed of the policy regarding its diligent use
- All healthcare staff are asked to adhere to a strict uniform policy
- All healthcare workers are assessed in their ability to write and speak clear English. In the case of unqualified staff, candidates are asked to participate in a role play situation supported by a practical demonstration.
- Once fully registered and all relevant checks have been performed, identity badges are provided (with a photograph)

The healthcare personnel will be reviewed on a six-monthly basis to undertake a formal appraisal of their work, their standards of practice and to discuss any issues arising in terms of feedback from the clients quality assessment questionnaire or complaints. Worker satisfaction Questionnaires are also sent out 4 monthly throughout the individuals assignment.

A Senior member of the management team, who is appropriately qualified will undertake the appraisal. In the case of nurses, their PREP portfolio will form part of the appraisal meeting and remind them of the need to keep their portfolio updated. Assistance to access appropriate training is offered.

All healthcare personnel receive a Handbook when they register with Kinetic Nursing Service which encompasses the Companies Policies and Procedures. This Handbook forms the Terms and Conditions of Membership for each healthcare worker.

Health and Safety

It is the policy of Kinetic Nursing Service to observe the requirements of the Health and Safety at Work Act of 1974 (and any other subsequent legislation or regulations). Our full Health & Safety Policy can be seen in the H.R. Manual.

Out of Hours Support

We have a dedicated telephone number that enables seamless continuity of service at all times. Outside of normal hours there is an on-call facility whereby a staff member will be available for advice via the on-call nursing team,

Insurance Cover

See Terms & Conditions - Appendix 1

Our certificate of Employers Liability Insurance is displayed in the office.

All our qualified nurses are asked to clarify their status with regard to Professional Indemnity Insurance.

Access to Information

Access is available 24 hours a day.